



Tuart Place

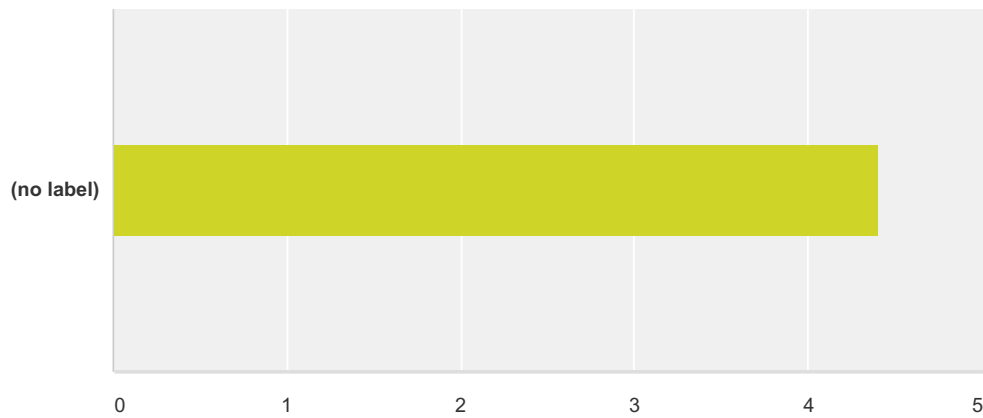
Growing Strong Together

'Feedback Fortnight'

Participant Feedback Data Report 2014

Q1 I feel more confident in my ability to make changes in my life

Answered: 27 Skipped: 1

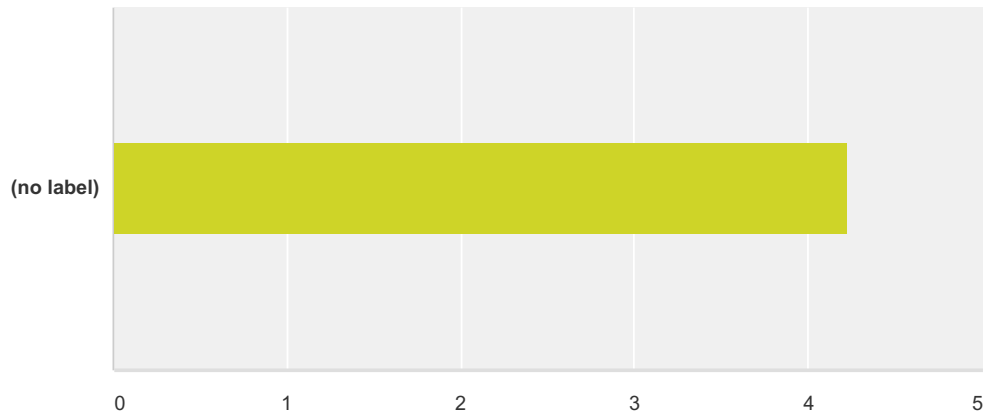


	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	3.70% 1	0.00% 0	48.15% 13	48.15% 13	27	4.41

#	Comments	Date
1	I am helped with problems	11/20/2014 10:36 AM
2	I don't think you need any, you are all great	11/19/2014 3:07 PM
3	...which I have	11/18/2014 4:09 PM
4	Motivation	11/15/2014 8:29 AM
5	I do now	11/14/2014 6:09 PM
6	Learning	11/14/2014 9:51 AM
7	Since coming to Tuart Place I have been more confident and am now living my life long dream of becoming a nurse	11/14/2014 9:45 AM

Q2 I feel more at ease within myself

Answered: 26 Skipped: 2

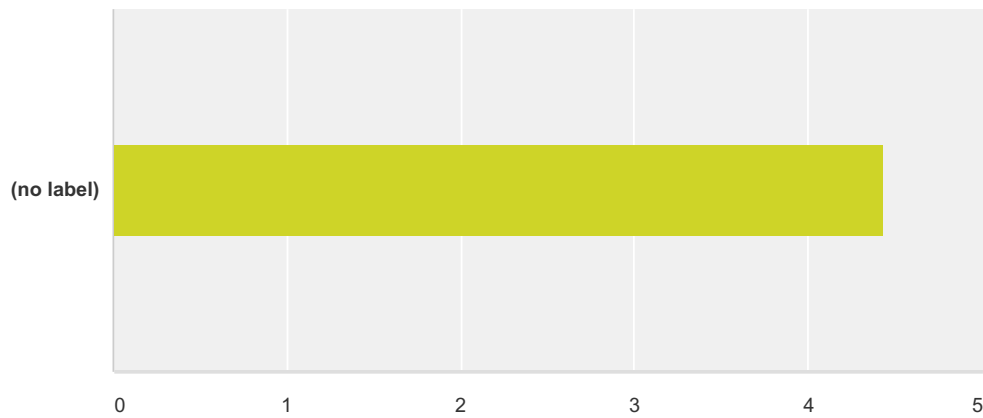


	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	3.85% 1	7.69% 2	50.00% 13	38.46% 10	26	4.23

#	Comments	Date
1	And a lot more confidence	11/18/2014 4:09 PM
2	And with others	11/14/2014 6:09 PM
3	In progress	11/14/2014 9:51 AM
4	Sometimes I do feel at ease but when I am stressed I tend to have mood swings so I head back to TP for reassurance	11/14/2014 9:45 AM

Q3 I am more able to communicate with others

Answered: 27 Skipped: 1

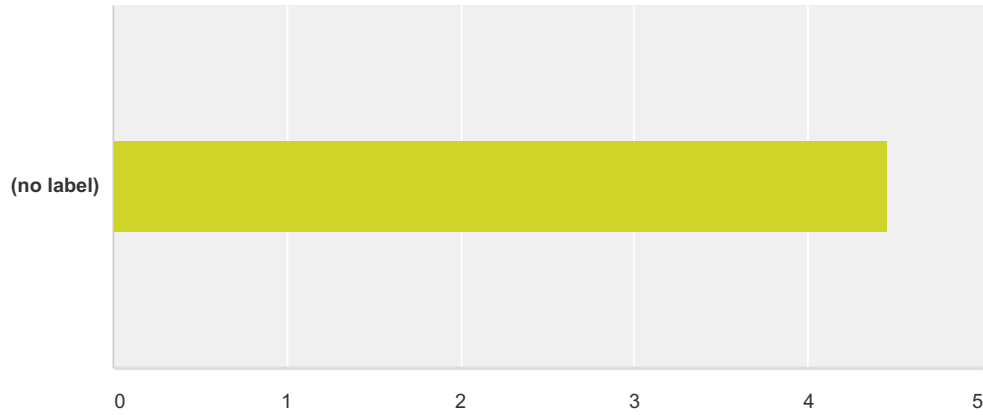


	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	0.00% 0	3.70% 1	48.15% 13	48.15% 13	27	4.44

#	Comments	Date
1	Which I have always	11/18/2014 4:09 PM
2	I am now able to talk about my experiences at Tuart	11/14/2014 6:23 PM
3	For someone that didn't know how to read and write - not doing too bad	11/14/2014 6:09 PM
4	I am learning	11/14/2014 9:51 AM
5	I am more confident to express the things I am sure of. Still need to work on other things and my belief in myself.	11/14/2014 9:45 AM

Q4 I feel more socially connected

Answered: 24 Skipped: 4

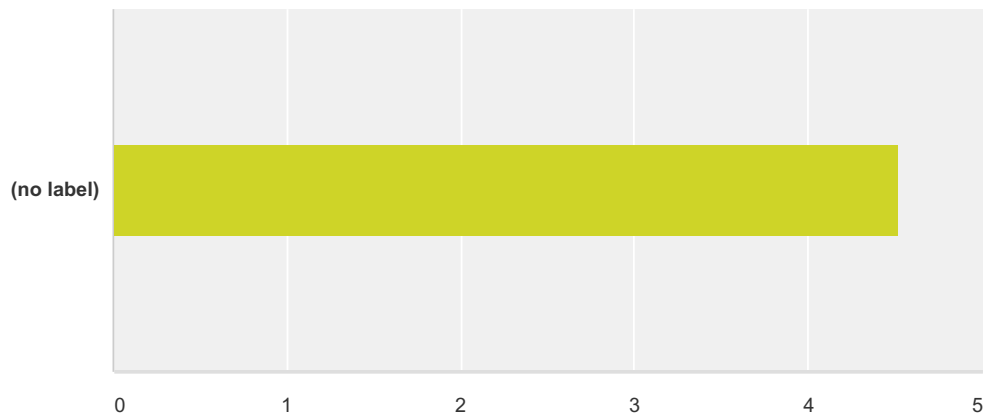


	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	4.17% 1	4.17% 1	33.33% 8	58.33% 14	24	4.46

#	Comments	Date
1	Having only retired this year, I have had a chance to visit 'Tuart Place' and find it really helpful and friendly	12/1/2014 10:50 AM
2	..and relaxed	11/18/2014 4:09 PM
3	Working on it	11/14/2014 6:09 PM
4	In progress	11/14/2014 9:51 AM
5	Apart from my work I stick to myself a lot	11/14/2014 9:45 AM

Q5 I am more able to find or ask for support when I need it

Answered: 27 Skipped: 1

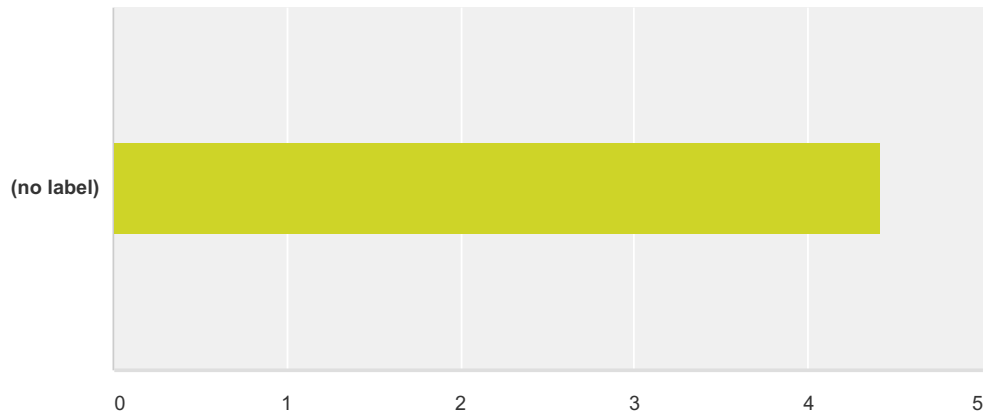


	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	0.00% 0	7.41% 2	33.33% 9	59.26% 16	27	4.52

#	Comments	Date
1	Tuart Place are easy to talk to	11/18/2014 4:09 PM
2	Sometimes	11/15/2014 8:32 AM
3	Looking for it all the time	11/14/2014 6:09 PM
4	I do find it easier to ask for support when I need it	11/14/2014 9:45 AM

Q6 I have more hope for the future

Answered: 26 Skipped: 2

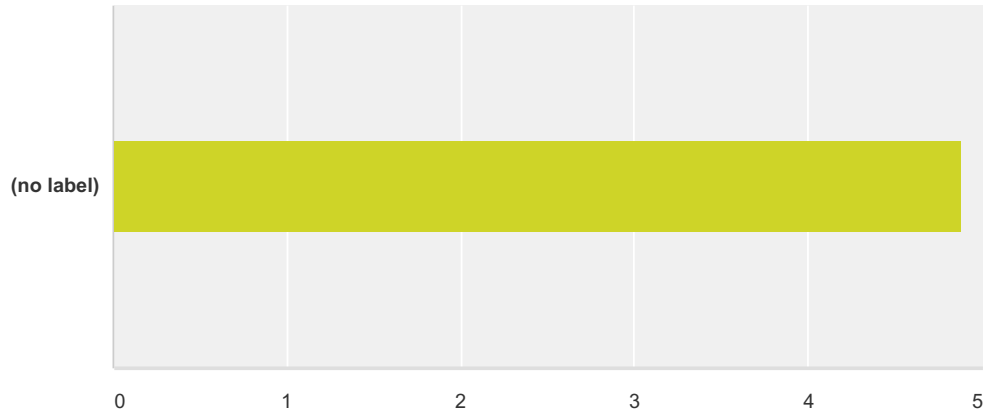


	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	0.00% 0	0.00% 0	57.69% 15	42.31% 11	26	4.42

#	Comments	Date
1	I have hope for the future	11/20/2014 10:36 AM
2	...which makes me feel better	11/18/2014 4:09 PM
3	Have now - didn't before	11/14/2014 6:09 PM
4	I've heard changes some people have made from the support & learning here which gives me hope for the future	11/14/2014 9:51 AM
5	I'm working on it	11/14/2014 9:45 AM

Q7 Treated me with respect

Answered: 28 Skipped: 0

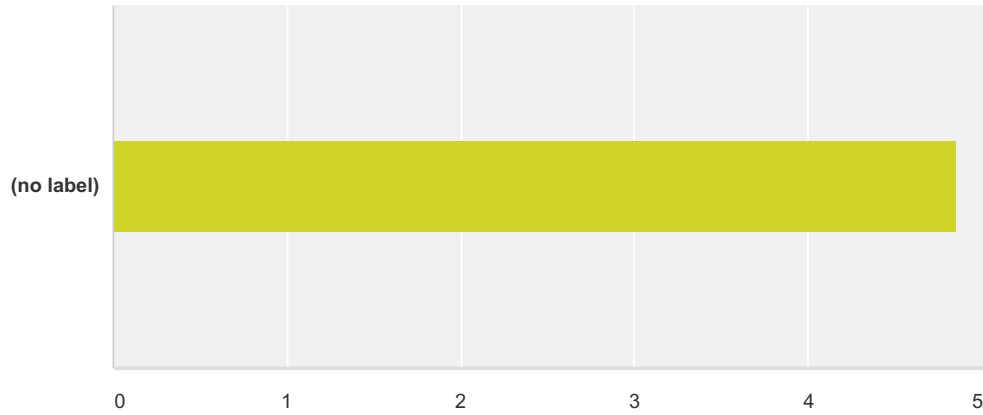


	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	0.00% 0	0.00% 0	10.71% 3	89.29% 25	28	4.89

#	Comments	Date
1	The staff are very friendly and helpful	12/1/2014 10:50 AM
2	100%	11/18/2014 4:10 PM
3	Very much so	11/14/2014 6:10 PM
4	Staff at TP always treat me with respect & encourage me to be proactive. Staff I feel value my input	11/14/2014 9:46 AM

Q8 Were friendly and approachable

Answered: 27 Skipped: 1

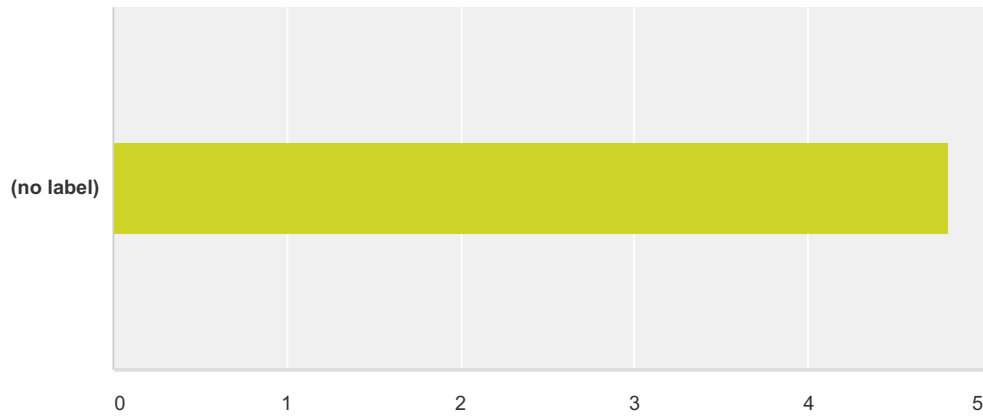


	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	0.00% 0	0.00% 0	14.81% 4	85.19% 23	27	4.85

#	Comments	Date
1	Keep the good work going	11/18/2014 4:10 PM
2	Caring	11/18/2014 4:02 PM
3	Nice to see smiling faces	11/14/2014 6:10 PM
4	Always friendly & approachable but get very busy	11/14/2014 9:46 AM

Q9 Listened to my needs and gave me adequate information

Answered: 27 Skipped: 1

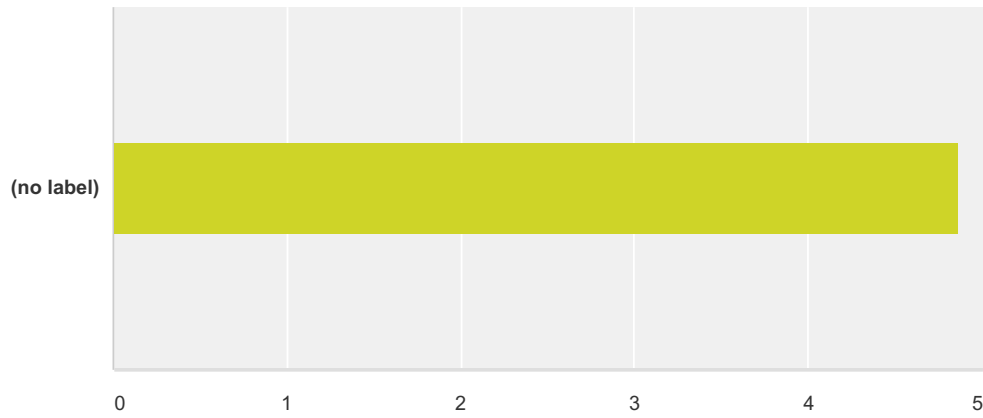


	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	0.00% 0	0.00% 0	18.52% 5	81.48% 22	27	4.81

#	Comments	Date
1	They go out of their way to help	11/18/2014 4:10 PM
2	Lovely people	11/18/2014 4:02 PM
3	Always	11/14/2014 9:46 AM

Q10 I would recommend this service to to others

Answered: 28 Skipped: 0



	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Total	Average Rating
(no label)	0.00% 0	0.00% 0	0.00% 0	14.29% 4	85.71% 24	28	4.86

#	Comments	Date
1	For sure	12/1/2014 10:50 AM
2	I recommend to others	11/20/2014 10:36 AM
3	Yes	11/19/2014 2:58 PM
4	They have guided me in the right direction	11/18/2014 4:10 PM
5	Sure would	11/18/2014 4:02 PM
6	I've told lots of people	11/15/2014 8:33 AM
7	I do	11/15/2014 8:29 AM
8	Already have	11/14/2014 6:23 PM
9	Not only recommend but bring others along	11/14/2014 6:10 PM
10	Yes I am an ambassador for Forgotten Australians & believe they will value involvement with TP	11/14/2014 9:46 AM

Q1 What is the best thing about Tuart Place

Answered: 24 Skipped: 4

#	Responses	Date
1	Attending Monday Lunches and socialising with members. Meals presented are great with Maureen a terrific chef.	12/1/2014 12:48 PM
2	Being able to discuss issues that have occurred whilst in care as a child	12/1/2014 12:12 PM
3	Togetherness and loads of smiles	12/1/2014 10:51 AM
4	The lack of prejudicial interference	11/20/2014 10:40 AM
5	Friends to communicate with and free lunches	11/19/2014 3:05 PM
6	A place to feel safe	11/19/2014 3:02 PM
7	It's great	11/19/2014 2:59 PM
8	They listen and assist	11/19/2014 2:40 PM
9	The help available. And to meet up with old school friends who were in care - know and converse about what it was like.	11/18/2014 4:14 PM
10	Monday lunch	11/18/2014 4:12 PM
11	Maureen the master chef at Tuart Place and the wonderful work she is doing and David - the excellent work he does for Tuart Place	11/18/2014 4:11 PM
12	Helping some of our members who need help with health and companionship.	11/18/2014 4:06 PM
13	Atmosphere, relaxed, no pressure.	11/18/2014 4:04 PM
14	I get lots of good things at Tuart Place	11/15/2014 8:34 AM
15	The support I see being (given) to others. The availability of the staff.	11/15/2014 8:31 AM
16	The ease to fit in with others. All the staff are approachable. Lots of smiles on faces. ("Clinkers in the jar" - my favourite)	11/14/2014 6:30 PM
17	The staff have a genuine caring for participants and are willing to assist	11/14/2014 6:27 PM
18	Friendly, accepting, can always rely on receiving 'help'	11/14/2014 6:24 PM
19	Friendly staff, accepting of everyone, regardless of appearance and circumstances. Personal development sessions are very helpful	11/14/2014 6:22 PM
20	Like a family we never had	11/14/2014 6:10 PM
21	I feel safe and not judged by others & can speak in private and know it wont be a put down and kept in our group	11/14/2014 6:07 PM
22	Friendly, helpful people, non-aggressive environment	11/14/2014 6:02 PM
23	The freedom to speak or not. The cheery greetings as I walk into Tuart Place, which has me feel I am really welcomed	11/14/2014 9:53 AM
24	The best thing about TP is the feeling I get from the moment I walk in the door. I am always greeted with a friendly smile from all the staff. I feel valued and feel that I actually count for something which in the past has never been the case. Even now when I am experiencing low moods I know TP is there to support me if I need it.	11/14/2014 9:38 AM

Q2 What (if anything) would you like changed or offered at Tuart Place

Answered: 16 Skipped: 12

#	Responses	Date
1	None, as it's functioning quite well	12/1/2014 12:12 PM
2	An alternative avenue to source or recourse. Government policy options in personal decisions and options.	11/20/2014 10:40 AM
3	Swimming pool - sauna - 'sun-spot' on the roof...ha ha	11/19/2014 3:05 PM
4	Nothing!	11/19/2014 3:02 PM
5	No	11/19/2014 2:59 PM
6	Nothing	11/19/2014 2:40 PM
7	Do you liaise and fight like CLAN to get retribution, apologies and monetary compensation and abolish the statute of limitations for care leavers etc	11/18/2014 4:14 PM
8	No change	11/18/2014 4:12 PM
9	When I think of something I will let Tuart Place know	11/18/2014 4:11 PM
10	Just keep things as they are.	11/18/2014 4:04 PM
11	I am happy being here	11/15/2014 8:34 AM
12	Less lollies however I know it is our choice and Tuart Place's generosity. How to have less paper (maybe double sided)	11/15/2014 8:31 AM
13	More ways to get word to other people about Tuart Place	11/14/2014 6:30 PM
14	I am happy how we are progressing	11/14/2014 6:07 PM
15	More of the same. Above answer said it all	11/14/2014 6:02 PM
16	I believe Tuart Place would benefit being open 5 days a week, there is never enough hours in the day and participants like myself cannot always access TP on the days they are open.	11/14/2014 9:38 AM

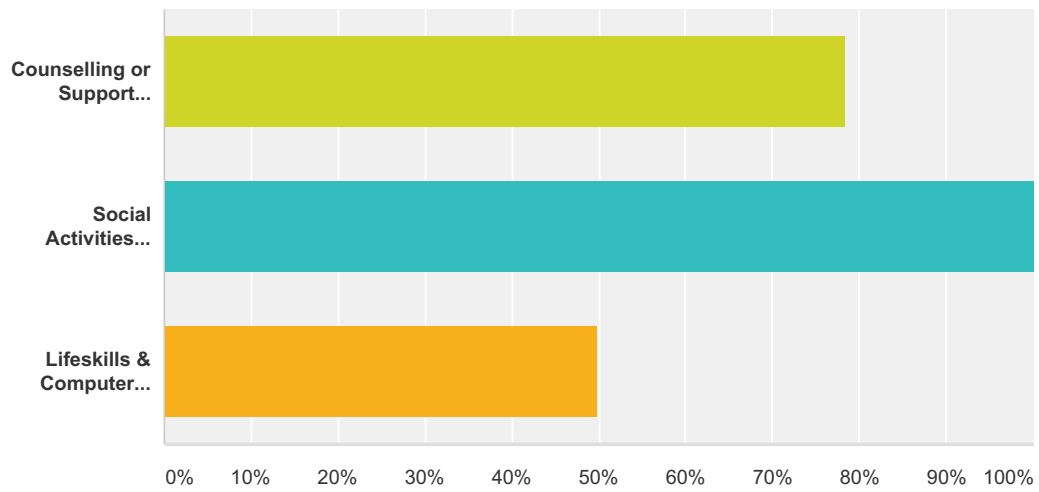
Q3 Any other suggestions or comments?

Answered: 14 Skipped: 14

#	Responses	Date
1	Parking is a problem and costly in Fremantle. Can a parking area for Tuart Place Clients be provided nearby?	12/1/2014 12:48 PM
2	Would recommend to be issued with name tags please	12/1/2014 12:12 PM
3	No	11/19/2014 2:59 PM
4	No	11/18/2014 4:12 PM
5	Keep the good work going	11/18/2014 4:11 PM
6	Marvelous lunch supplied. After what I went through as a child, its good to get support now. - Old Fairbridge Boy	11/18/2014 4:04 PM
7	Yes, can the choir possibly go into nursing homes perhaps once a month	11/15/2014 8:36 AM
8	No	11/15/2014 8:34 AM
9	This is a unique giving place with a wonderful unthreatening atmosphere especially with Vicky who is so welcoming and who uses inclusive language.	11/15/2014 8:31 AM
10	I am grateful and respectful of the staff of Tuart Place and FACT Inc Board for their dedication of valued time to assist Forgotten Australians	11/14/2014 6:27 PM
11	Thank you to all the staff and other people like me that have made me safe & strong as I learn to love & respect me. Thank you Sue. - Maria	11/14/2014 6:07 PM
12	Enough	11/14/2014 6:02 PM
13	It is good to see staff mixing with participants as I feel this takes away the "them and us" beliefs. Reinforce to all the guidelines of what can be done if a person feels unsafe with someone's behaviour in the building	11/14/2014 9:53 AM
14	As TP is such a success we should now aim for funding to operate 5 days a week as participants like myself who work will have greater opportunity to access TP and seek support when needed	11/14/2014 9:38 AM

Q4 What services have you used in the last 6 months (you can tick more than one)

Answered: 28 Skipped: 0



Answer Choices	Responses
Counselling or Support (includes counselling, support group, help with the Royal Commission or complaints to past providers, applications for records, help with financial, legal, housing or referrals to other services)	78.57% 22
Social Activities (includes Monday lunches, Pizza and movie afternoons, social events and celebrations, drop-ins)	100.00% 28
Lifeskills & Computer (includes computer use, help with IT, Literacy, Workshops, Lifeskills courses, Personal Development, Health or Dental services)	50.00% 14
Total Respondents: 28	