

LOWER HUTT WOMEN'S CENTRE

186 Knights Road, Waterloo
Lower Hutt

2017 Evaluation

Methodology:

Surveys were sent through Survey Monkey to members of the Lower Hutt Women's Centre. The survey was also included in the September edition of the quarterly newsletter, giving women the option to fill out a hard copy. As an incentive, women who completed the survey were given the opportunity to enter a draw to win a selection of teas, donated by Ritual Tea Company.

The survey was kept to just three questions in an effort to make the survey accessible and to encourage as many respondents as possible. These questions were designed to allow Women to identify their needs and to assess whether the Women's Centre is appropriately meeting these needs with its current service. The Questions asked were:

1. What are the most important issues women face today?
2. What was most useful/helpful for you or your client at the Women's Centre?
3. What would improve your experience at Women's Centre?

Questions one and two had multi-choice options which were created based on answers provided in the Women's Centre's 2015 survey and the services provided by the Women's Centre. For Question number three a text box was provided for women's own answers; 70% of respondents completed all three questions.

We received 53 survey responses through Survey Monkey and a further 7 surveys were posted back to the Women's Centre.

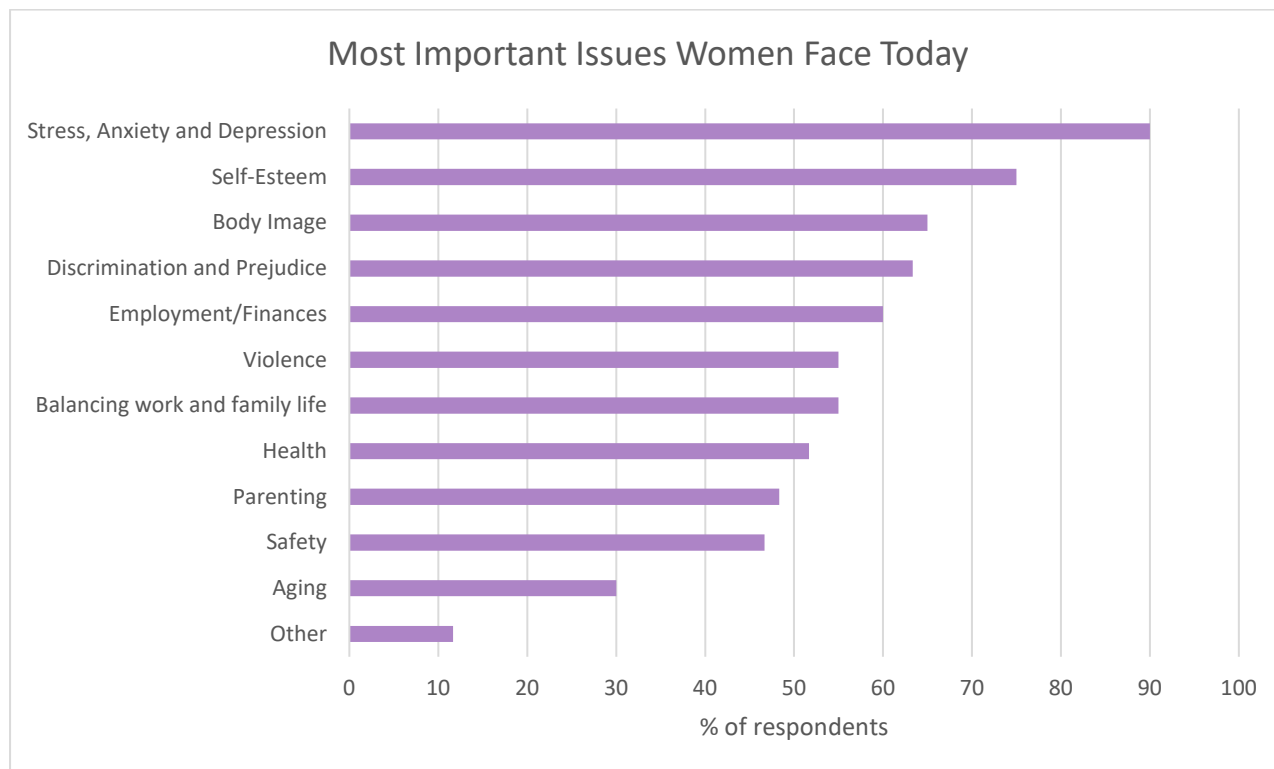
Results:

The results of this survey indicate that the Women's Centre is working in the most effective area to make a difference to Women today. The issues highlighted as been the most important issues women face today were Self-Esteem and Stress, Anxiety and Depression. The Women's Centre runs Self-Esteem workshops twice each week, offers counselling and facilitates workshops (Understanding the Blues, Anger as a Strength, Resilience, Mediation, Assertiveness and Self-Development) which help women develop the skills to manage stress and move through Depression and Anxiety. As well as this the centre is designed to empower women and by providing a safe, women's only space, women have the option of dropping-in to seek support at times which are convenient to them.

Small, practical suggestions were made for improvement (eg; workshop suggestions/displaying information in a different way). Feedback shows though that Women are very happy with the service and, if anything, would like to see more of the same.

More detailed evaluation of the questions is shown on the following pages.

Question One: What are the most important issues women face today?



Summary of results:

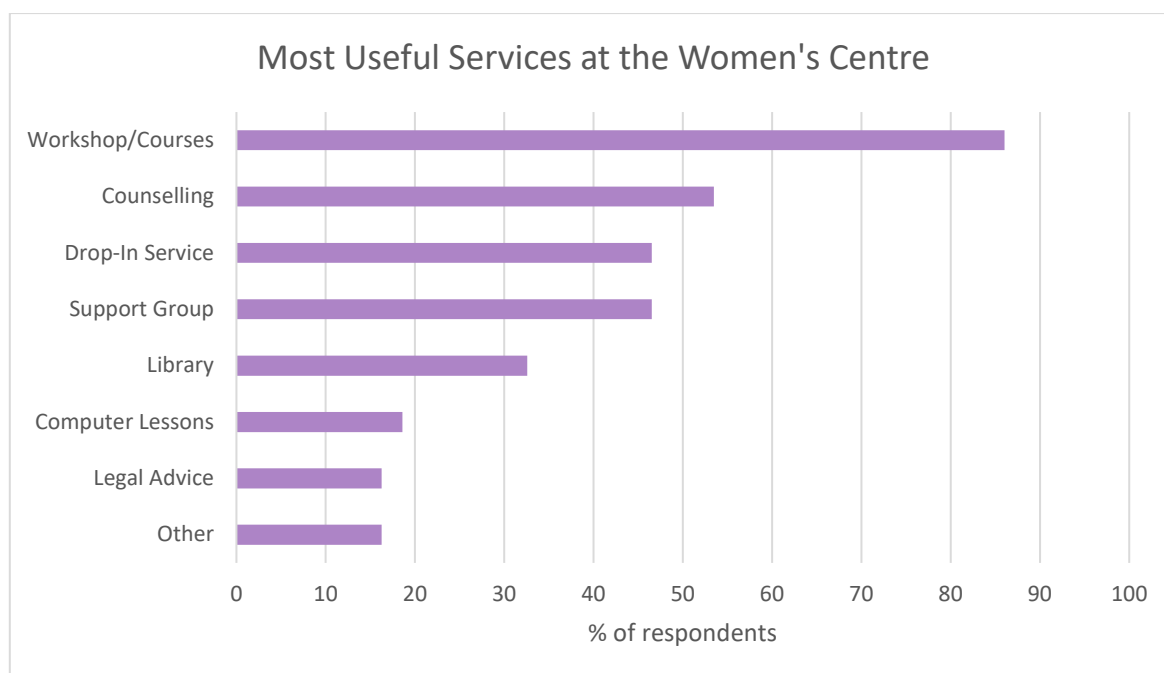
There were 60 responses to this question. The most common answers were Stress, Anxiety and Depression (90% of respondents), Self-Esteem (75%), Body Image (65%) and discrimination/prejudice (63%).

'Other' responses in the 2017 survey included racism and homophobia, changing technology and disability.

Respondents could select as many issues as they wanted and many indicated that they found all of these to be significant issues facing women today. Categories were chosen based on responses from the Lower Hutt Women's Centre 2015 survey.



Question Two: What was most useful/helpful for you or your client at the Women's Centre?



Summary of results:

There were 45 responses to this question. The most common answers were Workshops/Courses (86% of respondents), Counselling (53%), Drop-In Service, and support groups (47% each)

Respondents could select as many services as they wanted.

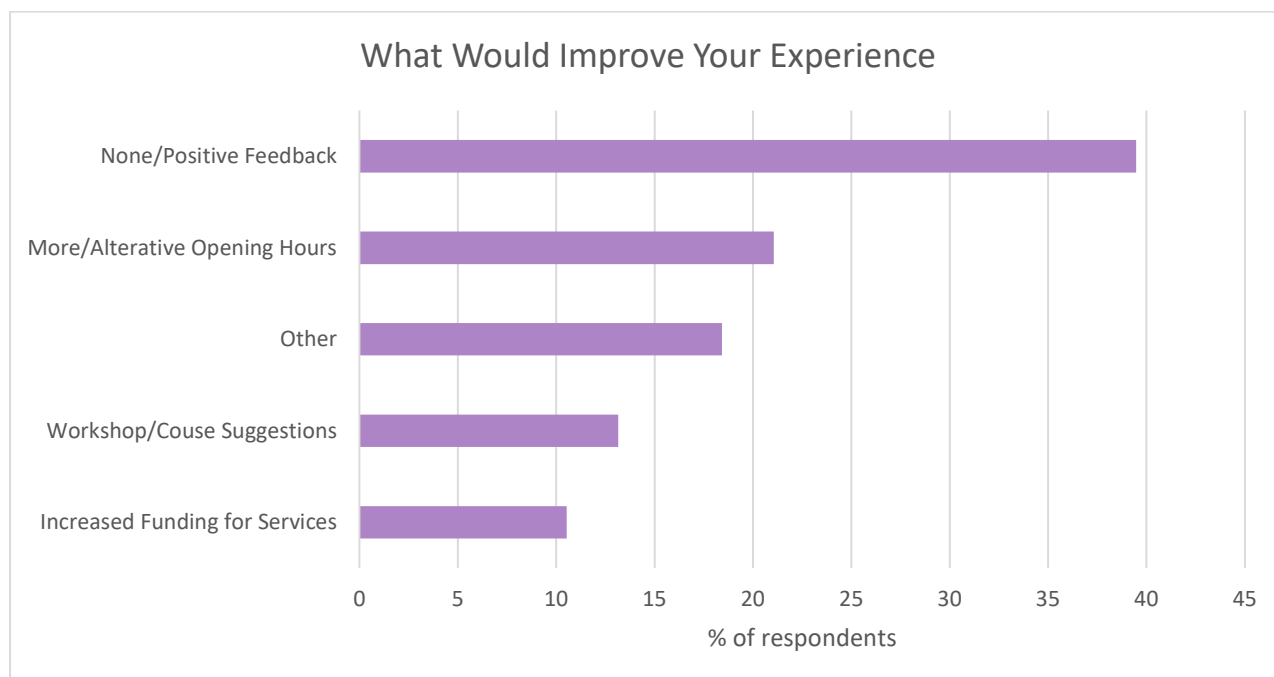
Although drop-in hours are now only available 3 days per week, it is interesting to note that this is still one of the most valued services provided.

Women who attend the centre for computer lessons are not necessarily registered on the Lower Hutt Women's Centre email list for notices, so it is likely that the value of this service is under reported in this survey.

'Other' responses included:

- Creative Avenues
- Friendships made
- Very helpful staff with a lot of expertise
- Knowing you are there if wanted

Question Three: What Would Improve Your Experience at Women's Centre



Summary of results:

Women were not given multi-choice options for this question, instead answers were provided as written statements. These have been collated and put into categories as shown in the chart above. Almost half of all respondents used this section to provide positive feedback of their experiences at the Women's Centre.

Examples of Responses:

None/Positive Feedback:

- Nothing, this is a well-oiled machine that knows what to do
- I really enjoyed the wide variety and the drop in nature, from self esteem classes to mosaics. The other workshops and courses have also given me heaps over the years.
- Nothing, everyone is lovely and it's nice feeling welcome to drop in whenever :)
- Nothing you ladies are wonderful and helped me through several rough years

More/Alternative Opening Hours

- If it was able to be open full time and on the weekends.
- More sessions available outside of normal work hours

Other:

- A connection template to allow women who have shared groups and want to stay in touch to meet at a particular place/ cafe without an enormous amount of organising.

- Perhaps some indication of Who is the Volunteer on for the day, who might be there to greet people when they drop in, especially for first time 'drop in' people.
- Transport (paid for) from Wellington. A series of buses and trains is too difficult for disabled women
- An Espresso Coffee Machine

Workshop/Course Suggestions

- It would be helpful if evening courses started earlier, not at 7pm - finishing at 9pm is too late on a working day.
- parenting workshops
- I appreciate the time available to bring your own story and how things are going for yourself and perhaps it would be worthwhile to have a support group where this can happen on a more regular basis. It would just be chance for women to share what is happening in their lives with others.

Increased Funding for Services

- Better funding for counselling
- Better funding to help with the amazing services you provide ♥

