

CLIENT SATISFACTION



Clients who completed the program tell us what they think.

"The professionalism of the staff, the willingness of other clients to help one another, the strength of the continuing care program – all excellent"

81.5%

said that **overall the experience** of the residential program was excellent.

"It gave me a chance to slow down and become aware of my feelings for the first time in 37 years. Group therapy was excellent, a great help"

87.3%

rated **group therapy** as excellent

"I loved my one to one. All the staff were so helpful, it made me realise there is more to life than drinking"

81.7%

rated the **1:1 therapy** as excellent

"The counselling was second to none and my learnings and my self-awareness have increased so much. I am leaving with many tools to proceed to a better life"

84.5%

rated the **support from counsellors** as excellent

"I liked how friendly all members of staff were. I liked the care and support they gave to me"

83.5%

rated their **welcome on admission** as excellent

"I felt safe and received amazing support throughout my stay"

81.8%

rated the **care and respect shown** to them by staff as excellent