

### SUMMARY

The Melbourne Sexual Health Centre (MSHC), Short Client Satisfaction Survey for Counselling Services was conducted from 10 May to 31<sup>st</sup> August 2016. Four questions were included using SurveyMonkey online software. During the survey period, 69 clients elected to complete the survey online. The majority of clients were attending the counselling services for the first time (65%) and 94% of the responders were very satisfied or satisfied with the service they received. Of 68 responders, 87% were very likely or likely to recommend the service to another person who may need this type of counselling.

<b>Q1 Was this your first counselling appointment at Melbourne Sexual Health Centre?</b>	
<b>Yes (%)</b>	<b>No (%)</b>
<b>45 (65%)</b>	<b>24 (35%)</b>
<b>Q2 How satisfied were you with the counselling service you received?</b>	
<b>Very satisfied</b>	<b>46 (68%)</b>
<b>Satisfied</b>	<b>18 (26%)</b>
<b>Somewhat satisfied</b>	<b>3 (4%)</b>
<b>Unsatisfied</b>	<b>1 (2%)</b>
<b>Very unsatisfied</b>	<b>0</b>
<i>Missing</i>	<b>1</b>
<b>Q3 How likely are you to recommend this counselling service to another person who may need this type of counselling?</b>	
<b>Very likely</b>	<b>47 (69%)</b>
<b>Likely</b>	<b>12 (18%)</b>
<b>Somewhat likely</b>	<b>7 (10%)</b>
<b>Unlikely</b>	<b>2 (3%)</b>
<b>Very unlikely</b>	<b>0</b>
<i>Missing</i>	<b>1</b>
<b>Q4 Do you have any other comments or suggestions for improvement for the Melbourne Sexual Health counselling service?</b>	
<b>Comments and suggestions below</b>	

## Some comments and feedback received about the counselling service

“Clear explanations. Good engagement skill with couple. Warm non-judgemental style”

“I love coming here!”

“I didn't even ask for a counselling session, the doctor who was treating me could see I was very upset and got me in straight away, which was very kind of her. The counsellor was very understanding and gave me some advice that has helped me process everything. It is always good to talk things out, particularly when you're feeling ashamed of something that wasn't your fault”

“I am from different culture, the counsellor has been nice and listened to me. Helped me to find problems and gave me a lot of support”

“It's essential to have someone to go to who can listen to your thoughts, and put your mind at ease where necessary”

“There is a lot of information on the Internet and it may not apply to you. I can't thank you enough for providing much needed service and support. I left feeling a lot clearer and well-informed. I read a lot and probably worried more than I needed to”

“The counsellors are quite skilled in helping you dismantle socially constructed stigmas targeted at sexual issues. I found myself reassured and realise perspective”

“I had high levels of anxiety before the session. I was treated with great respect and I didn't feel any judgement. I left feeling informed and much more calm. The service is very helpful, accessible & confidential. No improvements. The service is fantastic as it is. The confidential nature of this service is invaluable. Sometimes I don't want to discuss certain things with my regular GP. My GP isn't equips to deal with the psycho/emotional elements of what I might be going through. Also I often can't afford to go to a doctor or a counsellor. If this service wasn't here I wouldn't see anyone and would stay anxious and/or depressed. This service empowers people without barriers. It's very important!”

“I was able to be seen right away at the very last minute which was amazing as it was something that I needed at the time. The counsellor was very understanding and accommodating”

“This first session eased my anxiety and helped me feel like a “normal” person again”

“Perhaps make the room more homely, or less clinic like. Utilise the space to have a couple of comfortable single seater couches a different office desk to create a more of a relaxed feel. I do appreciate the dimmer/ softer lighting that is already in place”