

2018/19

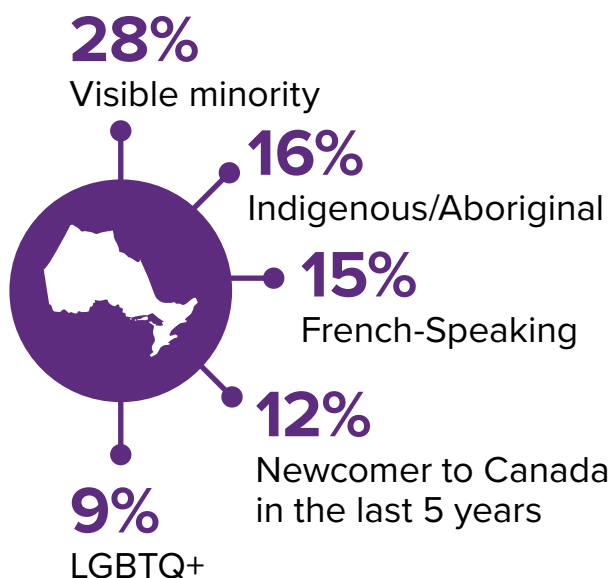
VIOLENCE AGAINST WOMEN SATISFACTION SURVEY

Key findings at a glance

The following highlights from the VAW Satisfaction Survey reflect data collected between April 1, 2018, and March 31, 2019, from **4,151 surveys** completed by women who received services from 163 VAW agencies across Ontario.

Demographic profile of survey respondents

Respondents identified as:



Most respondents access multiple services



66% of respondents accessed five to eleven services

Most frequently accessed services



89% of respondents received counselling

76% of respondents got information on other services in the community

73% of respondents got safety planning



Satisfaction with services



95% of respondents on average were 'very satisfied' or 'satisfied' with services they received

Wait times for services



87% of respondents were 'very satisfied' or 'satisfied' with wait times

Service experience



89% of respondents felt services they received always supported their cultural and/or spiritual needs

87% of respondents felt that agencies always provided services with respect and care

Outcomes



Most respondents reported positive outcomes.

For example:

95% were more aware of safety and support options available

93% were more aware of where to go to ask for services/supports that they needed in their community

86% feel less isolated/alone

In open-ended responses, many respondents attributed positive outcomes to staff, who were often described as understanding, respectful and supportive.