

customer feedback



Feb 2021

How many people gave their feedback?



98

customers



263

families and carers

Straight from the horse's mouth...

Here are some things our customers, and their families, have to say about us.

our staff

"The staff are so good they make me feel that my daughter is very well looked after. My support worker even phones me regularly so as I can speak to my daughter and keeps me up to date with how she is going! Well done and keep up the excellent work."

"My support workers are great and let me make decisions about my life and how I would like to be supported."

customer service

"Support workers have been amazing, always willing to answer any questions, offer any help I need and put in the extra mile."

"Trustworthy, reliable and flexible and most importantly the service is tailored individually to the person's need."

COVID-19 response

"Aruma has been helpful and excellent with programs during lock-down with extraordinary care, antiseptic sprays and hand sanitisers."

**From feedback
there is one clear
thing we need
to work on...**

Keeping our customers

and their families up-to-date

on the things that matter to them.

