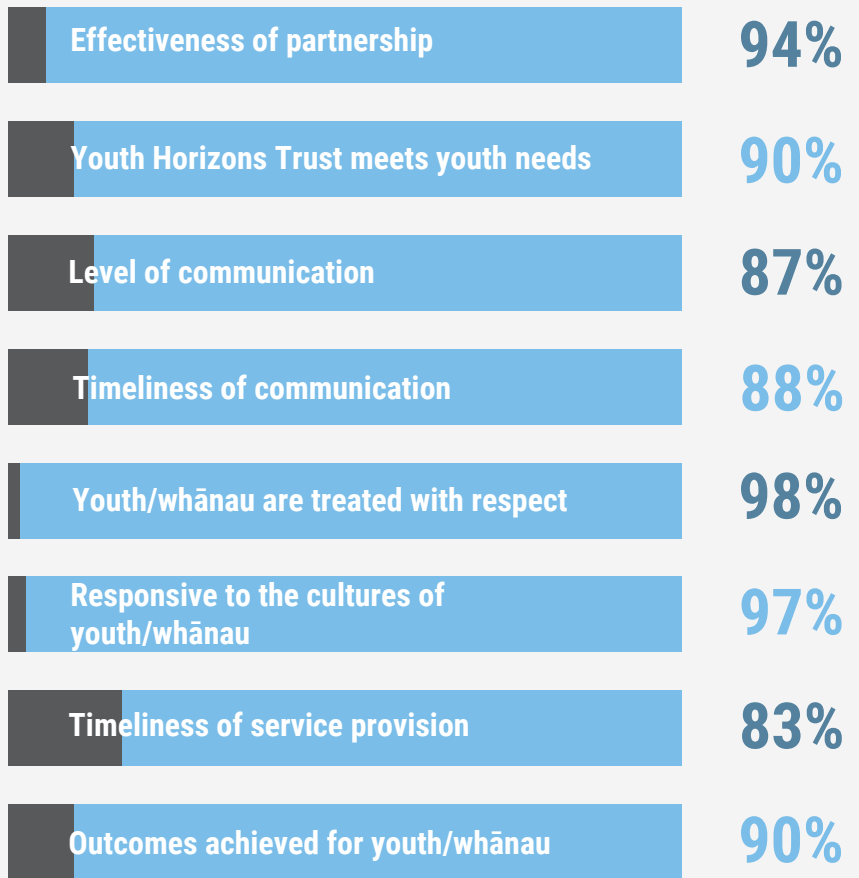


How satisfied are our stakeholders with our services?

130 stakeholders completed the survey



Over April-May 2018 we surveyed external personnel who had had recent involvement with our services to gauge how satisfied they were with Youth Horizons.

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

● Negative ● Positive

% based on respondents who selected 'satisfied' or 'very satisfied'.

What our stakeholders said they were satisfied with:

Build strong relationships
Committed to positive outcomes

Great communication
Friendly Skilled Knowledgeable
Responsive to challenging behaviours

Successful outcomes
Collaborative approach
Treat young person as part of whole whanau
Culturally responsive
Approachable

What our stakeholders said they were dissatisfied with:

Long wait list
YHT needs more capacity to meet need

Response time for referrals
Insisting on paperwork
Lack of communication