



**Summary of Feedback**  
**Brook RED Annual Member Satisfaction Survey**  
**2016**



## Survey Development

In August and September of 2016 Brook RED community members at our Brook Street, Norton Street, and Beenleigh Centres helped us to develop a new annual satisfaction survey for members. Member priorities for the survey included that it:

- Be short and simple to complete; and
- Have scaled-answer questions but also offer an opportunity to give feedback in a more open format.

After several feedback sessions, a survey was agreed on and in October, 2016 the survey was completed by 55 community members. The collected feedback is presented below.

## Summary of Feedback

(1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree)	Average Score
1. I like the services provided to me at Brook RED	4.5
2. I am able to get the services I want from Brook RED	4.3
3. Brook RED would be my first option for the services they provide	4.4
4. There are activities/workshops at Brook RED which are what I want	4.3
5. Staff are sensitive towards my needs	4.5
6. Staff are friendly and helpful	4.6
7. Staff listen and support me well	4.5
8. I do not face discrimination at Brook RED	4.4
9. Staff treat me with respect	4.5
10. Staff at Brook RED do not judge me	4.4
11. The environment is friendly, comfortable and welcoming	4.5
12. My privacy is well respected by staff at all times	4.6
13. I feel safe at Brook RED	4.6
14. I feel supported by staff	4.3
15. I feel that I can grow, improve and recover at Brook RED	4.3
16. I feel I am becoming more independent through the support at Brook RED	4.1
17. I feel like I have people I can count on when I need help	4.2
18. I feel better able to deal with obstacles I face in my life	4.0
19. I feel more in control of my life	4.0
20. I feel like the staff really listen when I'm confiding in them	4.3
21. Because of Brook RED I feel less alone	4.4
22. I feel welcome at Brook RED	4.6

## Open Questions

### 1. Do you have any problems with anything at Brook RED?

Problems that people shared with us were:

- The shortage of car parking at centres.
- The need for larger vehicles for outings.
- The sometimes overwhelming environment at our centres when they are noisy and/or very full of people.
- Community members feeling that they are being encouraged to work toward goals at a pace faster than they are comfortable with.
- People asking for favours such as money, cigarettes, or rides to places – these can be quite forceful at times and create a very uncomfortable environment.

### 2. If you could change anything at Brook RED what would it be?

Suggestions were:

- Doing more activities which bring all three Brook RED centres together.
- Including more sport in our schedules.
- Watching more movies.
- Having lunch on earlier and dinner on every evening at all centres.
- Having a professional cleaner come in to each centre weekly.
- Providing more spaces for private conversations.
- That our vehicles should be made wheelchair friendly.

### 3. Is there anything we can be doing better or differently?

Most people were very positive about what we are currently doing at Brook RED.

People thought that it would be better if:

- Everyone were to help out with cooking, cleaning, driving place, and other tasks.
- We create an area for people to exchange/ give away items at the centres.
- We do more to help people find employment, especially long-term employment.
- We do a better job of cleaning and tidiness.
- Outreach was improved so that people receive more calls and/or support when they are not well or in hospital.

4. This is the first time we are using this survey, so please let us know what you think about it!

Overall, feedback about the survey was very positive with people that it provided a good opportunity to give their views and that the questions were relevant for them. A few people said that they don't like surveys at all and one person felt that the survey had too many questions. It was also commented that the questions were difficult to answer because their experiences might be different on any given day.

### Demographics of Respondents

People completing the survey were given the option of providing basic demographic information themselves if they wished to:

- **Gender:** 26 people identified as male, 22 as female, 1 as intersex, and 1 as transgender;
- **Age:** 7 people said that they were between 21 – 30 years of age, 7 between 31 – 40, 18 between 41 – 50, and 18 said that they were 51 or older.
- **Cultural Identification:** 36 people self-identified as being Australian, 4 as Asian, 3 as Maori, 2 as Kiwi, 1 as Ukrainian, and 1 as Aboriginal (note: information was provided in a write-in format).