



Overall Community and Neighbourhood Development Services Wordcloud



**Wordcloud created from comments provided by all Community and Neighbourhood Development Services respondents. For pictorial purposes only and is not an analysis of the comments. Please refer to Comments Only Report for a copy of all comments for your service.*

**This document was prepared by the
Research and Evaluation Unit.**

**For additional copies or previous versions
(subject to availability), please email
research@dlgc.wa.gov.au**

Results based on samples should be interpreted with caution as the results may not be representative of all service users. The estimated error for 125 respondents is $\pm 8.74\%$ (assuming a population of 1000, a result of 50% and a 95% confidence criterion).

Service Code : 20 369

Customer Perception Survey 2016/17

The Yangebup Family Centre Inc -The Yangebup Family Centre

The Customer Perception Survey is conducted annually by the Department of Local Government and Communities to:

- collect service user feedback,
- evaluate service outcomes, and
- identify areas for further improvement.

Key results of your service are presented in the table below as compared to the overall results of your program group:

Service outcomes	The Yangebup Family Centre % agreed (n=125)	Community and Neighbourhood Development Services % agreed (n=2378)
I was satisfied with the service	98%	98%
The service met my needs	100%	98%
Developed knowledge, confidence and skills		
I obtained useful information	91%	77%
I feel more confident	73%	76%
I developed my skills	77%	74%
Linked to community resources		
I learnt about other helpful services and resources in my community	91%	85%
Develop support networks		
I met people I can talk to	93%	93%
I met people who I can ask for help if I need it	87%	89%
Increase community participation		
The service led me to join a club or to volunteer	40%	44%
The service gave me ideas on how to be involved with the community	77%	72%
I'm more involved with community events and activities since using this service	66%	63%

NOTE. Percentages may not equal 100% as the following responses are not reported in figures: Neutral, Negative, Not applicable and No response.



The Yangebup Family Centre

Data was collected from October to December 2016.

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What did people think of the service?

98%
were satisfied
with the service

100%
found the services
met their needs

99%
would recommend
the service

85%
found the service
better than expected

Respondents most appreciated:

Information/materials	35%
Ideas/strategies	18%
Opportunity to discuss	18%
Staff	43%
Other	11%

How did the service do?

% Agree

Developed knowledge, confidence and skills

I obtained useful information	91%
I feel more confident	73%
I developed my skills	77%

Linked to community resources

I learnt about other helpful services and resources in my community	91%
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Develop support networks

I met people who I can talk to	93%
I met people who I can ask for help if I need it	87%

Increase community participation

The service led me to join a club or to volunteer	40%
The service gave me ideas on how to be involved with the community	77%
I'm more involved with community events and activities since using this service	66%

Other outcomes

I will continue to use the things I learnt from the service	84%
The service made a good difference to my life	92%

Usage

In the 3 months prior to the survey, respondents used the service:

Never	3%
Once or twice	10%
A few times	18%
Many times	69%

Respondents had used the service for:

Less than 1 month	5%
Between 1 - 3 months	10%
Between 3 - 6 months	10%
Between 6 - 12 months	17%
Between 1 - 5 years	50%
Longer than 5 years	6%

Characteristics of respondents

125

6% with disability



91%



5%

18%

Speak another language

Aboriginal status

1%	0%	0%
Aboriginal	Torres Strait Islander	Both Aboriginal and Torres Strait Islander

Age group

0%	10%	51%	15%	6%	6%	8%
Under 18	18-29	30-39	40-49	50-59	60-69	70 and over