


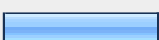



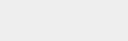
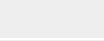
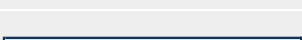


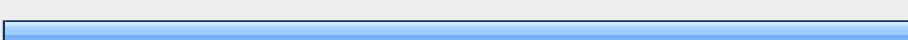
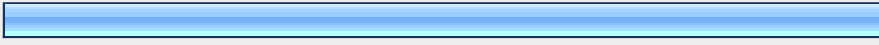
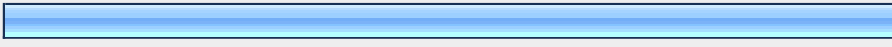


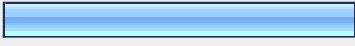
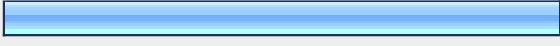
Youth Off The Streets Stakeholder Survey

1. Which category of stakeholder best represents you?			
		Response Percent	Response Count
Individual donor/benefactor		6.0%	5
YOTS Board member		4.8%	4
Parent/Carer of young person in YOTS care/school		1.2%	1
Corporate Supporter		16.9%	14
Corporate Foundation		6.0%	5
Philanthropic Foundation/Trust		1.2%	1
Government partner (funding related)		7.2%	6
Government service (e.g. Area Health Service)		13.3%	11
Non-government service		10.8%	9
Volunteer		32.5%	27
Commercial business (e.g. car leases, legal)		13.3%	11
Individual contractor		2.4%	2
		Other (please specify)	11
		answered question	83
		skipped question	9



2. Please provide your post-code (residential if an individual, work location if you are from an organisation or business)			
		Response Percent	Response Count
ZIP/Postal Code:		100.0%	87
		answered question	87
		skipped question	5

3. If you are from a business or organisation please provide us with the following information			
		Response Percent	Response Count
Your Title:		96.8%	60
Your Organisation:		98.4%	61
		<i>answered question</i>	62
		<i>skipped question</i>	30







4. Please briefly describe your organisation's key role or mission		
		Response Count
		56
		<i>answered question</i>
		56
		<i>skipped question</i>
		36

5. Are you?			
		Response Percent	Response Count
Male		38.6%	34
Female		61.4%	54
		<i>answered question</i>	88
		<i>skipped question</i>	4

6. Please identify your cultural/ethnic background

		Response Percent	Response Count
Anglo/Celtic Australian		98.6%	73
Aboriginal or Torres Strait Islander		1.4%	1
Pacific Islander		0.0%	0
Other- please specify in your own terms your cultural/ethnic background			16
answered question			74
skipped question			18

7. Your age?

		Response Percent	Response Count
18-25		6.9%	6
26-35		17.2%	15
36-45		26.4%	23
46-55		36.8%	32
56-65		9.2%	8
66-75		3.4%	3
76-85		0.0%	0
answered question			87
skipped question			5

8. How long you have been involved with YOTS? Please tick one of the following buttons.

		Response Percent	Response Count
Less than three months	<input type="checkbox"/>	4.7%	4
Between three and six months	<input type="checkbox"/>	8.2%	7
Between six months and one year	<input type="checkbox"/>	12.9%	11
Between one and two years	<input type="checkbox"/>	27.1%	23
For over two years	<input type="checkbox"/>	47.1%	40
		Other (please specify)	9
		<i>answered question</i>	85
		<i>skipped question</i>	7

9. In 2007 YOTS developed a new set of values based on the word PRIDE (Passion, Respect, Integrity, Dedication, Engagement). In your view how well does YOTS demonstrate its values in its daily work and in its interactions with our stakeholders?

	Very Well	Well	Not well at all	Response Count
Passion	72.4% (55)	22.4% (17)	5.3% (4)	76
Respect	66.7% (48)	30.6% (22)	2.8% (2)	72
Integrity	74.0% (54)	16.4% (12)	9.6% (7)	73
Dedication	76.4% (55)	19.4% (14)	4.2% (3)	72
Engagement	64.9% (48)	25.7% (19)	9.5% (7)	74
Please add any comments you have				24
<i>answered question</i>				81
<i>skipped question</i>				11

10. Please rate your overall experience of working with YOTS

		Response Percent	Response Count
Very good		61.0%	50
Good		28.0%	23
Neutral		6.1%	5
Poor		4.9%	4
Very Poor		0.0%	0
N/A		0.0%	0
Other (please explain)			13
answered question			82
skipped question			10

11. Please rate how well you think YOTS operates its SERVICES and PROGRAMS

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	N/A	Response Count
Is providing the right mix of services and programs	24.4% (20)	48.8% (40)	15.9% (13)	3.7% (3)	0.0% (0)	7.3% (6)	82
Has highly effectively fund-raising strategies	19.3% (16)	47.0% (39)	16.9% (14)	3.6% (3)	2.4% (2)	10.8% (9)	83
Achieves the desired outcomes for its clients	20.7% (17)	58.5% (48)	14.6% (12)	1.2% (1)	0.0% (0)	4.9% (4)	82
Runs its services and programs according to Good Practice Guidelines	30.5% (25)	41.5% (34)	12.2% (10)	7.3% (6)	0.0% (0)	8.5% (7)	82
Staff are highly professional	47.0% (39)	28.9% (24)	10.8% (9)	10.8% (9)	1.2% (1)	1.2% (1)	83
Other comments?							14
answered question							83
skipped question							9

12. Please rate your Level Of Agreement with the following statements about YOTS PERFORMANCE AS AN ORGANISATION.							
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A	Response Count
Uses its resources efficiently and effectively	28.8% (23)	46.3% (37)	15.0% (12)	5.0% (4)	0.0% (0)	5.0% (4)	80
Is responsive to changing client needs	35.9% (28)	37.2% (29)	15.4% (12)	2.6% (2)	0.0% (0)	9.0% (7)	78
Is an innovative organisation	35.0% (28)	42.5% (34)	15.0% (12)	3.8% (3)	0.0% (0)	3.8% (3)	80
Is a leader in the Youth Services sector	45.6% (36)	39.2% (31)	8.9% (7)	2.5% (2)	0.0% (0)	3.8% (3)	79
Supports its staff and volunteers	26.6% (21)	41.8% (33)	17.7% (14)	6.3% (5)	1.3% (1)	6.3% (5)	79
Other comments?							8
answered question							80
skipped question							12

13. Please rate how well you think YOTS manages its RELATIONSHIPS WITH ITS STAKEHOLDERS.							
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A	Response Count
Responds in a timely fashion	28.9% (22)	39.5% (30)	13.2% (10)	10.5% (8)	2.6% (2)	5.3% (4)	76
Follows-up on agreed actions	33.3% (26)	42.3% (33)	9.0% (7)	9.0% (7)	2.6% (2)	3.8% (3)	78
Demonstrates commitment to partnerships	35.4% (28)	39.2% (31)	13.9% (11)	2.5% (2)	5.1% (4)	3.8% (3)	79
Maintains strong networks and linkages	32.5% (26)	40.0% (32)	11.3% (9)	7.5% (6)	2.5% (2)	6.3% (5)	80
Participates in professional networks	24.7% (19)	39.0% (30)	22.1% (17)	1.3% (1)	3.9% (3)	9.1% (7)	77
Demonstrates good sector understanding	32.5% (25)	39.0% (30)	11.7% (9)	6.5% (5)	2.6% (2)	7.8% (6)	77
Other comments?							12
answered question							80

14. Please chose the relevant EDUCATION SERVICE/S OR PROGRAM/S and rate your overall experiences of working with them

	Very Good	Good	Neutral	Poor	Very Poor	N/A	Rating Average	Response Count
Chapel School	18.4% (7)	7.9% (3)	5.3% (2)	0.0% (0)	0.0% (0)	68.4% (26)	1.58	38
Key College	27.5% (11)	7.5% (3)	2.5% (1)	0.0% (0)	0.0% (0)	62.5% (25)	1.33	40
Matthew Hogan School	14.3% (5)	11.4% (4)	2.9% (1)	2.9% (1)	0.0% (0)	68.6% (24)	1.82	35
Eden Learning Centre	9.1% (3)	9.1% (3)	0.0% (0)	3.0% (1)	0.0% (0)	78.8% (26)	1.86	33
All Schools	9.4% (3)	12.5% (4)	3.1% (1)	0.0% (0)	0.0% (0)	75.0% (24)	1.75	32
Scholarship Program	27.5% (11)	10.0% (4)	2.5% (1)	2.5% (1)	0.0% (0)	57.5% (23)	1.53	40
GetReel Program	19.4% (7)	11.1% (4)	5.6% (2)	0.0% (0)	0.0% (0)	63.9% (23)	1.62	36
Service Learning Program	15.2% (5)	9.1% (3)	6.1% (2)	3.0% (1)	0.0% (0)	66.7% (22)	1.91	33
Aftercare Program	3.1% (1)	9.4% (3)	0.0% (0)	3.1% (1)	0.0% (0)	84.4% (27)	2.20	32
						Other (please specify)		16
						answered question		61
						skipped question		31

15. Please chose the relevant DEVELOPMENT OR FUND-RAISING program/s and rate your overall experiences of working with them

	Very good	Good	Neutral	Poor	Very poor	N/A	Rating Average	Response Count
Fund-raising & Events	15.2% (7)	32.6% (15)	4.3% (2)	4.3% (2)	2.2% (1)	41.3% (19)	2.07	46
Reception	24.4% (10)	19.5% (8)	4.9% (2)	2.4% (1)	2.4% (1)	46.3% (19)	1.86	41
Newsletters & Design	18.6% (8)	18.6% (8)	7.0% (3)	0.0% (0)	4.7% (2)	51.2% (22)	2.05	43
Teen Matters	10.8% (4)	18.9% (7)	5.4% (2)	2.7% (1)	0.0% (0)	62.2% (23)	2.00	37
Volunteers Program	37.0% (17)	19.6% (9)	4.3% (2)	2.2% (1)	0.0% (0)	37.0% (17)	1.55	46
Media & Publicity	17.5% (7)	15.0% (6)	5.0% (2)	2.5% (1)	2.5% (1)	57.5% (23)	2.00	40
Corporate Partnerhsip area	18.6% (8)	18.6% (8)	7.0% (3)	4.7% (2)	0.0% (0)	51.2% (22)	1.95	43
Government Partnership area	8.1% (3)	10.8% (4)	8.1% (3)	2.7% (1)	0.0% (0)	70.3% (26)	2.18	37
Philanthropic & Clubs area	9.1% (3)	3.0% (1)	6.1% (2)	3.0% (1)	0.0% (0)	78.8% (26)	2.14	33
Research & Evaluation	11.1% (4)	13.9% (5)	2.8% (1)	0.0% (0)	2.8% (1)	69.4% (25)	2.00	36
Please add any other comments								7
answered question								63
skipped question								29

16. Please chose the relevant RESIDENTIAL CARE SERVICE/S and rate your overall experiences of working with them								
	Very good	Good	Neutral	Poor	Very poor	N/A	Rating Average	Response Count
Intake & Referral	9.7% (3)	3.2% (1)	6.5% (2)	3.2% (1)	0.0% (0)	77.4% (24)	2.14	31
New Pathways Treatment Program	6.9% (2)	3.4% (1)	6.9% (2)	0.0% (0)	0.0% (0)	82.8% (24)	2.00	29
Southern Highlands Residential Programs	9.7% (3)	16.1% (5)	3.2% (1)	3.2% (1)	0.0% (0)	67.7% (21)	2.00	31
Holborow House Program (Hunter)	10.3% (3)	3.4% (1)	6.9% (2)	0.0% (0)	0.0% (0)	79.3% (23)	1.83	29
Macintosh House Semi-independent Living Program (Merrylands)	3.0% (1)	9.1% (3)	15.2% (5)	0.0% (0)	0.0% (0)	72.7% (24)	2.44	33
Don Bosco House Youth Refuge (Marrickville)	12.1% (4)	15.2% (5)	9.1% (3)	0.0% (0)	0.0% (0)	63.6% (21)	1.92	33
Please add any other comments								7
answered question								39
skipped question								53

17. Please chose the COMMUNITY DEVELOPMENT area/s and rate your overall experiences of working with them								
	Very good	Good	Neutral	Poor	Very poor	N/A	Rating Average	Response Count
Airds Outreach	3.1% (1)	3.1% (1)	6.3% (2)	3.1% (1)	0.0% (0)	84.4% (27)	2.60	32
Macquarie fields Outreach	13.9% (5)	0.0% (0)	8.3% (3)	5.6% (2)	0.0% (0)	72.2% (26)	2.20	36
Dunlea Alcohol & Other Drug Program	6.1% (2)	9.1% (3)	6.1% (2)	6.1% (2)	0.0% (0)	72.7% (24)	2.44	33
Mentoring Program	8.6% (3)	8.6% (3)	5.7% (2)	2.9% (1)	2.9% (1)	71.4% (25)	2.40	35
Please add any other comments								5
answered question								43
skipped question								49

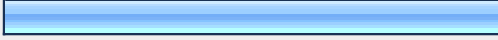
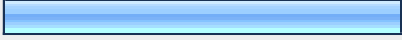
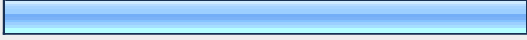
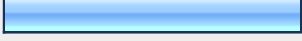

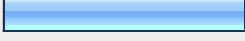
18. Please chose the relevant ABORIGINAL SERVICES area/s and rate your overall experiences of working with them								
	Very Good	Good	Neutral	Poor	Very poor	N/A	Rating Average	Response Count
Griffith Outreach Program	10.8% (4)	5.4% (2)	2.7% (1)	2.7% (1)	0.0% (0)	78.4% (29)	1.88	37
Walgett Outreach Program	5.7% (2)	2.9% (1)	2.9% (1)	2.9% (1)	0.0% (0)	85.7% (30)	2.20	35
Other (please specify)								4
answered question								40
skipped question								52

19. Please chose the relevant ADMINISTRATIVE OR OPERATIONAL SUPPORT area/s and rate your overall experiences of working with them								
	Very good	Good	Neutral	Poor	Very poor	N/A	Rating Average	Response Count
Human Resources	16.2% (6)	13.5% (5)	8.1% (3)	2.7% (1)	2.7% (1)	56.8% (21)	2.13	37
Finance	11.8% (4)	23.5% (8)	0.0% (0)	2.9% (1)	0.0% (0)	61.8% (21)	1.85	34
Data-base	0.0% (0)	12.1% (4)	6.1% (2)	0.0% (0)	6.1% (2)	75.8% (25)	3.00	33
Reception	27.9% (12)	32.6% (14)	2.3% (1)	4.7% (2)	0.0% (0)	32.6% (14)	1.76	43
Building/Capital Works	11.1% (4)	13.9% (5)	0.0% (0)	2.8% (1)	0.0% (0)	72.2% (26)	1.80	36
Cars/leases	3.2% (1)	3.2% (1)	0.0% (0)	3.2% (1)	3.2% (1)	87.1% (27)	3.00	31
General facilities	8.1% (3)	27.0% (10)	0.0% (0)	2.7% (1)	0.0% (0)	62.2% (23)	1.93	37
Accounts	14.7% (5)	23.5% (8)	0.0% (0)	0.0% (0)	2.9% (1)	58.8% (20)	1.86	34
Other (please specify)								5
answered question								50
skipped question								42

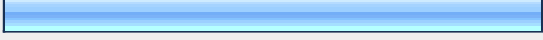
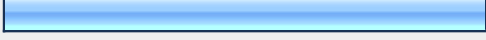
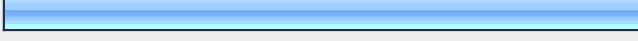

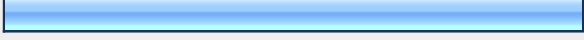
20. Please chose the relevant Op Shop and rate your overall experiences of working with them

	Very good	Good	Neutral	Poor	Very poor	N/A	Rating Average	Response Count
East Maitland	0.0% (0)	6.7% (2)	3.3% (1)	0.0% (0)	0.0% (0)	90.0% (27)	2.33	30
Cessnock	0.0% (0)	3.4% (1)	3.4% (1)	0.0% (0)	0.0% (0)	93.1% (27)	2.50	29
Singleton	3.3% (1)	3.3% (1)	3.3% (1)	0.0% (0)	0.0% (0)	90.0% (27)	2.00	30
Bowral	6.7% (2)	3.3% (1)	3.3% (1)	0.0% (0)	0.0% (0)	86.7% (26)	1.75	30
Wyoming	0.0% (0)	0.0% (0)	3.4% (1)	0.0% (0)	0.0% (0)	96.6% (28)	3.00	29
Goulburn	0.0% (0)	0.0% (0)	3.4% (1)	0.0% (0)	0.0% (0)	96.6% (28)	3.00	29
Newcastle	3.4% (1)	3.4% (1)	3.4% (1)	0.0% (0)	0.0% (0)	89.7% (26)	2.00	29
Casula	3.2% (1)	0.0% (0)	3.2% (1)	0.0% (0)	3.2% (1)	90.3% (28)	3.00	31
Other (please specify)								5
answered question								33
skipped question								59

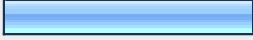
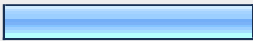
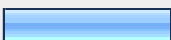
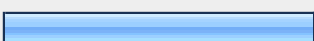
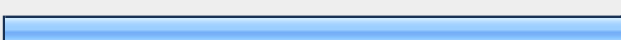
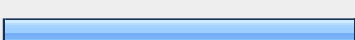

21. From the list below please select the top THREE areas where you think YOTS should make specific improvements to our SERVICES AND PROGRAMS in the next 12-18 months.

		Response Percent	Response Count
The quality of our staff (training & development)		54.7%	35
Responsiveness to client needs		43.8%	28
Focus on core Services & Programs		57.8%	37
Safety for staff, volunteers and clients		32.8%	21
Develop more innovative practice		45.3%	29
Align Service & Programs with industry best practice		26.6%	17
		<i>answered question</i>	64
		<i>skipped question</i>	28


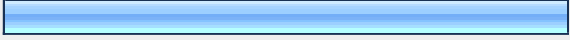
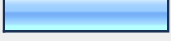
22. In relation to our "Brand" and Public Profile please select from the list below the top THREE areas where you think YOTS could make specific improvements in the next 12-18 months.

		Response Percent	Response Count
Media profile		59.4%	38
Our web-site (design/style, content, accessibility)		53.1%	34
External communication (e.g. newsletters, e-news)		70.3%	45
Complaints mechanisms		9.4%	6
Our role as a Youth Advocate		64.1%	41
		<i>answered question</i>	64
		<i>skipped question</i>	28


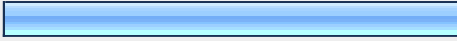
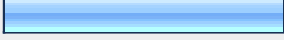
23. please select from the list below the top THREE areas where you think YOTS could make specific improvements in the RELATIONSHIP WITH YOUR ORGANISATION in the next 12-18 months.

		Response Percent	Response Count
Identify a key contact person to work with your organisation		27.3%	12
Improve our case-management capacity		27.3%	12
Improve our response times to stakeholders		18.2%	8
Participate more actively in professional networks		34.1%	15
Improve information sharing about our work and/or clients		68.2%	30
Improve follow-up on key actions after meetings		38.6%	17
Improve attendance at inter-agency meetings		18.2%	8
		Other (please explain)	14
		answered question	44
		skipped question	48

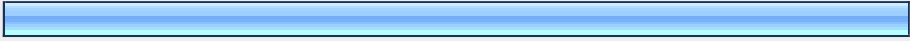
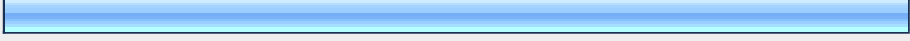
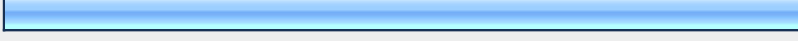
24. Does your organisation have a formal Memorandum of Understanding (MoU) or referral protocol with YOTS?

		Response Percent	Response Count
Yes		19.7%	12
No		62.3%	38
Don't know		18.0%	11
		Other (please explain)	8
		answered question	61
		skipped question	31

25. If you answered no or don't know, do you think a formalised agreement would improve communication and the working relationship between YOTS and your organisation?

		Response Percent	Response Count
Yes		19.2%	10
No		50.0%	26
Maybe		30.8%	16
		Other (please explain)	4
		<i>answered question</i>	52
		<i>skipped question</i>	40

26. Thank you for taking the time to respond to this survey, we value your feed-back very much. If you would like to discuss anything relating to your relationship with YOTS or any issues raised in this survey, please provide your name and contact details below and the Research & Evaluation Manager will contact you as soon as possible. A summary report of the stakeholder survey will be available on our web-site at the end of our planning process in October 2008.

		Response Percent	Response Count
Name:		100.0%	41
Email Address:		100.0%	41
Phone Number:		87.8%	36
		<i>answered question</i>	41
		<i>skipped question</i>	51