



SAES Recovery Outcomes Measurement & Service Feedback Survey Pilot

Ex-Tropical Cyclone Alfred: SUMMARY OF FINDINGS

Context & Purpose

In March 2025, Cyclone Alfred impacted South East Queensland and Northern New South Wales, causing widespread flooding, power outages, and community disruption. Salvation Army Emergency Services (SAES) supported up to 13 evacuation centres. A total of 95 volunteers provided 8,924 meals and refreshments to evacuees and emergency responders. The SAES also distributed \$1.77 million in financial assistance through 5,631 hardship grants, supporting 7,018 adults and 3,871 children.

This pilot evaluation surveyed hardship grant recipients 6 to 8 months after the event and applied the Monitoring, Evaluation, Accountability and Learning (MEAL) Framework to assess:

- **Outcomes:** Changes experienced by clients after SAES assistance.
- **Service Experience:** Quality of service delivery.
- **Improvement Opportunities:** What worked well and what could improve.

Sample Snapshot

Sample size: 458 community members

Net Promoter Score



68%
female



62% aged
55+



14% First
Nations



9%
CALD



18% with
disabilities



78

84% respondents indicated they would recommend SAES support to others.

Note: This summary is based on pilot data and is indicative only. It is not representative of all SAES programs. * CALD: Cultural and linguistic diversity.

What Worked Well



Emotional and Social Support: Participants consistently reported feeling heard, supported, and reassured through compassionate and person-centred assistance.



Wellbeing: 95% reported improved wellbeing, while 96% experienced reduced stress and anxiety following SAES support.



Confidence Building: 94% reported greater confidence in their ability to manage future disasters and recovery challenges.



Financial Assistance: 98% reported that financial and material assistance helped meet immediate needs and supported recovery and household stability.



Accessible Service Delivery: Participants valued both telephone and face-to-face support, highlighting the importance of multiple service delivery channels to meet diverse needs.



Strong Trust and Confidence: Feedback demonstrated high levels of trust in The Salvation Army and confidence in SAES as a reliable source of support during emergencies.



Inclusive Access: Flexible eligibility requirements enabled assistance to reach individuals and families who may otherwise have been unable to access support.





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Improvement Opportunities

1.

Access and Assessment: Some participants suggested clearer communication about assessment processes and expected wait times, particularly during periods of high demand.
2.

Communication and Awareness: Participants highlighted the importance of increasing awareness of available support services to help affected community members access assistance sooner.
3.

Culturally Responsive Support: Feedback identified opportunities to further strengthen culturally appropriate service delivery for First Nations communities.
4.

Accessibility and Inclusion: Some participants suggested enhancing accessibility for people with disability and those facing barriers to attending in-person services, where operationally feasible.
5.

Flexible Service Delivery: Maintaining multiple service channels, including telephone and face-to-face support, was identified as important for meeting diverse community needs.
6.

Follow-up Support: Participants noted the potential value of ongoing engagement and follow-up support during the recovery process.

Community Member Voices

Compassionate, caring team <i>“Salvation Army are full of nothing but kindness, understanding, helping.”</i> - Male, 35-44, NSW	Helpful and responsive service <i>“Everyone was so helpful made everyone feel comfortable and at ease.”</i> - Female, 65+, QLD	Quick and easy process <i>“It was a fantastic service, easy to navigate without feeling embarrassed about asking for help”</i> - Female, 55-64, NSW
Strong trust in TSA <i>“Salies have always been around to help people, and they are the backbone of society.”</i> - Male, 65+, NSW	Practical assistance received <i>“I’m forever thankful and grateful and appreciative for the help and financial support I received.”</i> - Female, 18-24, QLD	Non-judgmental approach <i>“I didn’t feel judged and the person I spoke to was genuinely concerned.”</i> - Female, 55-64, QLD

