



Matt's Place Community Meals Guest Survey 2025

Key Findings Report

1. Attendance and Engagement

- **73%** of respondents attend **weekly**, indicating strong ongoing engagement with the program.
- A further **17%** attend **fortnightly**, while only **2%** attend monthly. Occasional attendees make up **8%**.

Insight: Matt's Place is a consistent, essential part of weekly routines for the majority of guests.

2. Use and Impact of Additional Services

Guests reported high benefit from support services provided on-site:

- **Free haircuts:** 49% found them *very beneficial*.
- **Flu vaccinations:** 66% found them *very beneficial*.
- **Hearing checks:** 78% found them *very beneficial*.
- **Dental checks:** 79% found them *very beneficial*.
- **Eye checks:** 63% found them *very beneficial*.
- **Legal services:** 77% found them *very beneficial*.

Insight: Health-related services (hearing, dental, flu vaccinations) have the strongest impact.

3. Food Security Outcomes

Impact on Day-to-Day Food Needs

- **69%** say attending Matt's Place helps "**a great deal**" with food needs.
- **20%** say it helps **somewhat**.
- Only **2%** report no benefit.

Impact on Financial Stress

- **58%** report a **great reduction** in food-related financial stress.
- Another **29%** report **somewhat reduced** stress.

Insight: The program significantly reduces food insecurity and financial pressure for the majority of guests.

4. Social Connection & Mental Wellbeing

Social Connection

- **78%** feel a **great deal** more socially connected and less isolated.
- **18%** feel somewhat more connected.

Emotional & Mental Wellbeing

- **69%** feel a **great deal** of emotional support.
- **24%** feel somewhat supported.

Insight: Social connection and emotional wellbeing are major strengths of the program.

5. Safety and Environment

- **81%** feel **very safe and welcomed**.
- **17%** feel **mostly safe and welcoming**.

No respondents reported feeling unsafe.

Insight: The environment is overwhelmingly perceived as safe, respectful, and welcoming.

6. Current Challenges Facing Guests

Among the 37 respondents to this section:

- **High cost of utilities:** 62%
- **High cost of housing:** 51%
- **High medical/healthcare costs:** 46%
- **Difficulty accessing enough food:** 35%
- **Mental health challenges:** 30%
- **Social isolation/lack of support:** 22%
- **Low income or limited employment:** 22%
- **Debt challenges:** 22%

Insight: Many guests experience multiple, overlapping forms of financial and social hardship.

7. Most Valued Aspects of Matt's Place

(From open-ended comments)

Key themes include:

- The warm, welcoming environment
- Social connection and friendship
- The quality of meals
- Emotional support from volunteers
- Access to additional services
- A sense of community and belonging

8. Suggestions for Improvement

(From open-ended comments)

Common suggestions include:

- More variety in meals
- More frequent meals or additional days
- Expanded access to services (e.g., more haircuts, health checks)
- Transportation assistance
- Improved facilities or seating arrangements

9. Demographics

- **Age:** Majority (51%) are **65+**. Another 21% are aged **55–64**. Very few respondents are under 45.
- **Gender:** 49% male, 49% female, 2% other.
- **Living Situation:**
 - **64%** live independently
 - **34%** live with family/friends
 - **2%** in transitional/shelter housing

Overall Summary

The 2025 guest survey results show that **Matt's Place is a vital service** meeting essential food, financial, social, and emotional needs for guests—particularly older community members.

Key strengths include:

- Strong weekly engagement
- Significant help with food security and financial pressure
- High levels of social connection and emotional support
- A safe, welcoming, community-focused environment
- Highly valued additional services



The program is making a meaningful and measurable difference in the lives of vulnerable people, especially those facing high living costs, health challenges, and isolation.