



West Stirling Neighbourhood House

Data was collected from October to December 2015.

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

What did people think of the service?

98%
were satisfied
with the service

94%
found the services
met their needs

98%
would recommend
the service

80%
found the service
better than expected

Respondents most appreciated:

Opportunity to discuss	58%
Information/materials	34%
Staff	16%
Ideas/strategies	10%
Other	8%

How did the service do?

% Agree

Developed knowledge, confidence and skills

I obtained useful information	92%
I feel more confident	72%
I developed my skills	54%

Linked to community resources

I learnt about other helpful services and resources in my community	92%
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Develop support networks

I met people who I can talk to	98%
I met people who I can ask for help if I need it	98%

Increase community participation

The service led me to join a club or to volunteer	44%
The service gave me ideas on how to be involved with the community	80%
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	82%
The service made a good difference to my life	94%

Usage

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

Never	0%
Once or twice	0%
A few times	18%
Many times	82%

Respondents had used the service for:

Less than 1 month	0%
Between 1 - 3 months	4%
Between 3 - 6 months	10%
Between 6 - 12 months	26%
Between 1 - 5 years	56%
Longer than 5 years	4%

Characteristics of respondents

50

4% with disability



100%

0%

44% Speak another language

Aboriginal status

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

Age group

0%	4%	70%	24%	2%	0%	0%
Under 18	18-29	30-39	40-49	50-59	60-69	70 and over