

## 2025 Client and Family/Guardian Survey Report

Hartley Lifecare conducted its annual Client, Family, and Guardian Feedback Survey in early November 2025. This year, Hartley received a total of 49 responses, marking the highest level of participation recorded to date. Notably, client participation doubled compared to last year’s responses, representing a 100% increase.

Hartley’s Strategic Plan sets to a target client satisfaction rate of 90%, with Agree or Strongly Agree responses considered as indicators of satisfaction.

For the first time, Hartley offered an Easy-Read version of the survey alongside the standard format. This version included a five-point graph scale, visual aids, simple sentences, and jargon-free language, making it more accessible to individuals with low



\* Hartley staff know me well



literacy, learning disabilities, cognitive difficulties, or those for whom English is a second language. The Easy-Read option was also beneficial for anyone preferring information presented clearly and concisely. Respondents could select either the Standard or Easy-Read version.

The survey results showed that Hartley continues to achieve its target of a 90% satisfaction rate for the services it provides. Notably, for the first time, no respondents selected 'Disagree' or 'Strongly Disagree' for any of the questions, indicating that there were no respondents actively dissatisfied with Hartley’s performance.

Two areas received outstanding feedback, with 100% of respondents indicating satisfaction. This highlights Hartley’s strength in these aspects of its service and demonstrates the organisation’s commitment to quality care.

Despite these positive outcomes, satisfaction rates for community participation and for choice and control were comparatively lower. These areas have been identified as

opportunities for further development to ensure all clients feel empowered and engaged in their communities and daily lives.

Overall, the feedback was highly positive. Several respondents specifically mentioned supervisors for their excellent support, recognising the dedication and professionalism of Hartley’s staff.

The outcomes of this survey stand as a testament to the exceptional support that Hartley continues to provide to its clients, families, and guardians.

### **Summary of Results**

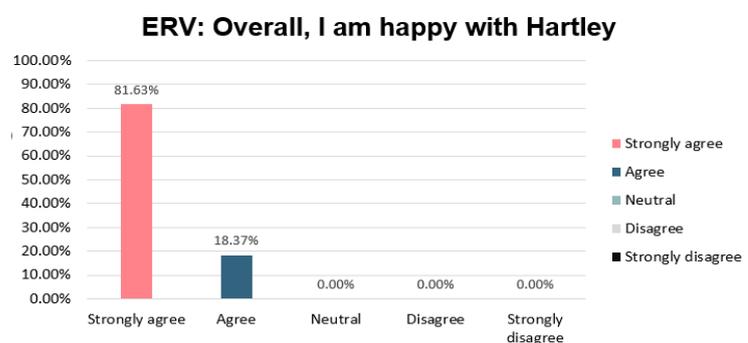
Hartley’s services continue to meet the satisfaction of clients. We added a new question about overall satisfaction, 100% of respondents indicated they were satisfied, choosing either strongly agree or agree. Across all 13 question the average satisfaction rate was more than 94% of respondents who Agreed or Strongly Agreed that they are satisfied with Hartley’s support across all survey questions (see Table 1 below). Of the 13 questions, only one received a satisfaction rating below 90%; specifically 85.7% of respondents agreed that ‘Hartley supports me to have choice and control over my life.’

91.8% of respondents agreed ‘Hartley supports me to engage in my community’.

Hartley aims to provide support that enhances clients’ wellbeing, independence, and overall quality of life. All respondents (100%) indicated overall satisfaction with Hartley’s services. Additionally, 97% agreed that Hartley supports them to be safe and well, 95% agreed they are supported appropriately, and 93.8% said Hartley helps them achieve their goals.

Client and family engagement is a core value for the organisation. All respondents (100%) agreed that Hartley involves them and their families/guardians in developing and reviewing

**SV: Overall, I am satisfied with the services I receive from Hartley**



their services. Furthermore, 93% of respondents felt Hartley communicates well with clients, families, and guardians. More than 95% believed Hartley would respond effectively if a complaint needed to be raised.

The lowest satisfaction was related to support for choice and control. A little over 85% agreed that Hartley enables them to exercise choice and control, 14% responded neutrally. Given the survey's anonymous nature, Hartley cannot follow up directly with these individuals.

Nevertheless, the organisation places significant emphasis on choice and control as essential to person-centered support, it would be valuable for the client services team to explore how we could improve providing choice and control to our clients.

### **Methodology**

The survey was structured around 13 key questions that reflect the quality of Hartley's services. Participants rated their agreement with each question using a five-point scale: Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree. At the end of the survey, respondents could also provide additional comments. All responses were anonymous. The survey was created online using Survey Monkey and distributed via email to clients, families, and guardians associated with Supported Independent Living Services. Additionally, physical copies were mailed to all families. Both the online and paper versions allowed respondents to choose between the Standard and Easy-Read surveys.

While survey responses were collected anonymously, participants could choose to identify themselves if desired. All respondents were also invited to enter a prize draw to complete the survey. To maintain anonymity, prize draw details were kept separate from survey responses.

### **Who Responded?**

The survey was sent to all users of Hartley's supported independent living services. In total, 49 responses were received: 45 from family members or guardians and 4 from individuals directly supported by Hartley.

## **Written Feedback**

Twenty-three participants provided written feedback. Many comments praised the quality of services and staff, while others offered constructive suggestions for improvement. Some of the positive remarks included:

- *“We particularly appreciate the investment Hartley makes to recruit excellent carers. These committed, caring staff are absolute hero's who always go above and beyond to provide our brother with thoughtful, patient and loving care & support.”*
- *“From my observations all the staff go beyond all expectations they should be congratulated and commended.”*
- *“You are doing a great job with my daughter under very difficult circumstances, and we appreciate it very much.”*
- *“ The staff are exceptional, especially the supervisor and our family are forever grateful for the love and care my mum receives.”*
- *“I am very much appreciated the high standard of personal care Hartley and the carer team provides to both client 1 & client 2 and the dedication and commitment of the carer team led by their supervisor. The 24/7 care provided to both client 1 & client 2 is the reason they are able to continue to experience a healthy life despite their many health issues. Their GP has mentioned to me on a number of occasions how impressed he is with the obvious care displayed by the team.”*
- *“Thank you for being flexible , kind, adaptive and responsive - a fabulous quality.”*

## **Recommendations for Improvement**

- *“To continue to support me to live my independent life, achieve my goals and feel included in making decisions around me.”*
- *“Matching skills/interests with support and person. I know is a challenge but would be keen to see more. Thank you for being flexible, kind, adaptive and responsive - a fabulous quality.”*
- *“Talk and interact with me more. Avoid mobile phones and talk to me more.”*

## **Comparison to previous surveys**

Engagement in the 2025 survey reached an all-time high, with 49 responses compared to 34 in 2024, a 53% increase.

A total of 33 people completed the standard survey, and 16 participants (33%) opted for the easy-read version. More clients also identified as completing the survey on their own, four clients did so in 2025 (8% of all respondents), compared to two clients in 2024. Of these four, three used the new easy-read version, while one filled out the standard online survey.

Thirteen respondents (81%) who completed the easy read version identified as family members or guardians. It is possible that families or guardians choose this format to help the client answer the questions, or they may have preferred the easy-read version for themselves. Regardless of the motivation, the high percentage of clients and guardians using the easy read version clearly demonstrates that this was a useful choice to offer people.

For the first time Hartley asked clients directly to indicate their overall satisfaction, and we were pleased to learn that all clients either agree or strongly agree that they are satisfied with our services. Previously Hartley simply averaged the combined satisfaction rate of the questions to determine the overall satisfaction rate.

The combined average satisfaction rate also increased slightly this year, reaching 94.82% from 93.66% in 2024. Data reveals that more respondents chose 'Strongly Agree,' with certain questions achieving a perfect 100% satisfaction rate. Notably, no respondents selected 'Disagree' or 'Strongly Disagree', for the first time.

Although satisfaction rates for individual survey items varied, some rising and others falling, clients, families, and guardians remain consistently pleased with Hartley's services. Hartley continues to uphold a high standard of satisfaction among all those we support.

**Table 1**

	Strongly			Neutral	Strongly			
	Agree	Agree	total		Disagree	Disagree	total	
<b>2025</b>	Provides me with the right supports	71.43	24.49	95.92	4.08	0	0	0
	Meets my goals	61.22	32.65	93.87	6.12	0	0	0
	Know me well	73.47	20.41	93.88	6.12	0	0	0
	Choice and Control	55.1	30.61	85.71	14.29	0	0	0
	Participate in meaningful activities	63.27	30.61	93.88	6.12	0	0	0
	Part of my local community	57.14	34.69	91.83	8.16	0	0	0
	Staff have skills to meet my needs	67.35	26.53	93.88	6.12	0	0	0
	Hartley involves family /Guardian	75.51	24.49	100	0	0	0	0
	Supported to be safe and well	73.47	24.49	97.96	11.11	0	0	0
	Communicates well with me , my family & guardian	71.43	22.45	93.88	6.12	0	0	0
	House well maintained	69.39	26.53	95.92	4.08	0	0	0
	Hartley responds well if I have a complaint	67.35	28.57	95.92	4.08	0	0	0
	Overall, I am happy with Hartley	81.63	18.37	100	0	0	0	0
Average	68.29	26.53	94.82	5.88	0.00	0.00	0.00	

	Strongly			Neutral	Strongly			
	Agree	Agree	total		Disagree	Disagree	total	
<b>2024</b>	suitable Support	61.75	35.29	97.04	0	2.94	0	2.94
	Meets my goals	58.82	35.29	94.11	2.94	2.94	0	2.94
	Know me well	58.82	35.29	94.11	5.88	0	0	0
	Choice and Control	58.82	38.24	97.06	2.94	0	0	0
	participate in meaningful activities	64.71	32.35	97.06	2.94	0	0	0
	Part of my local community	44.12	47.06	91.18	8.82	0	0	0
	Staff have skills to meet my needs	55.88	41.18	97.06	2.94	0	0	0
	Hartley involves family /Guardian	70.59	23.53	94.12	5.88	0	0	0
	Supported to be safe and well	70.59	23.53	94.12	0	0	2.94	2.94
	Communicates well with me	55.88	35.29	91.17	8.82	0	0	0
	Communicates well with family Guardian	64.71	26.47	91.18	8.82	0	0	0
	House well maintained	58.82	26.47	85.29	8.82	5.88	0	5.88
	Hartley responds well if I have a complaint	61.76	32.35	94.11	5.88	0	0	0
Average	60.41	33.26	93.66	4.98	0.90	0.23	1.13	

	Strongly			Neutral	Strongly			
	Agree	Agree	total		Disagree	Disagree	total	
<b>2023</b>	suitable Support	84.44	13.33	97.77	0	0	0	0
	Meets my goals	75.56	22.22	97.78	0	2.22	0	2.22
	Know me well	64.44	31.11	95.55	4.44	0	0	0
	Choice and Control	64.44	22.22	86.66	13.33	0	0	0
	participate in meaningful activities	66.67	24.44	91.11	6.67	2.22	0	2.22
	Part of my local community	46.67	42.22	88.89	8.89	2.22	0	2.22
	Staff have skills to meet my needs	64.44	28.89	93.33	6.67	0	0	0
	Hartley involves family /Guardian	75.56	24.44	100	0	0	0	0
	Supported to be safe and well	80	20	100	0	0	0	0
	Communicates well with me	62.22	33.33	95.55	4.44	0	0	0
	Communicates well with family Guardian	64.44	31.11	95.55	4.44	0	0	0
	House well maintained	64.44	28.89	93.33	6.67	0	0	0
	Hartley responds well if I have a complaint	60	35.56	95.56	4.44	0	0	0
Average	67.18	27.52	94.70	4.61	0.51	0.00	0.51	