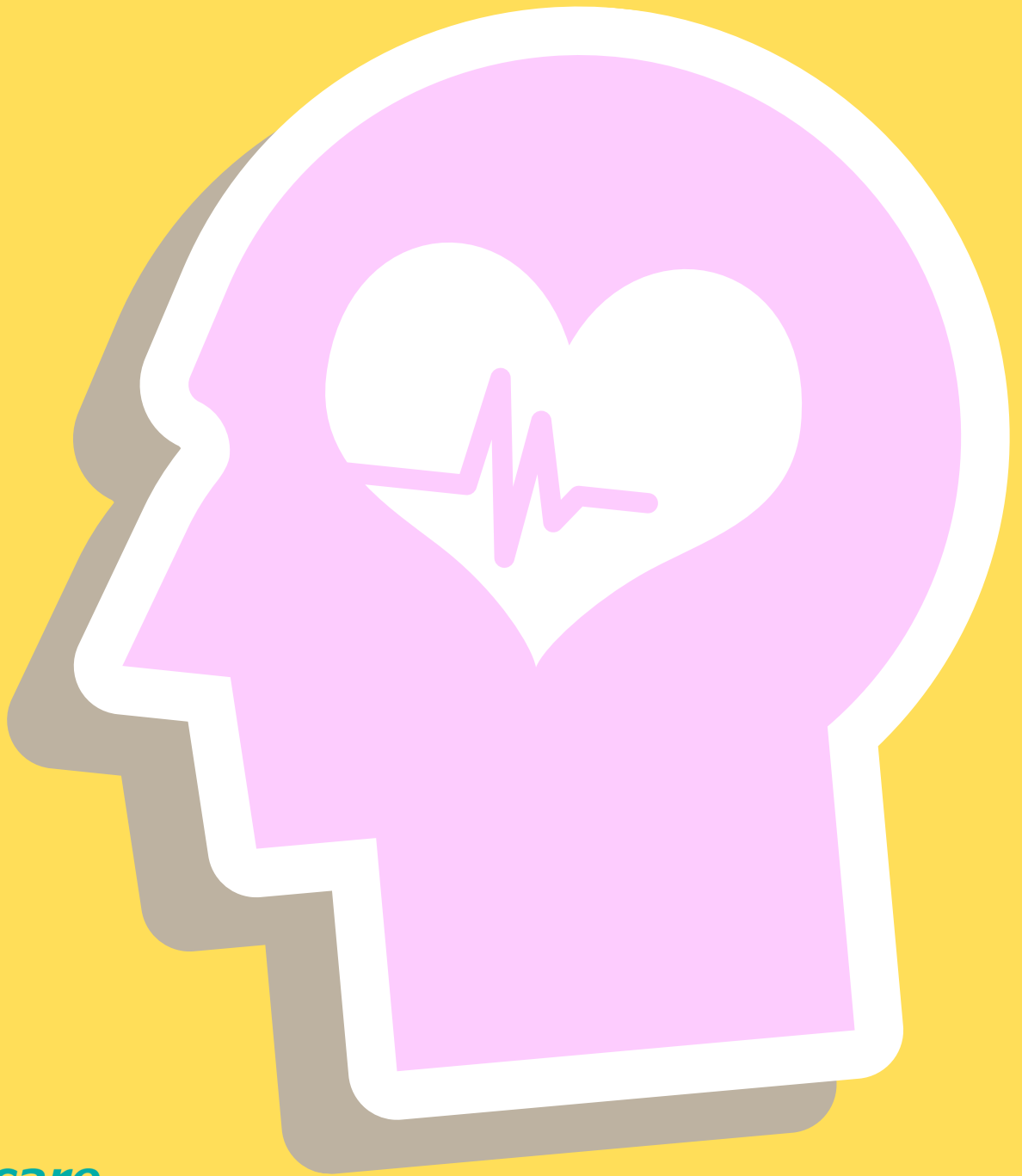


Centacare Catholic Country SA Client Feedback 2022



1800 759 865

WWW.CCCSA.ORG.AU



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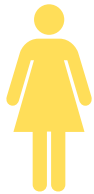
Introduction

In 2022, Client Feedback was collated from 130 respondents across seven Centacare Catholic Country SA (Centacare) sites – Ceduna, Coober Pedy, Port Augusta, Port Pirie, Port Lincoln, Wallaroo and Whyalla.

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



35% of clients seen identified as female



29% of clients seen identified as male



36% of clients seen identified their gender as other or preferred not to respond



24% of clients seen are currently employed
35% of clients seen are unemployed
2% of clients seen are currently studying
33% of clients seen preferred not to respond
6% of clients seen selected other as their employment status

Client Age Group

The trends in client feedback received demonstrate that the majority of clients accessing Centacare services prefer not to state their age.

Under 15 years	6%
15 – 25 years	4%
26–39 years	14%
40–59 years	31%
60+ years	12%
Prefer not to say	33%

Aboriginal and/or Torres Strait Islander

19% of clients who participated in feedback identified as Aboriginal and/or Torres Strait Islander.

Relationship Status

33% of clients who completed feedback prefer not to state their relationship status, while 27% of clients identified their relationship status as single.

Single	27%
Married	10%
Separated	10%
De-facto	4%
Other	5%
Widowed	3%
Divorced	8%
Prefer not to say	33%

Education

Of the clients who provided feedback, 11% identified the highest level of education completed was each year 10, year 11 and a TAFE qualification.

Year 9	3%
Year 10	11%
Year 11	11%
Year 12	8%
TAFE	11%
University	4%
Other	7%
Prefer not to say	45%

Client Feedback

Reason for Attending

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

Parenting issues	14%
Anxiety	13%
Emergency relief	12%
Financial issues or concerns	11%
Stress	9%
No Interest Loan Scheme (NILS)	6%
Depression	5%
Workplace issues	4%
Other	4%
Grief/bereavement	4%
Health issues	4%
Other family issues	4%
Relationship issues	3%
Homelessness or feared homelessness	2%
Anger management	2%
Divorce/separation	2%
Alleged or feared domestic violence	1%

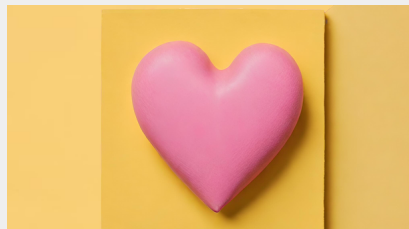
Would Clients recommend Centacare Catholic Country SA services to others in their community?

91% 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, 92% of clients felt completely supported, and 5% of clients felt mostly supported.



Comfortable

Clients were asked how comfortable they feel discussing personal issues with their Counsellor/Support Worker, 85% of clients felt very comfortable and 13% felt mostly comfortable.



Understanding

82% of clients felt their Counsellor/Support Worker completely understands their needs and 15% feel they mostly understand their needs.

Client Feedback



Availability

Clients were asked to rate the availability of their Counsellor/Support Worker with 97% stating it was excellent, and 3% stating it was fair.



Helpful

92% of clients felt their counselling sessions have been very helpful to their individual situation and circumstances and 5% felt they have been mostly helpful.



Goal Setting

82% 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.

82% of clients reported that their Counsellor/Support Worker provided them with strategies to achieve their goals and 10% 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. 59% of clients indicated their situation had fully improved and 38% indicated their situation has partially improved.



Our impact

Direct quotes from client feedback received

"I now have more confidence in my ability to set goals and make plans that will hopefully lead to a better quality of life while also taking care of my needs."

"I felt very comfortable and extremely happy with the service given to me. I have been recommending the service to those I feel it will help. I am very appreciative. Thank you."

"Have nothing but praise for my counsellor, goes above and beyond to help in any way. I have become so much happier and confident in my life, best therapy I have ever experienced."

"Very thankful that Centacare deliver Christmas Hampers to Andamooka, extremely grateful that Centacare are able to assist me."

"The counselling has been more effective than psychologist appointments."

"Not knowing what to expect when I started the sessions, I felt comfortable and able to talk freely, I found the sessions to be very helpful in easing my self doubts also in discussing my situation, suggestions put forward by the counsellor were relevant and appreciated."

"Thank you for helping me achieve resilience towards coping with multiple issues converging."

Contact us



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