

2025 Client Survey Results

Survey Respondents



358

Client Responses
up from 275 in
2024



56%

Living with a
Disability



12%

LGBTQIA+
Community



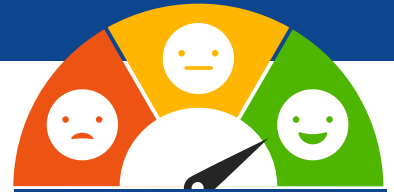
9.5%

Language Other
Than English



8%

Aboriginal and/or
Torres Strait
Islander



**Overall Client
Satisfaction
86.4%**

Highest areas of Satisfaction - 90% and over



94%

I feel welcome and culturally safe when
accessing this service

93%

Staff respected me as the expert in my
own life

92%

I felt comfortable to be myself when
engaging with this service

90%

I feel physically safe when I come into
this service

Lowest areas of Satisfaction

71%

My quality of life has
improved since engaging
with this service

80%

This service meets my needs



Lower levels of
satisfaction from
people living with
a disability



Shout Outs



20%

of clients wrote about seeing an
improvement in their quality of life,
recovery and sense of hope



The support provided by staff was the
most likely reason that clients
attributed to having their needs met

Action Plan

What will we do in response to client feedback?



Explore alternative methods for client feedback



Redesign methods of providing important information to
clients



Seek innovative ways to use translation services



Commit to staff training regarding disability and the needs
of older people



Design and implement a Disability Inclusion Strategy



Capture data about a person's disability



Be more transparent about wait times
and resource availability



Improve advocacy communications

**Progress updates will be provided via
our social media channels**



Advocacy

What do our clients want us to advocate for?



Housing and
Homelessness:
affordable housing
options, faster wait times



Cost of living and income
support: increase Centrelink
payments, rent assistance



More funding for VincentCare,
Ozanam House, and
community services



VincentCare
Engage. Enable. Empower.