

Centacare Catholic Country SA Client Feedback 2021



1800 759 865

www.cccsa.org.au



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Introduction

In 2021, Client Feedback was collated from 107 respondents across six Centacare Catholic Country SA (Centacare) sites – Ceduna, Whyalla, Port Augusta, Port Lincoln, Port Pirie and Coober Pedy.

All respondents accessed one or more services from Centacare throughout the year.

Data was collated via feedback forms, feedback provided electronically or feedback that was documented by staff on behalf of the individual engaged with the service.

Client Demographics



48% of clients seen identified as female



26% of clients seen identified as male



26% of clients seen identified their gender as other or preferred not to respond



27.10% of clients seen are currently employed

28.04% of clients seen are unemployed

3.74% of clients seen are currently studying

41.12% of clients seen preferred not to respond

Client Age Group

The trends in client feedback received demonstrate that the majority of clients accessing Centacare services are aged 40 to 59 years.

Under 15 years	18.63%
15 – 25 years	21.57%
26–39 years	24.51%
40–59 years	26.47%
60+ years	8.86%

Aboriginal and/or Torres Strait Islander

21% of clients who participated in feedback identified as Aboriginal and/or Torres Strait Islander.

Relationship Status

22.43% of clients who completed feedback identified their relationship status as single, while 11.20% of clients identified their relationship status as married.

Single	22.43%
Married	11.20%
Separated	10.28%
De-facto	4.67%
Other	3.74%
Never Married	2.80%
Widowed	1.87%
Divorced	0.93%
Did not Answer	42.08%

Education

Of the clients who provided feedback, 14.02% identified the highest level of education completed was a TAFE qualification.

Year 9	3.74%
Year 10	4.67%
Year 11	11.21%
Year 12	9.35%
TAFE	14.02%
University	7.48%
Other	6.54%
Did not Answer	42.99%

Client Feedback

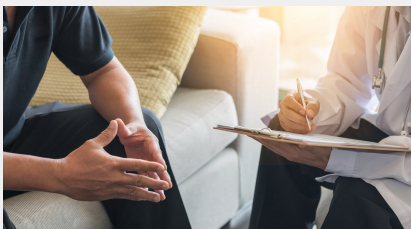
Reason for Attending

According to client feedback, depression, stress and anxiety were the main reasons clients sought Centacare Catholic Country SA support. Further breakdown below:

Depression	14.36%
Stress	14.36%
Anxiety	13.85%
Relationship issues	7.18%
Other	6.67%
Financial issues or concerns	5.13%
Homelessness or feared homelessness	5.13%
Other family issues	4.62%
Workplace issues	4.62%
Alleged or feared domestic violence	4.10%
Grief/bereavement	4.10%
Health issues	3.59%
Parenting issues	3.59%
Divorce/separation	2.56%
Substance abuse	2.56%
Anger management	1.54%
Emergency relief	1.54%
Foster care	0.51%

Would Clients recommend Centacare Catholic Country SA services to others in their community?

94% of clients indicated that they would or have recommended the services offered by Centacare Catholic Country SA to others in their community.



Supported

When clients were asked how supported they felt by their Counsellor/Support worker, 82% of clients felt completely supported, and 18% of clients felt mostly supported.



Comfortable

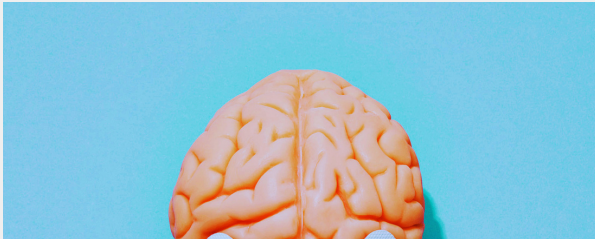
Clients were asked how comfortable they feel discussing personal issues with their Counsellor/Support Worker, 86% of clients felt very comfortable and 14% felt mostly comfortable.



Understanding

82% of clients felt their Counsellor/Support Worker completely understands their needs and 18% feel they mostly understand their needs.

Client Feedback



Availability

Clients were asked to rate the availability of their Counsellor/Support Worker with 90% stating it was excellent, and 10% stating it was fair.



Helpful

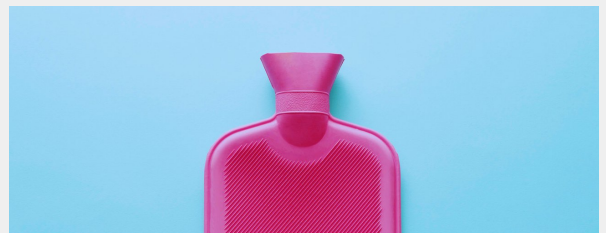
80% of clients felt their counselling sessions have been very helpful to their individual situation and circumstances and 20% felt they have been mostly helpful.



Goal Setting

86% of clients have set goals with their Counsellor/Support Worker and 10% stated that it was not applicable to the service they are engaged with.

85% of clients reported that their Counsellor/Support Worker provided them with strategies to achieve their goals and 11% stated it was not applicable to their situation.



Improvement

Clients were asked if their individual situations had improved as a result of their engagement with Centacare Catholic Country SA. 41% of clients indicated their situation had fully improved and 56% indicated their situation has partially improved.



Our impact

Direct quotes from client feedback received

"I've been given a lot of helpful methods to deal with stress and thoughts which I constantly can use and I would recommend to others."

"I always appreciated the great support I was given. No judgement, always compassionate and given options/solutions/encouragement. Amazing! Thankyou!"

"Excellent at listening and also taught me to be more aware of my needs to have a more full and productive life. Thank you."

"I feel stronger and more able to cope through the tough times and use the skills she has taught me in the present and future."

"Centacare has supported me over the past few years through difficult times and it isn't without your workers who are skilled and kind-hearted and understanding and provide the knowledge to overcome issues in my life."

Contact us



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