

How satisfied are stakeholders with our services?

Over May-June 2020, we surveyed external personnel who had had recent involvement with our services to gauge how satisfied they were with Youth Horizons | Kia Puāwai.

The survey was completed by personnel from:

- District Health Boards
- Health Providers
- Ministry of Education
- Education Providers
- Oranga Tamariki Care & Protection
- Oranga Tamariki Youth Justice
- Counsel for the child/Youth Advocate
- Department of Corrections

What are we doing well?

“Keep on doing what you’re doing”

“We have really positive relationships with Youth Horizons”

“Your team does an amazing job with our students”

“I always refer rangatahi to you for CV, benefits and possible work opportunities”

“Amazing work with difficult and challenging families”

“I have nothing but praise for YHT and its dedicated staff”

100 stakeholders completed the survey:



■ Positive ■ Negative

In many of our services, we exceed contract which results in waitlists

What else could we do?

“Expand your services nationally!”

“Allow other agencies to make referrals not just OT”

“Give more presentations on what YHT actually offers”

“Connect students more with part-time work and emergency accommodation”