

# Client Satisfaction Survey 2022

666  
Clients

36  
Services

25% clients identified as Aboriginal or Torres Strait Islander  
72% identified as female  
36% under 25 yrs  
50% live with a disability



## Main reason for seeking support



**25%**  
Domestic & Family Violence

**17%**  
Housing crisis

**15%**  
Housing affordability

**15%**  
Inadequate housing

**9%**  
Relationship/family  
breakdown

**9%**  
Sleeping rough or no fixed  
address

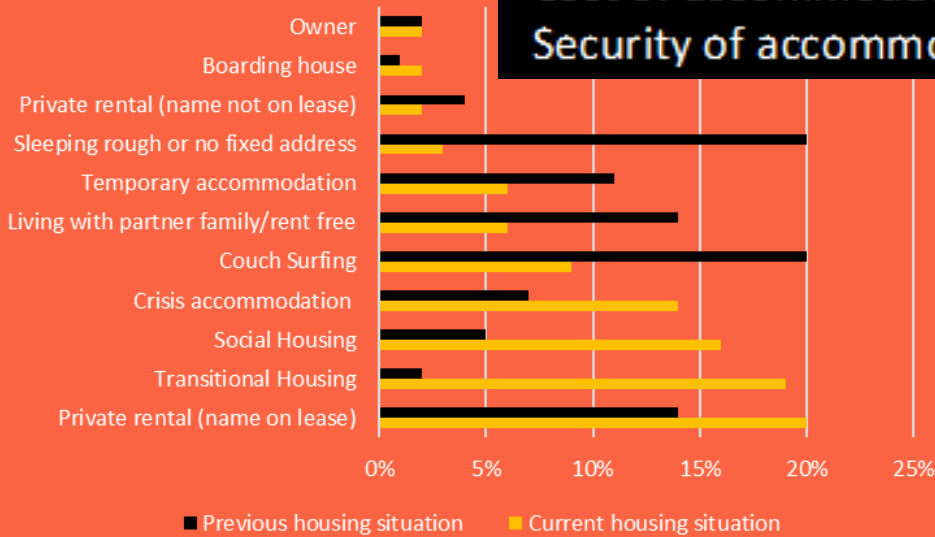
**9 IN 10** clients are satisfied with the overall service they received. This is an unchanged result from 2021



## Satisfaction with Accommodation



	2022	2021
Overall Satisfaction	74%	76%
Safety of accommodation	80%	80%
Cost of accommodation	74%	80%
Security of accommodation	62%	68%



## Customer Service

**97%** Feel they were treated with respect

**90%** Believe the service they received was sensitive to their ethnic and cultural background

## Service Impact

	2022	2021
Emotional state improved	81%	85%
Financial situation improved	55%	62%
Connection with others improved	55%	57%

