

Tell Us What You Think 2022 to 2024

CONSUMER SURVEY FEEDBACK 2024

We run regular surveys with the people who use our services. This is a summary of what they have told us

	2022	2023	2024
surveys sent to consumers via SMS	2506	3819	2890*
number of responses	326	635	438
completion rate	80%	69%	73%

*excluding FDC and OSHC consumers

What is a Net Promoter Score (NPS)?

A Net Promoter Score (NPS) average measures a consumer's loyalty and satisfaction with Windermere and our services.

- NPS average scores are defined as:
- Detractors (score of 0-6)
 - Passives (7-8)
 - Promoters (9-10)

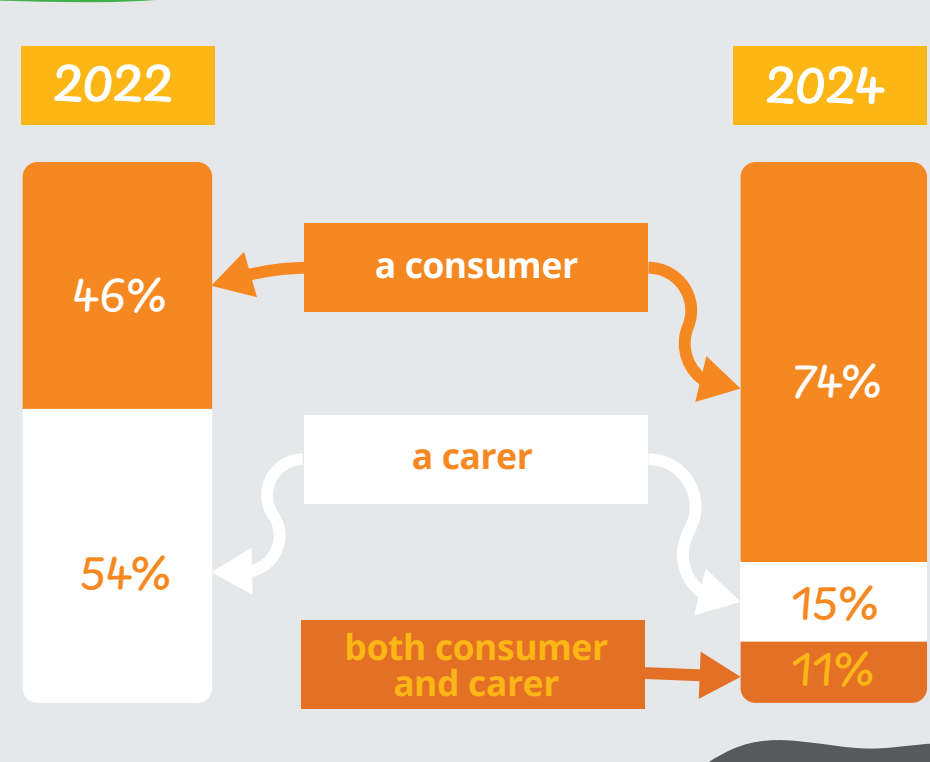
$$\% \text{ Promoter} - \% \text{ Detractor} = \text{NPS Score}$$

A score of 50 or above is considered excellent

The NPS is calculated by: the percentage of promoters, minus the percentage of detractors

From 2022 to 2024, our Net Promoter Average remained at 9. The scores were 56 in 2022, 53 in 2023, and 57 in 2024.

Who completed the survey?



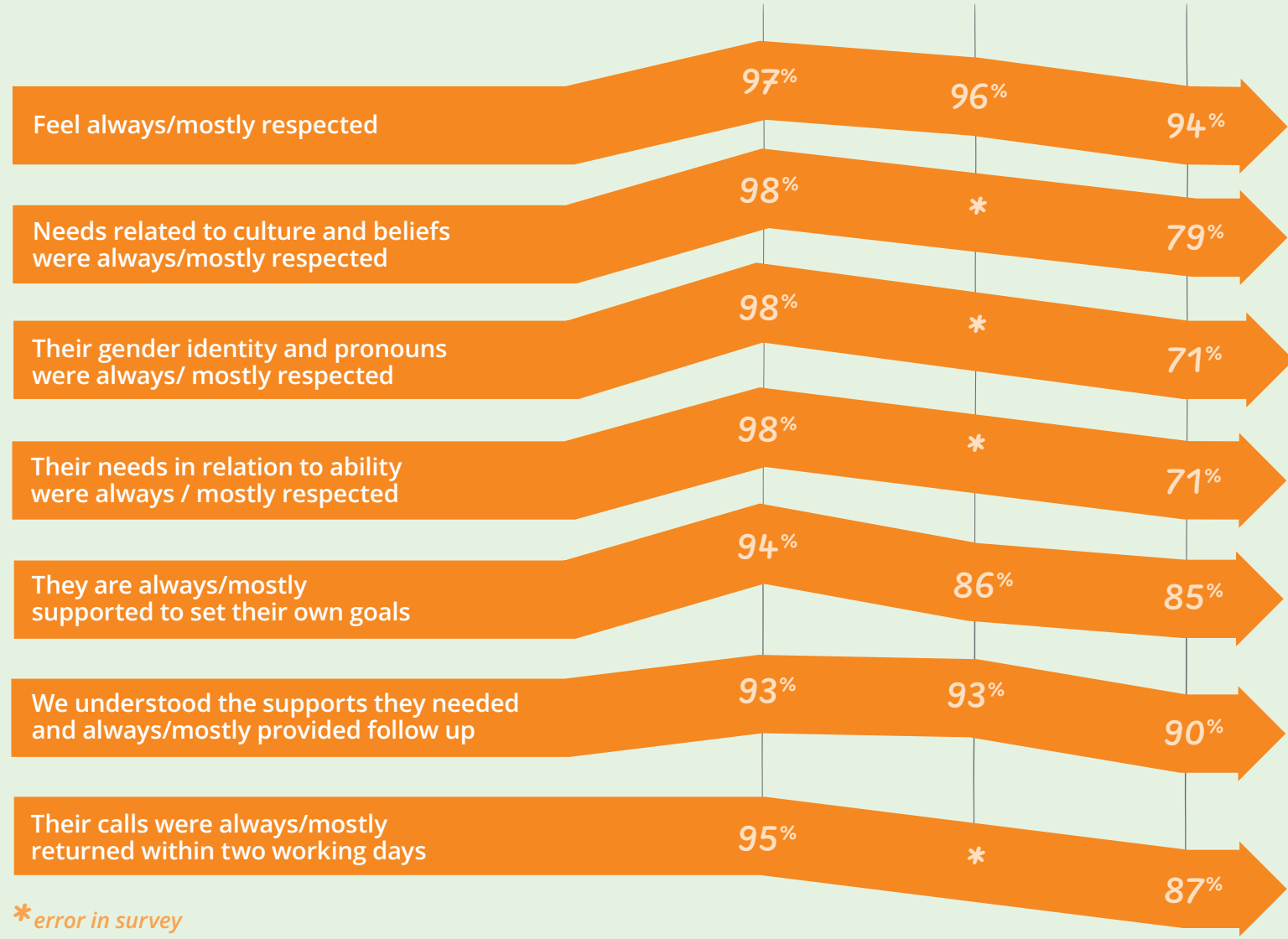
We did not ask this on the 2023 survey.

General Demographics

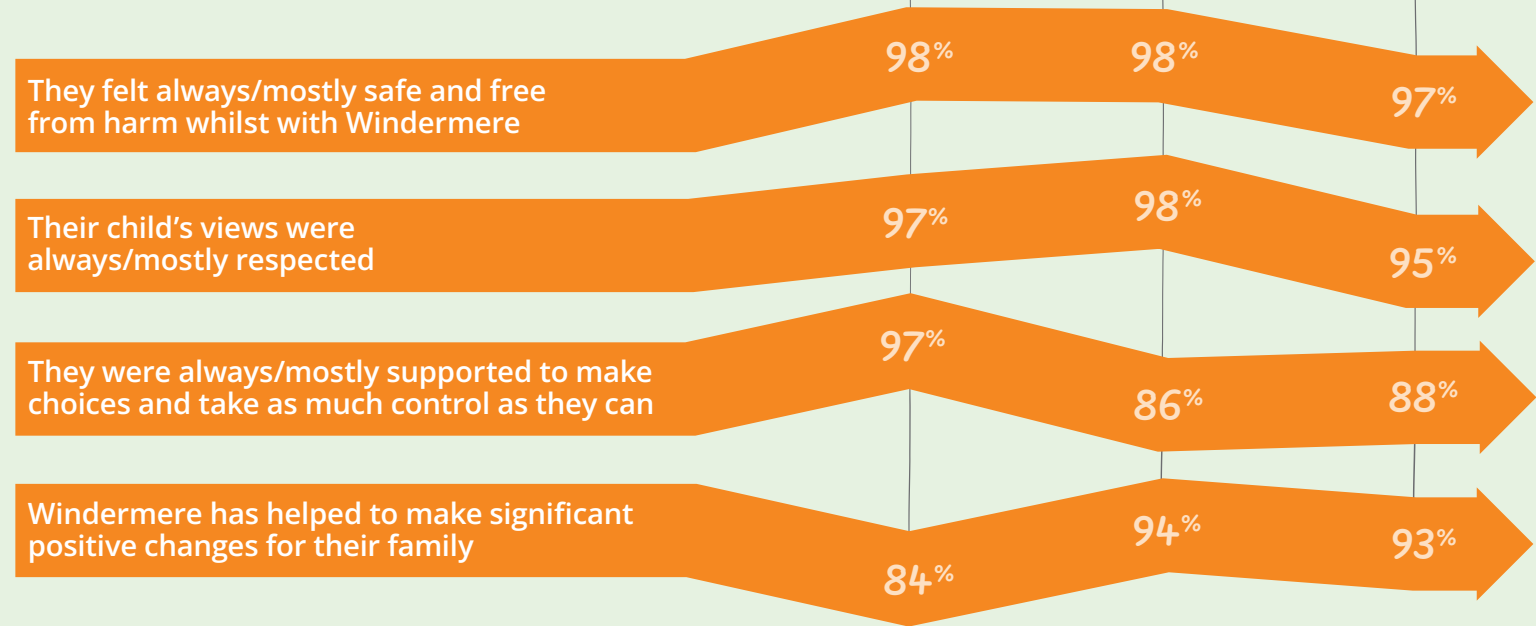
Identified as Aboriginal and/or Torres Strait Islander	5%	7%
Identified with a cultural background	11%	14%
Identified as part of the LGBTIQ+ community	2%	5%
People with disability	25%	27%
Did not want to say	8%	9%
Were none of the above	53%	49%

*This was not covered on the 2022 survey

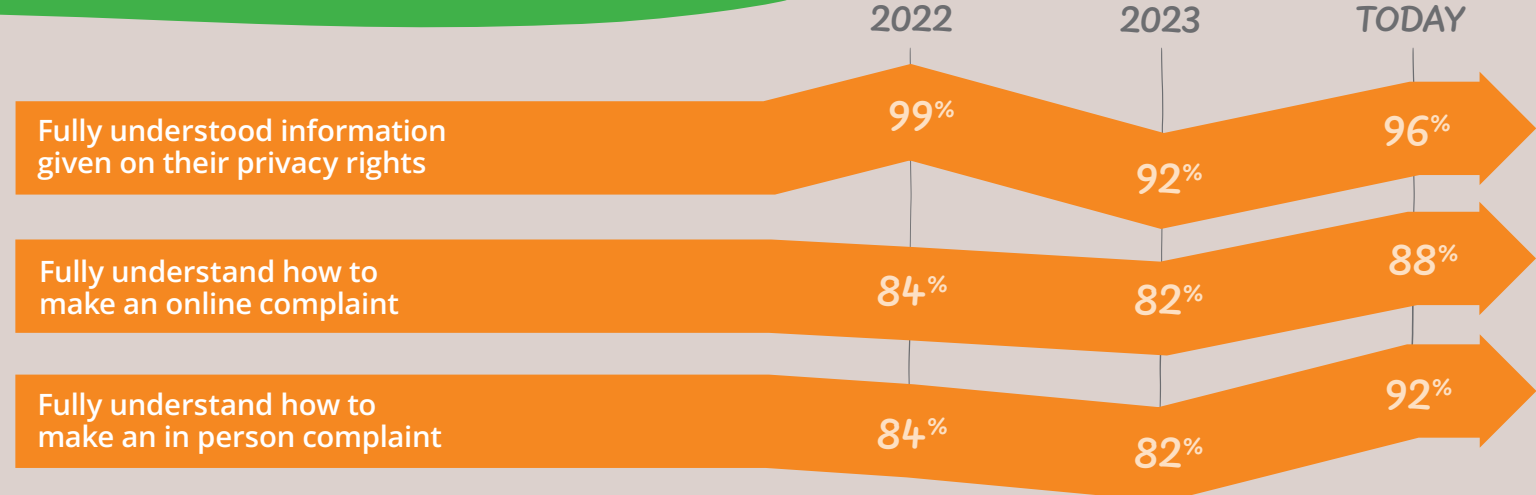
Relationship with worker



Windermere Experience



Understanding of information on rights and responsibilities



Feedback

Our consumers were also asked for feedback and below are examples of what they told us

"Another staff member should be able to respond if someone (is) unavailable" (2024)

"The help and advice I received really went to restoring my faith in humanity" (2024)

"It's helped reunite my relationship with my kids and that spark for life to just keep striving" (2024)

"My experience was with a very kind and caring case worker." (2024)

"Life changing." (2023)

"My daughter was always respected & included" (2024)

"The staff are all so welcoming and doing a fantastic job & my daughter thoroughly enjoyed the program, activities & experiences provided." (2022)

"High demand prevents staff to respond quicker" (2024)

I'd never had anyone advocate for my son aside from me. In regards to NDIS, I had no idea where to start. My worker not only taught me a lot, she fought hard for an answer and inspired me to not take no for an answer if there is another option. I felt heard, supported and capable in that review meeting. (2022)

"I have been nothing but very pleased with the help and support my grandson and myself have received." (2024)