

North West Youth Accommodation Service 2013 Service User Feedback Survey

Prepared by Amovita Consulting



North West Youth
Accommodation Service Inc.



Amovita
CONSULTING

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Acknowledgements

Amovita Consulting would like to acknowledge the following people in the preparation of this report. To Tanya Turrell and the Board of Management at North West Youth Accommodation Service for their keen interest in seeking feedback from clients in the pursuit of providing exceptional services to existing and future clients of NWAYS.

To the 14 existing clients and 11 exited clients, thank you for your participation in this project and for your honest and reflective feedback, we thank you for your contribution and for taking time out of your busy schedules to complete the survey.

Introduction

North West Youth Accommodation Service (NWYAS) is a specialist homelessness serviced funded form the Department of Communities under the National Affordable Housing Agreement.

The organisation provides medium to long term accommodation and support to disadvantaged and homeless single, pregnant and parenting our coupled young people aged between 16 and 21 years of age.

NWYAS provides these services in the context of the North Western corridor of Brisbane, including but not limited to the suburbs of Mitchelton, Keperra, Ferny Grove, Ferny Hills, Everton Park, Everton Hills, Grovely, Arana Hills, Enoggera, Alderley, Kelvin Grove and Upper Kedron.

NWYAS has engaged the services of Amovita Consulting since 2008 and has asked Amovita Consulting to develop, implement and report on a user feedback survey.

The project focused on contacting 21 current clients and 29 exited clients of NWYAS through a fully confidential telephone survey.

Ethical Framework

The following professional ethics have been incorporated into the methodology framework and in the development of this report.

- ~ Confidentiality was maintained throughout discussions with all participants who were surveyed
- ~ Respect was given to the participants with regard to their rights, cultural identity and beliefs
- ~ The consultant ensured that the participants information was reflected accurately in the interview and report process
- ~ The privacy of all participants was maintained during the project and in the development of this report
- ~ Any party involved in the survey process carried out their tasks with professionalism and integrity
- ~ All processes and methodologies have been clearly documented

The following principles guided the evaluation project

(AASW 2003)

- ~ Dignity, respect and integrity
- ~ Social justice
- ~ Service to those who participated in the programs
- ~ Competence
- ~ Professionalism
- ~ Credibility

Mission, Vision, Values and Objectives

Mission

NWYAS has a mission to assist young people aged 16 to 21 years, who are homeless or at risk of homelessness. The intention of our service enables young people to develop the skills and confidence to live independently within the wider community.

Vision

The Vision of the organisation is to provide a service that best meets young people's changing and diverse needs as they transition to independence. We intend to create an environment that seeks out unmet needs and provides high staff development and client satisfaction.

Values

- Social Justice
- Quality of Life
- Privacy, Truthfulness and Full Disclosure
- Partnership

Objectives

- Offer safe accommodation and empowering support to homeless young people. Provide a consistent and equitable level of care within a health environment.
- Provide opportunities and positive encouragement for young people to participate in mainstream society.
- Recognise the changing needs of young people and associated issues and provide a responsive service.
- Advocate for fair treatment and entitlements for service users from the community by action and information.

- Develop and encourage service users to participate in programs, organisations and activities that enable young people to gain independence and responsibility of their own lives.
- Maintain and develop a high level of staff knowledge and practice in all aspects of youth work by regular training, supervision and networking within the community.

Survey Mechanism

The survey instrument was developed by Amovita Consulting in conjunction with NWYAS. There were two separate survey's developed. The first was for current clients of the service and the second was for exited clients of the service.

	Current Client Survey	Exited Client Survey
Number of Questions	30	34
Number of Introduction Questions	3	3
Intake Process and Awareness	3	3
Scale Questions (1 – 10)	14	14
Open Ended Questions	10	10
Tenancy Finalisation and Closure	0	4

The survey questions were developed to focus on a range of topics to assist NWYAS with ascertaining the current environment within both the existing and exited client base as well as reflective questions for respondents to provide feedback about NWYAS' services.

The project was designed to be administered over the phone with each respondent. All 21 existing and 29 exited clients received an introductory letter from NWYAS containing information about the survey, advice that results would remain confidential and notification that they would be contacted by Amovita Consulting via phone to undertake the survey.

All respondents were advised that the information they provided would be anonymous in nature and the key themes would be reported back to the organisation. The surveys were carried out in accordance with the principles of confidentiality and ethical practice as outlined in the Ethical Framework, as outlined in this report.

Methodology

A total of 50 respondents were identified to contact to complete the User Feedback survey. Below is the statistic breakdown for the survey:

	Current Clients	Exited Clients
Total Respondents	21	29
Survey's Completed	14 33.33%	11 37.93%
Unable to Contact	-	9 31.03%
Survey's Non-Completed	7 66.67%	3 10.34%
Disconnected Contact Information	-	6 20.69%

Contacting the Respondents

During the survey process, respondents were more difficult to engage in comparison to the survey that was completed during 2011. However, the young people continued to be contacted on a regular basis through a combination of phone and SMS.

After discussions with NWYAS, it was identified that the respondents most likely had 'survey fatigue' as during 2013 many respondents had participated in a number of other survey's with other agencies and organisations.

As a reflection and comparison, the previous survey that was completed in 2011 had a success rate of 84% completion for current clients and 50% completion for exited clients. It is noted that the 2013 survey has achieved a lower response and completion rate.

Survey Questions

Current Clients

The following questions were asked in the survey:

Introduction

1. Gender
2. Culture Background
3. Age

Intake Process and Awareness

4. How long have you been housed with NWYAS?
5. Can you remember how long you were on the waiting list for before being housed?
6. How well known do you think NWYAS is within your community?

Scale Questions

7. On a scale of 1 – 10, with 10 being the highest, how easy is it to get to see someone at NWYAS when you need to?
8. On a scale of 1 – 10, with 10 being the highest, how comfortable do you feel with the staff at NWYAS?
9. On a scale of 1 – 10, with 10 being the highest, do you think it's easy to find and get to the NWYAS office?
10. On a scale of 1 – 10, with 10 being the highest, how well do you think the NWYAS staff understand your needs and issues?
11. On a scale of 1 – 10, with 10 being the highest, how confident are you that your information that is collected and held at NWYAS is confidential and secure?
12. On a scale of 1 – 10, with 10 being the highest, how satisfied are you with the support and services you are receiving from NWYAS?
13. On a scale of 1 – 10, with 10 being the highest, do you think that NWYAS is a safe and welcoming place?
14. On a scale of 1 – 10, with 10 being the highest, how confident would you feel sending your friends to NWYAS for help?
15. On a scale of 1 – 10, with 10 being the highest, if you raised a complaint, how satisfied were you with how it was resolved?
16. On a scale of 1 – 10, with 10 being the highest, how satisfied are you with the skills and experience of the NWYAS staff who provide services to you?
17. On a scale of 1 – 10, with 10 being the highest, how are you finding the process of being with NWYAS?

18. On a scale of 1 – 10, with 10 being the highest, how would rate the property and furnishings?
19. On a scale of 1 – 10, with 10 being the highest, how good is the maintenance of the property?
20. On a scale of 1 – 10, with 10 being the highest, how would you rate the tenancy management?

Open Ended Questions

21. Is there a plan for how NWYAS is going to work with you?
 - a. If Yes, how was the plan developed? (ie: worker driven, client driven or both)
 - b. If No, do you know why don't you have a plan? (ie: new client, etc)
22. Do you think NWYAS helps you get in touch with people and other services that can meet your needs?
23. Does NWYAS give you information that helps you to consider which services you need or are interested in?
24. Are you actively involved with NWYAS to plan how your needs and requests can be met?
25. Have you hear of a document called "A Statement of Client Rights and Responsibilities", or a "Client Service Charter"?
26. What would you do if you wanted to get a copy of your information and files from NWYAS?
27. Do you think you can trust the NWYAS staff to act in your best interests?
28. What would you do if you had a situation where you weren't happy with anything at NWAYS, whether it be your worker, the housing or something else?
 - c. Note – this question was aimed at ascertaining if the client is aware of the complaints process
29. What are three strengths that the NWYAS staff have?
30. If you could think of two things that NWYAS could do to improve their services or support, what would they be?

Survey Questions

Exited Clients

The following questions were asked in the survey:

Introduction

1. Gender
2. Culture Background
3. Age

Intake Process and Awareness

4. How long did you live in NWYAS Accommodation?
5. Can you remember how long you were on the waiting list for before being housed?
6. How well known do you think NWYAS is within your community?

Scale Questions

7. On a scale of 1 – 10, with 10 being the highest, how easy was it to get to see someone at NWYAS when you need to?
8. On a scale of 1 – 10, with 10 being the highest, how comfortable did you feel with the staff at NWYAS?
9. On a scale of 1 – 10, with 10 being the highest, did you think it's easy to find and get to the NWAYS office?
10. On a scale of 1 – 10, with 10 being the highest, how well do you think the NWYAS staff understood your needs and issues
11. On a scale of 1 – 10, with 10 being the highest, how confident were you that your information that is collected and held at NWYAS is confidential and secure?
12. On a scale of 1 – 10, with 10 being the highest, how satisfied were you with the support and services you are receiving from NWYAS?
13. On a scale of 1 – 10, with 10 being the highest, did you think that NWYAS was a safe and welcoming place?
14. On a scale of 1 – 10, with 10 being the highest, how confident would you feel sending your friends to NWYAS for help?
15. On a scale of 1 – 10, with 10 being the highest, if you raised a complaint, how satisfied were you with how it was resolved?
16. On a scale of 1 – 10, with 10 being the highest, how satisfied were you with the skills and experience of the NWYAS staff who provide services to you?
17. On a scale of 1 – 10, with 10 being the highest, how did you find the process of being with NWYAS?

18. On a scale of 1 – 10, with 10 being the highest, how would rate the property and furnishings?
19. On a scale of 1 – 10, with 10 being the highest, how good was the maintenance of the property?
20. On a scale of 1 – 10, with 10 being the highest, how would you rate the tenancy management?

Open Ended Questions

21. Was there a plan for how NWYAS was going to work with you?
 - a. If Yes, how was the plan developed? (ie: worker driven, client driven or both)
 - b. If No, do you know why don't you have a plan? (ie: new client, etc)
22. Did you think NWYAS helped you get in touch with people and other services that could meet your needs?
23. Did NWYAS give you information that helped you to consider which services you needed or were interested in?
24. Were you actively involved with NWYAS to plan how your needs and requests could be met?
25. When at NWYAS did you hear of a document called "A Statement of Client Rights and Responsibilities", or a "Client Service Charter"?
26. What would you do if you wanted to get a copy of your information and files from NWYAS?
27. Do you think you could trust the NWYAS staff to act in your best interests?
28. What would you have done if you had a situation where you weren't happy with anything at NWAYS, whether it be your worker, the housing or something else?
 - c. Note – this question was aimed at ascertaining if the client is aware of the complaints process
29. What were three strengths that the NWYAS staff had?
30. If you could think of two things that NWYAS could do to improve their services or support, what would they be?

Tenancy Finalisation and Closure

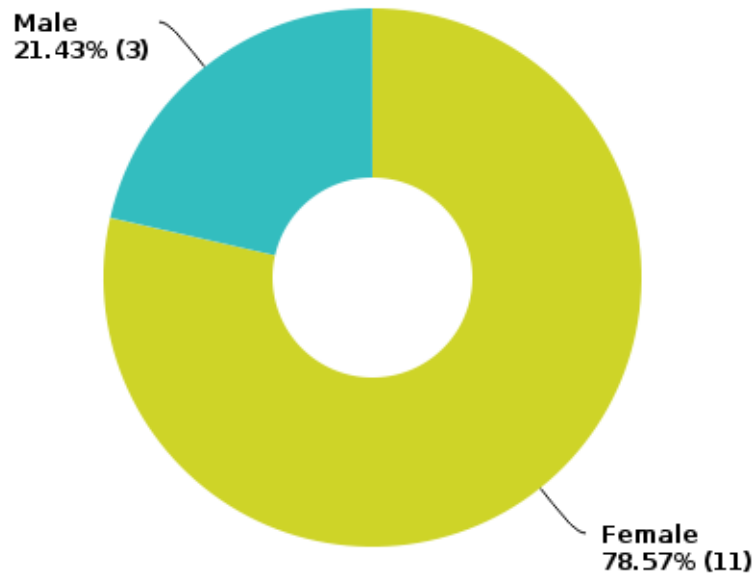
31. Can you tell me how the tenancy ended.
32. Where did you move to after being housed with NWYAS?
33. How long did you stay there/how long have you been there for?
34. Where are you living now?

Survey Outcomes

Current Clients

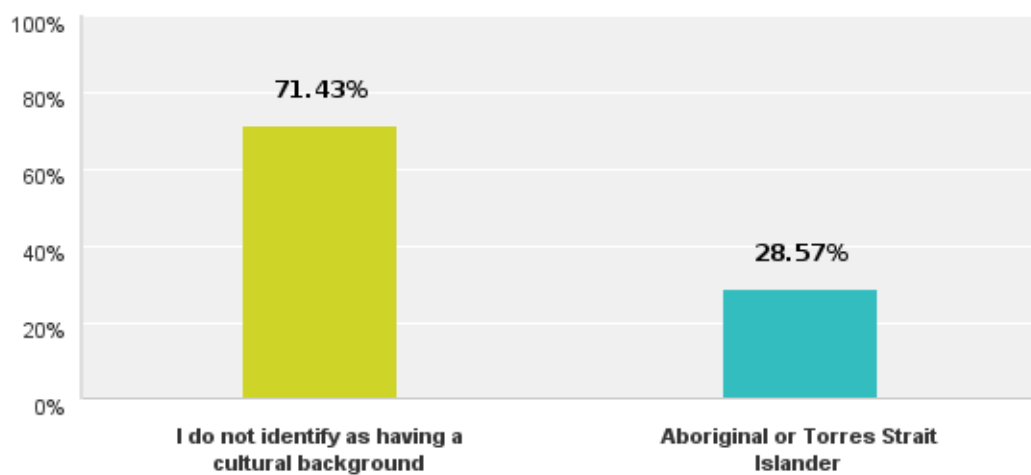
Q1 Gender

Answered: 14 Skipped: 0



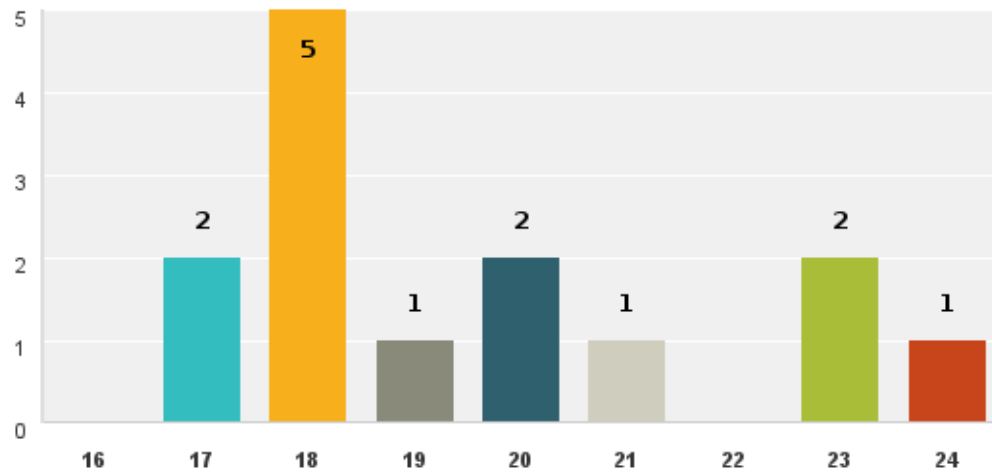
Q2 Cultural Background

Answered: 14 Skipped: 0



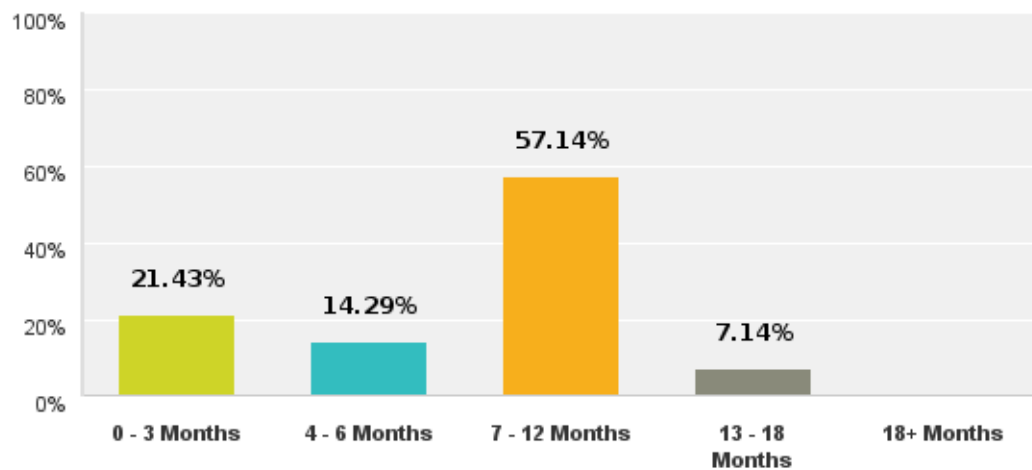
Q3 Age

Answered: 14 Skipped: 0



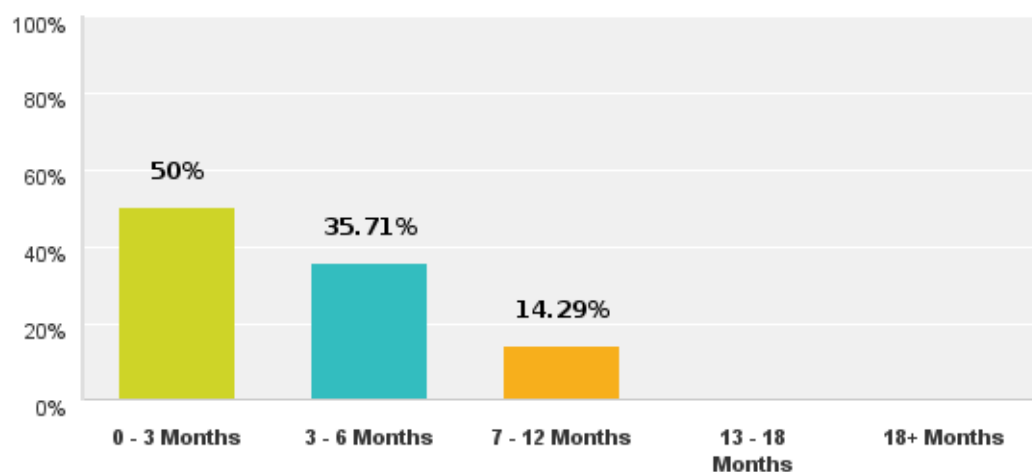
Q4 How long have you been housed with NWYAS?

Answered: 14 Skipped: 0



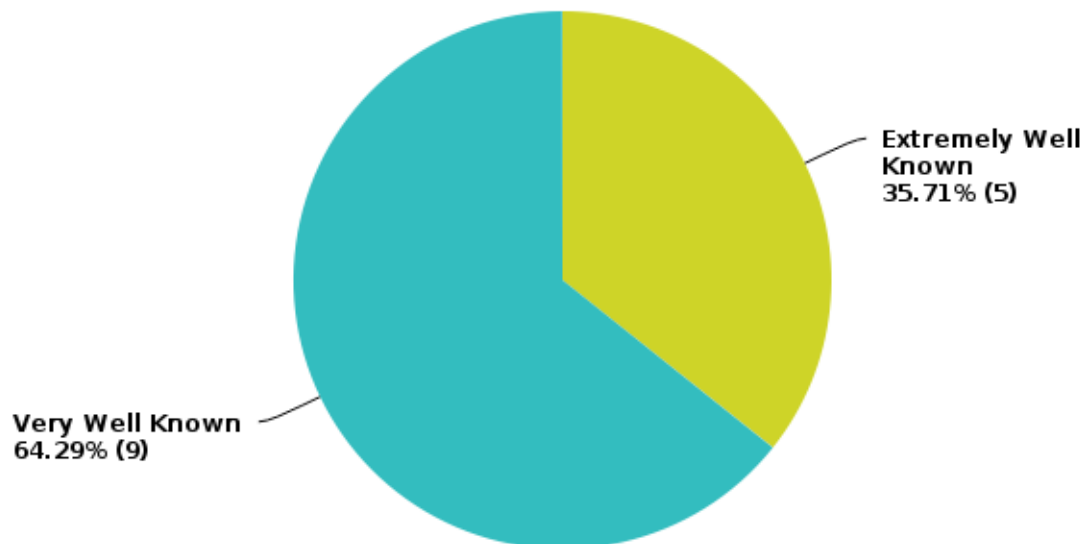
Q5 Can you remember how long you were on the waiting list for before being housed?

Answered: 14 Skipped: 0



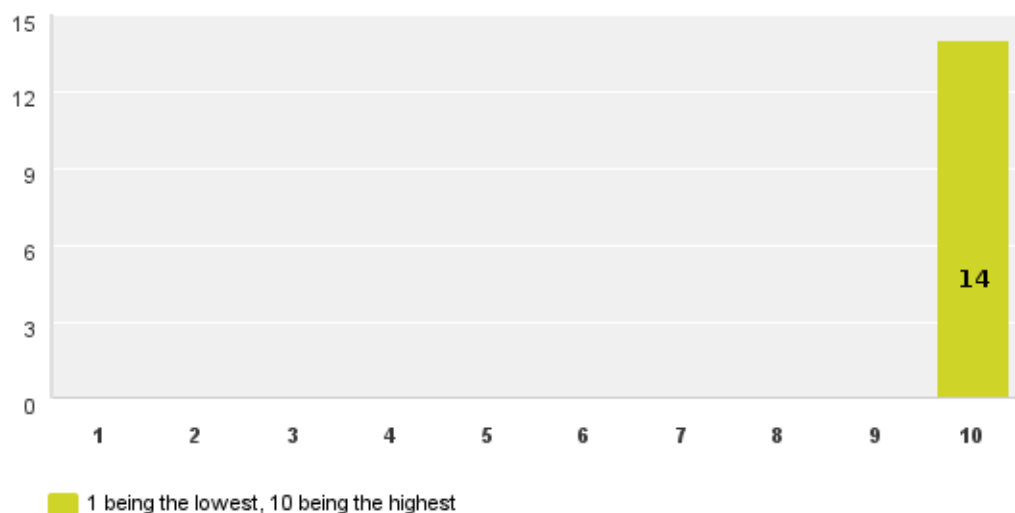
Q6 3. How well known do you think NWYAS is within your community?

Answered: 14 Skipped: 0



Q7 On a scale of 1 – 10, with 10 being the highest, how easy is it to get to see someone at NWYAS when you need to?

Answered: 14 Skipped: 0



Q8 On a scale of 1 – 10, with 10 being the highest, how comfortable do you feel with the staff at NWYAS?

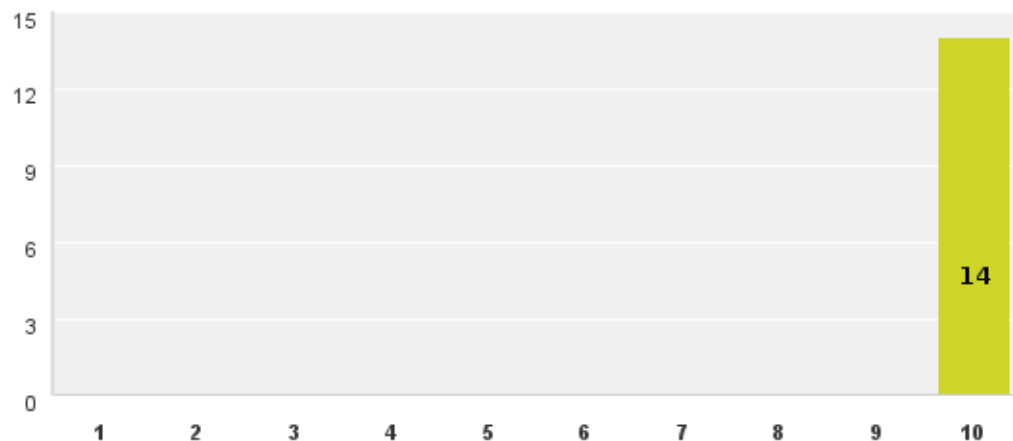
Answered: 14 Skipped: 0



1 being the lowest, 10 being the highest

Q9 On a scale of 1 – 10, with 10 being the highest, do you think it's easy to find and get to the NWAYS office?

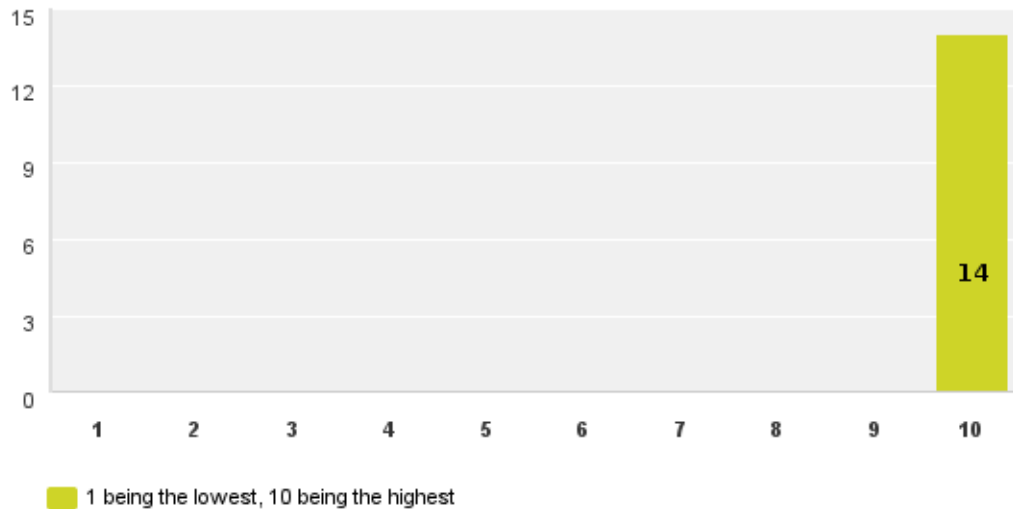
Answered: 14 Skipped: 0



1 being the lowest, 10 being the highest

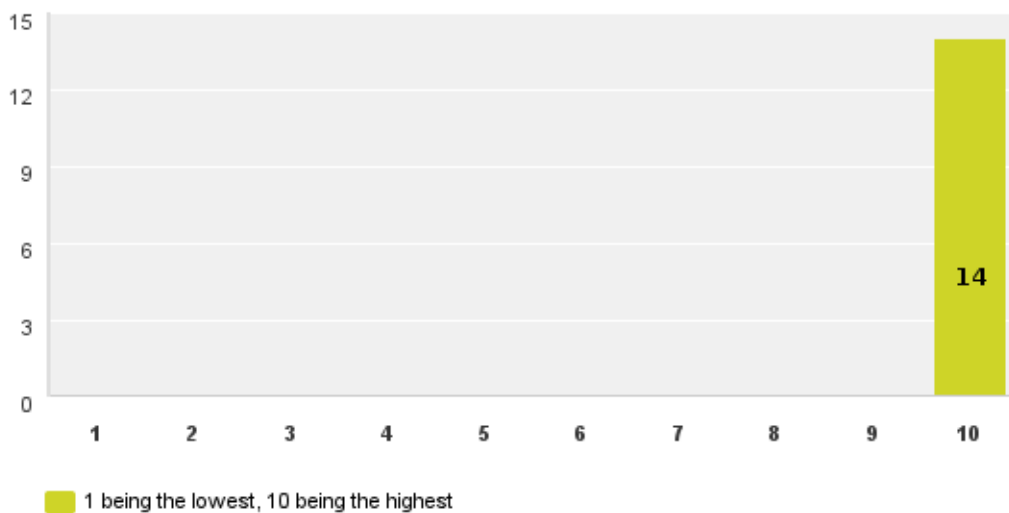
Q10 On a scale of 1 – 10, with 10 being the highest, how well do you think the NWYAS staff understand your needs and issues

Answered: 14 Skipped: 0



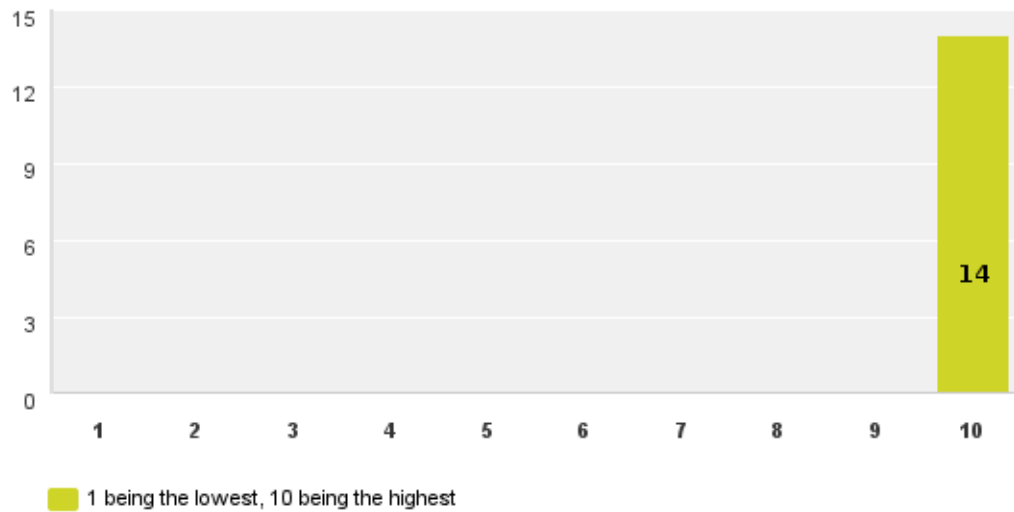
Q11 On a scale of 1 – 10, with 10 being the highest, how confident are you that your information that is collected and held at NWYAS is confidential and secure?

Answered: 14 Skipped: 0



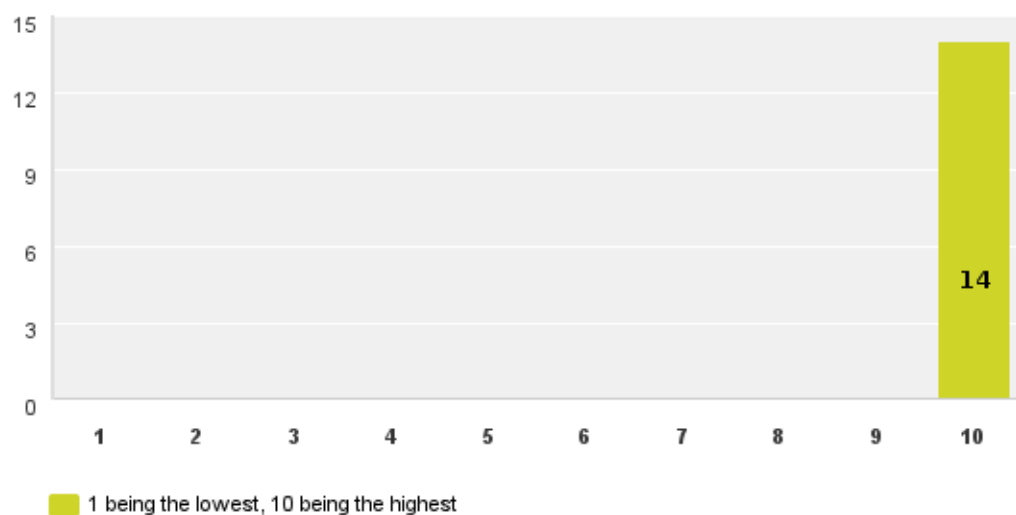
Q12 On a scale of 1 – 10, with 10 being the highest, how satisfied are you with the support and services you are receiving from NWYAS?

Answered: 14 Skipped: 0



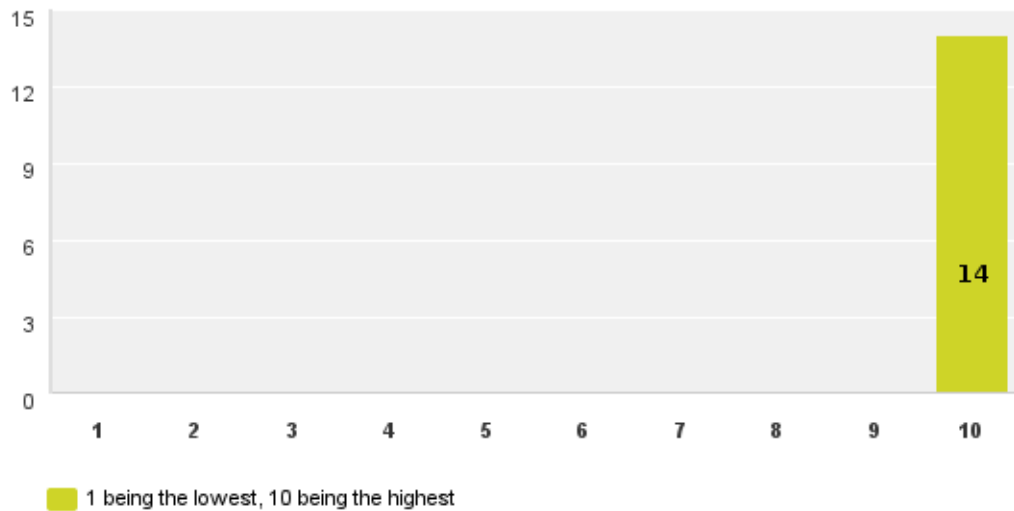
Q13 On a scale of 1 – 10, with 10 being the highest, do you think that NWYAS is a safe and welcoming place?

Answered: 14 Skipped: 0



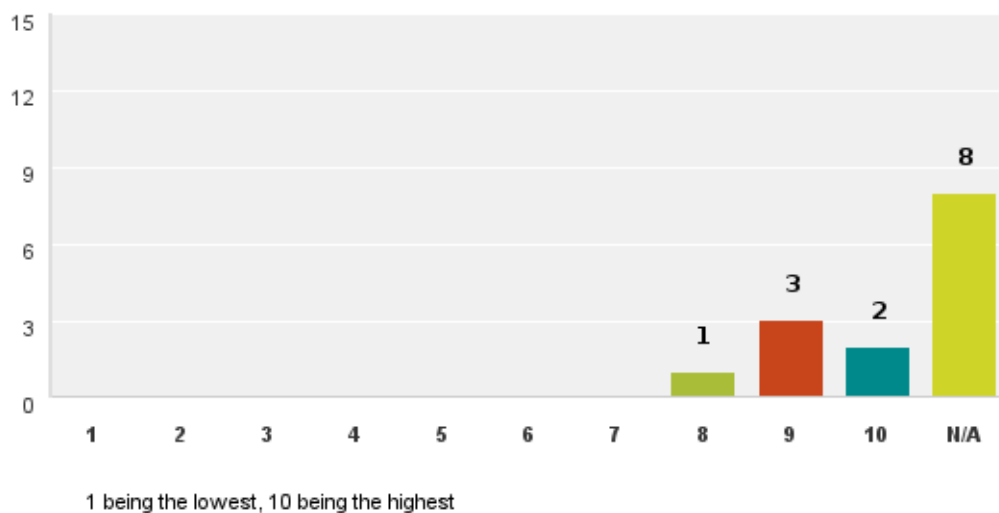
Q14 On a scale of 1 – 10, with 10 being the highest, how confident would you feel sending your friends to NWWAS for help?

Answered: 14 Skipped: 0



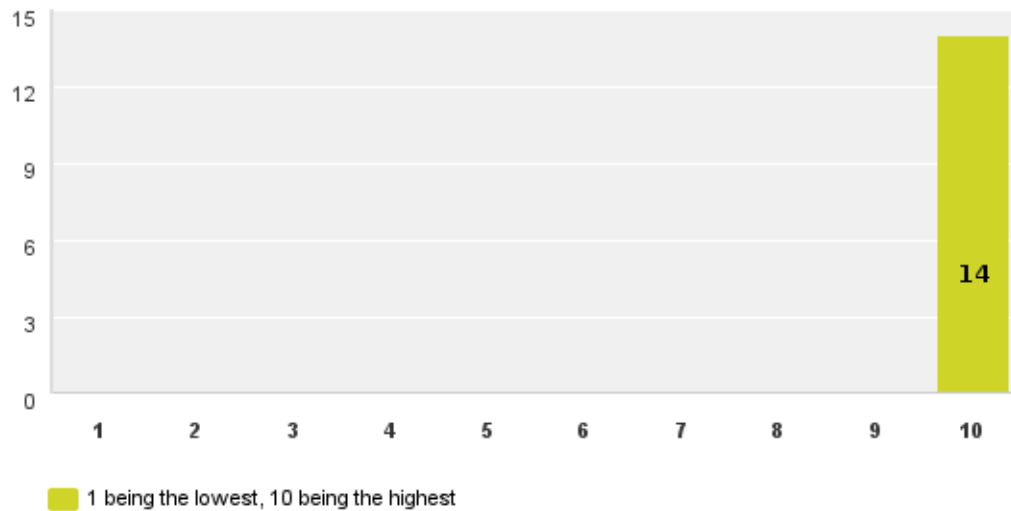
Q15 On a scale of 1 – 10, with 10 being the highest, if you raised a complaint, how satisfied were you with how it was resolved?

Answered: 14 Skipped: 0



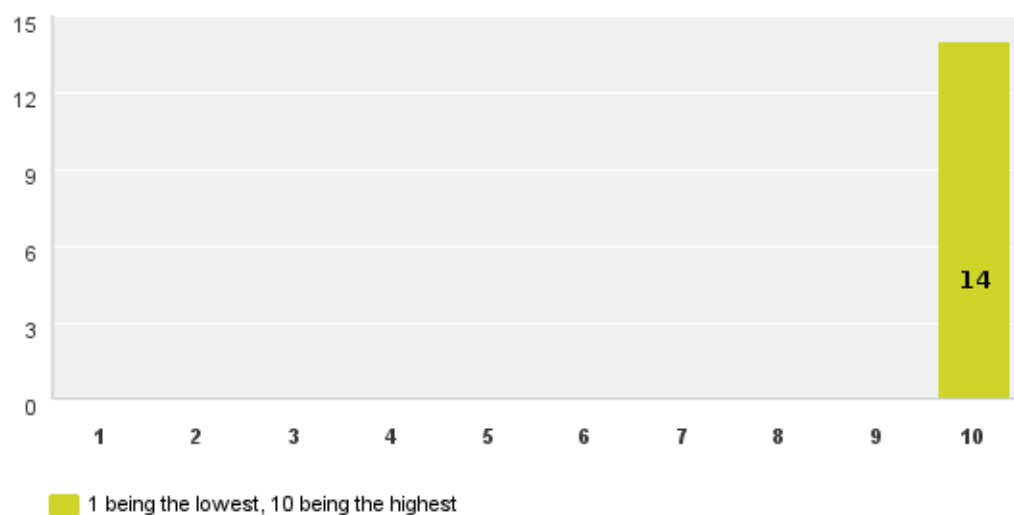
Q16 On a scale of 1 – 10, with 10 being the highest, how satisfied are you with the skills and experience of the NWYAS staff who provide services to you?

Answered: 14 Skipped: 0



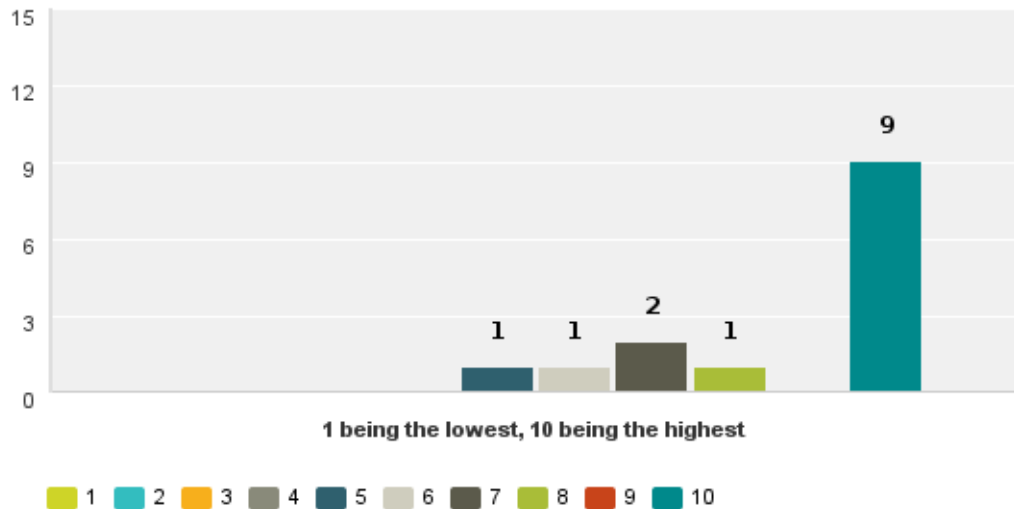
Q17 On a scale of 1 – 10, with 10 being the highest, how are you finding the process of being with NWYAS?

Answered: 14 Skipped: 0



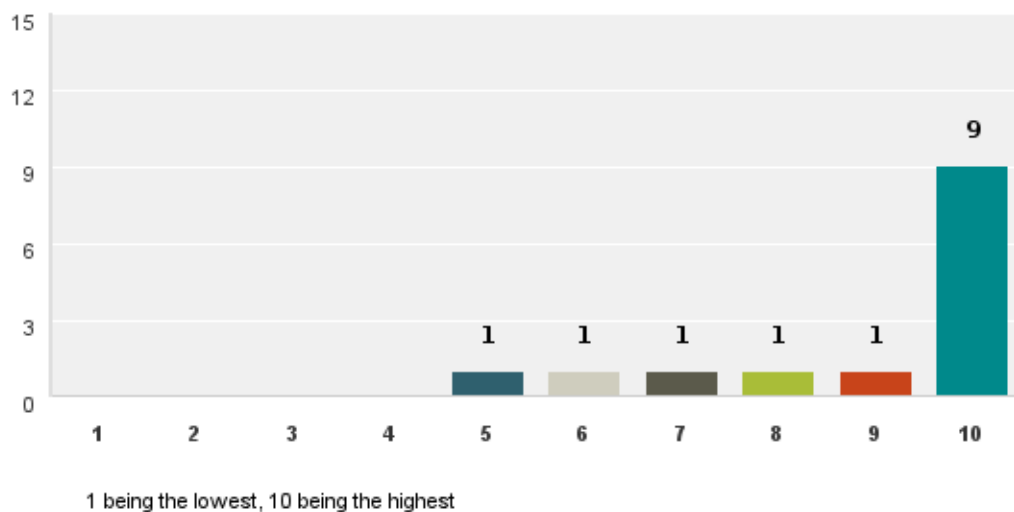
Q18 On a scale of 1 – 10, with 10 being the highest, how would rate the property and furnishings?

Answered: 14 Skipped: 0



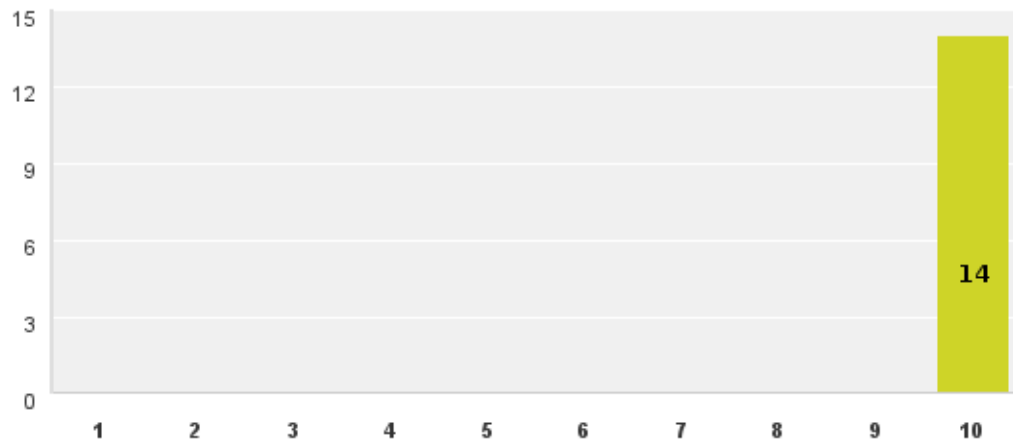
Q19 On a scale of 1 – 10, with 10 being the highest, how good is the maintenance of the property?

Answered: 14 Skipped: 0



Q20 On a scale of 1 – 10, with 10 being the highest, how would you rate the tenancy management?

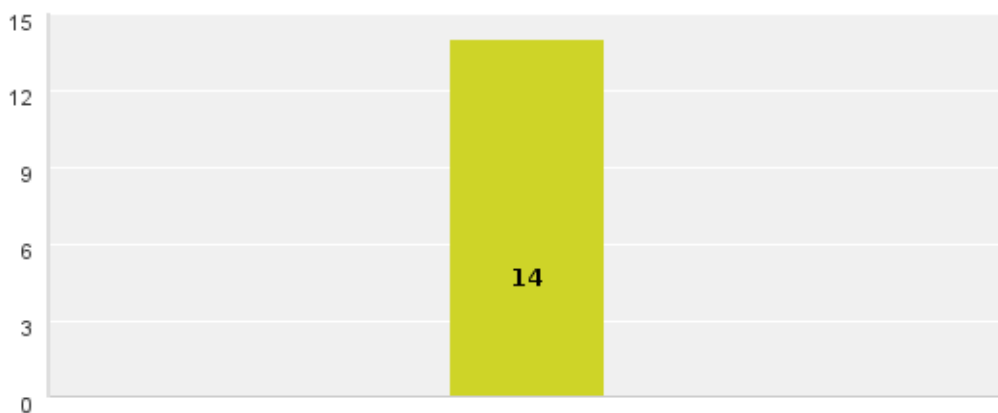
Answered: 14 Skipped: 0



1 being the lowest, 10 being the highest

Q21 Is there a plan for how NWYAS is going to work with you?

Answered: 14 Skipped: 0



Yes - It was developed with NWYAS and myself Yes - It was developed by myself
Yes - It was developed by NWYAS No - There is no plan

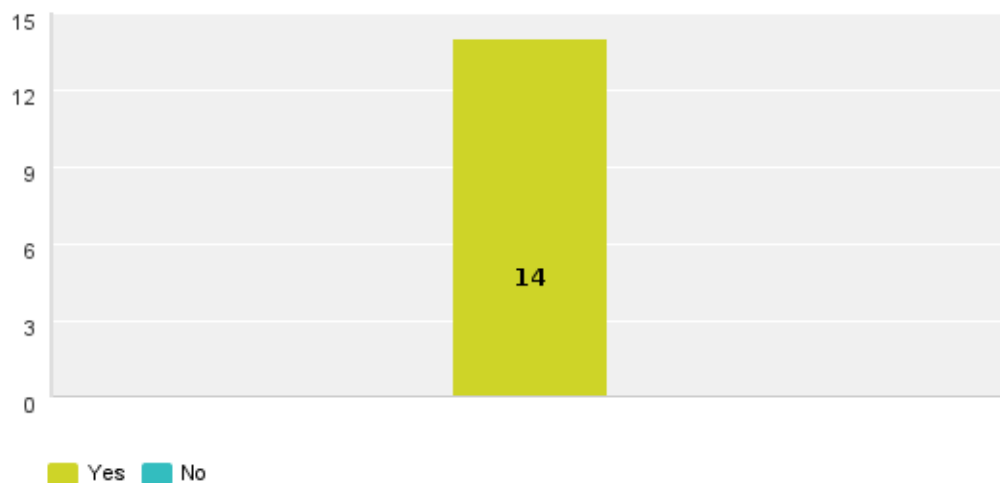
Q22 Do you think NWYAS helps you get in touch with people and other services that can meet your needs?

Answered: 14 Skipped: 0



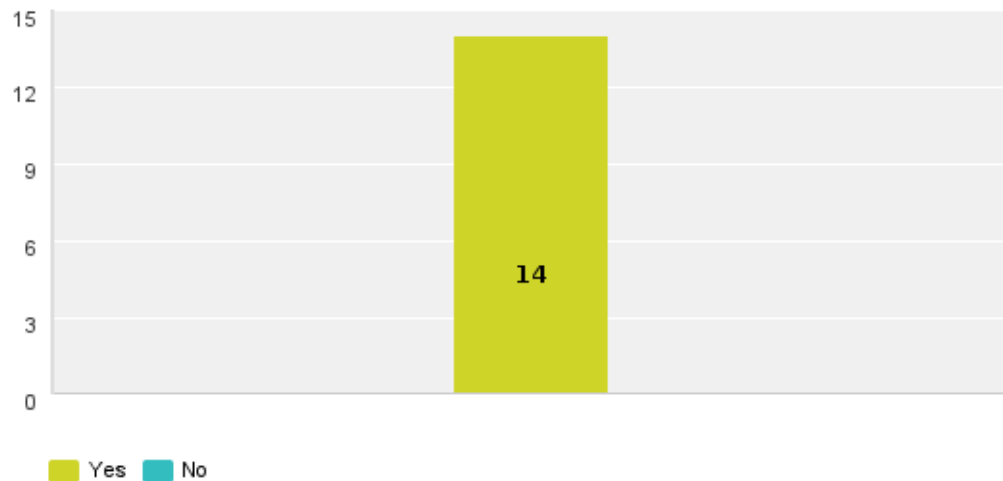
Q23 Does NWYAS give you information that helps you to consider which services you need or are interested in?

Answered: 14 Skipped: 0



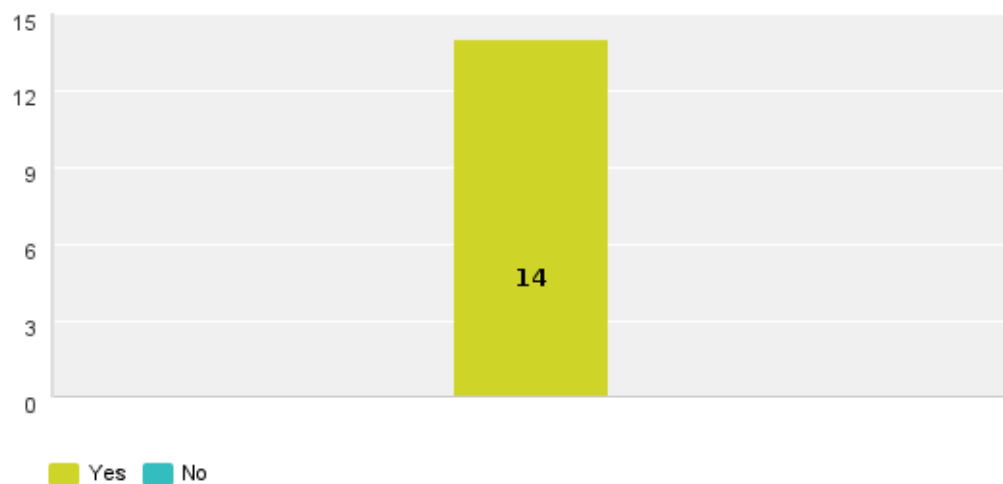
Q24 Are you actively involved with NWWAS to plan how your needs and requests can be met?

Answered: 14 Skipped: 0



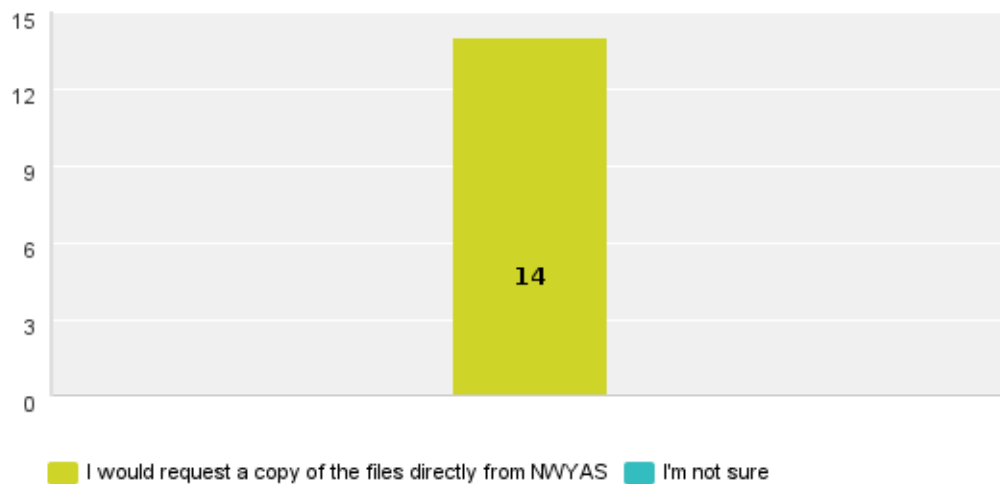
Q25 Have you hear of a document called “A Statement of Client Rights and Responsibilities”, or a “Client Service Charter”?

Answered: 14 Skipped: 0



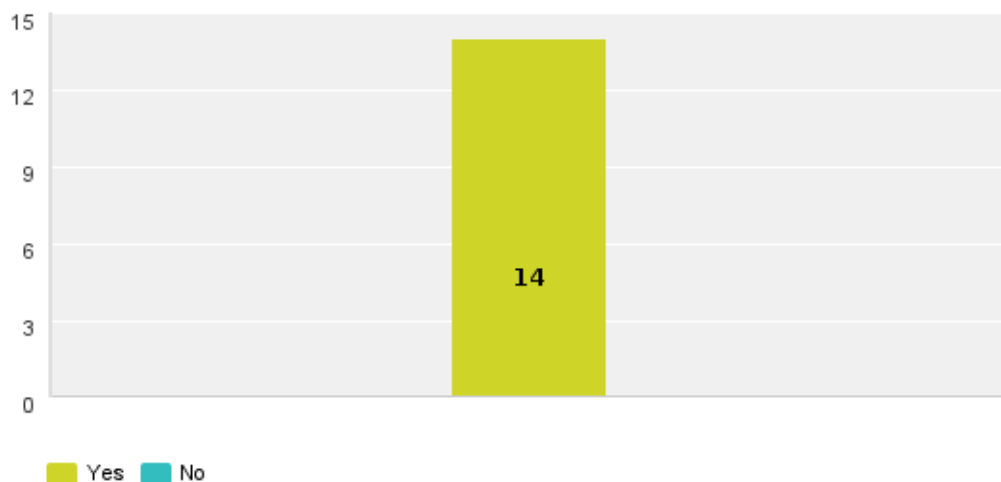
Q26 What would you do if you wanted to get a copy of your information and files from NWWAS?

Answered: 14 Skipped: 0



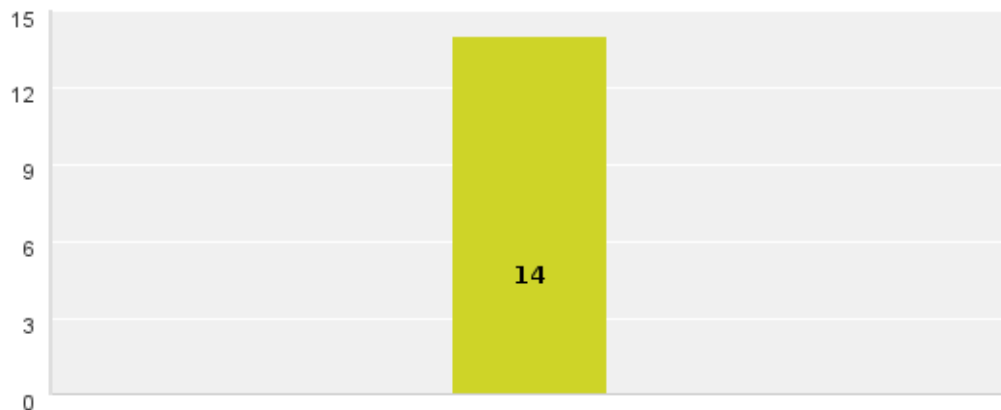
Q27 Do you think you can trust the NWWAS staff to act in your best interests?

Answered: 14 Skipped: 0



Q28 What would you do if you had a situation where you weren't happy with anything at NWAYS, whether it be your worker, the housing or something else?

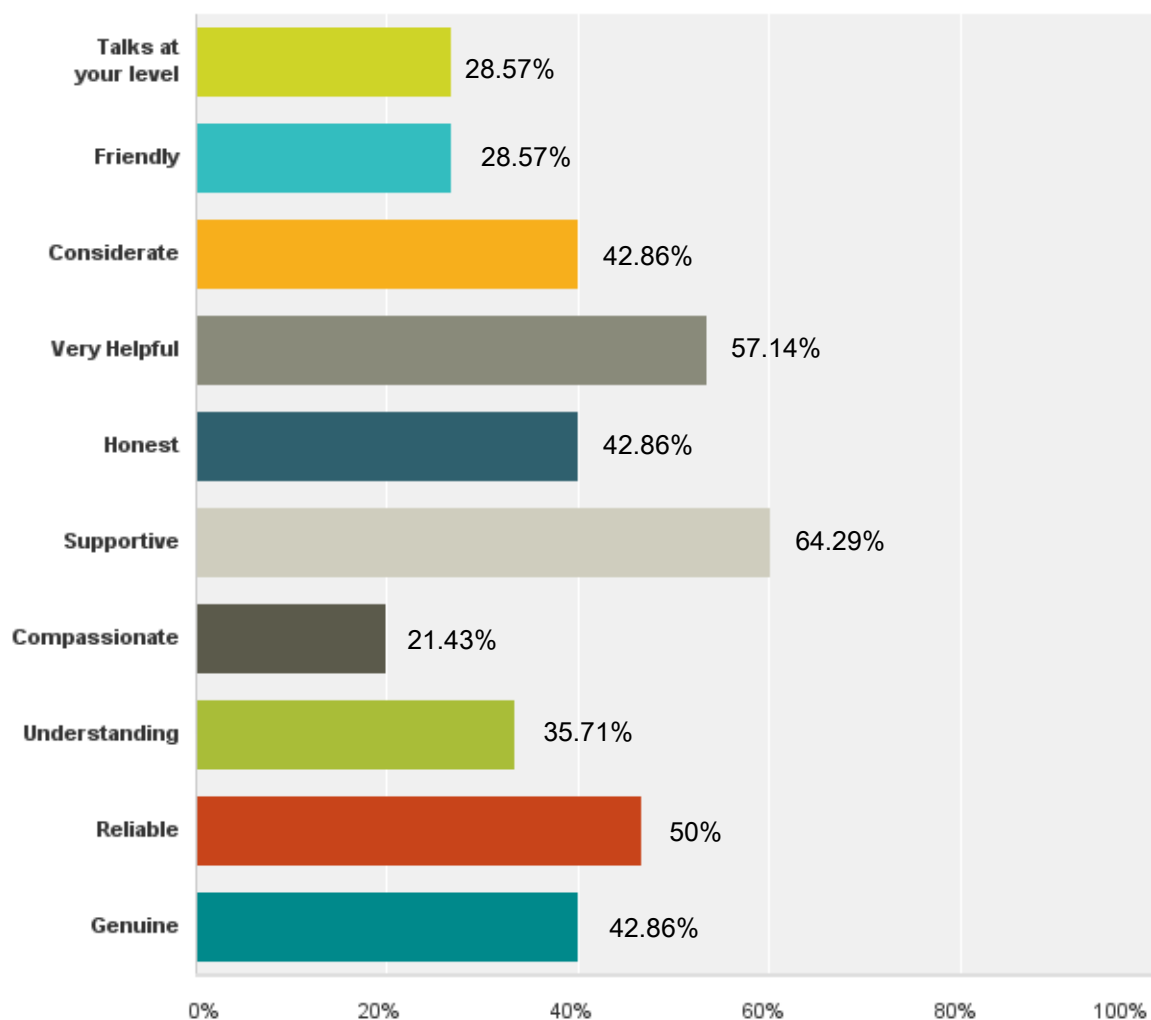
Answered: 14 Skipped: 0



Speak to the Manager Speak to a staff member I wouldn't do anything I'm not sure

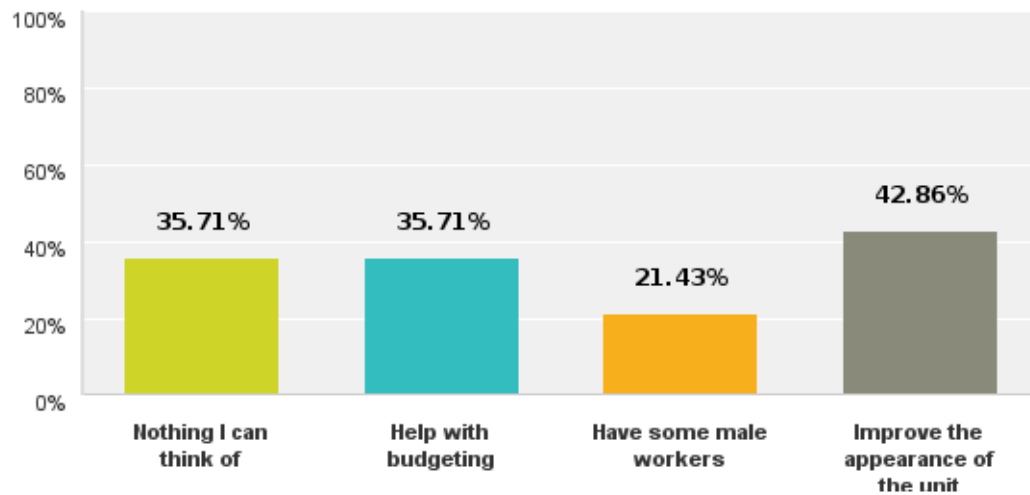
Q29 What are three strengths that the NWAYS staff have?

Answered: 14 Skipped: 0



Q30 If you could think of two things that NWWAS could do to improve their services or support, what would they be?

Answered: 14 Skipped: 0

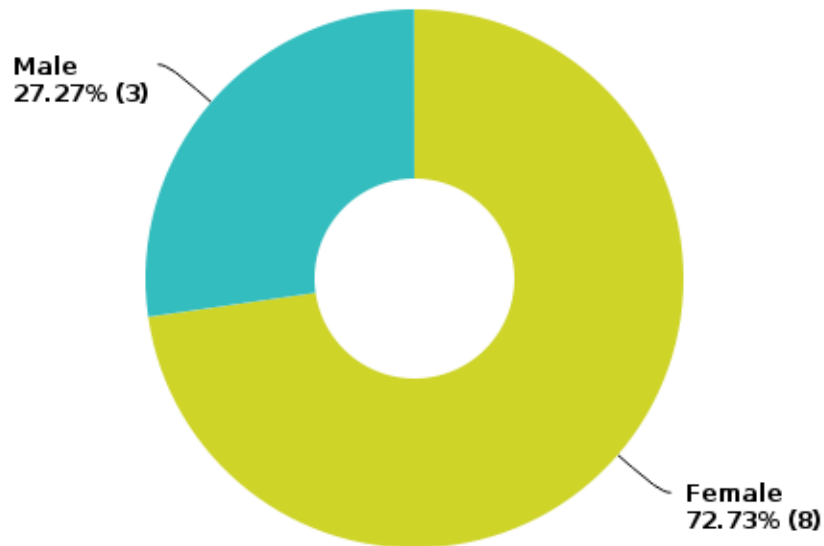


Survey Outcomes

Exited Clients

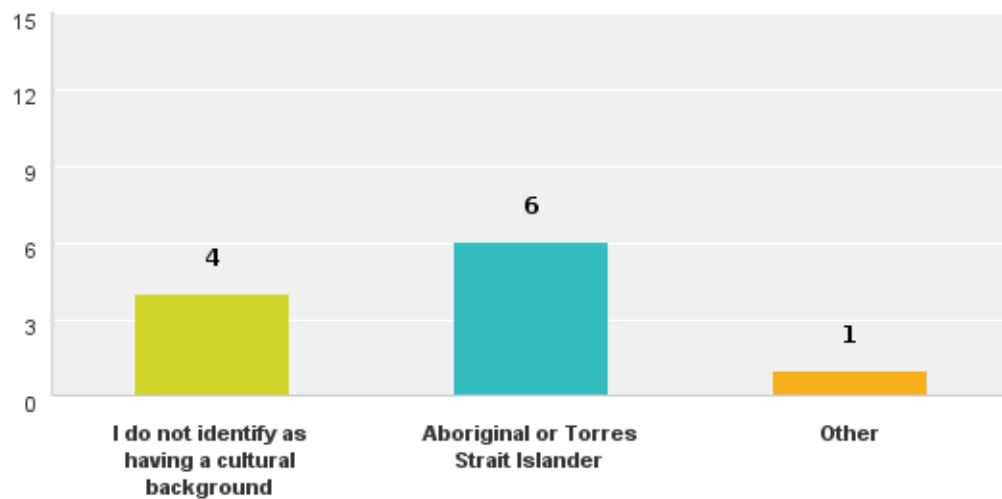
Q1 Gender

Answered: 11 Skipped: 0



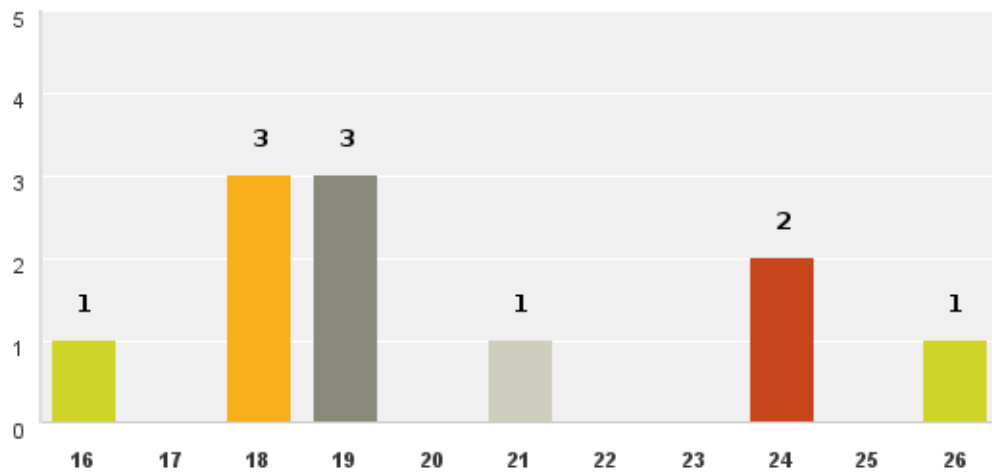
Q2 Cultural Background

Answered: 11 Skipped: 0



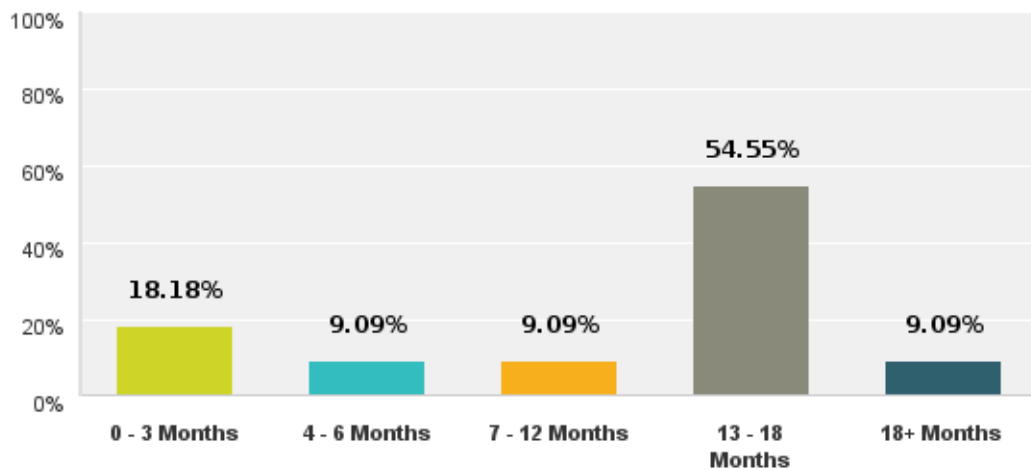
Q3 Age

Answered: 11 Skipped: 0



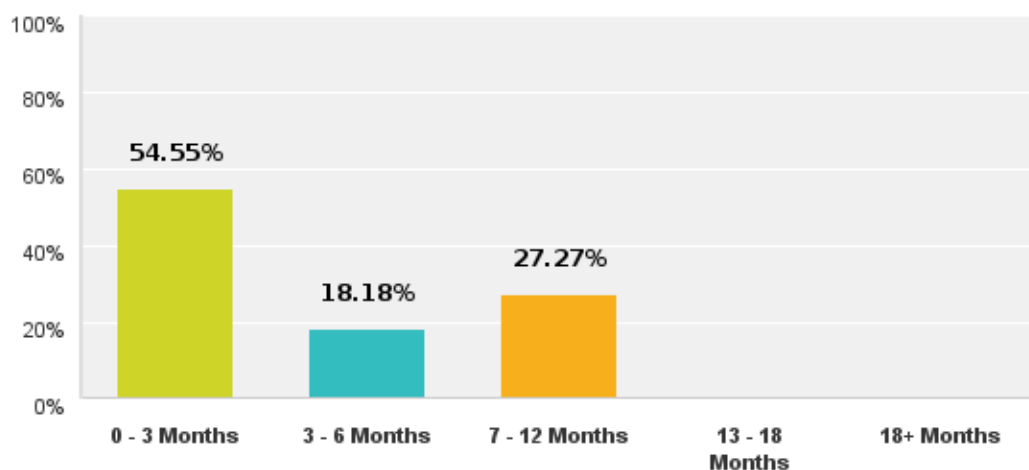
Q4 How long did you live in NWWAS Accommodation?

Answered: 11 Skipped: 0



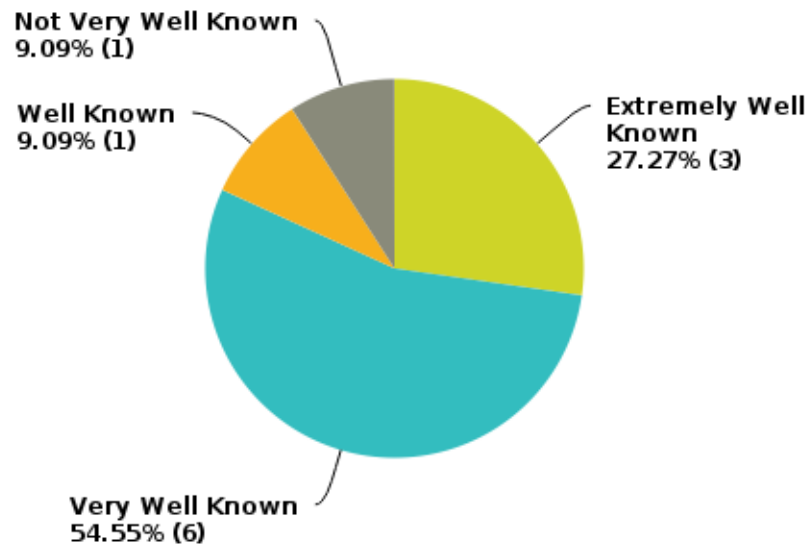
Q5 Can you remember how long you were on the waiting list for before being housed?

Answered: 11 Skipped: 0



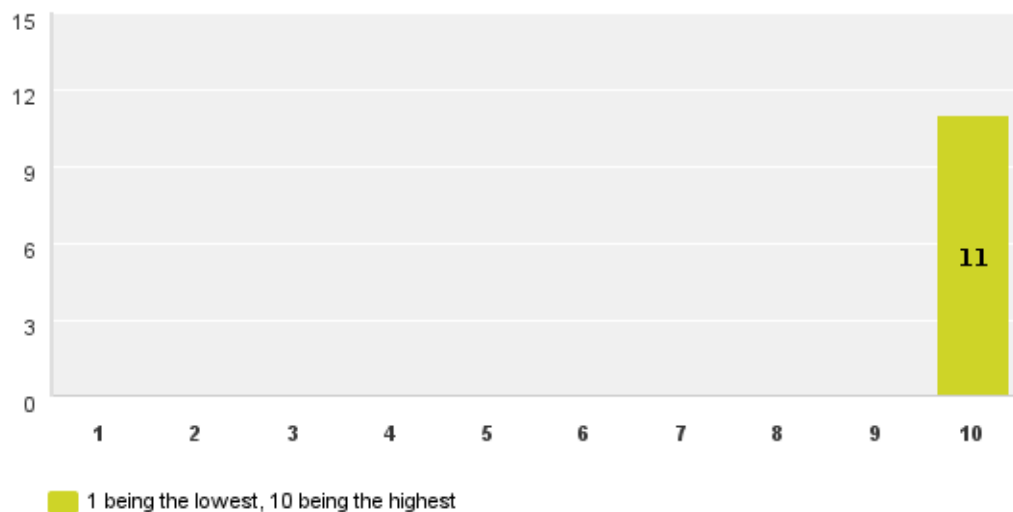
Q6 3. How well known do you think NWYAS is within your community?

Answered: 11 Skipped: 0



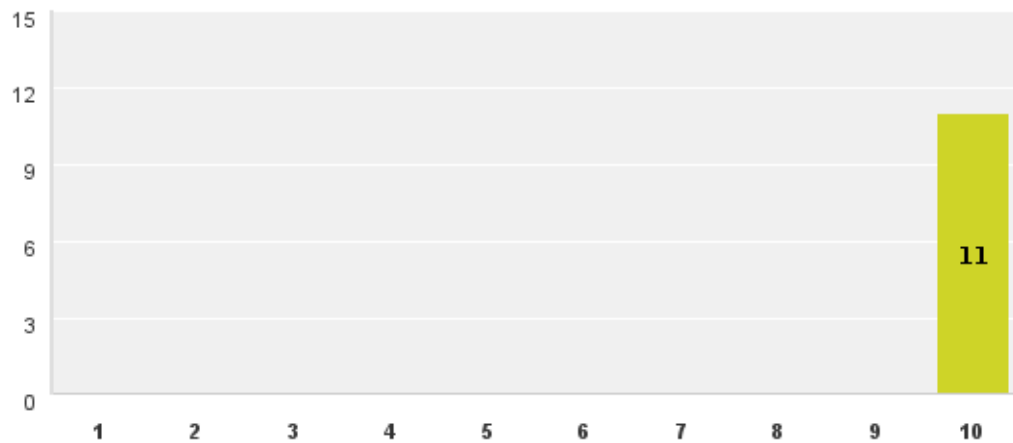
Q7 On a scale of 1 – 10, with 10 being the highest, how easy was it to get to see someone at NWYAS when you need to?

Answered: 11 Skipped: 0



Q8 On a scale of 1 – 10, with 10 being the highest, how comfortable did you feel with the staff at NWYAS?

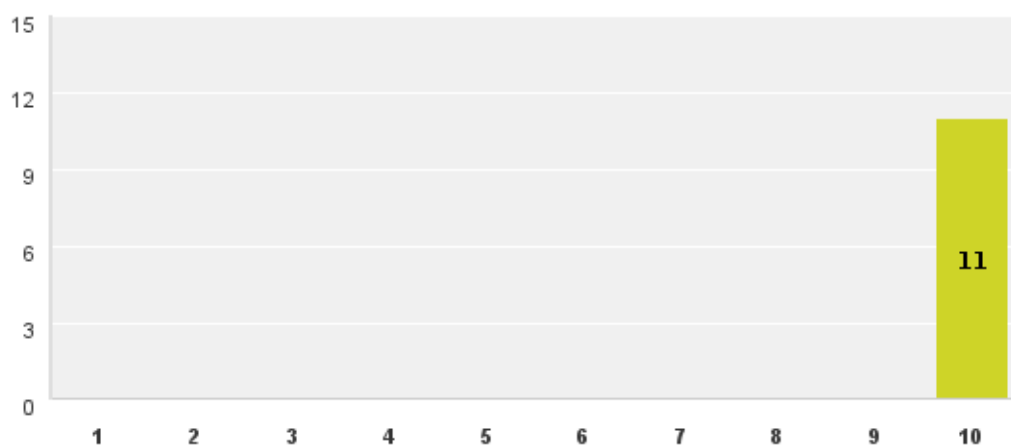
Answered: 11 Skipped: 0



1 being the lowest, 10 being the highest

Q9 On a scale of 1 – 10, with 10 being the highest, did you think it's easy to find and get to the NWAYS office?

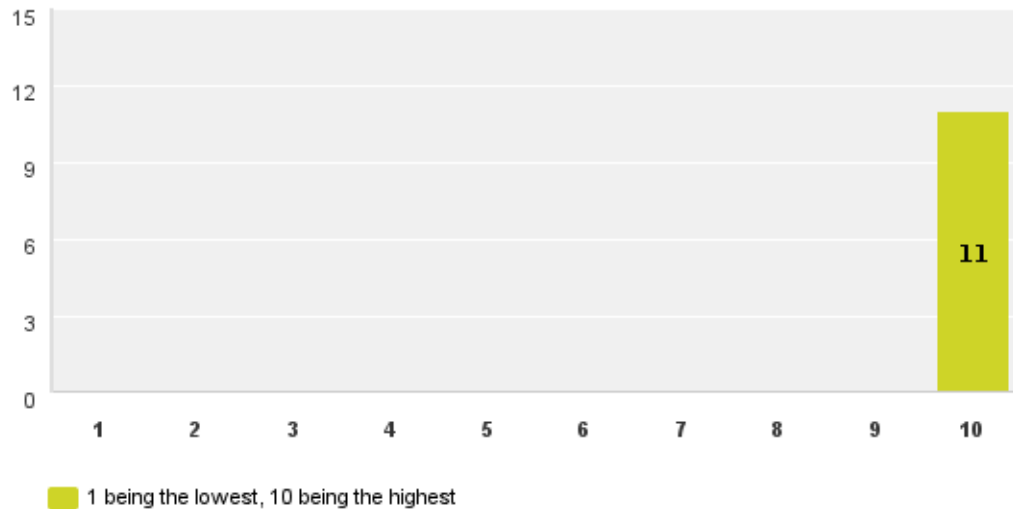
Answered: 11 Skipped: 0



1 being the lowest, 10 being the highest

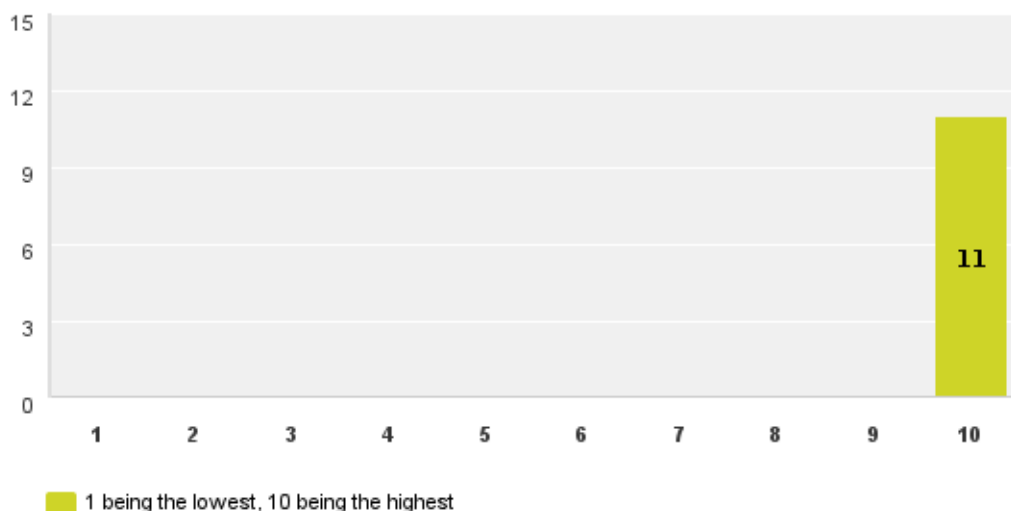
Q10 On a scale of 1 – 10, with 10 being the highest, how well do you think the NWYAS staff understood your needs and issues

Answered: 11 Skipped: 0



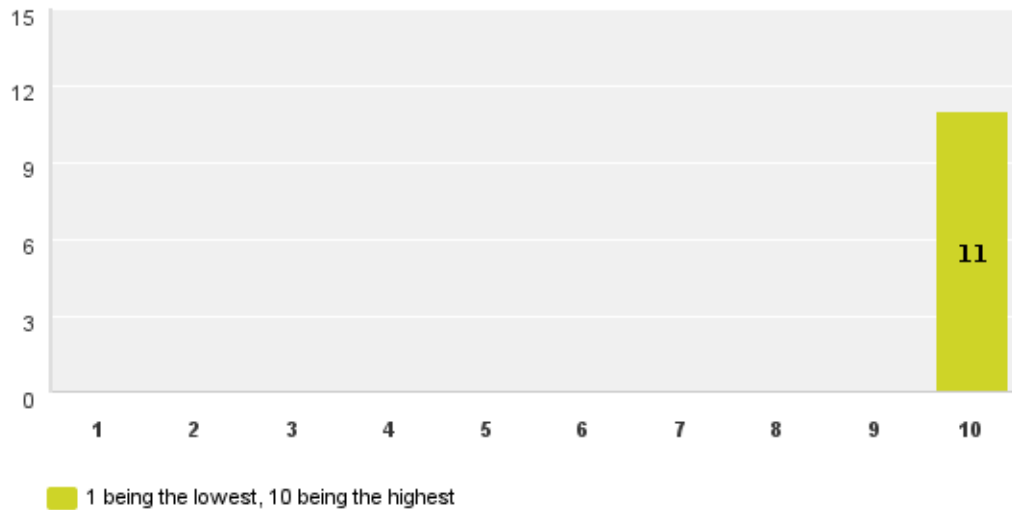
Q11 On a scale of 1 – 10, with 10 being the highest, how confident were you that your information that is collected and held at NWYAS is confidential and secure?

Answered: 11 Skipped: 0



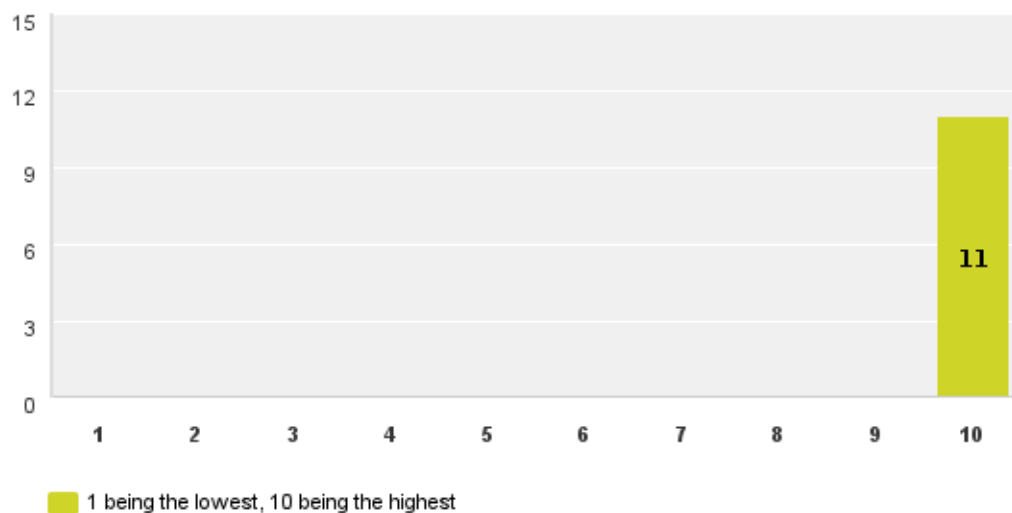
Q12 On a scale of 1 – 10, with 10 being the highest, how satisfied were you with the support and services you are receiving from NWWAS?

Answered: 11 Skipped: 0



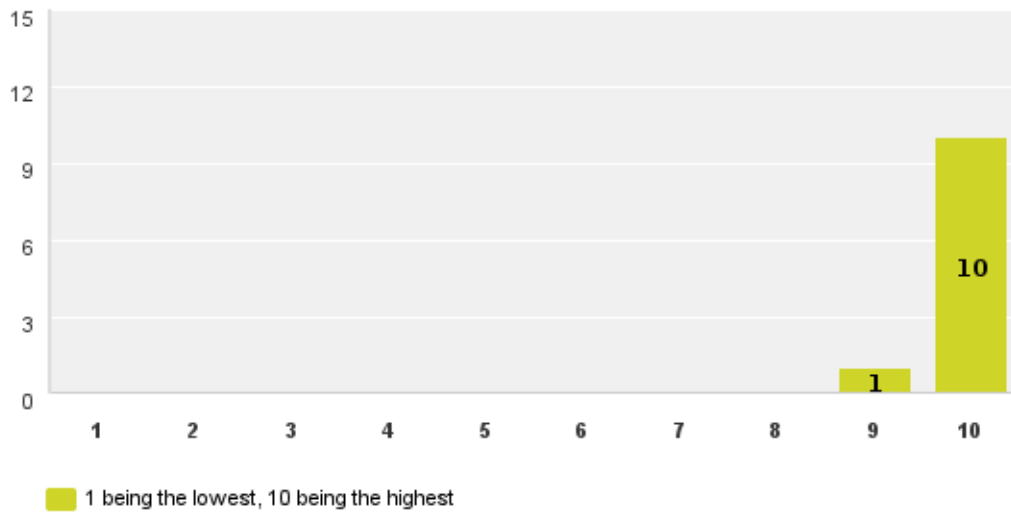
Q13 On a scale of 1 – 10, with 10 being the highest, did you think that NWWAS was a safe and welcoming place?

Answered: 11 Skipped: 0



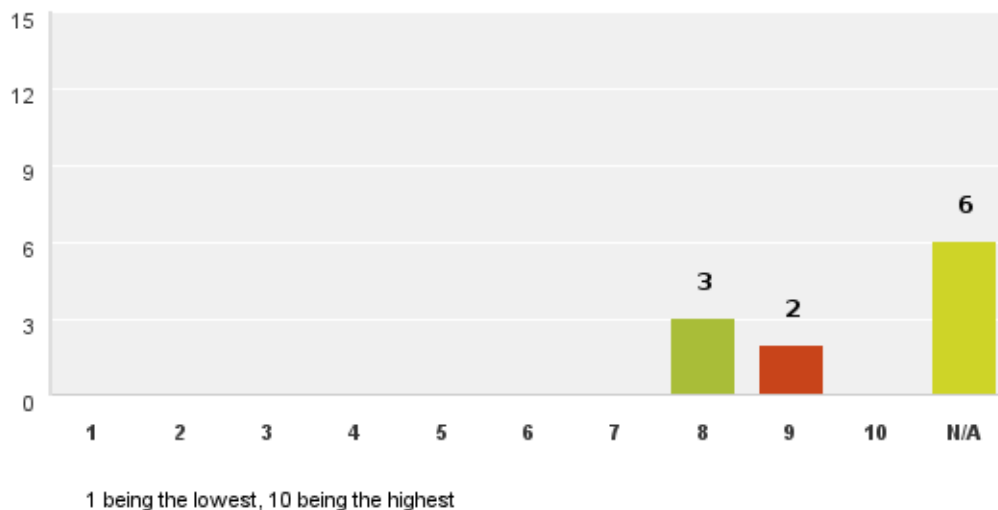
Q14 On a scale of 1 – 10, with 10 being the highest, how confident would you feel sending your friends to NWYAS for help?

Answered: 11 Skipped: 0



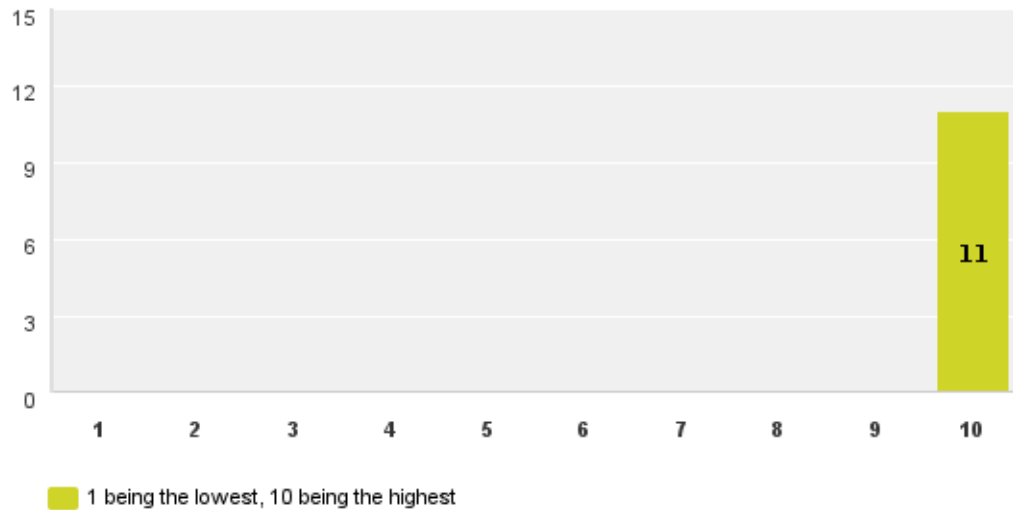
Q15 On a scale of 1 – 10, with 10 being the highest, if you raised a complaint, how satisfied were you with how it was resolved?

Answered: 11 Skipped: 0



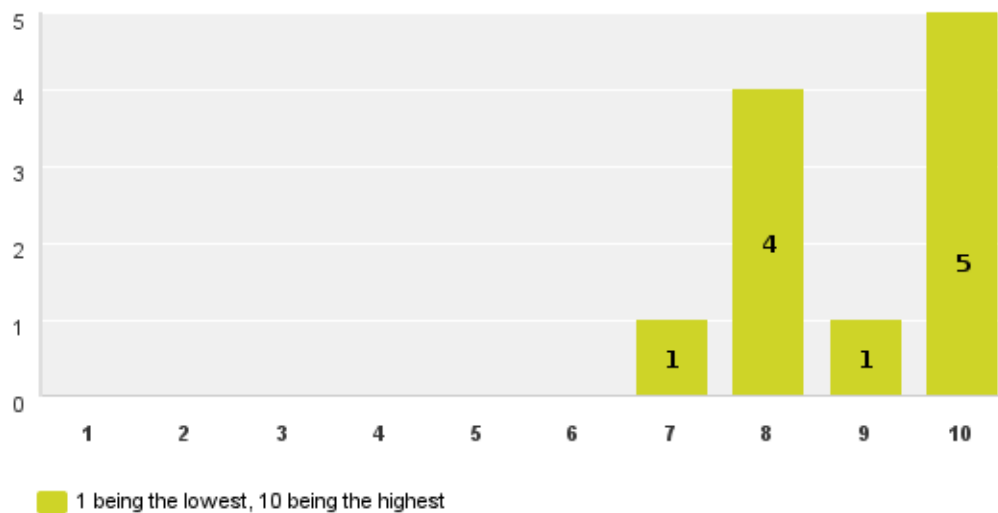
Q16 On a scale of 1 – 10, with 10 being the highest, how satisfied were you with the skills and experience of the NWYAS staff who provide services to you?

Answered: 11 Skipped: 0



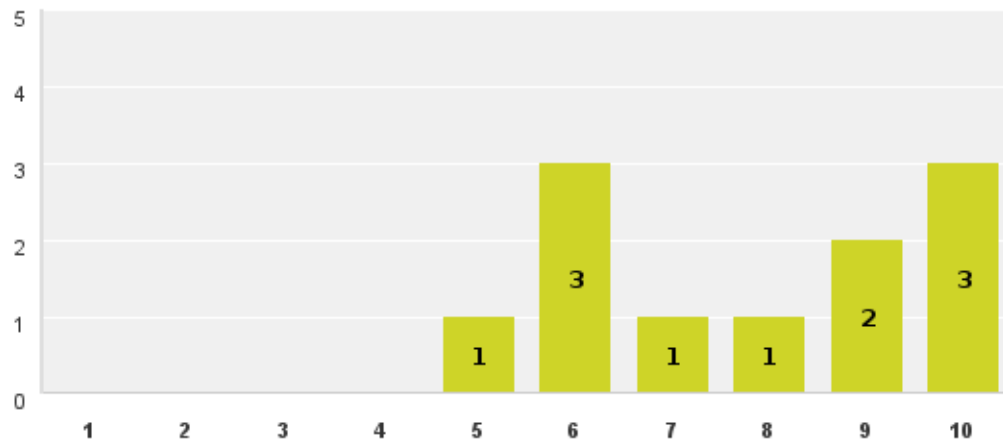
Q17 On a scale of 1 – 10, with 10 being the highest, how did you find the process of being with NWYAS?

Answered: 11 Skipped: 0



Q18 On a scale of 1 – 10, with 10 being the highest, how would rate the property and furnishings?

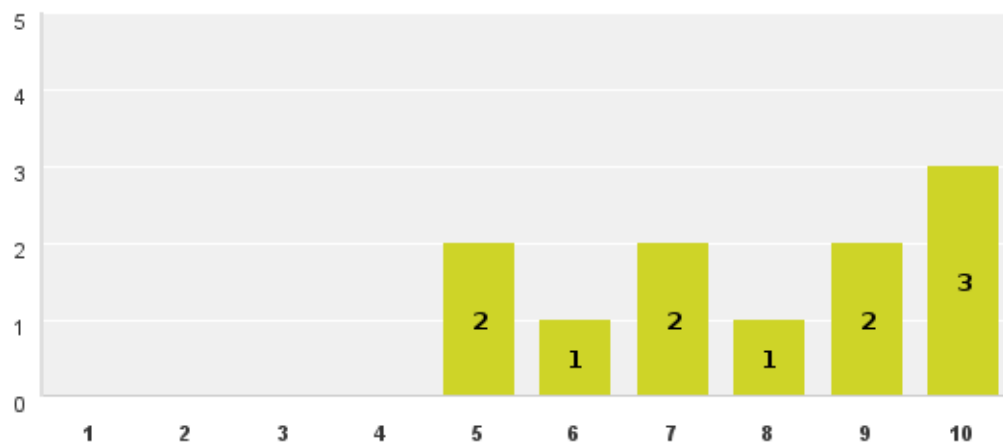
Answered: 11 Skipped: 0



1 being the lowest, 10 being the highest

Q19 On a scale of 1 – 10, with 10 being the highest, how good was the maintenance of the property?

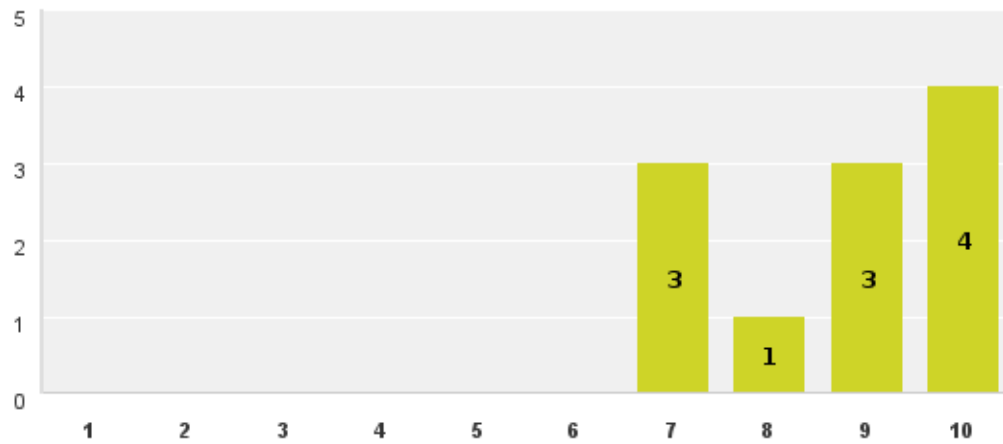
Answered: 11 Skipped: 0



1 being the lowest, 10 being the highest

Q20 On a scale of 1 – 10, with 10 being the highest, how would you rate the tenancy management?

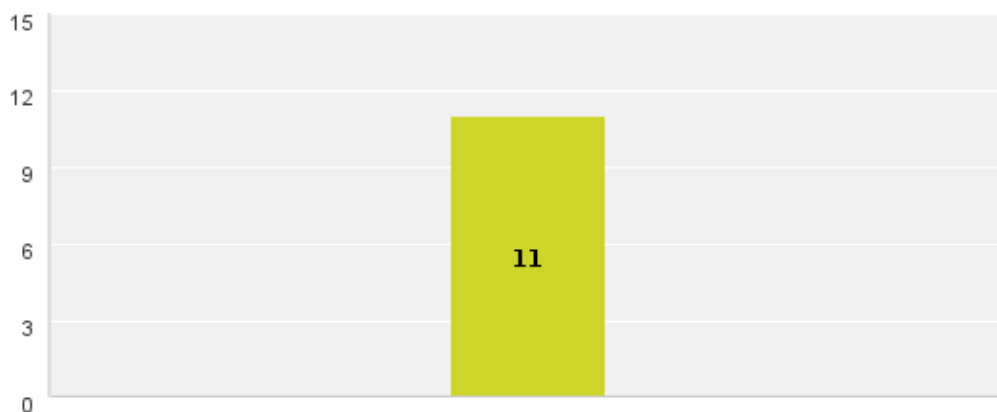
Answered: 11 Skipped: 0



1 being the lowest, 10 being the highest

Q21 Was there a plan for how NWYAS was going to work with you?

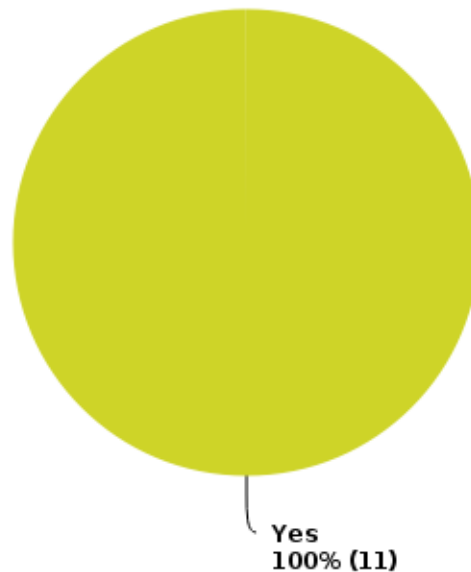
Answered: 11 Skipped: 0



■ Yes - It was developed with NWYAS and myself
 ■ Yes - It was developed by myself
 ■ Yes - It was developed by NWYAS
 ■ No - There is no plan

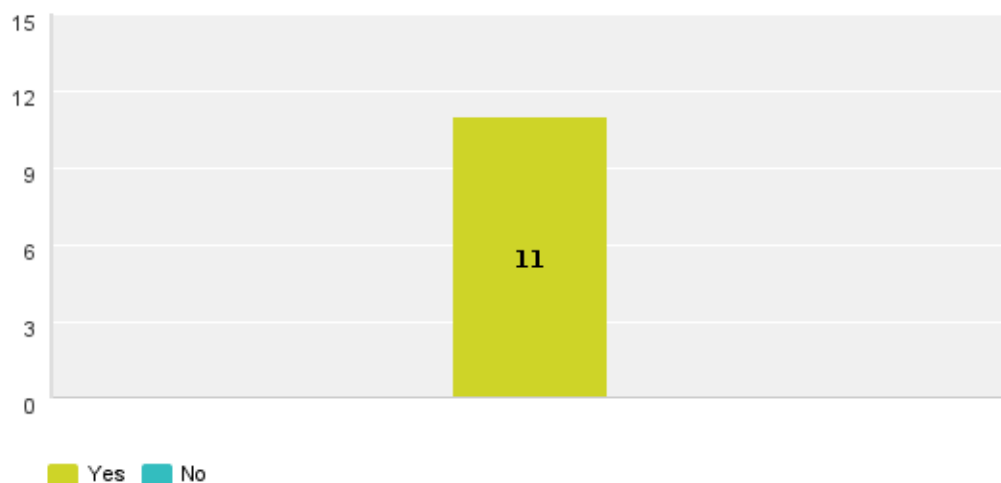
Q22 Did you think NWYAS helped you get in touch with people and other services that could meet your needs?

Answered: 11 Skipped: 0



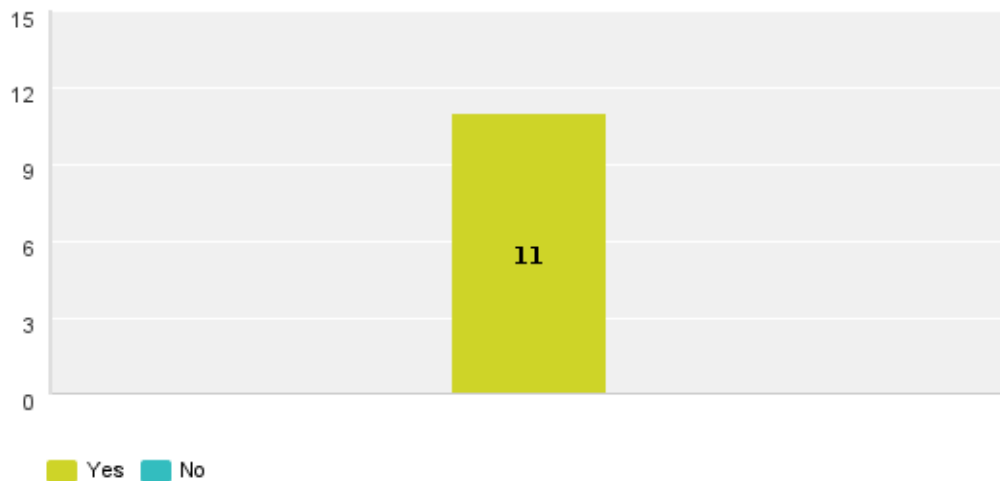
Q23 Did NWYAS give you information that helped you to consider which services you needed or were interested in?

Answered: 11 Skipped: 0



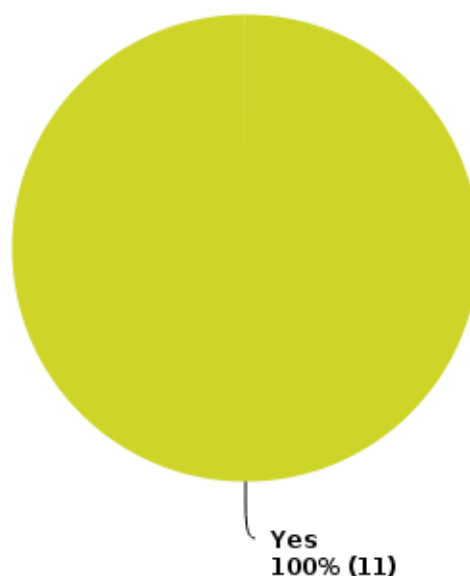
Q24 Were you actively involved with NWYAS to plan how your needs and requests could be met?

Answered: 11 Skipped: 0



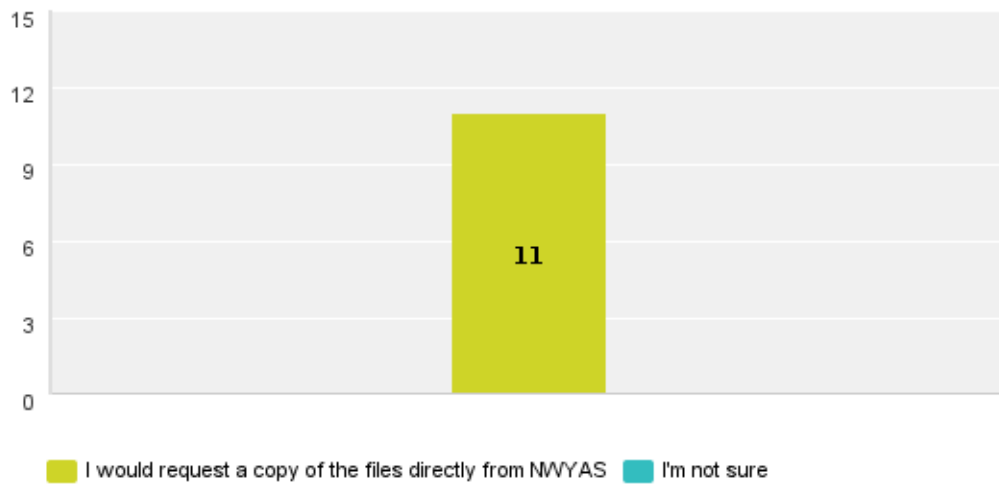
Q25 When at NWYAS did you hear of a document called “A Statement of Client Rights and Responsibilities”, or a “Client Service Charter”?

Answered: 11 Skipped: 0



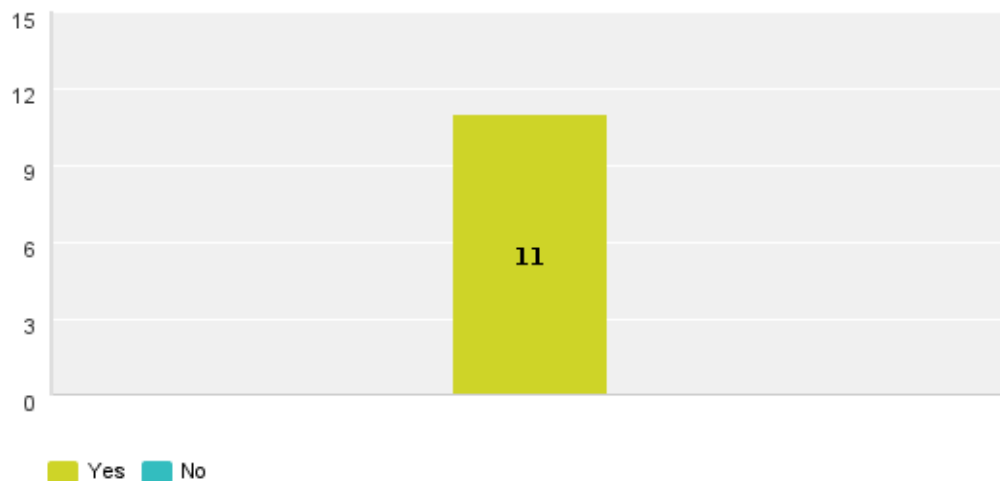
Q26 What would you do if you wanted to get a copy of your information and files from NWYAS?

Answered: 11 Skipped: 0



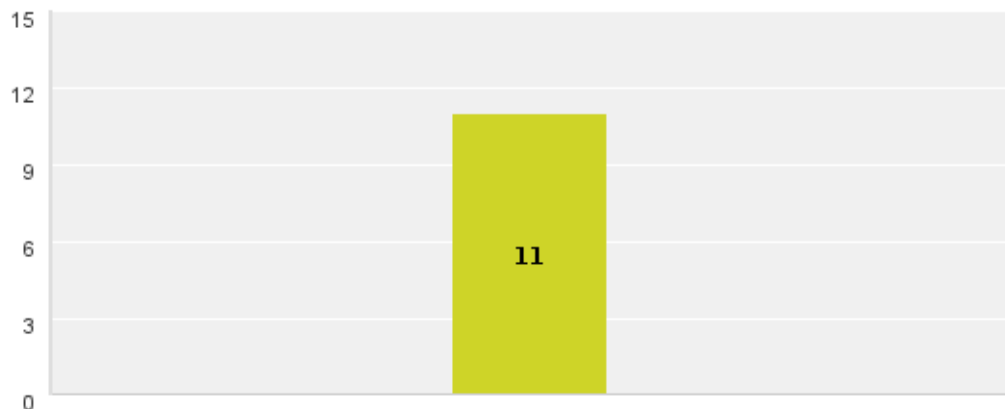
Q27 Do you think you could trust the NWYAS staff to act in your best interests?

Answered: 11 Skipped: 0



Q28 What would you have done if you had a situation where you weren't happy with anything at NWAYS, whether it be your worker, the housing or something else?

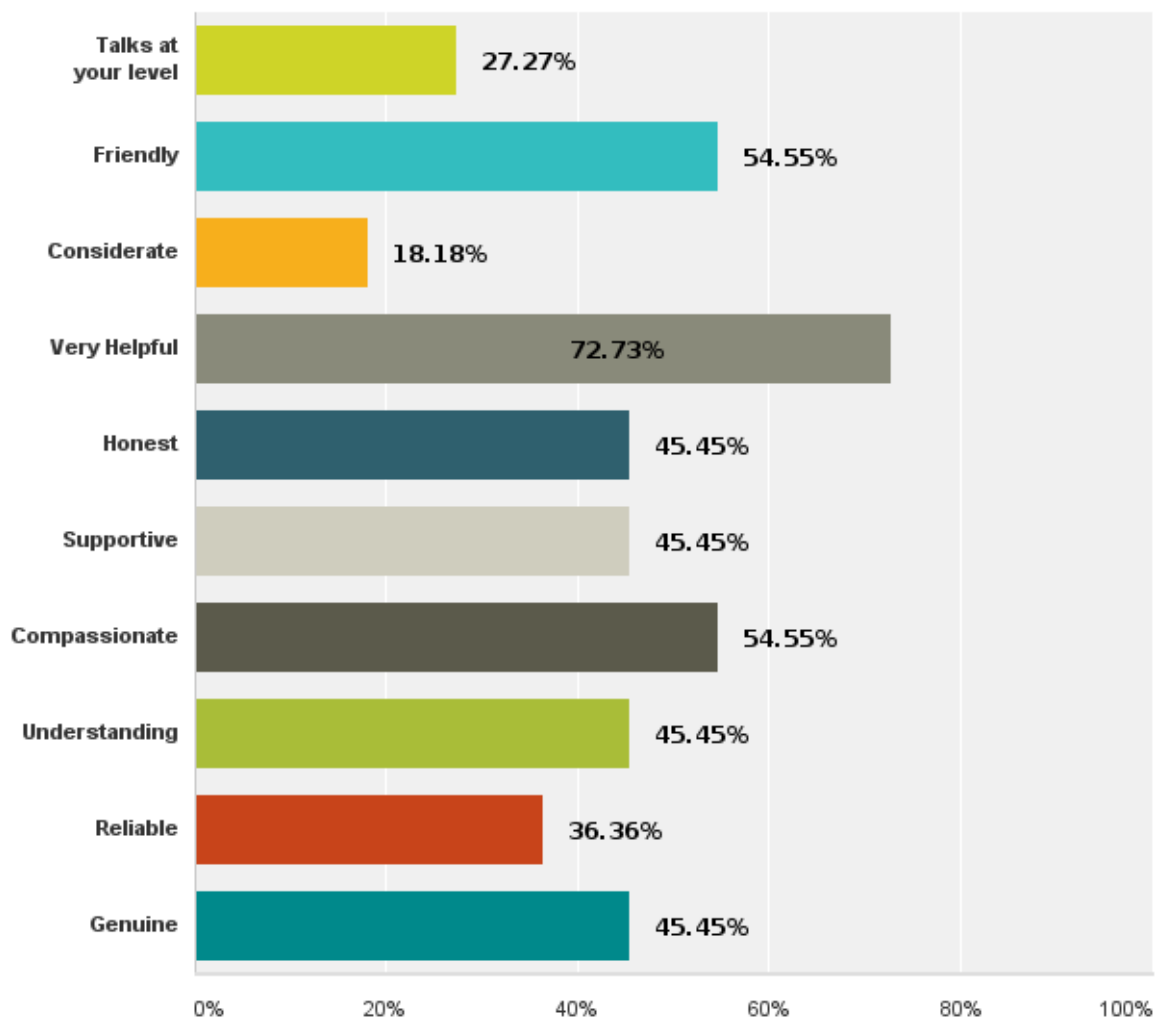
Answered: 11 Skipped: 0



Speak to the Manager Speak to a staff member I wouldn't do anything I'm not sure

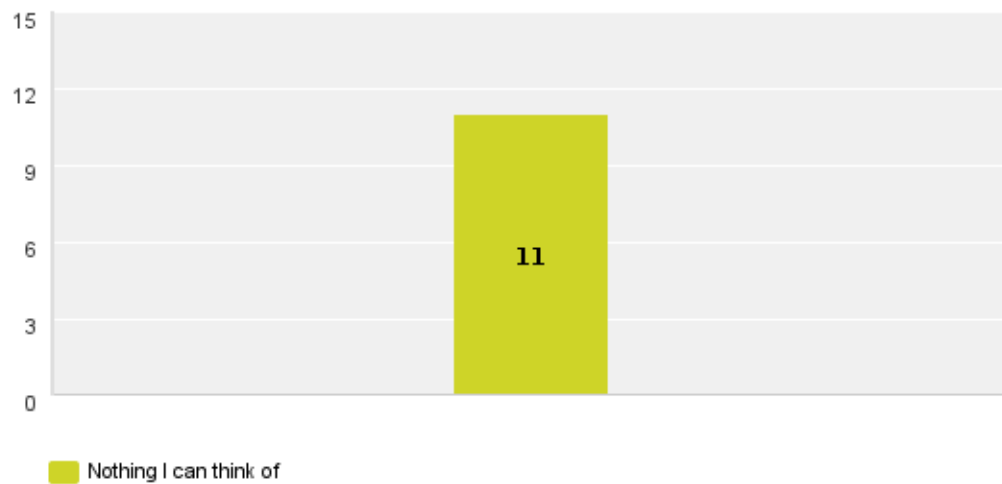
Q29 What are three strengths that the NWAYS staff have?

Answered: 11 Skipped: 0



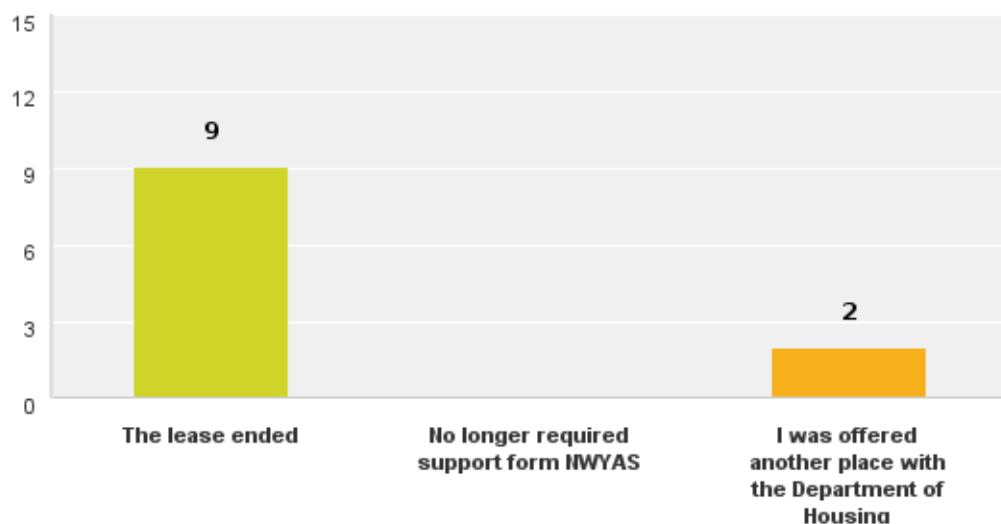
Q30 If you could think of two things that NWWAS could do to improve their services or support, what would they be?

Answered: 11 Skipped: 0



Q31 Can you tell me how the tenancy ended.

Answered: 11 Skipped: 0



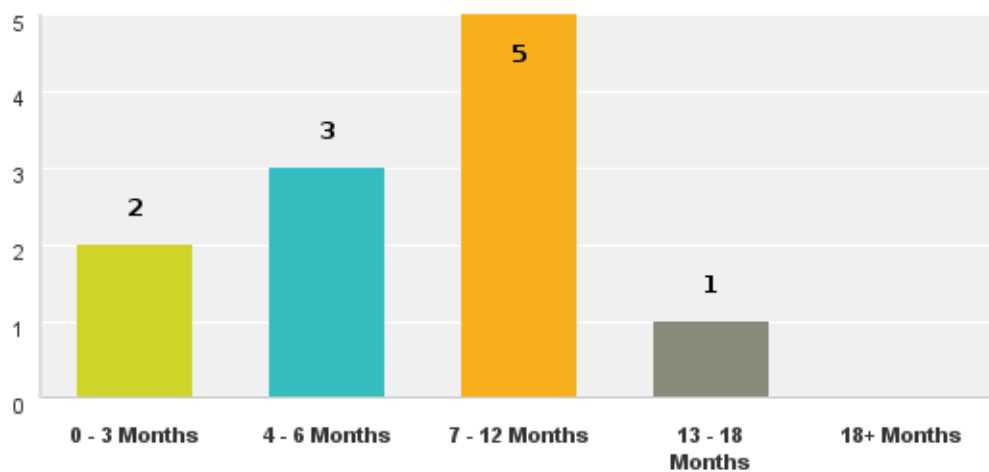
Q32 Where did you move to after NWWAS?

Answered: 11 Skipped: 0



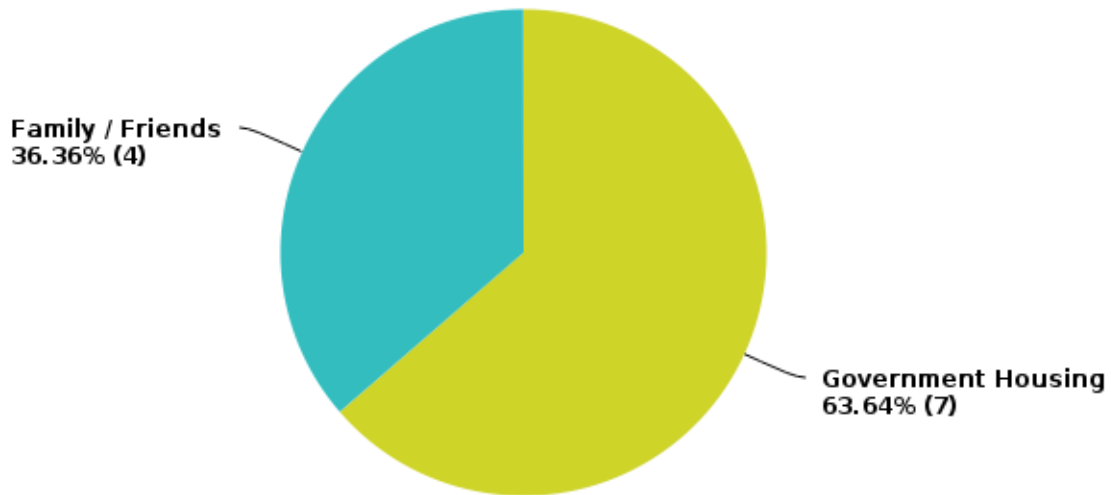
Q33 How long did you stay there/how long have you been there for?

Answered: 11 Skipped: 0



Q34 Where are you living now?

Answered: 11 Skipped: 0



Summary

To pursue excellence in the workplace is always a positive thing to do. One of the best ways to do this is to seek feedback from clients on a regular basis. From the survey responses, it is clear that NWYAS has a dynamic and responsive reputation with current and exited clients and in turn the community.

NWYAS plays such an important role for young people that are homeless or are at risk of homelessness and through a bi annual survey process it is important to ensure that regular feedback is sought and which can then feed into the annual strategic planning process.

Continuation of a quality and positive service should remain at the forefront of NWYAS and this has certainly been reflected in the very complimentary and positive commentary that was provided by both current and exited clients. It should also be noted that all the survey respondents are, and continue to be, very supportive and positive about the skill set of the NWYAS staff base.

NWYAS should consider the responses provided by clients about improvement to services. The suggestions that the respondents provided were specified into three categories:

1. Supporting clients with budgeting
2. Having a male worker within the team
3. Improving the appearance and furnishings of the property

The service and role that NWYAS provides the community is very valuable and well recognised. This project was a very valuable and professional experience and provided a confidential platform for clients to convey their thoughts on the successes and processes of NWYAS and evoked positive feedback.

Amovita Consulting would like to thank NWYAS for engaging our services for this valuable and informative project. Please contact the author for more detail or indepth discussion about the project findings.

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