

# How satisfied are whānau with our services?

Over May-June 2020, we surveyed whānau to seek their perceptions and to gauge satisfaction levels with Youth Horizons | Kia Puāwai.

This survey included parents/caregivers with young people in:

- **Care-based services:** Treatment Foster Care and Teaching-Family group homes
- **In-home services:** FirstCare, Multi-Systemic Therapy and Functional Family Therapy

\* The 'positive' percentages represent the proportion who answered with Agree/Strongly Agree from a four-point scale.

48 parents/caregivers responded:



■ Positive ■ Negative

## What are we doing well?

“It's all been hugely helpful, we as parents have changed the way we think now and would act”

“Just being able to talk freely and openly without being judged or made to feel uncomfortable”

“Very family focused. Helpful strategies for improvements. Very happy with the professional conduct and personal interest.

“Helping me understand how to deal with difficult situations with my son and better prepare myself for the future”

“Teaching new ways to deal with issues that work”