



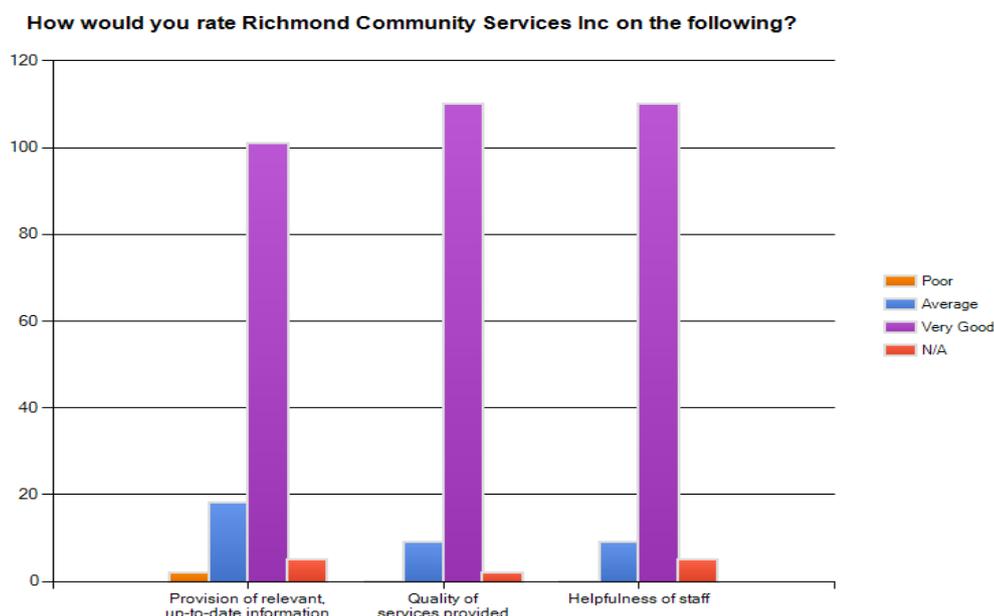
During October 2012, Richmond Community Services Inc (RCSI) conducted a stakeholder survey as part of informing its strategic planning process. Clients, volunteers, partner organisations, other service providers, Management Committee members and staff were invited to participate in the survey, either electronically (via Survey Monkey) or via paper versions of the survey. 142 survey responses were received (56 electronic and 86 paper versions) and independently collated.

The number of respondents from different stakeholder groups provides a reasonable proportional representation of overall numbers with 50% responses received from clients, 20.6% received from volunteers, 11% from other service providers and the remainder from Partner organisations (6.6%), staff members (3.7%), and Management Committee members (2.9%).

Key Findings of the Survey

Key findings of the survey are outlined as follows:-

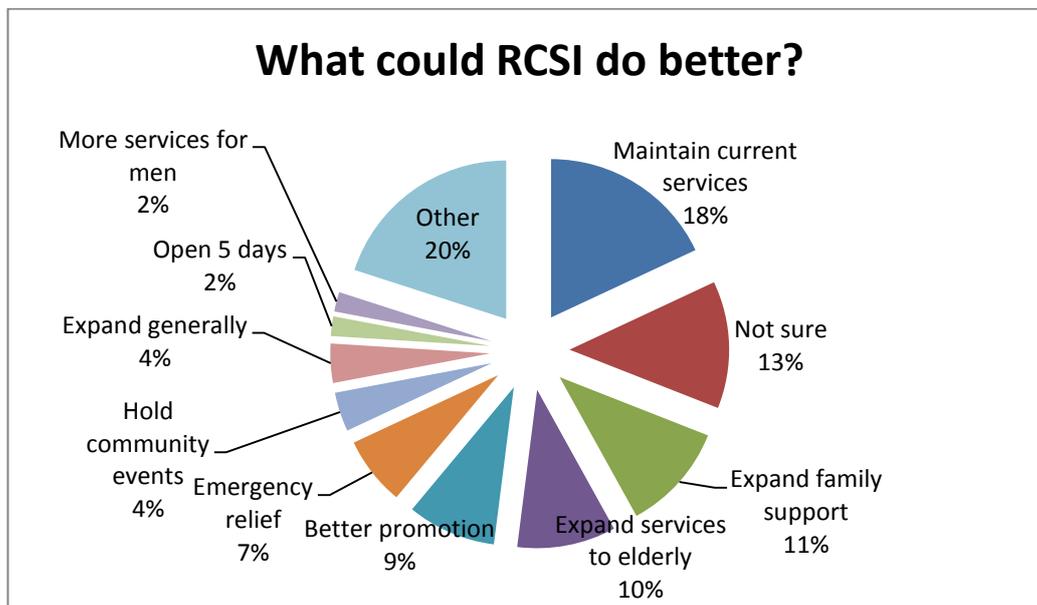
- A. There is a good awareness (approx. 62% of respondents) of the range of services provided by RCSI across stakeholder groups, with 70% awareness of key services provided by RCSI (Family Support, Neighbour Aid and Community Courses and Groups). Some specific findings in relation to stakeholders' awareness of RCSI services include:
- Clients' awareness of all three key services (Family Support, Neighbour Aid and Community Courses and Groups) is 54% which is less than the above average, with clients more likely to only be aware of the particular service they receive
 - Partner organisations are less aware of Neighbour Aid (55.6%) than the above average, while significantly more aware of Family Support and Community Courses and Groups, both at 88.9%
 - As expected, staff and Management Committee members are fully aware of all services provided by RCSI except one Management Committee member who was not aware of Neighbourhood Aid.
- B. In relation to the quality of service provided (information provision, quality of service, and helpfulness of staff), RCSI ranks very highly with 80 – 90% of respondents indicating RCSI provides the highest rating ('very good') for all three performance areas, with information provision being the lowest at 80%.



Some specific findings include:

- Responses indicate a slightly lower percentage for volunteers (73.1%) and clients (72.7%) who rated information provision as 'very good'. However, 92% of clients rated both service quality and helpful of staff as 'very good'.
- For all three performance areas rated, 100% of partner organisations, staff and Management Committee members have given RCSI the highest rating of 'very good'.

- C. In relation to what RCSI could do better in the next five years, the majority (54%) of respondents focussed on maintaining or expanding current services, with better promotion rather than proposing the provision of different services, while 13% were not sure of what RCSI could do better. Of services requested that are not currently provided, emergency relief was identified by the largest number of respondents (7%). Of those respondents proposing this option, just over half were volunteers.



- D. In several survey questions, a minority of volunteer responses (approximately 20%) indicated their only involvement in RCSI is with Neighbour Aid, and/or they were not aware of what else is provided by RCSI. There appears to be a perception amongst some volunteers that Neighbour Aid is quite separate from RCSI and its other activities. This indicates there is an opportunity to further promote the range of RCSI activities and services to Neighbour Aid volunteers.
- E. A large majority of Clients / Service Users (86.6%) indicate that RCSI has made a difference in their lives, while 31.4% indicate that RCSI could improve the support they receive. Responses to this largely relate to an expansion of services (both existing and new), rather than the quality of service provided, though several relate to improving the promotion of services and activities.
- F. The relationships that RCSI has established with its partner organisations provide high levels of satisfaction to partners, with all respondents (100%) indicating that the relationship has been beneficial. All respondents also see opportunities for further partnerships in the next 5 years, with a few specific suggestions made.

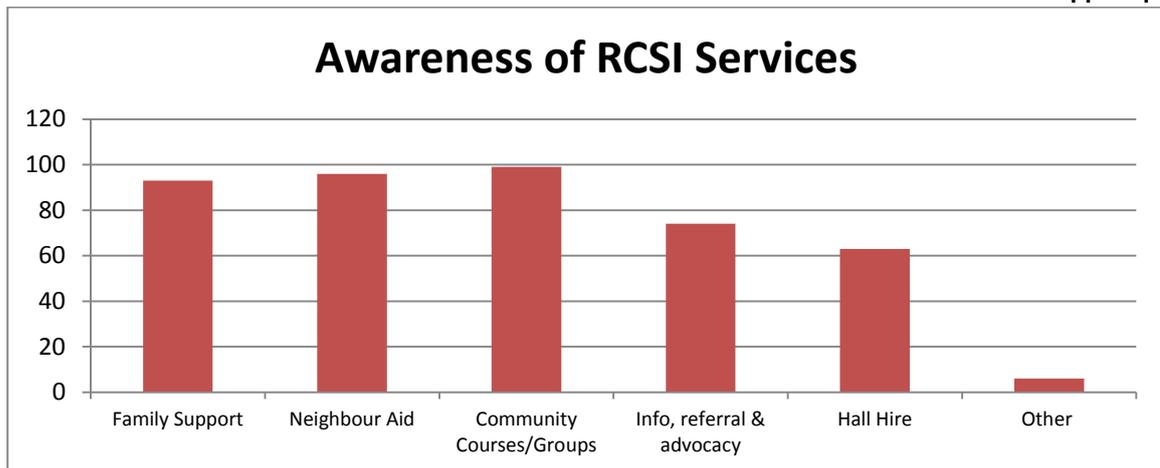
Many respondents have provided comments and suggestions for the organisation as a whole and for individual services within RCSI at various sections of the Stakeholders' Survey. These individual comments and suggestions provide valuable insight for the organisation and will be included in RCSI's strategic planning processes.

Responses to general questions asked of all respondents

1. Which of the following services are you aware of that are provided by Richmond Community Services Inc?

	Response Percent	Response Count
Family Support (includes counselling, parenting groups, information, referral and advocacy)	67.9%	93
Neighbour Aid	70.1%	96
Provision of community courses/workshops/groups	72.3%	99
Information, referral and advocacy	54%	74
Hall hire	46%	63
Other		6

answered question 137
skipped question 5



2. How would you rate Richmond Community Services Inc on the following?

	Poor	Average	Very Good	Not Applicable	Response Count
Provision of relevant, up-to-date information	1.6% (2)	14.3% (18)	80.2% (101)	4.0% (5)	126
Quality of services provided	0.0% (0)	7.4% (9)	90.9% (110)	1.7% (2)	121
Helpfulness of staff	0.0% (0)	7.3% (9)	88.7% (110)	4.0% (5)	124

answered question 133
skipped question 9

38 respondents (27%) also provided additional comments. A summary of common themes is below:

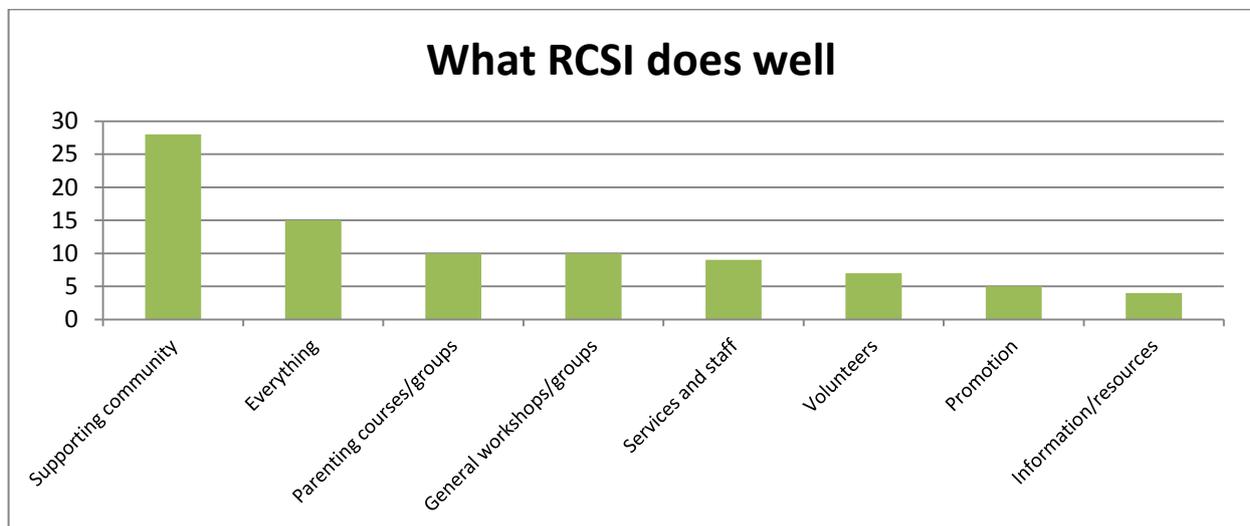
- Positive comments about staff (very good, helpful, work hard) – 11 respondents
- Don't know what services are provided – 7 respondents
- Individual course/workshop was very good – 5 respondents
- General positive comments about the service – 3 respondents

3. What do you think Richmond Community Services Inc does well?

answered question 111
skipped question 31

111 Respondents (78%) provided comment on this question. A summary of common themes is below:

- Caring and supporting the community and people in need – 28 respondents
- It does everything well – 15 respondents
- Relevant, useful and supportive parenting courses and groups - 10 respondents
- Provision of a variety of useful and interesting workshops and groups – 10 respondents
- Good services and helpful staff – 9 respondents
- Quality of volunteers and support provided to them – 7 respondents
- Don't know – 5 respondents
- Neighbour Aid – 5 respondents (NB 3 respondents indicated that they only knew about or had any contact with services provided by Neighbour Aid)
- Good promotion of courses, services and activities – 5 respondents (NB one respondent indicated that not enough is known about what RCSI can and cannot offer)
- Helping access to information and available resources and activities - 4 respondents



4. What could Richmond Community Services Inc do better to support the local Hawkesbury community over the next 5 years?

answered question 83
skipped question 59

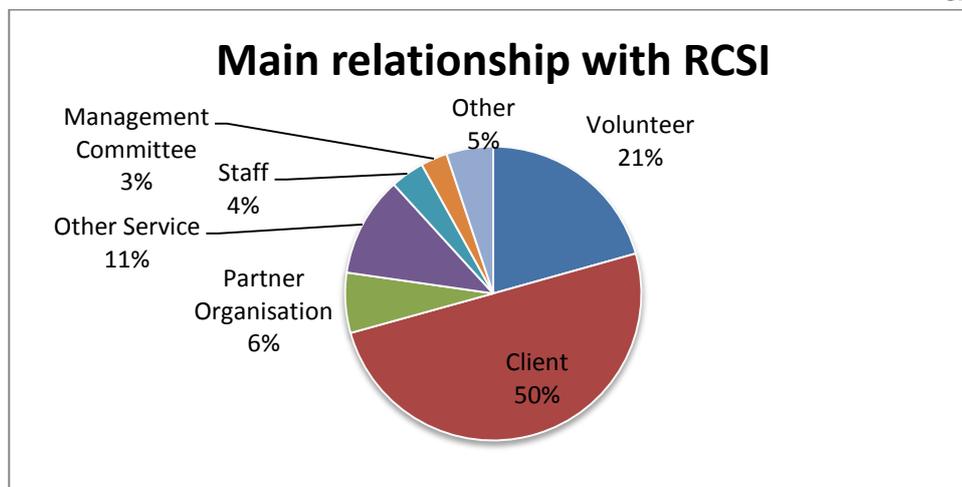
83 respondents (58%) provided comment on this question. A summary of common themes is below (also see Summary Chart on page 2):

- Maintain the range and quality of services that are currently provided – 15 respondents
- Not sure – 11 respondents
- Expand family support to provide more specific support to families/couples and parenting courses, courses for children and outings – 9 respondents
- Expand services (and access to services) to the elderly, including Neighbour Aid – 8 respondents
- Better promotion/advertising of RCSI and the services it provides in the community (both to people in need and to the broader community) – 7 respondents
- Provide emergency relief services – 6 respondents
- Hold or participate in more community events (fetes', carnivals, multicultural days etc) – 3 respondents
- Generally expand the services offered (including activities and groups) – 2 respondents
- More services for men – 2 respondents
- Be open 5 days a week – 2 respondents

5. Please identify your main relationship with the organisation by ticking one of the following:

	Response Percent	Response Count
Volunteer	20.6%	28
Client / Service User	50.0%	68
Partner organisation	6.6%	9
Other service provider	11.0%	15
Staff member	3.7%	5
Management Committee member	2.9%	4
Other	5.1%	7

answered question 136
skipped question 6



6. Any other comments or suggestions?

answered question 40
skipped question 102

40 Respondents (28%) provided comment on this question and include positive individual feedback, specific requests and suggestions. They also reinforce some of the issues raised in the previous question. These comments will be included in RCSI's strategic planning processes. Where individual respondents indicated that they would like to be individually contacted to discuss specific issues or suggestions, their details were noted and have been contacted separately.

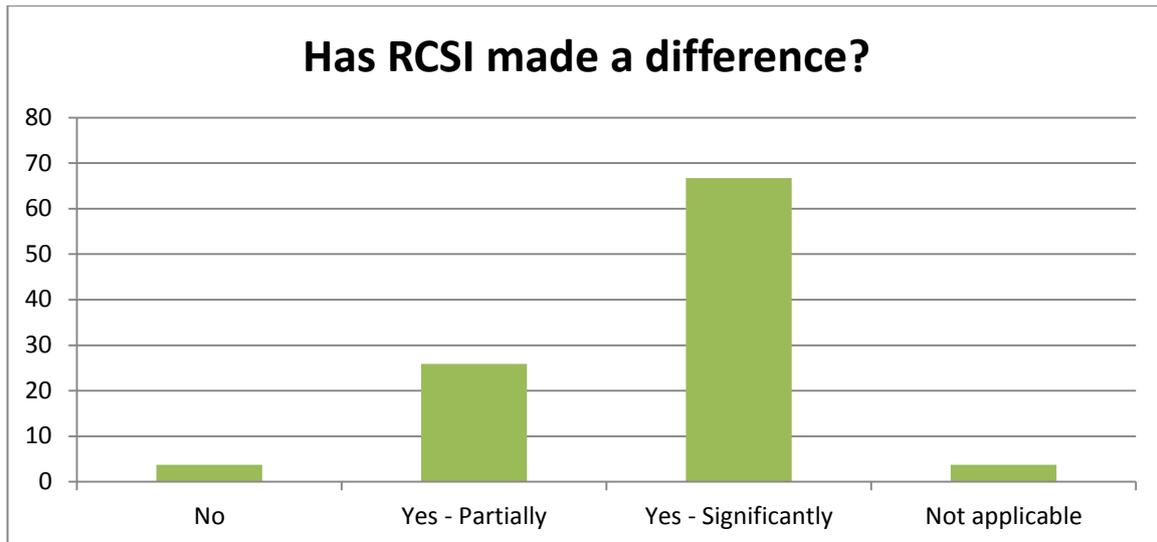
Volunteers – specific questions

28 volunteers completed the stakeholder's survey. They were asked the following questions in relation to their volunteering role.

7. Has your involvement with Richmond Community Services Inc made a difference in your life?

	Response Percent	Response Count
No	3.7%	1
Yes – Partially	25.9%	7
Yes – significantly	66.7%	18
Not applicable	3.7%	1

answered question 27
skipped question 1



20 respondents (71%) provided comments on this question. These comments indicate that the satisfaction of helping others, meeting people, working directly with clients and accessing skill development opportunities are some of the key motivations for volunteering.

8. Are there ways we could improve our support to you in your volunteer role?

	Response Percent	Response Count
No	81.0%	17
Yes	19%	4

answered question 21
skipped question 7

9 respondents (32%) provided comments on this question. Common themes for improving RCSI's support to volunteers included improving communication and information to volunteers, providing clarity on work roles and exploring options for volunteering on the weekends.

Clients / Service Users – specific questions

68 Clients/Service Users completed the stakeholder's survey. They were asked the following questions in relation to their experience of services provided by RCSI.

9. In what way have you received support or assistance from Richmond Community Services Inc? As a...

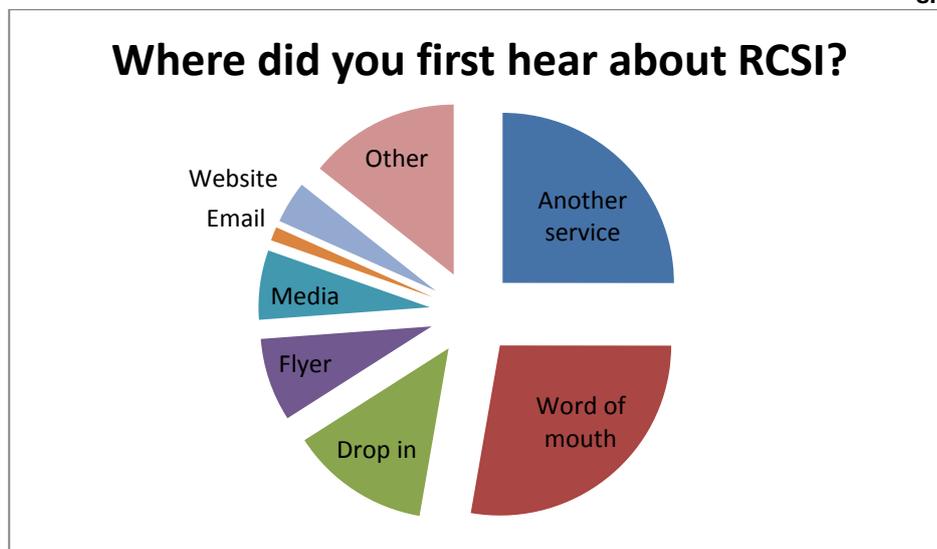
	Response Percent	Response Count
Neighbour Aid client	38.3%	23
Family Support Client	21.7%	13
Group Participant	41.7%	25
Centre visitor	20.0%	12
Other	3.3%	2

answered question 60
skipped question 8

10. How did you first hear about Richmond Community Services Inc and the services it provides?

	Response Percent	Response Count
Through another service	34.5%	19
By word of mouth	38.2%	21
Dropped in to the Centre	18.2%	10
Flyers/brochures	10.9%	6
Media/local newspapers	9.1%	5
Information provided by email	1.8%	1
RCSI website	5.5%	3
Other		16

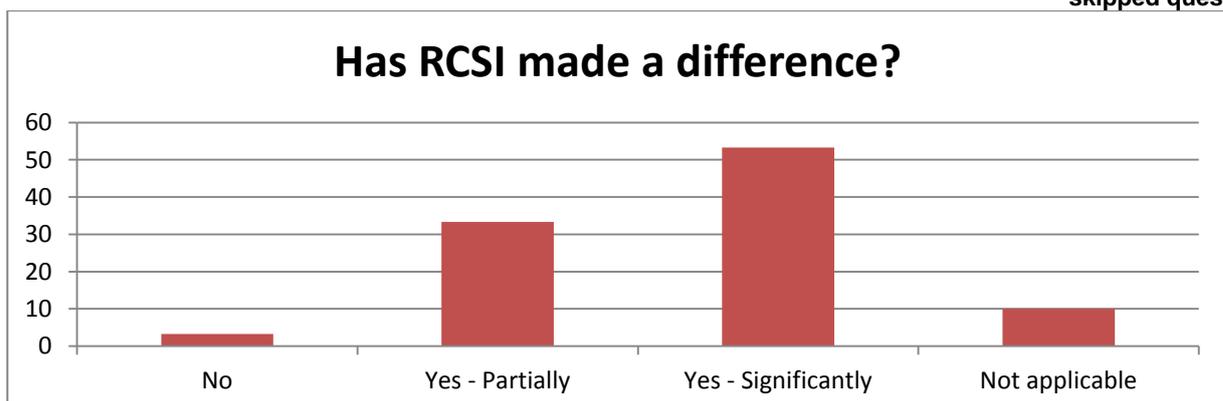
answered question 55
skipped question 13



11. Has your involvement with Richmond Community Services Inc made a difference in your life?

	Response Percent	Response Count
No	3.3%	2
Yes Partially	33.3%	20
Yes – significantly	53.3%	32
Not applicable	10.0%	6

answered question 60
skipped question 8



Of the 52 respondents (86.6%) that indicated 'Yes', common themes include that RCSI's services enable clients to meet people and maintain their independence, get out and about, feel less isolated and lonely and more secure and confident, and have time out whilst improving their children's relationships.

12. Are there ways we could improve our support to you as a member of the local community?

	Response Percent	Response Count
No	47.1%	24
Yes	31.4%	16
Not applicable	21.6%	11

answered question 51
skipped question 17

Of the 16 respondents (31.4%) that indicated 'Yes', common themes to improve support included improving communication and information dissemination, increasing the current level and flexibility of services (eg more outings, courses for children and parents, provision of weekend support) and provision of emergency relief.

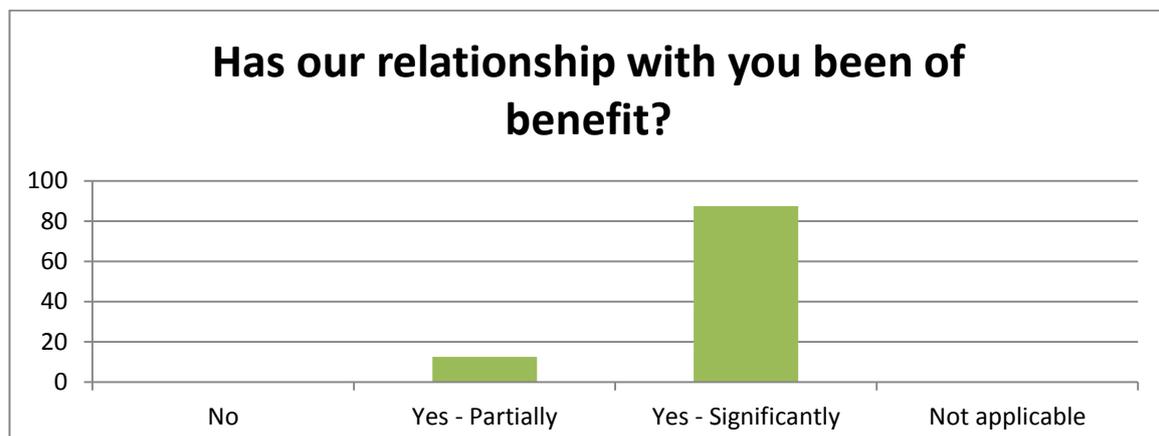
Partner Organisations – specific questions

9 Partner organisations completed the stakeholder's survey. They were asked the following questions in relation to their experience of partnering with RCSI.

13. Has our relationship with you been of benefit to your organisation and/or people who use your service?

	Response Percent	Response Count
No	0%	0
Yes - Partially	12.5%	1
Yes – significantly	87.5%	7
Not applicable	0%	0

answered question 8
skipped question 1



14. Do you see any opportunities for further partnerships between our organisations over the next 5 or so years?

	Response Percent	Response Count
No	0%	0
Yes	100%	8
Not applicable	0%	0

answered question 8
skipped question 1

Of the 8 respondents (100%) that indicated 'Yes', some suggested opportunities for future partnerships included:

- Potential partnerships around men's programs and possible research collaborations
- Continue to grow the Stepping On Falls prevention program
- Perhaps some outreach.

What RCSI's Stakeholders told us

Please find below some examples of comments that RCSI has received as part of this survey process.

What RCSI does well.....

<i>"Given me purpose whilst unemployed and all kids at school, feel good to make a difference for someone who needs it to be more independent"</i>
<i>"Great outings, excellent exercise groups, great understanding of my needs, very compassionate, caring and helpful staff"</i>
<i>"I think the services make a great difference to people in isolated areas to feel wanted and someone is there for them. They also feel part of the community through outings and one on one days"</i>
<i>"Got me motivated to get out and get involved in life"</i>
<i>"Hawkesbury Neighbour Aid is a great and worthwhile service and I hope it continues and is able to expand with more volunteers to carry out the invaluable work"</i>
<i>"Could not get a better service. Very friendly and extremely helpful"</i>
<i>"Has given me back a bit of sanity, reduced my isolation (with mum's group) and has helped my child interact with other children"</i>
<i>"After 60 years working continuously I retired and I could not cope with too many spare hours and I found myself disinterested and depressed. Helping someone is good for me and I meet different personalities. I just feel great then"</i>
<i>"They offer a wide variety of courses, something to appeal to different needs of the community."</i>
<i>"The volunteers are excellent. I have been provided with excellent service"</i>
<i>"It's one of the voluntary areas of my life that has been organised, supported and run well - which results in very little stress for me"</i>
<i>"I have nothing but praise for their commitment, reliability, empathy and honesty"</i>
<i>"My office and communications skills have been improved. I have information on what is going on in the community which enables me to have more social choices as well as places to acquire assistance if needed"</i>
<i>"I enjoy meeting people and feel I am helping in some way. I am 73 years old and hope, when it becomes necessary, I will find someone to care about me and make life a little easier and afford me dignity"</i>
<i>"Identifying and responding to needs within the community. This is done on both a proactive and responsive basis. I believe that RCSI used its limited funding and resources extremely well"</i>

Ideas for improvement.....

"I am not sure that RCSI should expand its services above what they are doing - better to carry on the great work in a sustainable manner"

"Have more courses for kids, like night camps, bush involvement, make some course for a full term, like cake classes, art classes, music classes"

"I am not sure but perhaps get more information as to what RCSI does to more people in need in the community. I only became aware of RCSI through my volunteering. If I was in need of any of the services I am not sure that I would have known where to look"

"I do feel that the care, support and management of the volunteer and the volunteer/client relationship needs to remain very good to keep volunteers involved and enjoying what they do"

"Look after the staff - they do a wonderful job"

"Offer the service 5 days a week"

"Improve communication re its programs with disadvantaged residents not connected to technology in their homes...perhaps a letterbox drop or similar"

"I think that having an emergency relief officer at the centre at regular days would be beneficial to the community. Men's issues could also be looked into as well, anger issues and separated/single dads"

"Continue to build on ways to help prevent breakdown of relationships"

"Continue to provide leadership in community planning and grow its own services in response to community needs"



Thank you to everyone for their contributions to this survey!

Louise Sutcliffe
Community Sector Consultant
22nd November 2012