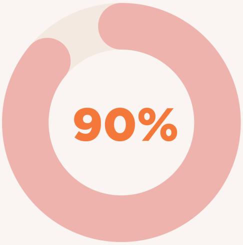
Wallara
Grow. Work. Explore. Live.

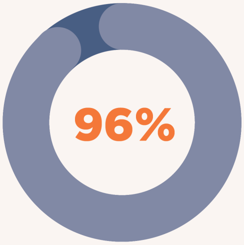
2025 Client Feedback survey

What our Clients & Families told us

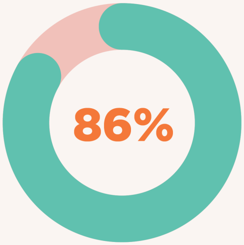
Overall Service Satisfaction



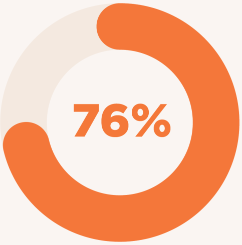
enjoy coming
to wallara.



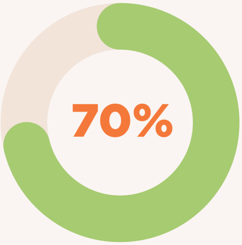
said they are working
towards their goals.



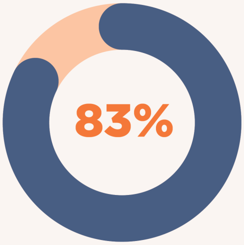
reported feeling very well
or excellent in meeting
their support needs.



rated learning new
skills as very good
or excellent.



rated feeling included
and part of the team as
very good or excellent.



rated staff listening as
very good or excellent.

In 2024 you asked us to make things better. Here's what we did in 2025:

Better Communication

We gave regular updates about plans and learning.

Money Skills

We started using Budgetly to make money handling safer and help people learn money skills.

Work Support

we supported the transition of nine supported employees to open employment.

Safety and Training

We gave training on safety and how to respond the right way. We also talked more about how job coaches can help.

New Activities

We added fun programs like the STEAM Van and media projects.

Reporting Made Easier

We worked on ensuring any reports or documents like invoices provided to you were easier to understand and delivered in a timely manner.

Housing Talks

We held meetings about housing. Families came and gave good feedback.

Wallara's Strengths

Supportive and Inclusive

Respectful Staff

Achievement Recognition

Clients feel Heard and Safe

Opportunities for Skill Development

Continuous Improvement opportunities

What's next- our committment for 2026

Improve how follow up actions are communicated to clients and families

Increased variety in activities and work tasks

More accessible information formats; esl, easy read etc

Continuation of staff training across all service areas

Increase awareness and impact of client and employee representative committees

Strengthen review of client goal plans and ensure documentation is accessible

Expanding community and cultural activities

What you said about Wallara

What's something you really like about Wallara?

> “I get to see my friends 3 days a week and they make me smile.”

> “The staff, the surroundings, the programs of choice, the positive, welcoming happy atmosphere in general.”

What do you like about your job?

> “I like my job and I enjoy doing something and i feel i am part of the economy of Australia.”

> “Meeting other people and working with them. Being able to earn money which helps me and my family.”

What do you like about your home?

> “I love it there, I have my own bedroom, kitchen laundry back yard. I get along with all my housemates.”

> “I like my bedroom and also My house is close to Shops which very convenient”

What does your favourite L&L coach do that makes your day fun?

> “Make me feel welcome. Always great me with a smile.”

> “They go above and beyond for everybody here.”

Has your support coordinator helped you learn new things, solve problems or try new services?

> “I feel comfortable to approach my SC to ask for information on other services.”

> “My support coordinator listens and supports our needs as best she can.”