



24 High Street  
Fremantle WA 6160  
08 6140 2380  
Freecall 1800 619 795  
admin@tuartplace.org  
[www.tuartplace.org](http://www.tuartplace.org)

Tell us what you think!

Participant Feedback Data Report 2022



## **Service Evaluation**

*Tell us what you think*, conducted in the second half of September, resulted in 34 Feedback Forms being submitted by participants, with feedback being overwhelmingly positive.

The first set of questions related to how participants felt about themselves since using the Tuart Place services – i.e. did they feel more confident to make positive life changes; more at ease; more able to communicate with others; more socially connected; more able to find/ask for support; and have more hope for the future. There was an average of over 95.6% agreement with these statements with comments including, *“I have been able to move on with life”*. *“I’m still a bit shy but Tuart Place has really helped me.”* *“I have made many new friends.”* *“Puts me on the right track.”*

The second set of questions related to interaction with the staff and there was 100% agreement that participants felt they were treated with respect; that staff were friendly/approachable/listened well and gave adequate info. *“They really listened to me.”* *“They’ve been good examples.”* *“They are friendly and they respect me and wait for me to ask for help”*

When asked what is the best thing about Tuart Place, ‘A friendly, warm, welcoming place’ was raised in one way or another by over one half of respondents. *“As soon as you step in the door, you feel welcome and warm friendliness.”* *“You’re welcome and it’s warming to be here.”* *“When I was homeless, Tuart Place was there for me. Without this place I would be lost.”* *“I know I will be accepted without judgement.”*

Two thirds of respondents indicated that ‘no changes’ were required to the service when asked for changes and suggestions. Other suggestions included having more parking; and finding ways to raise awareness about Tuart Place in the community *“I am constantly concerned that a whole group of people have not come forward and there needs to be another push to get them to realise that Tuart Place is here for them.”* *“Get their name out to the mental health hospitals and other facilities. When I speak about Tuart Place, not many people have heard of it.”*

100% of respondents said they would recommend the service to others and in all cases the comments were sure and positive, *“Definitely!”*

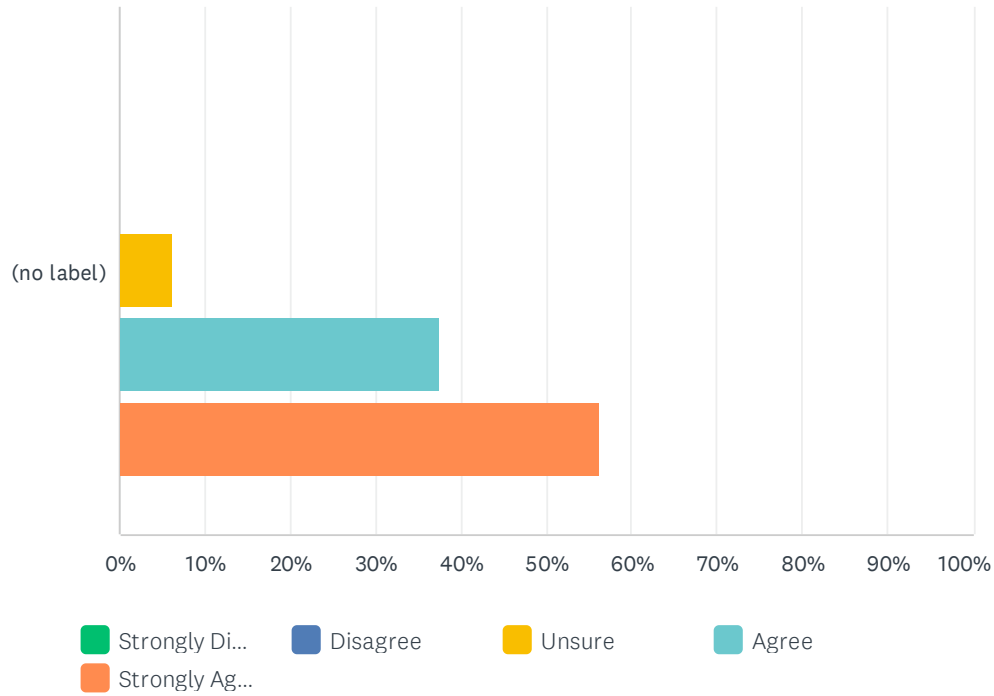
Participants were given three groups of services and asked to select which ones they had used in the last six months.

- 84% of respondents had accessed:  
Counselling or Support (including counselling, support group, Aged Care Navigator, help with National Redress applications or complaints to past providers, applications for records, help with financial, legal, housing or referrals to other services)
- 90% had attended:  
Social Activities (includes Monday lunches, social events and celebrations, outings, drop-ins)
- 56% had received:  
Lifeskills & Computer skills development/support (includes computer use, help with IT, literacy support, workshops, lifeskills courses, personal development, health or dental services)

***Full survey results provided next page***

## Q1 I am more confident in my ability to make changes in my life

Answered: 32 Skipped: 2

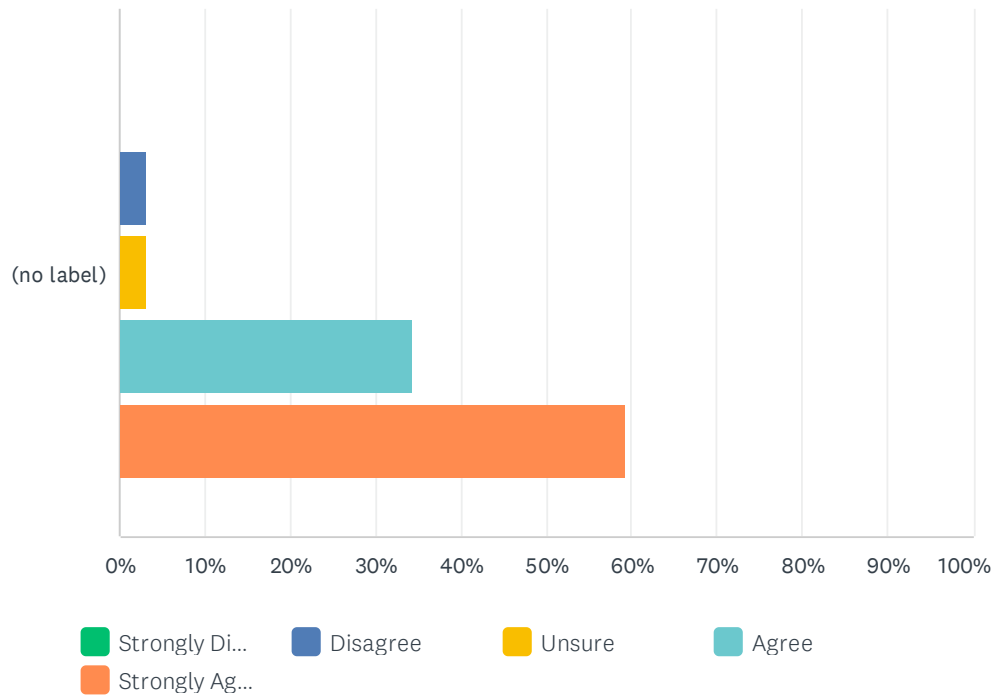


|            | STRONGLY DISAGREE | DISAGREE | UNSURE | AGREE  | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|----------|--------|--------|----------------|-------|------------------|
| (no label) | 0.00%             | 0.00%    | 6.25%  | 37.50% | 56.25%         | 32    | 4.50             |
|            | 0                 | 0        | 2      | 12     | 18             |       |                  |

| # | COMMENTS | DATE              |
|---|----------|-------------------|
| 1 | Not yet  | 9/21/2022 3:39 PM |
| 2 | I do     | 9/6/2022 4:59 PM  |

## Q2 I feel more at ease within myself

Answered: 32 Skipped: 2

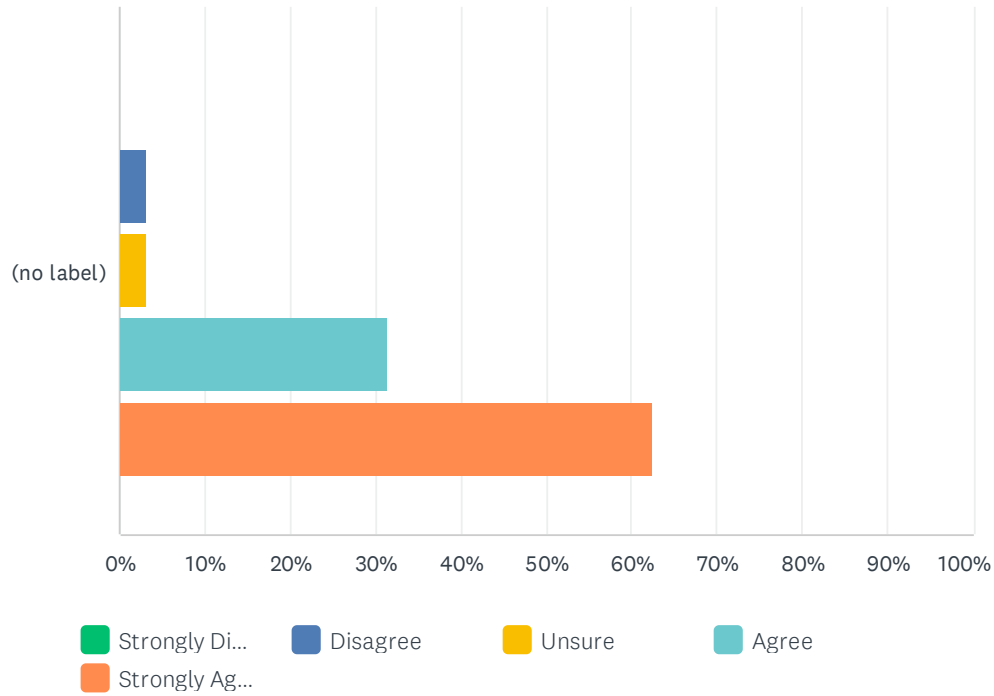


|            | STRONGLY DISAGREE | DISAGREE   | UNSURE     | AGREE        | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|------------|------------|--------------|----------------|-------|------------------|
| (no label) | 0.00%<br>0        | 3.13%<br>1 | 3.13%<br>1 | 34.38%<br>11 | 59.38%<br>19   | 32    | 4.50             |

| # | COMMENTS     | DATE              |
|---|--------------|-------------------|
| 1 | Not yet      | 9/21/2022 3:39 PM |
| 2 | That's true. | 9/7/2022 3:11 PM  |
| 3 | True         | 9/6/2022 4:59 PM  |

### Q3 I am more able to communicate with others

Answered: 32 Skipped: 2

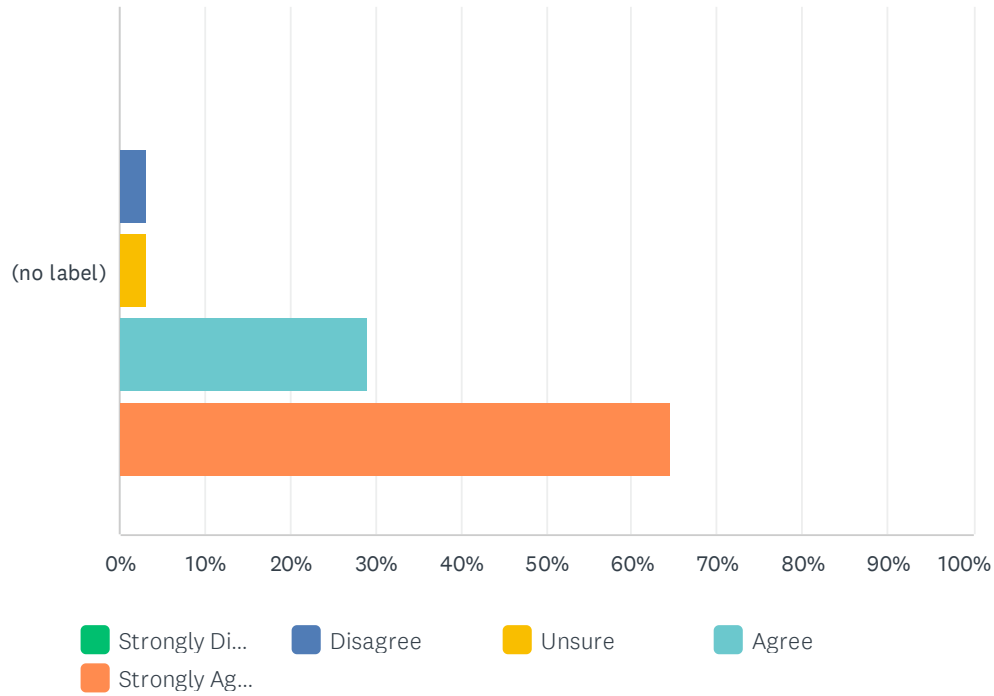


|            | STRONGLY DISAGREE | DISAGREE | UNSURE | AGREE  | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|----------|--------|--------|----------------|-------|------------------|
| (no label) | 0.00%             | 3.13%    | 3.13%  | 31.25% | 62.50%         | 32    | 4.53             |
|            | 0                 | 1        | 1      | 10     | 20             |       |                  |

| # | COMMENTS             | DATE              |
|---|----------------------|-------------------|
| 1 | Sometimes            | 9/21/2022 3:39 PM |
| 2 | At home, more so now | 9/6/2022 4:59 PM  |

## Q4 I feel more socially connected

Answered: 31 Skipped: 3

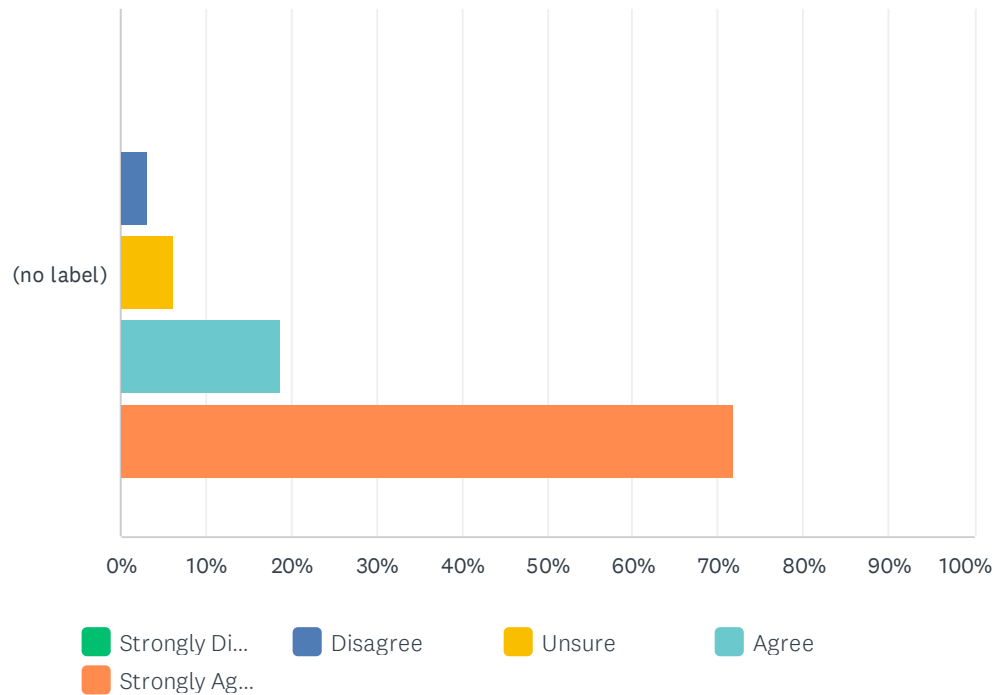


|            | STRONGLY DISAGREE | DISAGREE | UNSURE | AGREE  | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|----------|--------|--------|----------------|-------|------------------|
| (no label) | 0.00%             | 3.23%    | 3.23%  | 29.03% | 64.52%         | 31    | 4.55             |
|            | 0                 | 1        | 1      | 9      | 20             |       |                  |

| # | COMMENTS                     | DATE               |
|---|------------------------------|--------------------|
| 1 | Sometimes                    | 9/21/2022 3:39 PM  |
| 2 | I have made many new friends | 9/12/2022 11:32 AM |
| 3 | In the process of            | 9/6/2022 4:59 PM   |

## Q5 I am more able to find or ask for support when I need it

Answered: 32 Skipped: 2

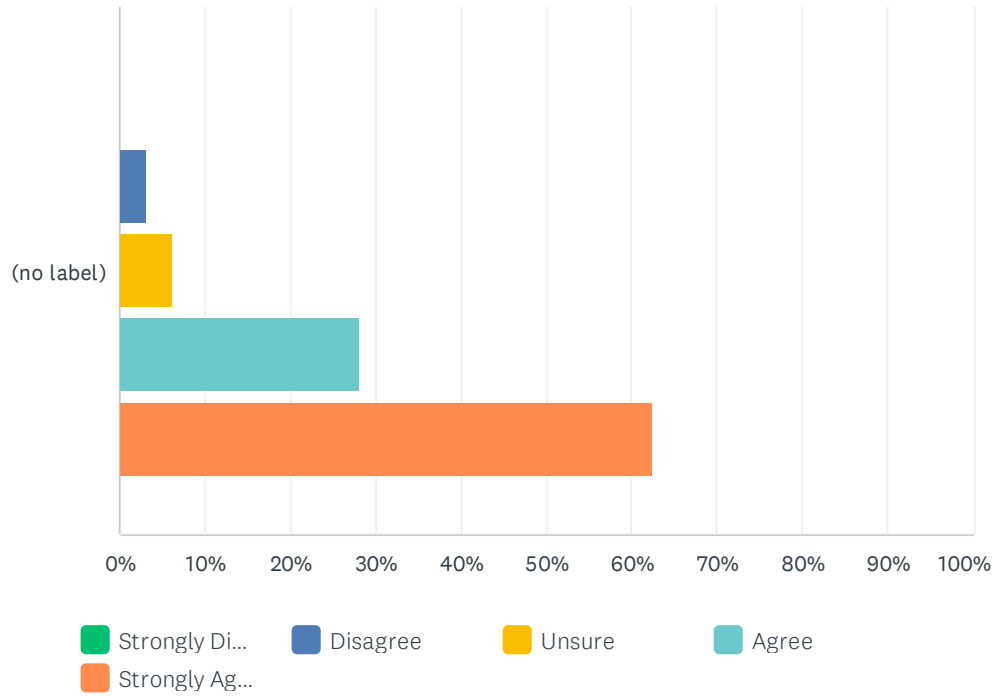


|            | STRONGLY DISAGREE | DISAGREE | UNSURE | AGREE  | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|----------|--------|--------|----------------|-------|------------------|
| (no label) | 0.00%             | 3.13%    | 6.25%  | 18.75% | 71.88%         | 32    | 4.59             |
|            | 0                 | 1        | 2      | 6      | 23             |       |                  |

| # | COMMENTS  | DATE               |
|---|---|--------------------|
| 1 | I'm still a bit shy, but Tuart Place has really helped me | 9/12/2022 11:32 AM |
| 2 | Specifically I pray                                       | 9/6/2022 4:59 PM   |

## Q6 I have more hope for the future

Answered: 32 Skipped: 2



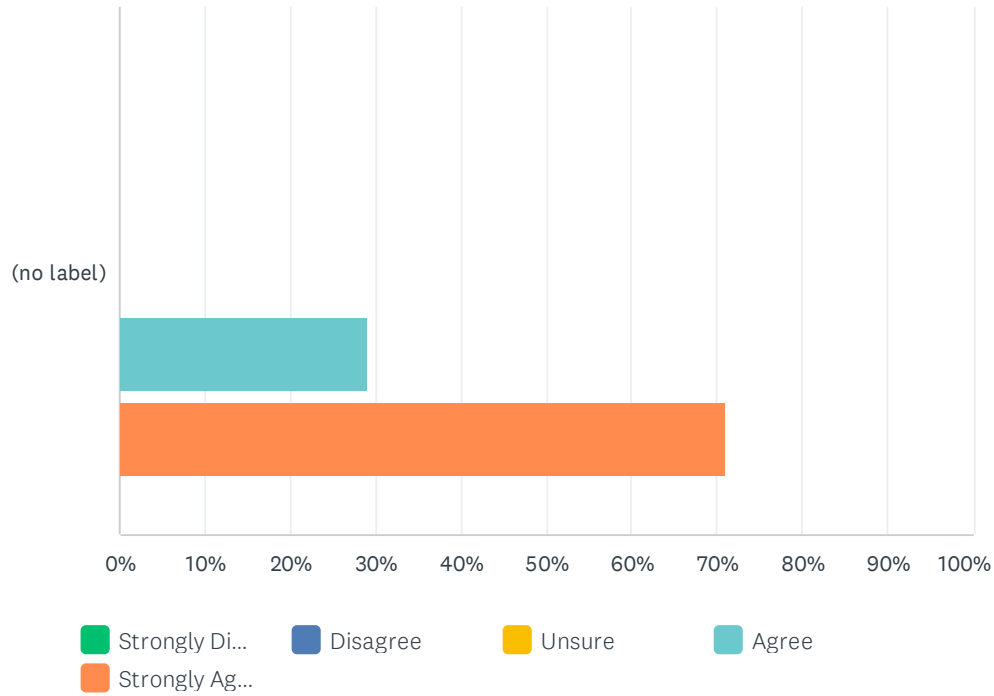
|            | STRONGLY DISAGREE | DISAGREE | UNSURE | AGREE  | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|----------|--------|--------|----------------|-------|------------------|
| (no label) | 0.00%             | 3.13%    | 6.25%  | 28.13% | 62.50%         | 32    | 4.50             |
|            | 0                 | 1        | 2      | 9      | 20             |       |                  |

| # | COMMENTS  | DATE              |
|---|-----------|-------------------|
| 1 | Sometimes | 9/21/2022 3:39 PM |
| 2 | I do      | 9/6/2022 4:59 PM  |



## Q7 The staff at this service treated me with respect

Answered: 31 Skipped: 3

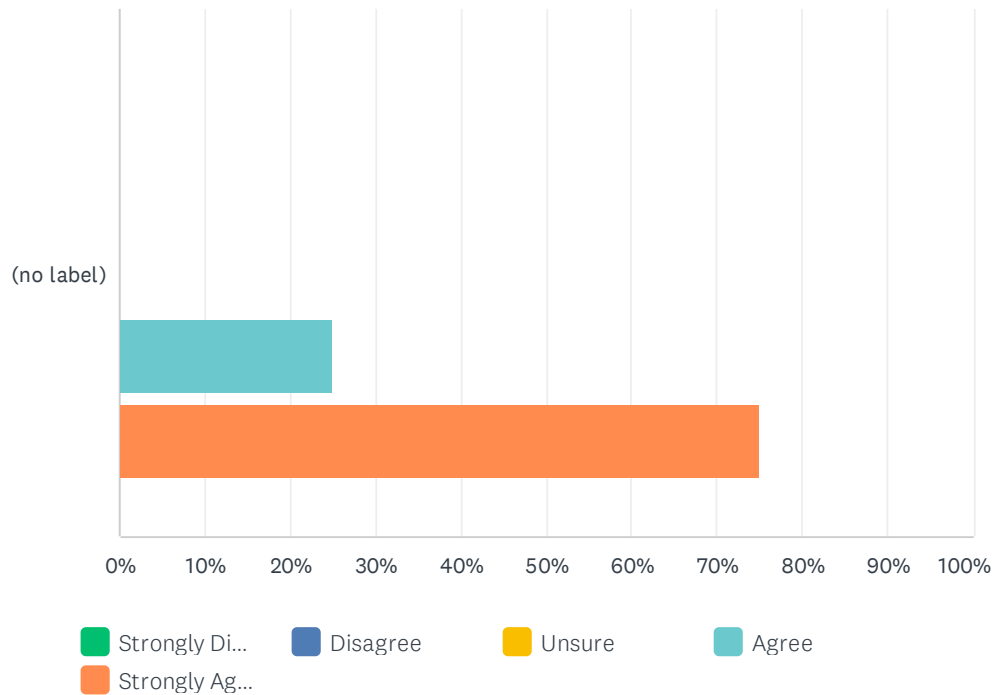


|            | STRONGLY DISAGREE | DISAGREE | UNSURE | AGREE  | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|----------|--------|--------|----------------|-------|------------------|
| (no label) | 0.00%             | 0.00%    | 0.00%  | 29.03% | 70.97%         | 31    | 4.71             |
|            | 0                 | 0        | 0      | 9      | 22             |       |                  |

| # | COMMENTS  | DATE               |
|---|---|--------------------|
| 1 | The staff are wonderful- they are all so friendly and helpful | 9/12/2022 11:32 AM |
| 2 | Always and have been good examples                            | 9/6/2022 4:59 PM   |

## Q8 The staff at this service were friendly and approachable

Answered: 32 Skipped: 2

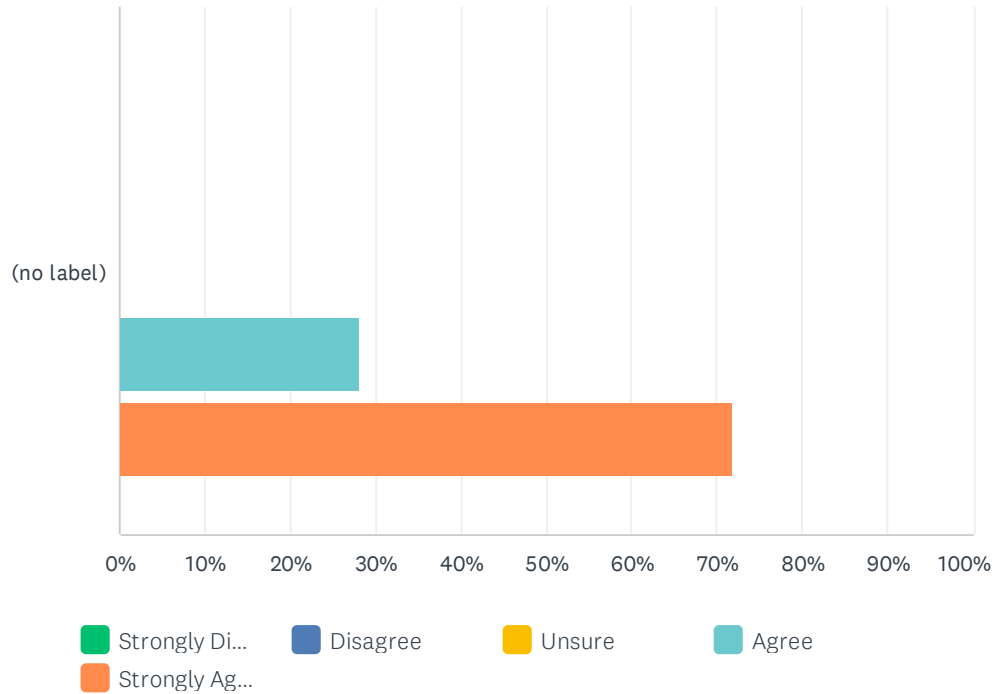


|            | STRONGLY DISAGREE | DISAGREE   | UNSURE     | AGREE       | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|------------|------------|-------------|----------------|-------|------------------|
| (no label) | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0 | 25.00%<br>8 | 75.00%<br>24   | 32    | 4.75             |

| # | COMMENTS | DATE             |
|---|----------|------------------|
| 1 | Agreed   | 9/6/2022 4:59 PM |

## Q9 The staff at this service listened to my needs and gave me adequate information

Answered: 32 Skipped: 2

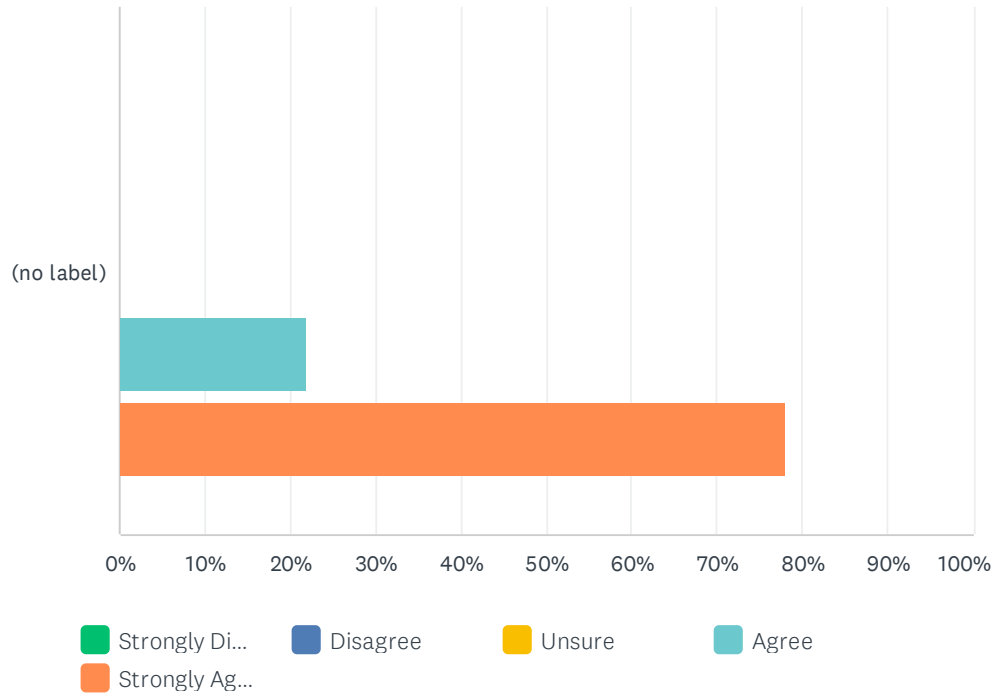


|            | STRONGLY DISAGREE | DISAGREE | UNSURE | AGREE  | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|----------|--------|--------|----------------|-------|------------------|
| (no label) | 0.00%             | 0.00%    | 0.00%  | 28.13% | 71.88%         | 32    | 4.72             |
|            | 0                 | 0        | 0      | 9      | 23             |       |                  |

| # | COMMENTS                           | DATE               |
|---|------------------------------------|--------------------|
| 1 | They really listened to me         | 9/12/2022 11:32 AM |
| 2 | I've shared a little in this arena | 9/6/2022 4:59 PM   |

## Q10 I would recommend this service to others

Answered: 32 Skipped: 2



|            | STRONGLY DISAGREE | DISAGREE   | UNSURE     | AGREE       | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|------------|------------|-------------|----------------|-------|------------------|
| (no label) | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0 | 21.88%<br>7 | 78.13%<br>25   | 32    | 4.78             |

| # | COMMENTS                     | DATE              |
|---|------------------------------|-------------------|
| 1 | Definitely                   | 9/21/2022 3:39 PM |
| 2 | When or if opportunity arose | 9/6/2022 4:59 PM  |

## Q11 What is the best thing about Tuart Place?

Answered: 30 Skipped: 4

| #  | RESPONSES  | DATE               |
|----|--|--------------------|
| 1  | Mary Anne.   | 9/21/2022 3:39 PM  |
| 2  | Everything that is needed for out of care leavers is provided. Churches, ect., have a lot to answer for, and very very slow to redress acknowledgement and payouts for their sins. | 9/21/2022 2:25 PM  |
| 3  | It has a very warm welcome as I am greeted with a lovely smile from the ladies at the reception and a delicious lunch on Monday (PS Very helpful staff).                           | 9/21/2022 2:22 PM  |
| 4  | Knowing you are there and having a warm and welcoming place to go to where I know I will be accepted without judgement.  | 9/19/2022 1:03 PM  |
| 5  | That there's always someone available to greet you with a smile and always someone to talk to.   | 9/19/2022 1:01 PM  |
| 6  | Support for those in need.   | 9/19/2022 12:59 PM |
| 7  | As soon as you step in the door, you feel welcome and warm friendliness.   | 9/14/2022 2:40 PM  |
| 8  | It's a good place.   | 9/14/2022 1:38 PM  |
| 9  | Meeting people from my childhood in St Joseph's orphanage and other similar places in their childhood.   | 9/12/2022 2:00 PM  |
| 10 | The community getting together, it lifts your spirit every time you enter.   | 9/12/2022 1:59 PM  |
| 11 | Monday lunch group.  | 9/12/2022 1:42 PM  |
| 12 | Gathering together in friendship.  | 9/12/2022 1:41 PM  |
| 13 | Comfortable and friendly.  | 9/12/2022 1:38 PM  |
| 14 | Friendship - we all look after each other.   | 9/12/2022 1:36 PM  |
| 15 | The building of community, to be cared for and understood a place where friendship are born.   | 9/12/2022 1:34 PM  |
| 16 | Members and staff  | 9/12/2022 10:58 AM |
| 17 | Staff and the people.  | 9/12/2022 10:50 AM |
| 18 | It makes you feel welcome.   | 9/12/2022 10:49 AM |
| 19 | You are welcome and it is warming to be here. When I was homeless Tuart Place was there for me. Without this place I would be be lost and I need to be here.                       | 9/7/2022 3:26 PM   |
| 20 | Family and friends.  | 9/7/2022 3:23 PM   |
| 21 | The great friendship of everyone.  | 9/7/2022 3:21 PM   |
| 22 | All the people are so friendly. Good place for information which has helped me.  | 9/7/2022 3:16 PM   |
| 23 | I have been able to move on with Life.   | 9/7/2022 3:14 PM   |
| 24 | Social aspect of being with people who were brought up in an institution like myself. Comradeship - nice place to connect with people. Very friendly and supportive staff.         | 9/7/2022 3:13 PM   |
| 25 | Getting together with people who would be lost with nothing to do otherwise, and would end up on the streets.  | 9/7/2022 3:11 PM   |
| 26 | A place to meet old friends, forgotten children from homes.  | 9/7/2022 3:06 PM   |
| 27 | The staff are friendly and they respect me and wait for me to ask for help.  | 9/7/2022 3:03 PM   |
| 28 | Absolutely brilliant. Puts me on the right track.  | 9/7/2022 2:59 PM   |

Tuart Place survey 2022 - Tell us what you think!

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|    |                                 |                  |
|----|---------------------------------|------------------|
| 29 | It is a great and a happy place | 9/6/2022 5:01 PM |
| 30 | I get the support I need        | 9/6/2022 5:00 PM |

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## Q12 What (if anything) would you like changed or to be offered at Tuart Place?

Answered: 26 Skipped: 8

| #  | RESPONSES   | DATE               |
|----|---|--------------------|
| 1  | A center north of the river.  | 9/21/2022 3:39 PM  |
| 2  | Christian brothers to allow Tuart place to continue residence at Cleo's old Cleopatra Hotel High Street with not paying rent.   | 9/21/2022 2:25 PM  |
| 3  | Access to TV (Watch DVD's) Furniture / 2nd fridge.  | 9/21/2022 2:22 PM  |
| 4  | I like it the way it is.  | 9/19/2022 1:01 PM  |
| 5  | NIL. You people already do so much for survivors.   | 9/19/2022 12:59 PM |
| 6  | Can't think of anything I would change.   | 9/14/2022 2:40 PM  |
| 7  | N/A.  | 9/14/2022 1:38 PM  |
| 8  | More people to join.  | 9/12/2022 1:59 PM  |
| 9  | No.   | 9/12/2022 1:42 PM  |
| 10 | Sessions where you can chat with people.  | 9/12/2022 1:41 PM  |
| 11 | Extra funding will help.  | 9/12/2022 1:36 PM  |
| 12 | That the staff get more support as well.  | 9/12/2022 1:34 PM  |
| 13 | Nothing   | 9/12/2022 10:58 AM |
| 14 | Nothing its pretty good.  | 9/12/2022 10:49 AM |
| 15 | Nothing.  | 9/7/2022 3:26 PM   |
| 16 | Happy with all.   | 9/7/2022 3:23 PM   |
| 17 | It's just great in every way.   | 9/7/2022 3:21 PM   |
| 18 | Nothing at all.   | 9/7/2022 3:16 PM   |
| 19 | None, they have it right.   | 9/7/2022 3:14 PM   |
| 20 | N/A.  | 9/7/2022 3:13 PM   |
| 21 | To be offered more opportunity to get together and talk in groups of people.  | 9/7/2022 3:11 PM   |
| 22 | Keep giving people a meeting place and outings.   | 9/7/2022 3:06 PM   |
| 23 | I think more of what their doing and getting their name out to the Mental Health Hospital and other facilities. When I speak about Tuart Place not many people have heard about it. | 9/7/2022 3:03 PM   |
| 24 | N/a.  | 9/7/2022 2:59 PM   |
| 25 | Nothing   | 9/6/2022 5:01 PM   |
| 26 | They are doing everything for us  | 9/6/2022 5:00 PM   |

## Q13 Any other suggestions or comments?

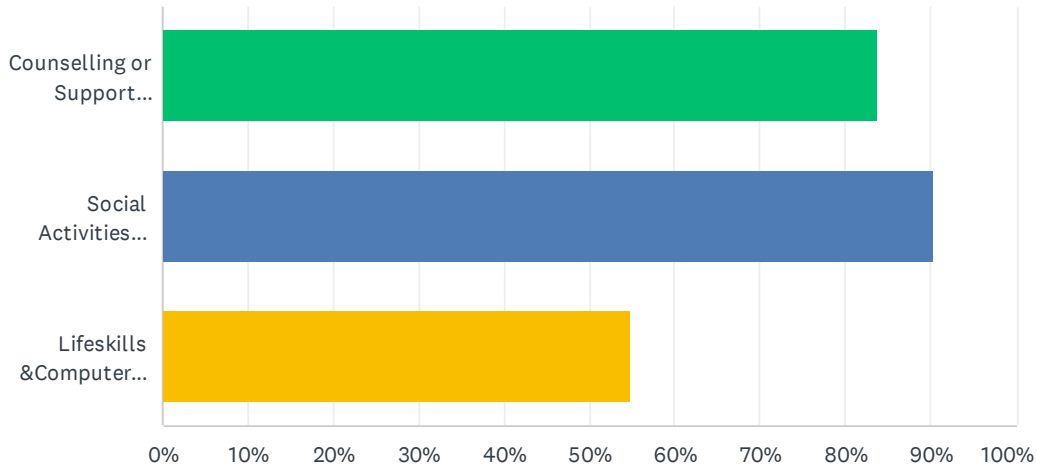
Answered: 21 Skipped: 13

| #  | RESPONSES   | DATE               |
|----|---|--------------------|
| 1  | Yes, allow us care leavers to stay at Tuart Place in High Street, Fremantle.  | 9/21/2022 2:25 PM  |
| 2  | Some back ground music.   | 9/21/2022 2:22 PM  |
| 3  | I am constantly concerned that there is a whole group of people who have not come forward. There needs to be another push to get these people to realize this "Tuart Place is here for them". | 9/19/2022 1:03 PM  |
| 4  | No  | 9/19/2022 1:01 PM  |
| 5  | Keep up the great work you are providing.   | 9/19/2022 12:59 PM |
| 6  | I was feeling lost until I found Tuart Place and to come across others who have been in the same situation as me.   | 9/14/2022 2:40 PM  |
| 7  | N/A.  | 9/14/2022 1:38 PM  |
| 8  | N/A   | 9/12/2022 1:36 PM  |
| 9  | Tuart place has become a place of safety and compassion.  | 9/12/2022 1:34 PM  |
| 10 | They should have disability parking at the front.   | 9/12/2022 10:49 AM |
| 11 | Keep Tuart Place open.  | 9/7/2022 3:26 PM   |
| 12 | No.   | 9/7/2022 3:23 PM   |
| 13 | I love coming here and the atmosphere. We need this in Fremantle.   | 9/7/2022 3:21 PM   |
| 14 | N/A.  | 9/7/2022 3:16 PM   |
| 15 | No.   | 9/7/2022 3:14 PM   |
| 16 | N/A.  | 9/7/2022 3:13 PM   |
| 17 | Council parking permit for visitors up to 5 passes at front entry of office for up to 2 1/2 hours and to be handed back to Tuart Place when leaving the office.                               | 9/7/2022 3:11 PM   |
| 18 | Parking bay for disabled out the front.   | 9/7/2022 3:06 PM   |
| 19 | No that's it from me  | 9/7/2022 3:03 PM   |
| 20 | N/a.  | 9/7/2022 2:59 PM   |
| 21 | N/A   | 9/6/2022 5:00 PM   |



## Q14 What services have you used in the last six months (you can tick more than one)

Answered: 31 Skipped: 3



| ANSWER CHOICES   | RESPONSES |
|--|-----------|
| Counselling or Support (includes counselling, support group, Aged Care Navigator, help with National Redress applications or complaints to past providers, applications for records, help with financial, legal, housing or referrals to other services) | 83.87% 26 |
| Social Activities (includes Monday lunches, social events and celebrations, outings, drop-ins)   | 90.32% 28 |
| Lifeskills & Computer (includes computer use, help with IT, literacy support, workshops, lifeskills courses, personal development, health or dental services)  | 54.84% 17 |
| Total Respondents: 31  |           |