

# How satisfied are rangatahi with our services?

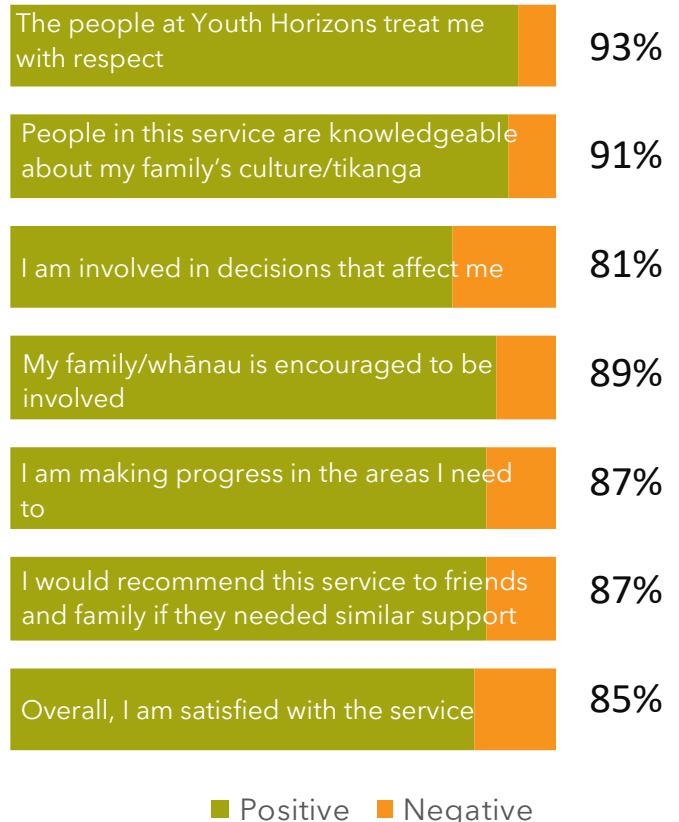
Over May-June 2020, we surveyed rangatahi to seek their perceptions and to gauge satisfaction levels with Youth Horizons | Kia Puāwai.

This survey included rangatahi from:

- **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.

68 rangatahi completed the survey:



## What are we doing well?

“Help solve family problems and make us stronger and safer”

“It's helping us to get along more”

“Communication, hearing, new activities”

“You speak to my Family and help them out”

“Feel safe, feel supported in a way”

“Pick me up from school, learning how not to get so angry”

“You guys listen a lot and I appreciate that”