

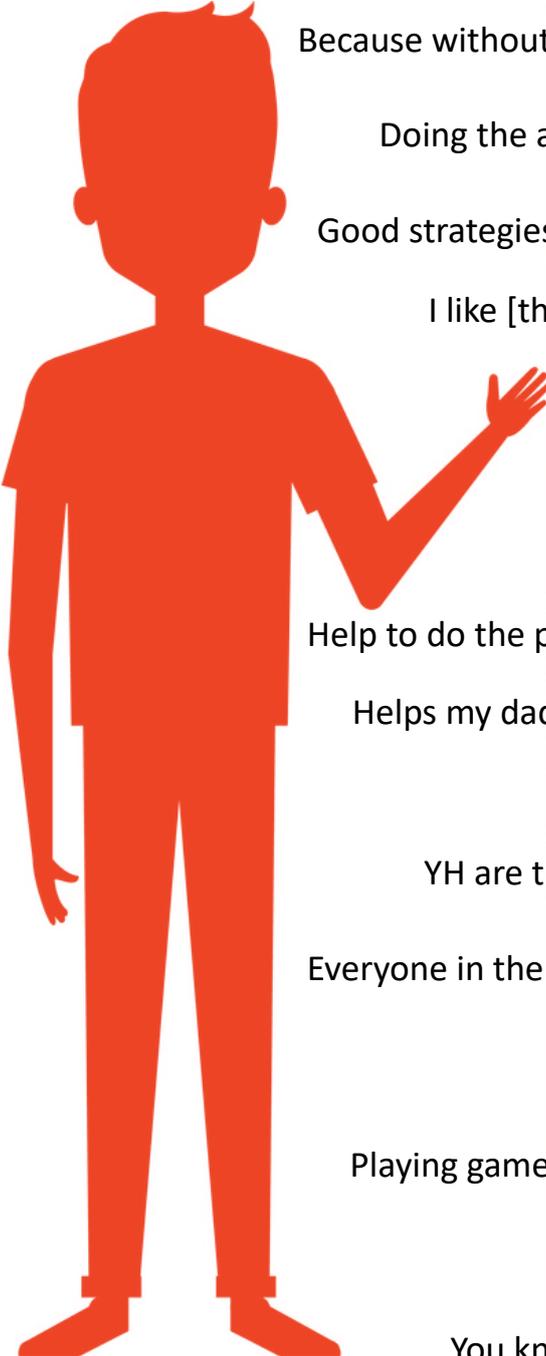


YOUTH HORIZONS | KIA PUĀWAI

Our youth, our future

In-Home Services Feedback:

What is helpful about Youth Horizons' services?



[Therapist] supports our family and helps everyone understand Solving our family problems

To spend more time with my family and stop swearing

Because without Youth Horizons, life would be so hard

Doing the activities Include my opinion Regular visits

Good strategies Help with family problems

I like [therapist] coming and she helped me with my anger

Great at getting our family members to communicate with each other. The methods covered were very helpful to myself, and [parent] and the other kids had a chance to talk

Help to do the paperwork Help with the family

Helps my dad and gives my dad examples

Helps my family/whānau to get along better

YH are there to help get your family back on track

Everyone in the family is doing this together

There's help when you need help or someone to talk to when you need it

Playing games and learning

[Therapist] makes me and my mum laugh and be happy

You know my name

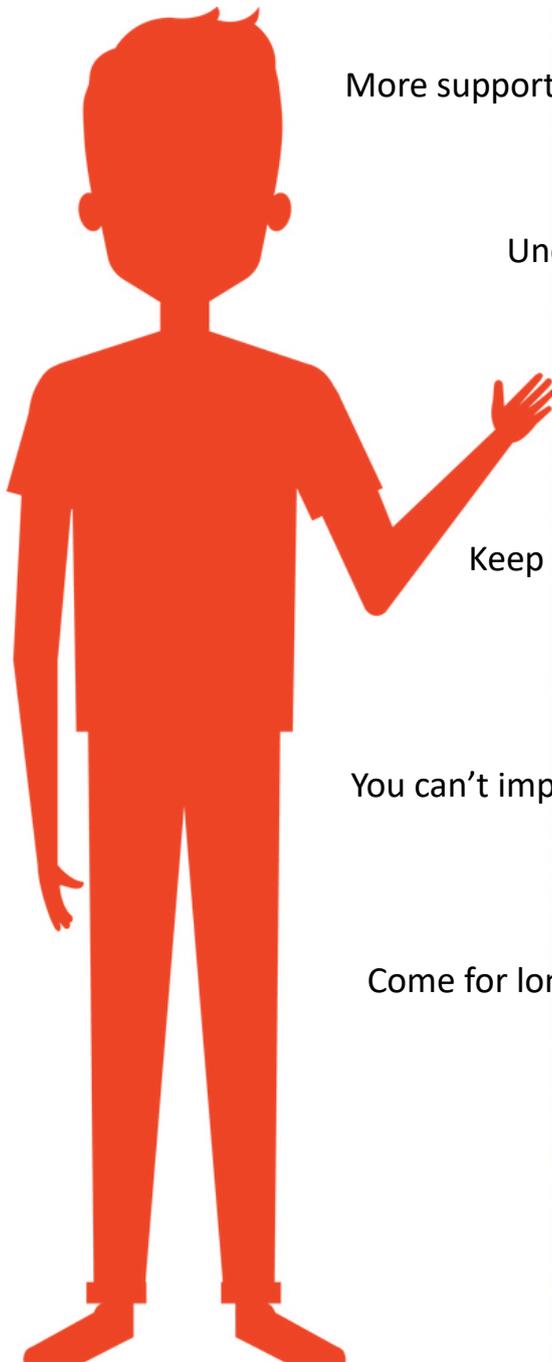


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In-Home Services Feedback:

How could we improve Youth Horizons' services?



More support

I think you could improve by letting the kids get involved so its not like a private thing with the parents

Understand my needs

Nothing to improve - keep up the good work

Keep coming!

Everything is ok

You can't improve - it's already the best!

Nothing , your service is great

Come for longer

Less meetings



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Girls' Lighthouse Feedback:

What do you like about the Lighthouse?

The bed

Staff are caring

Good meals

Staff were supportive

It's safe

Staff make sure that you are always ok

Everyone was nice

Food

What do you not like about the Lighthouse?

I liked everything

I couldn't go on social media

Nothing

No internet access

Do you have any suggestions for improvement for the Lighthouse?

Allow Facebook

Earn more minutes on the phone

Social media should be something you can earn if you are behaving





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Boys' Lighthouse Feedback:

What do you like about the Lighthouse?

More freedom
How chill and relaxing it was
Eating
Respectful to me
Staff always there if needed
The boys
Sleeping
The food and rides
Food
Activities
Nice cool area
Basketball court
Everything

What do you not like about the Lighthouse?

No phone rule
Nothing
Bedtime
Everything was mean [mean is a good thing in this context!]
Conequences
It's all good
Chores

Do you have any suggestions for improvement for the Lighthouse?

Pen and paper
No chores





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Foster Care Feedback: What do you like about Youth Horizons' services?

Helping me to learn new things about myself

I like how you support me on sports

Learning to control my feelings and anger

Looking after me

Motivates me to want more in life

Provides you with things that you need

Seeing my [siblings], skills and training

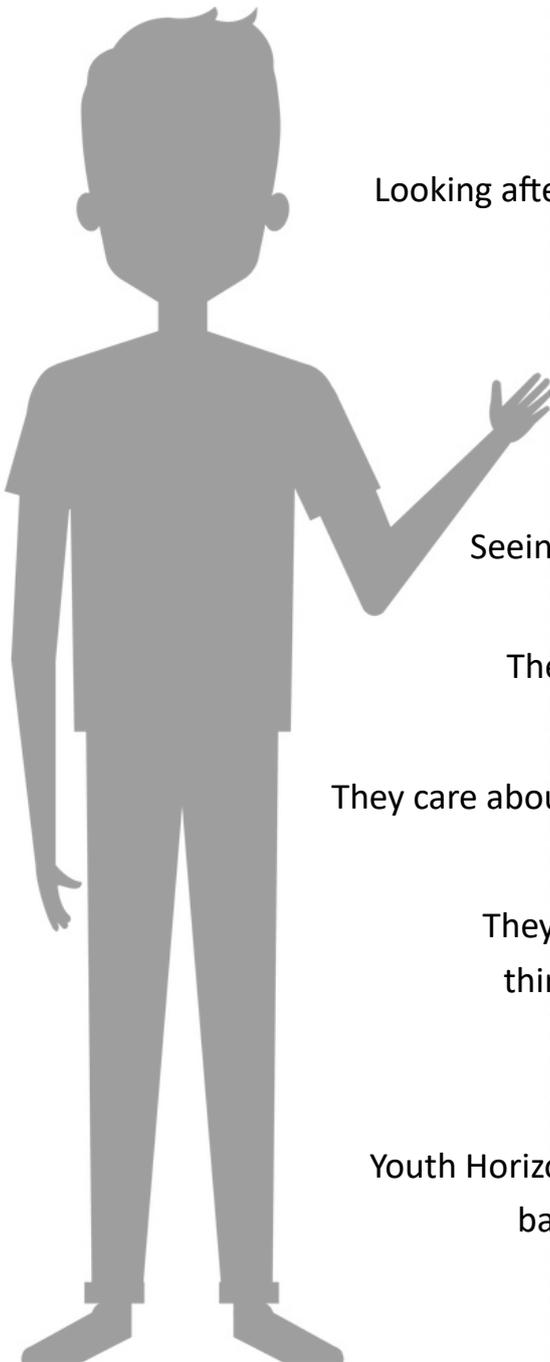
They help us when needed so I think that's great. They are encouraging too

They care about me

They get you food, clothes, and they take you out to do things and get you a new bed when you are too long

Youth Horizons are helpful with needs and backing up the parents

The caregiver





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Foster Care Feedback: How could we improve Youth Horizons' services?

Have more meetings with the kid and do more things with them
and get more involved

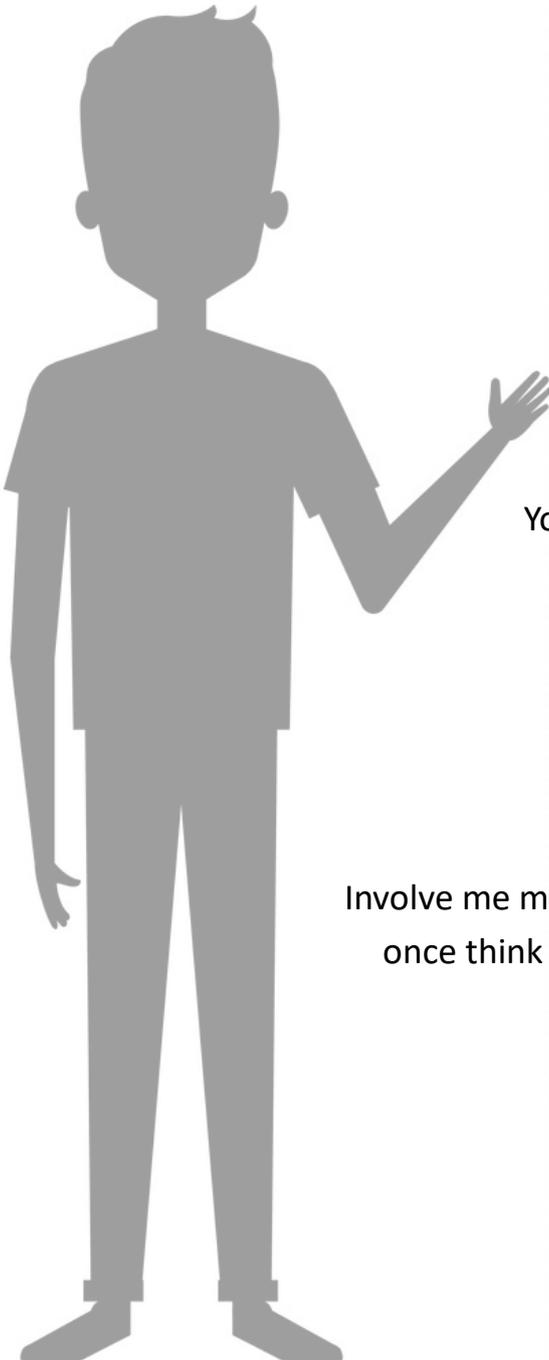
Please try and make my visit more often to see my
siblings. Thanks for all your support

You don't need to improve anything

Not talk about everything at once

Involve me more in decision making and for
once think about how it may affect me

Nothing





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Multisystemic Therapy (MST) Feedback: From a grandmother raising her grandchild with her daughter

[Therapist] delivered MST therapy with us for 20 weeks.

“My daughter and I have stated that we would have found it very difficult to manage [young person’s] behaviour and health issues without [therapist’s] ongoing support.



We experienced [therapist] as consistently supportive and encouraging. [Therapist] managed to always name our strengths and hold the hope when it would have been easy to "just give up".

[Therapist] was always kind, positive, authentic and very approachable. [Therapist] was able to adapt quickly to the different ways my daughter and I took in information.

[Therapist] was very genuine and supportive to my daughter to encourage her to trust her strengths as a parent and not default to ‘failure’.

MST is good but it was made much, much better for us to understand and apply with [therapist] as the therapist.

Thank you to [therapist] and also to all the support in the background.

Thanks from [grandmother] and [mother], and maybe one day [young person].”