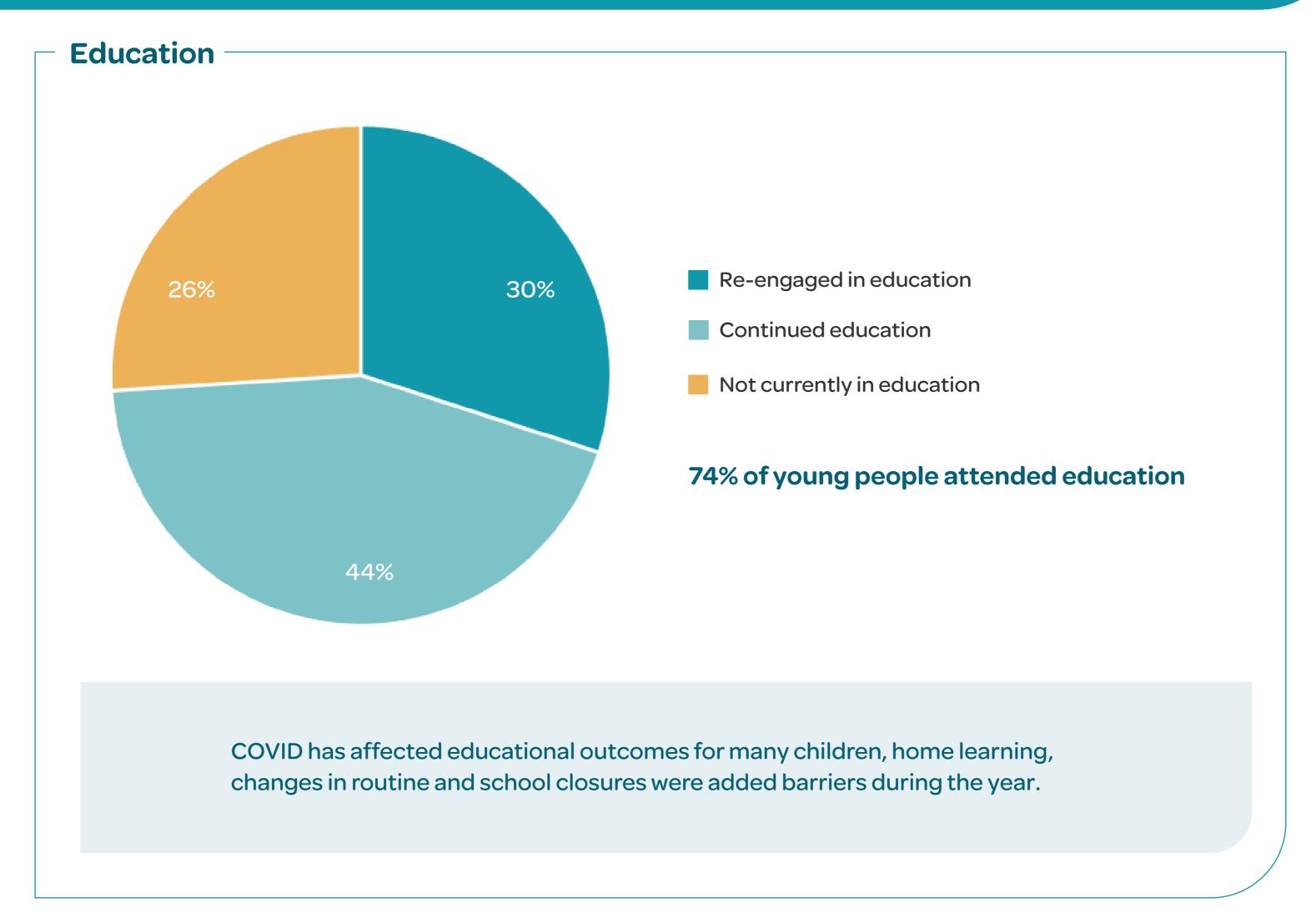


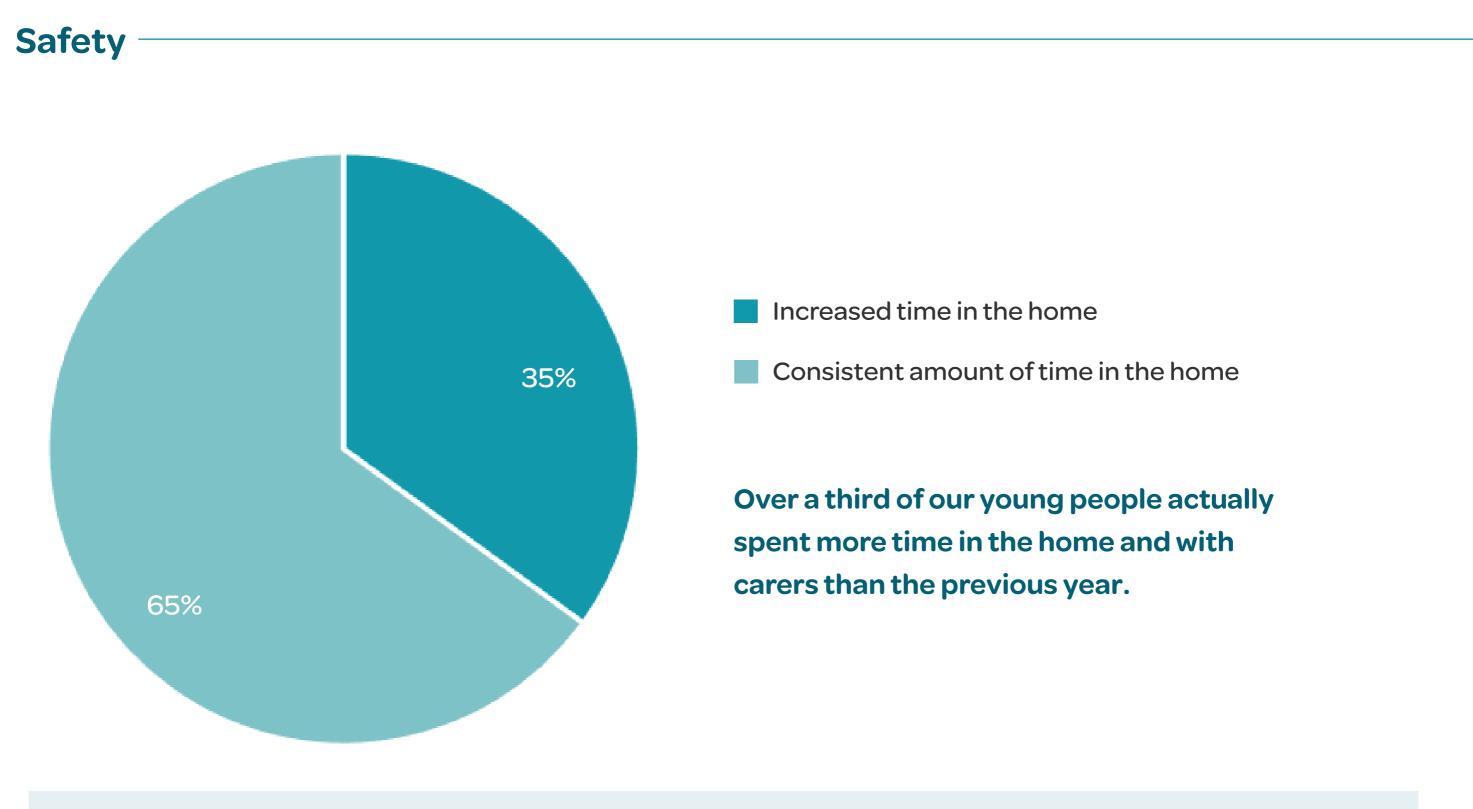
Family Feedback

"They do contact me all the time. They do a really good job."

"Yes, they consider my family and our needs.
They are forgiving when I left something at home, they help with transport, nothing is too much trouble."

"They are always thinking ahead and anticipating issues and asks for my help and support when needed. They stays back because he cares. They are proactive and take time to talk through target skills etc. I can see TFM coming to life and that we can work together to make things better for X."





"They're good. My life is really good, this is a place I know I can be safe".

What young people say

Pleasantness	Are the carers nice to be around / do you feel comfortable with them and that you can be yourself in your own home?	3.75
Fairness / Input	Are the carers fair / do they give you a chance to express ideas and make decisions about the program and home?	3.68
Caring / Concern	Do the carers care about you and want what is best for you? Do they respect your cultural background?	3.75
Effectiveness	How satisfied are you with the amount of help you have received from your carers, helping you work on a plan that will help you leave here and be successful?	3.75

"They doesn't judge me when I know I shouldn't be doing something they just listen." "They always listen to me about things happening in my life."

"They keep promises."

"The way they talk to us is always in a caring way."

"I am really happy."

*All young people interviewed report being satisfied or completely satisfied with the care they receive (scale 1 – 4)

Professionals Feedback

"The team are excellent at cooperating and implementing case management and child protection requests. Carers are very responsive to attending meetings and consults."

"Outstanding group of carers. They are always keen to support my work and receive feedback in a spirit of collaboration and personal improvement."

"The team are doing a great job. TFM provides a great model for the teams in their work. The caliber of the staff is exemplary in their commitment etc."

"I have been so impressed by the growth and gains made by my clients. Staff have met many challenges along the way. The work they have done with the young people have provided them with many skills that will assist them to have a positive future."

"Carers are always available to have conversations and attend meetings for the young people. They are open and honest about issues and willing to work through problems in a solution focused manner. They provide a weekly update on the clients and all the TFM conversations they have with the clients to help them grow into strong independent young adults."