



Lorikeet Centre Member Feedback & Outcome Survey Report 2022

"It's given me the resources, particularly in self-esteem and wellness, to deal with my mental illness."
Lorikeet Member



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Mental Illness Fellowship of WA (Inc)
PO Box 1947
Midland Delivery Centre WA 6936
Phone: 9237 8900
Email: info@mifwa.org.au
Website: www.mifwa.org.au



Introduction

Mental Illness Fellowship of WA (MIFWA) is pleased to announce the results of our latest Lorikeet Centre Member Feedback & Outcome Survey. We have been conducting this survey for seven years to give an insight into member satisfaction, how they rate the quality of supports and services they say they receive, the impact of these on their lives, and their suggestions for improvement.

About the Lorikeet Centre

Lorikeet Centre is our member-driven community centre located in West Leederville and it supports people living with mental illness. People join as members. Usually, 30-40 members attend the centre daily. However, since the outbreak of COVID-19, they are required to book before attending so we can manage physical distancing. We have been accepting only up to 20 people at a time.

Lorikeet Centre hosts a range of activities that support members to learn, grow and participate, and provide opportunities to build long-term relationships and ongoing support systems. While the centre is modelled on a community philosophy and embedded with peers supporting peers, it often provides individualised support to each person based on their goals and priorities. They are assisted with priorities such as finding housing, gaining employment, managing tenancy problems, engaging with primary health, participating in training and education, and overcoming other challenges.

The centre is open Tuesday to Friday 9.30am to 4.30pm with Friday usually involving an outing. Daily centre activities include participating in gardening at the local community garden. We have a commercial kitchen where a nutritious lunch is prepared and available for purchase at a low cost.

Lorikeet Centre has a small team of staff who work alongside members. Students and regular volunteers are also important contributors to the centre, and members assist in running the centre.

Lorikeet members receive the regular *SQUAWK* newsletter and a calendar of events that includes a monthly members' meeting. MIFWA regularly talks with them about how the centre has impacted their lives and wellbeing, as we are interested to know what we are doing well and how the centre can be improved. Many also share their personal stories. Each year, we also conduct this member feedback and outcome survey about their involvement with centre and the outcomes they have achieved due to their participation.

Our story

MIFWA is an independent community-based mental health organisation with 30 years' experience supporting people living with mental illness in WA. We also support their families and carers.

Our story begins in 1980 as a grassroots support group for families. Four families—the Cebula, Kovich, Stitfold and Ursich families—started meeting as a group at their homes to improve the lives of their children who had been diagnosed with schizophrenia. They wanted to develop better support services and promote more understanding about mental illness in the community. In 1990, they officially incorporated the Schizophrenia Fellowship of WA as an association. By 1994 their first service, Lorikeet Clubhouse, was operating in Shenton Park. By 1996 they were receiving funding to facilitate carer support services. An executive officer was also appointed. In 2002, Schizophrenia Fellowship of WA was renamed Mental Illness Fellowship of WA (MIFWA).

MIFWA has since grown to an organisation assisting 2,500 people annually, and a workforce of 200 people delivering services, supports and training across WA, including in the regional areas.

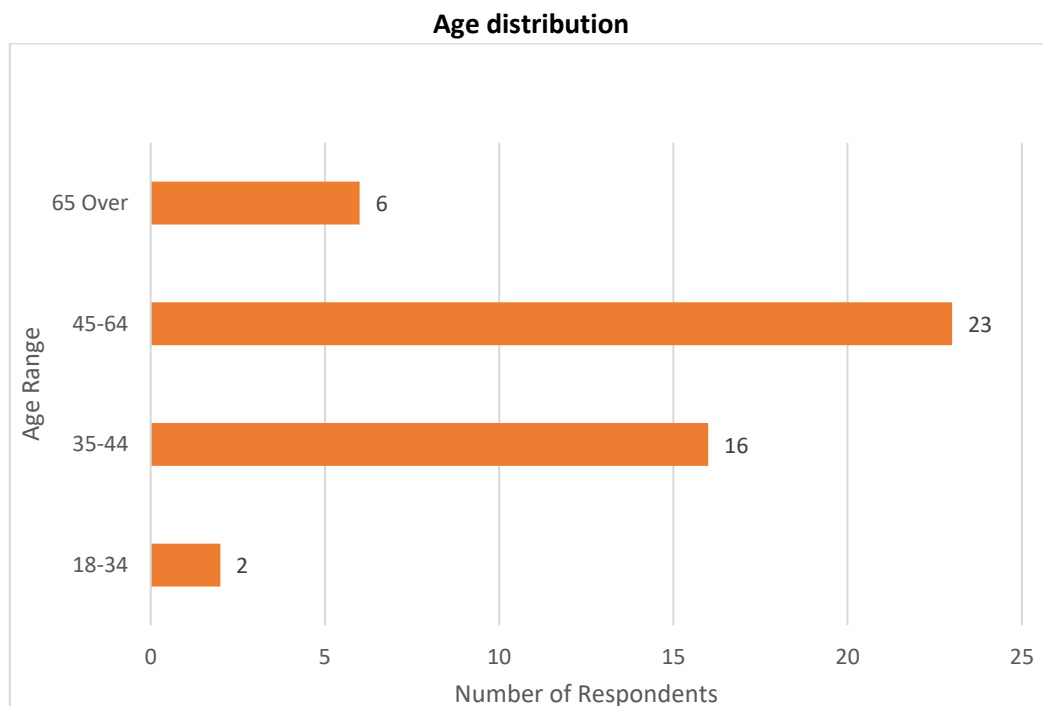
2022 feedback and survey results

In 2022, the member survey was undertaken in April. Members were invited to complete a questionnaire, and these could be completed anonymously and placed in the Centres feedback box.

Demographics

A total of 48 members participated (22 males and 19 females, whereas 7 people opted for “*prefer not to answer*”). Two participant identified as Aboriginal, and six people chose not to answer.

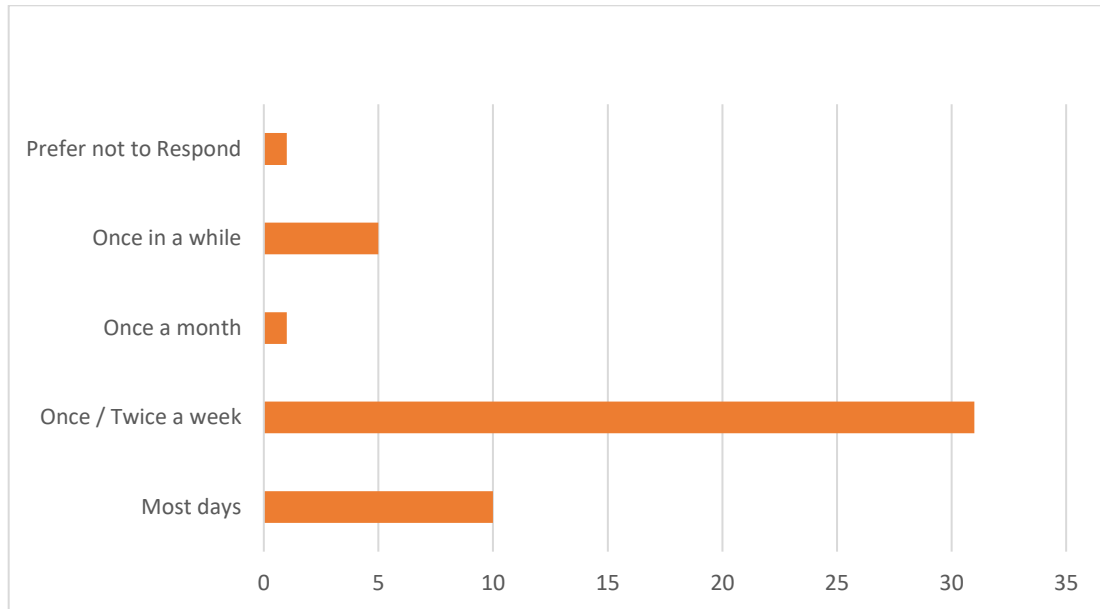
The majority of participants were aged between 45 and 64.



Attendance patterns

Most members attended Lorikeet Centre once or twice a week. This is likely impacted by COVID-19 and demand, as numbers attending are limited each day.

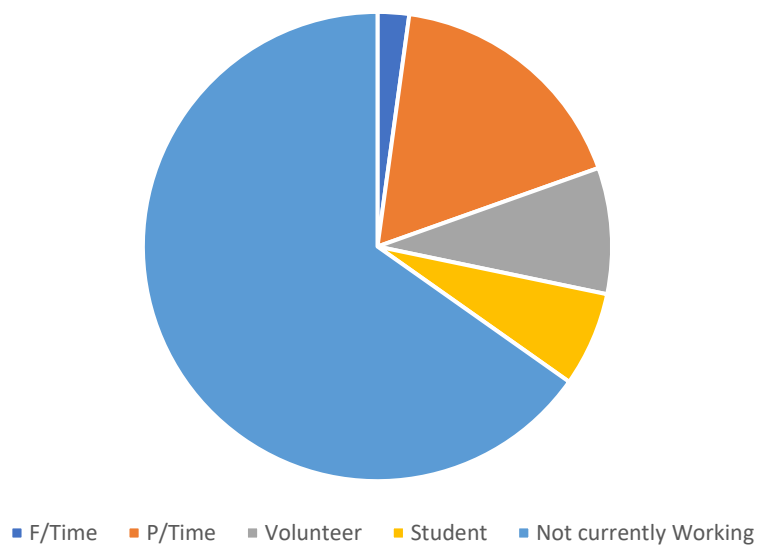
How often do you attend Lorikeet Centre?



Employment Status

About 28% respondents were either in full-time or part-time employment or were volunteering.

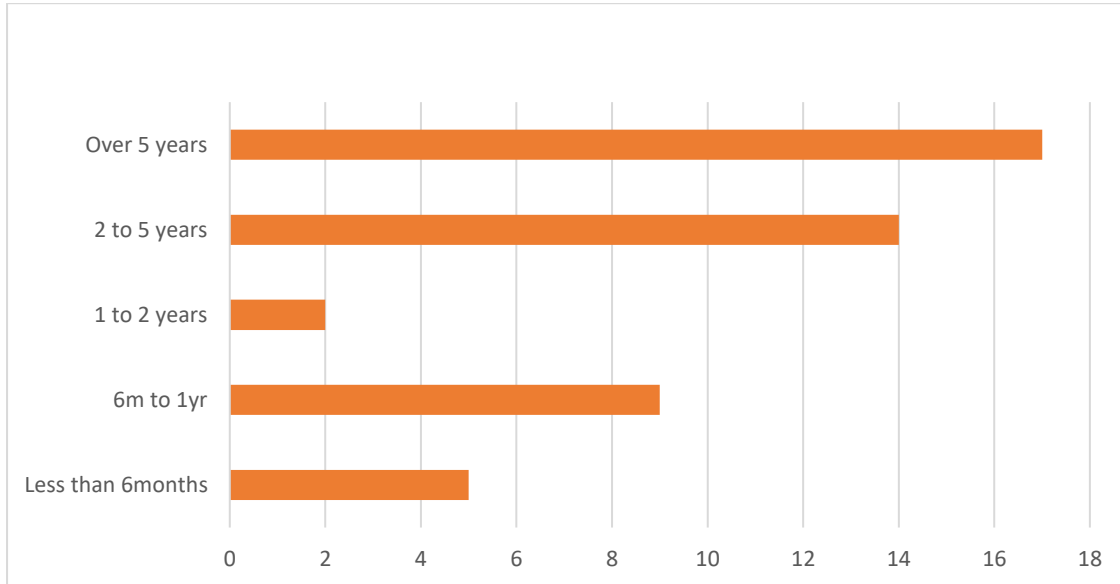
Employment status



Length of membership

There was a mix of new and longer-standing members of Lorikeet Centre. The majority (31) had been members for more than 2 years.

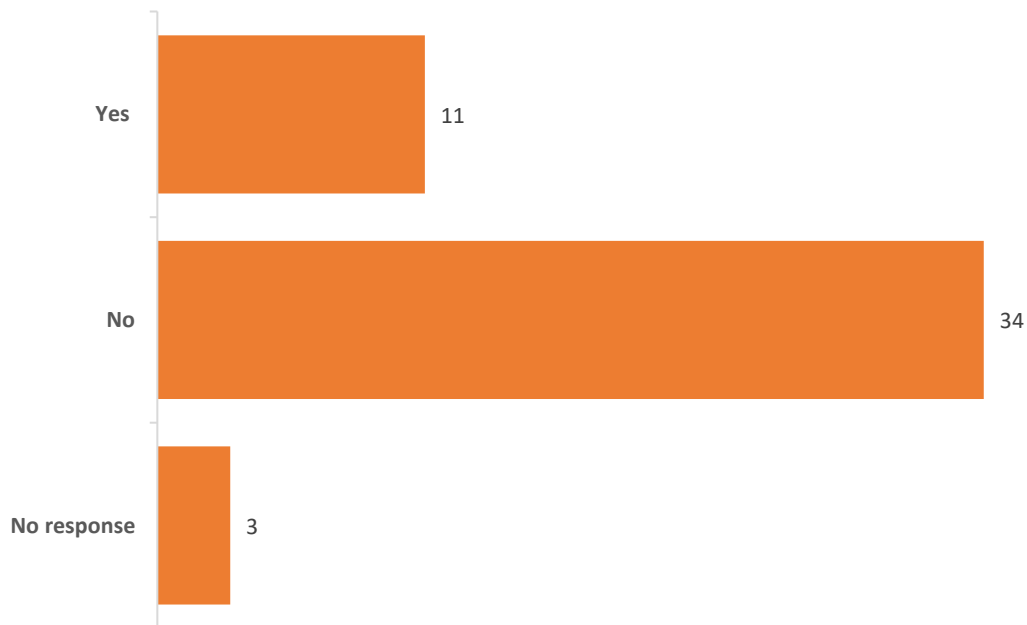
How long have you been a Lorikeet Member?



Cultural Diversity

About 23% of members spoke more than one language.

Do you speak any other languages?



Languages spoken by Lorikeet Members

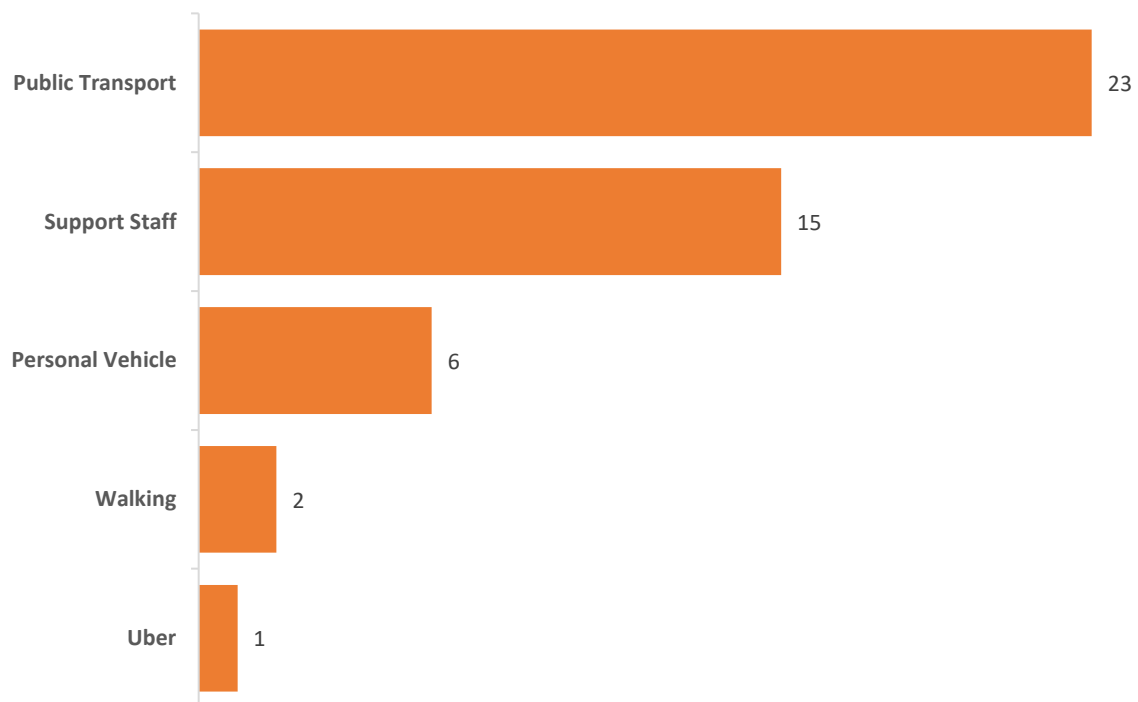
1. Romanian
2. Cantonese
3. Filipino
4. Arabic
5. Italian
6. Spanish
7. Malay



Mode of transport to the Centre

Most members were traveling to the centre by public transport or being picked up by support staff.

How do you travel to the Lorikeet Centre?



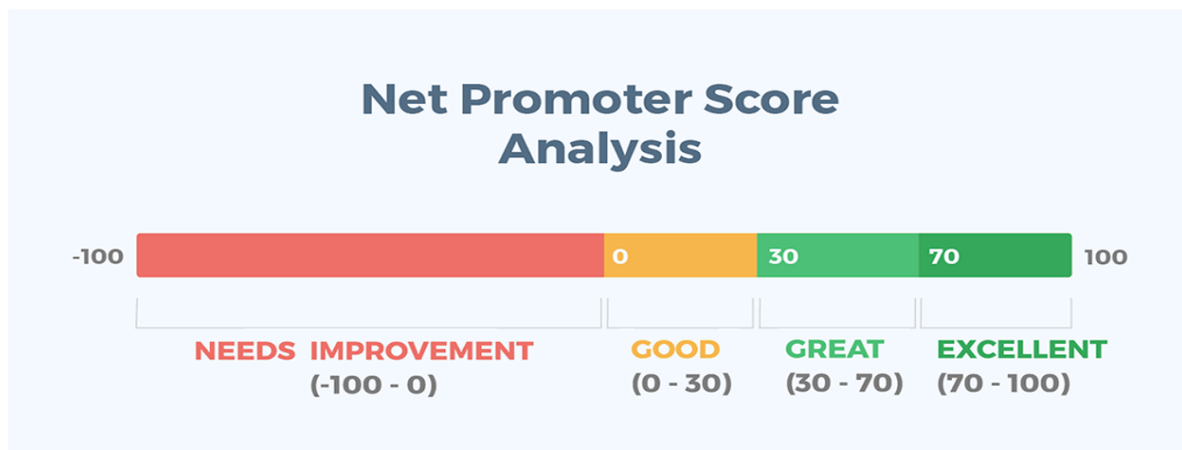
Impact

Net Promoter Score

Net Promoter Score (NPS) is a customer experience metric used to understand customer loyalty and satisfaction by asking how likely they are, on a scale of 0-10, to recommend a service to others. An score that is below 0 would be an indication that an organisation has a lot of issues to address, whereas a score between 0 and 30 is a good range to be in but there is still room for progress. An NPS higher than 30 would indicate the organisation is doing great. According to the Australian Healthcare Index, as a general rule in Australia we should be aiming for an average NPS of 30.

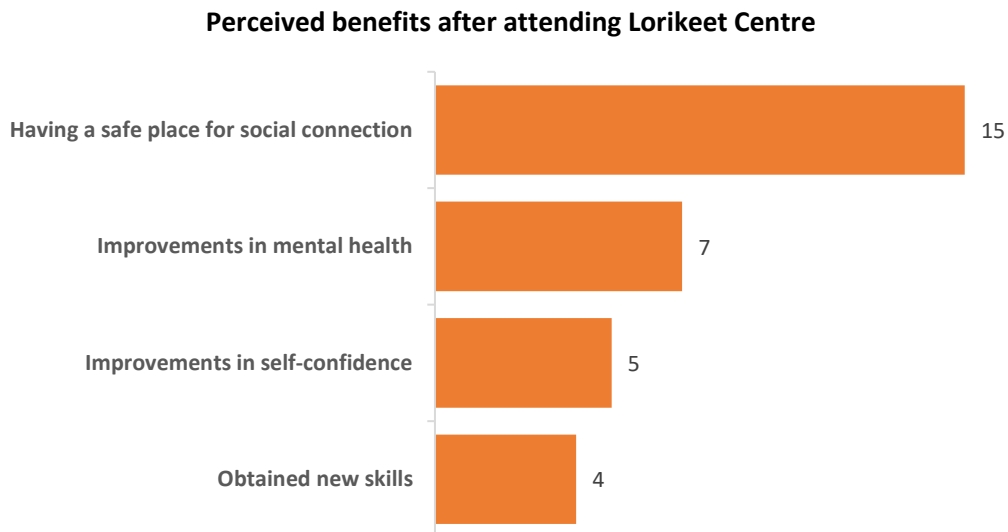
This year MIFWA started to use this metric to understand how satisfied Lorikeet Centre members were with their membership. We received a score of 80%, which places us in the “Excellent” bracket.

MIFWA Lorikeet Centre
Net Promoter Score 2022 **80%**

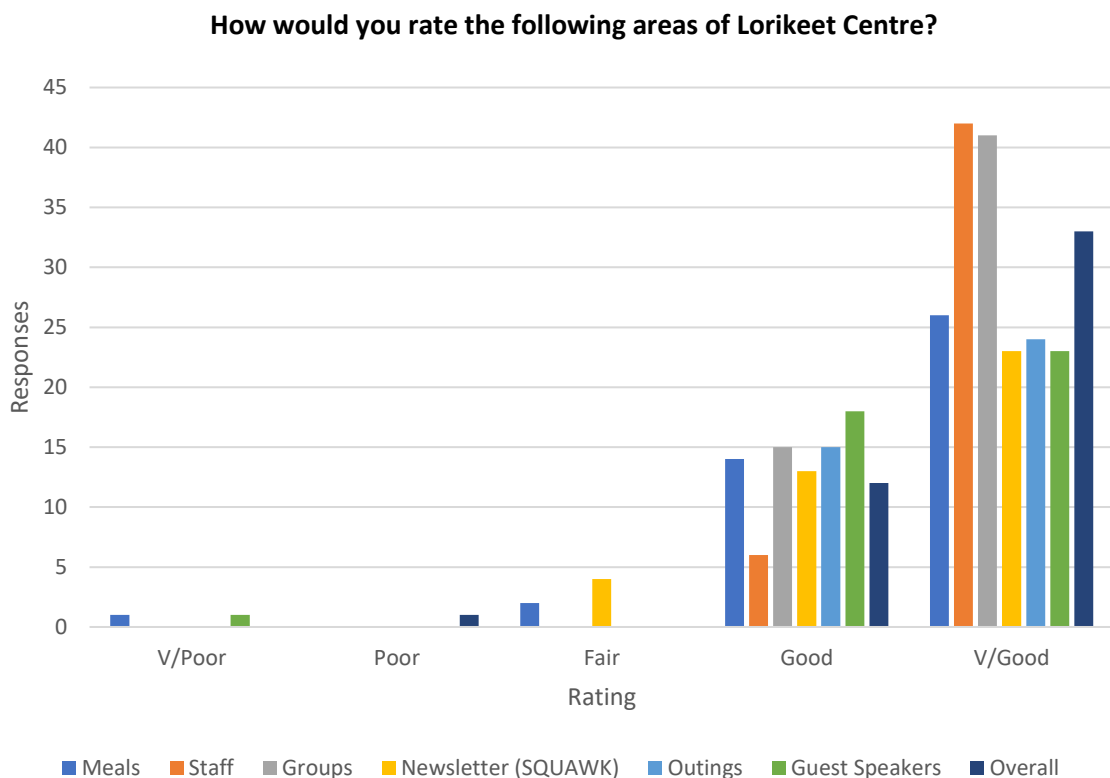


The top perceived benefits of attendance to the Lorikeet Centre

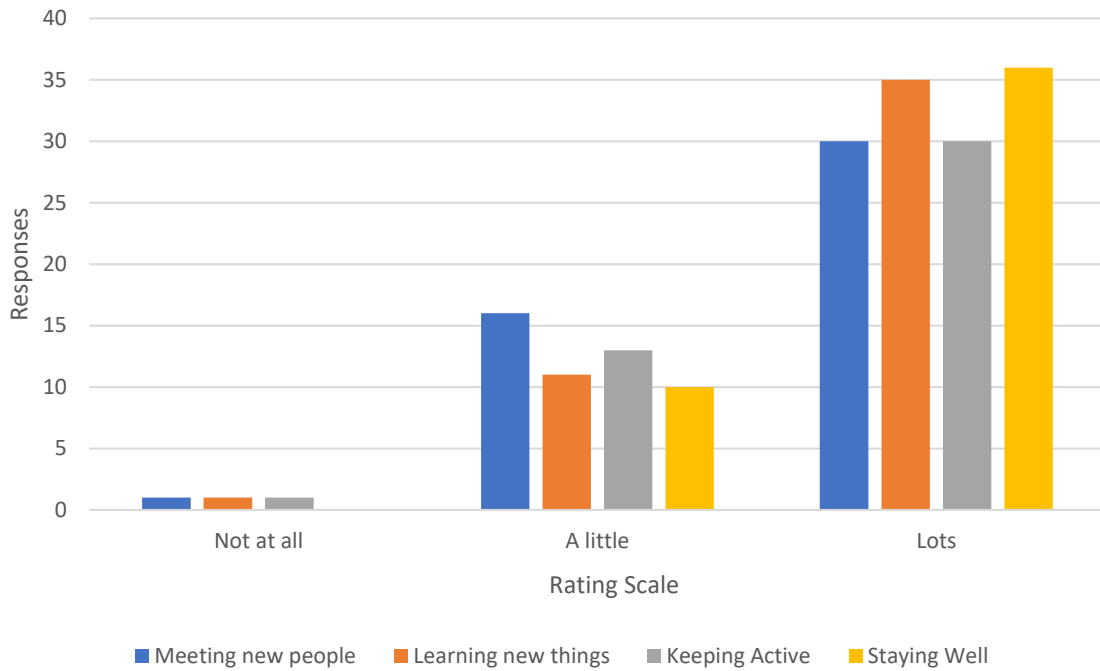
Members were asked to select the most beneficial aspect of attending Lorikeet Centre. The majority (15) indicated “Having a safe place for social connection”.



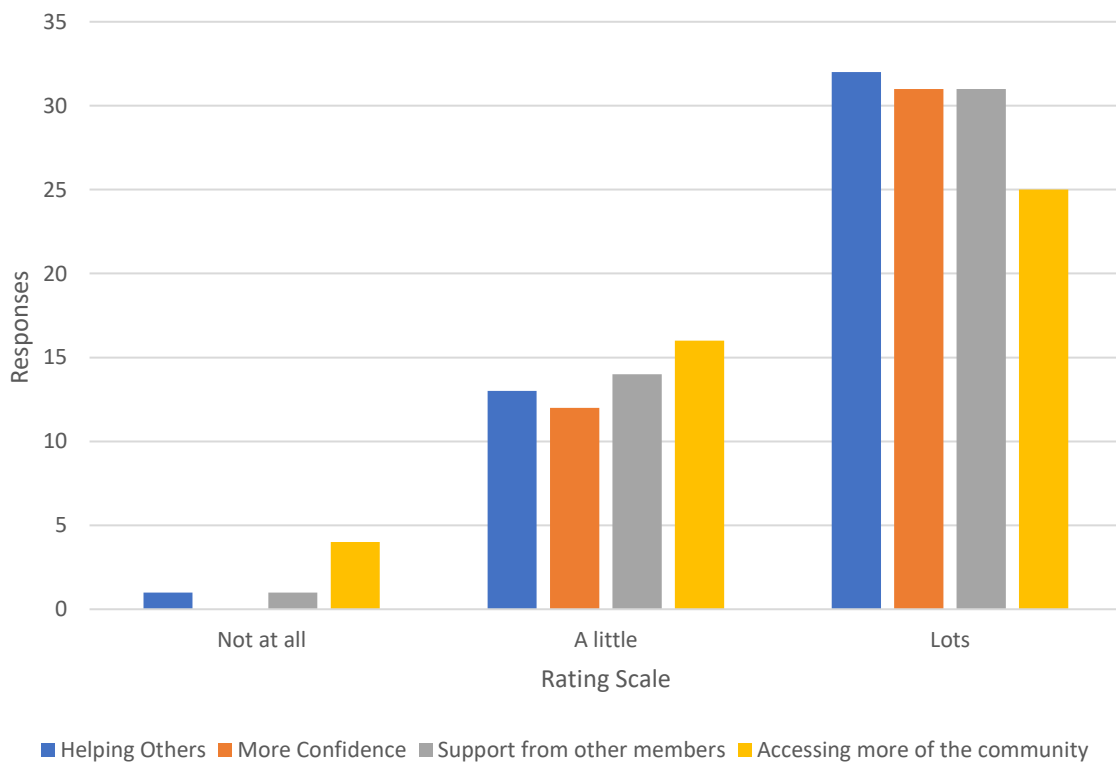
Rating for other perceived benefits



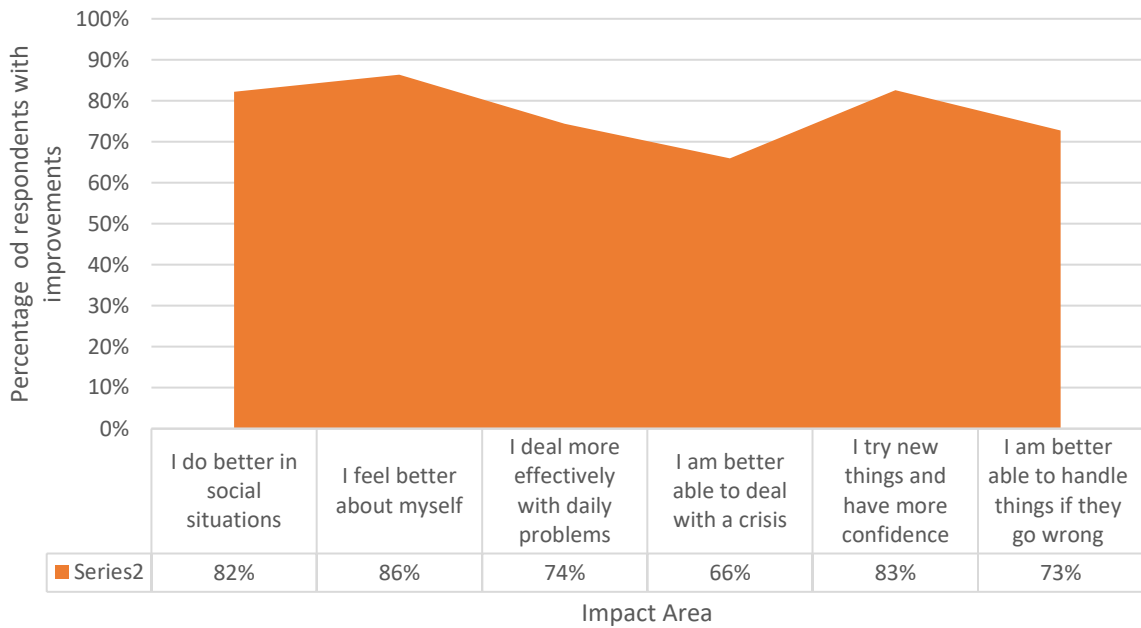
To what extent has your involvement in Lorikeet centre resulted in improvements in the following areas?



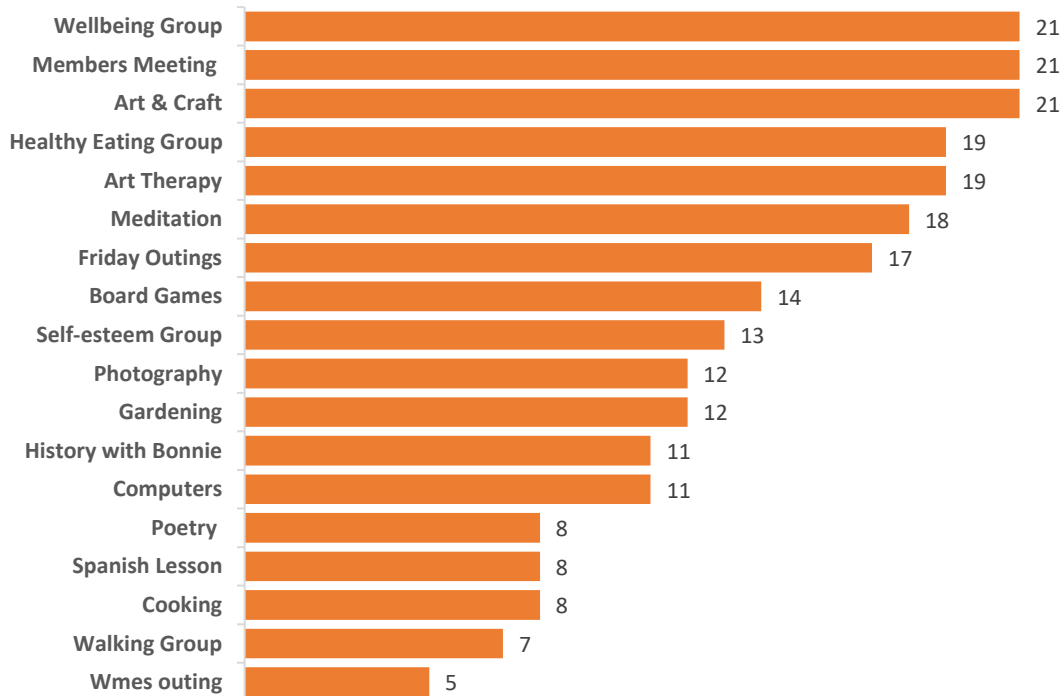
To what extent has your involvement in Lorikeet centre resulted in improvements in the following areas?



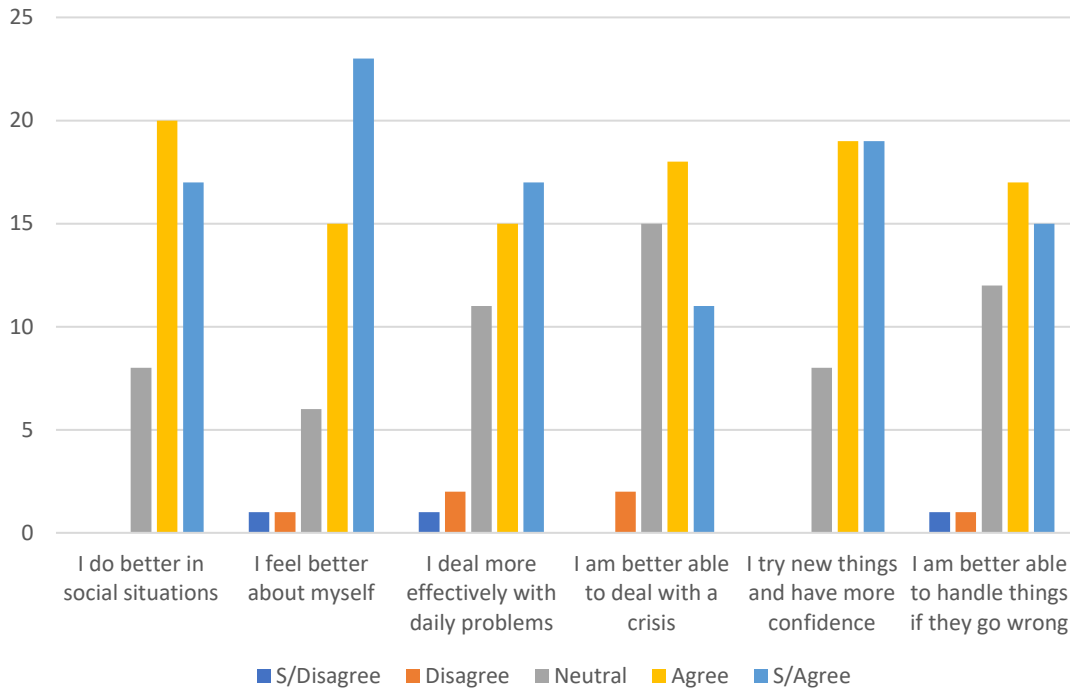
Percentage of people who indicated that attending Lorikeet Centre impacted positively in the following areas of their life



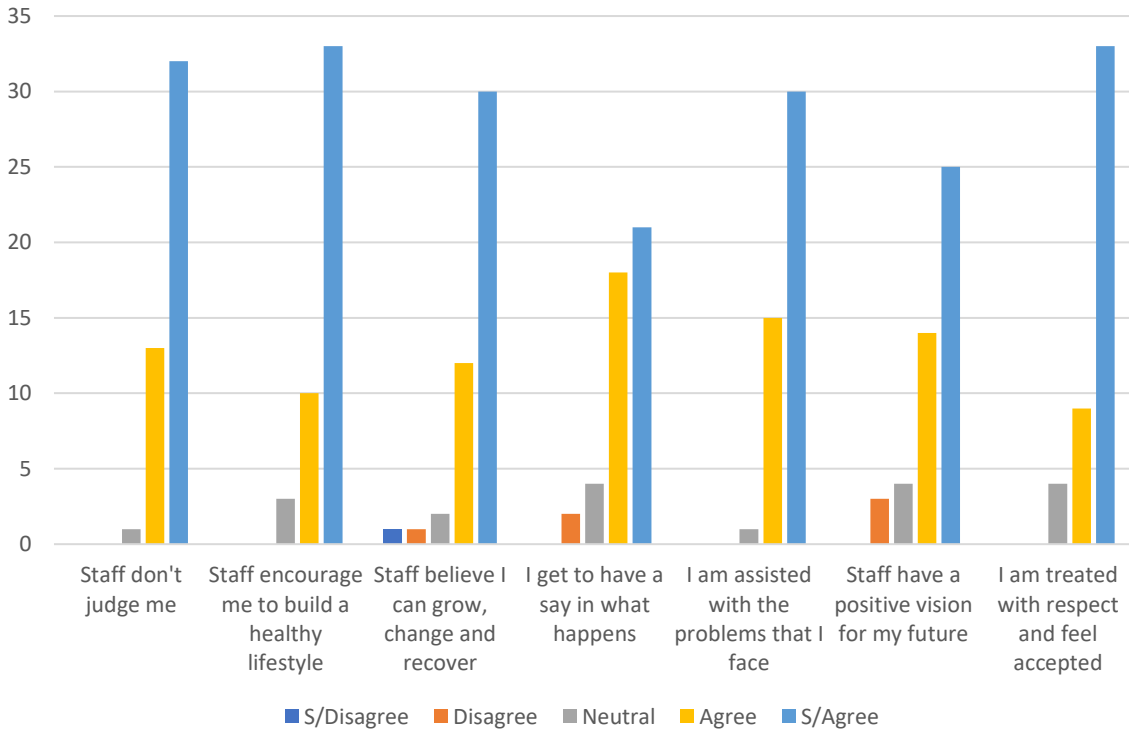
What activities do you participate in at the Lorikeet Centre?



Impact as a result of attending the Lorikeet Centre



Our approach – the way we work with you



Ideas for new activities

Members were invited to suggest ideas for new activities. Below is a list of their ideas.

- Music group
- PTSD support group
- Going to the pool
- Rottneest Day Trips
- Animal Therapy
- Go-karting
- Yoga
- Suggestions on what to do at home
- Wood burning
- Tie Dying
- Swimming
- Driving Lessons
- Puppet Show
- Drop-in group
- More talking sessions
- More physical activities
- Book Club
- Victim support group
- Swan Valley
- Diet & food program
- Fitness Class
- Gym
- Beading group
- Activities on how to deal with difficult situations

Exceeding expectations

Members were asked *“When did your experience at Lorikeet Centre exceed your expectations?”*

- Staff and student volunteers helped me correct my English writing
- I feel great with the activities that happen
- Lorikeet is the best place for my children (Family/Carer comment)
- I suggested outings to the museum and Holy Moley, **Lorikeet made it happen**
- They offered me two mornings of volunteer work at reception and I also get to run my history group every Thursday
- I felt very supported at the MIFWA BBQ at Holyrood Park. I felt very protected and safe in a real-life environment
- The Christmas parties
- Always arts & crafts are a surprise
- Tony always thinks of great ideas
- The meals are always tasty
- The financial workshops
- Staff always helping me to connect with other participants
- The financial wellbeing ladies were excellent
- Food is amazing (2)
- Helps me when I'm unwell
- Helping with OZ Harvest
- I'm greatly surprised at the staff and members treating me with respect and friendliness always
- Sang Happy Birthday on my 40th and had cake for me and the members
- Every time I do art therapy it's something different. I have finished many projects
- I did the art class and talked to an old friend over a cup of tea
- When my bipolar was out of control a few years ago, staff talked to me and helped me deal with the situation
- Receiving presents at the Christmas party



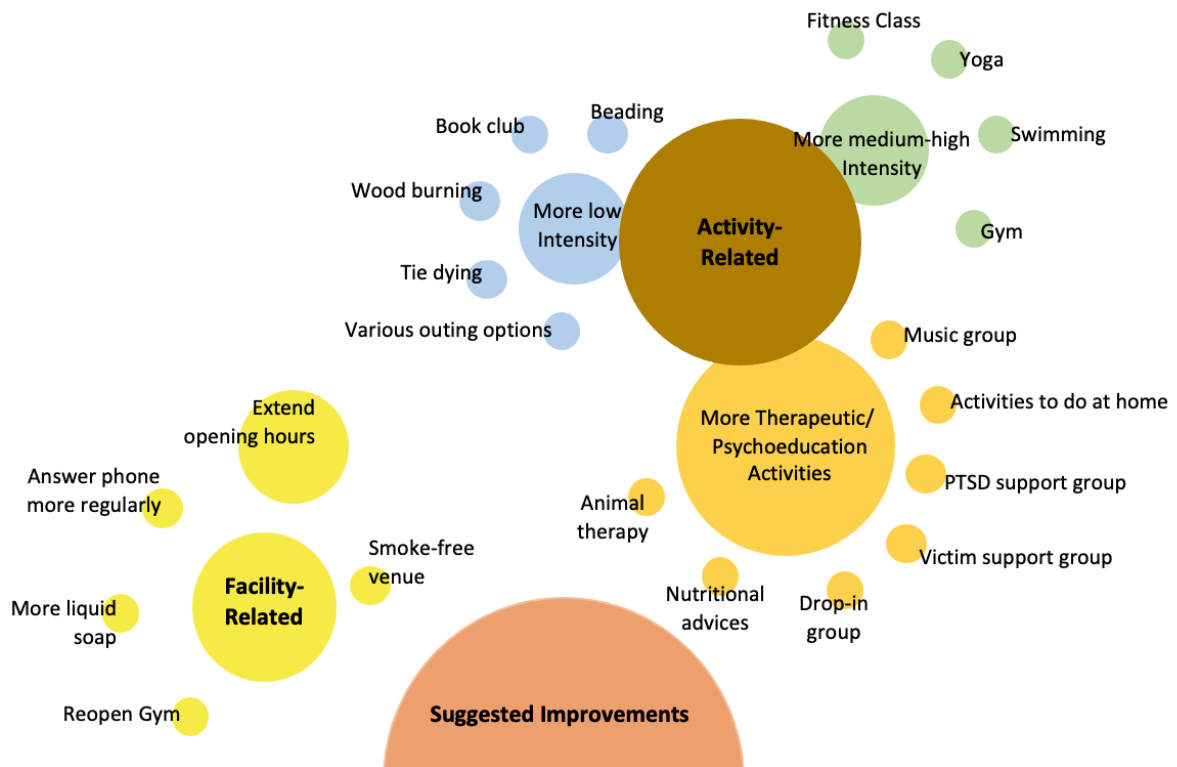
Members' suggestions for improvements

Members were asked about how their experience could be improved at the Lorikeet Centre.

Suggestions for improvements were:

- Extend closing hours from 4.30pm to 5.30pm and pen on weekends.
- Outings more options, add - mini golf, library
- More meditation groups
- Perfect the way it is
- Being able to attend an extra day per week
- More excursions
- More puzzles and board games
- Would be good to see Lorikeet make decent, yummy food
- Bigger refills of liquid soap in the bathroom
- Individual introductions to rest of group
- The phone answered
- A journaling groups
- Would like to attend Lorikeet more often as I always feel better after my visits to the centre
- Being more involved, like volunteer work
- Restore our gym

Suggested Improvements



Next steps

MIFWA and the team at Lorikeet Centre will work with Lorikeet members daily, and through our monthly meetings, to explore how we can improve and learn from the feedback provided in this survey, including incorporating the ideas suggested for new activities and for improvement.

Appreciation & acknowledgement

A heartfelt thank you to all the Lorikeet Centre members who took the time to provide feedback through the annual survey. We value the shared space and harmonious environment that we work to sustain.