

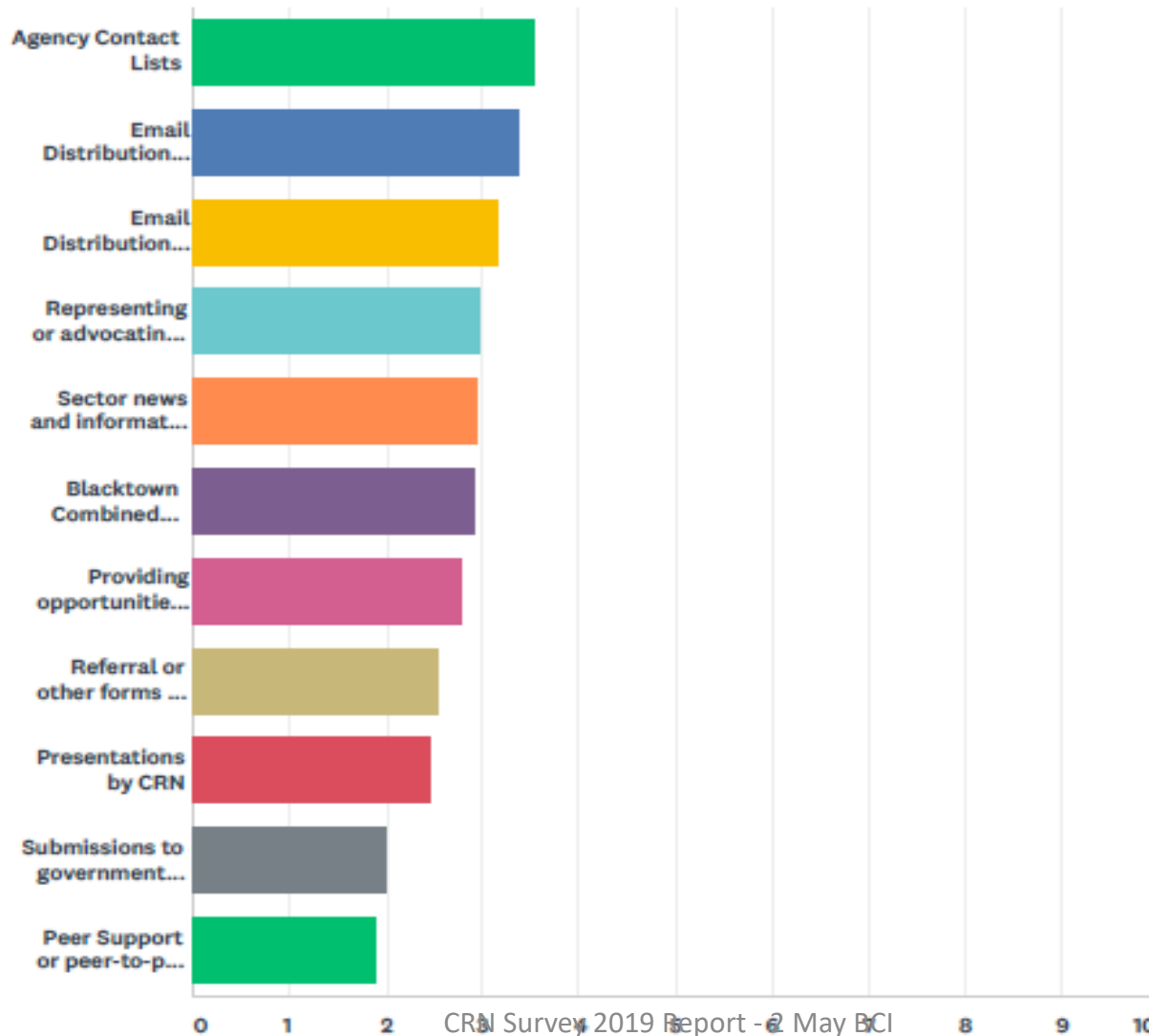
CRN Survey 2019 – Blacktown Combined Interagency report

- The number of BCI respondents as a proportion of the total were similar in the 2017 and 2019 CRN surveys:
- 72 of 94 (76%) in 2017
- 41 of 57 (72%) in 2019

- Continued high satisfaction in CRN's Agency Contact Lists, Electronic Distribution Network
- Some areas of provision showed a somewhat lower level of satisfaction: Representing and advocating for sector, Sector news and information reports

Q2 For each CRN core service you have experience of, rank each according to its value to you. If you have not experienced that service mark N/A.

Answered: 57 Skipped: 0



BCI indicators

- The majority of 2019 respondents to question 2 rated BCI meetings very valuable (22 of 39 – 56%). In 2017 31 of 66 (47%) rated BCI very valuable and 5 said it was `not valuable`.

Q5. (2019) The Community Resource Network runs the Blacktown Combined Interagency (BCI) meetings each month. If you attend, how would you rate these meetings?

	Very useful	Somewhat useful	Not useful	n/a or 'I haven't attended'
2017	31	30	5	28
2019	22	16	1	14

The most commonly identified benefits of BCI were:

Networking (67%),

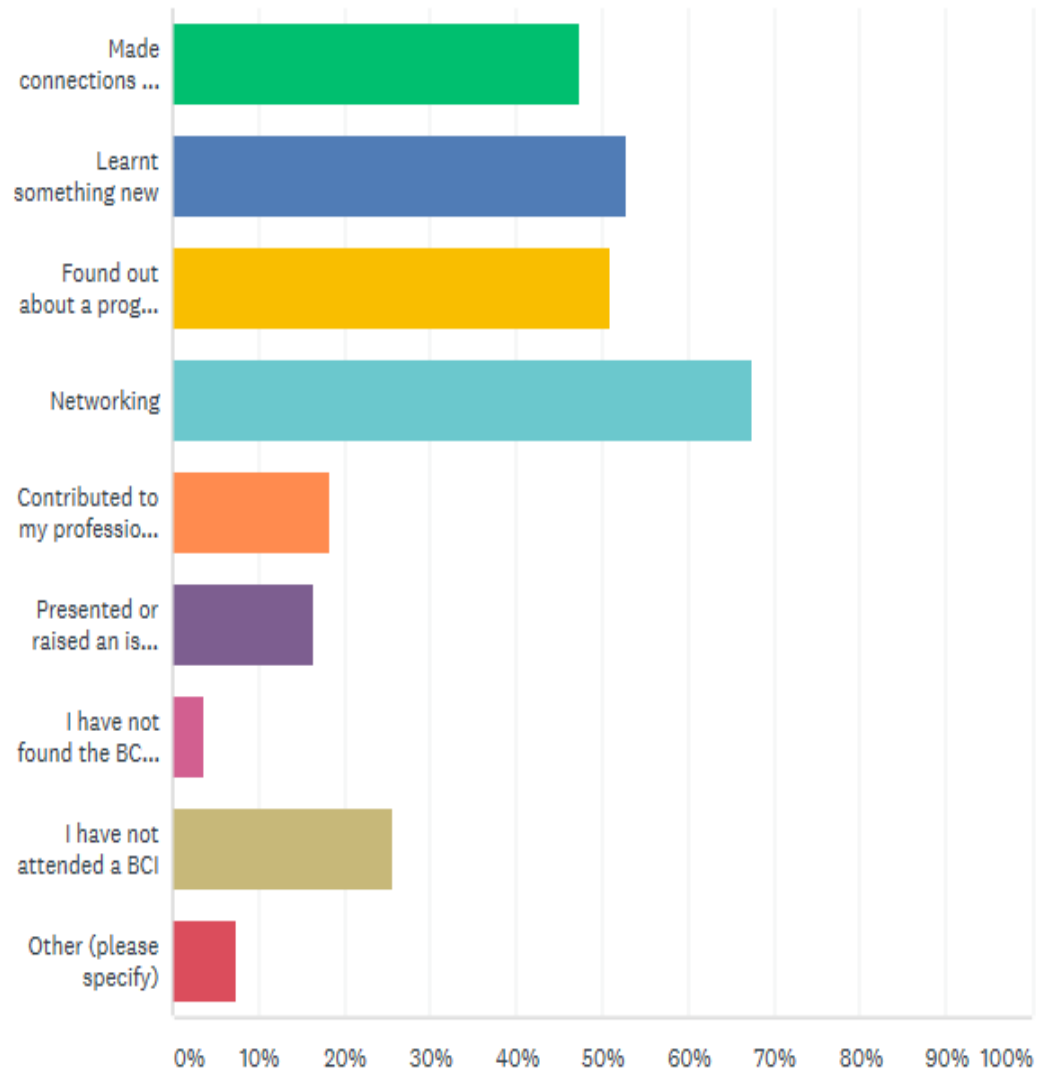
Learnt something new (53%)

Found out about a new program (51%) and

Made connections leading to referrals, partnerships or collaborations (47%)

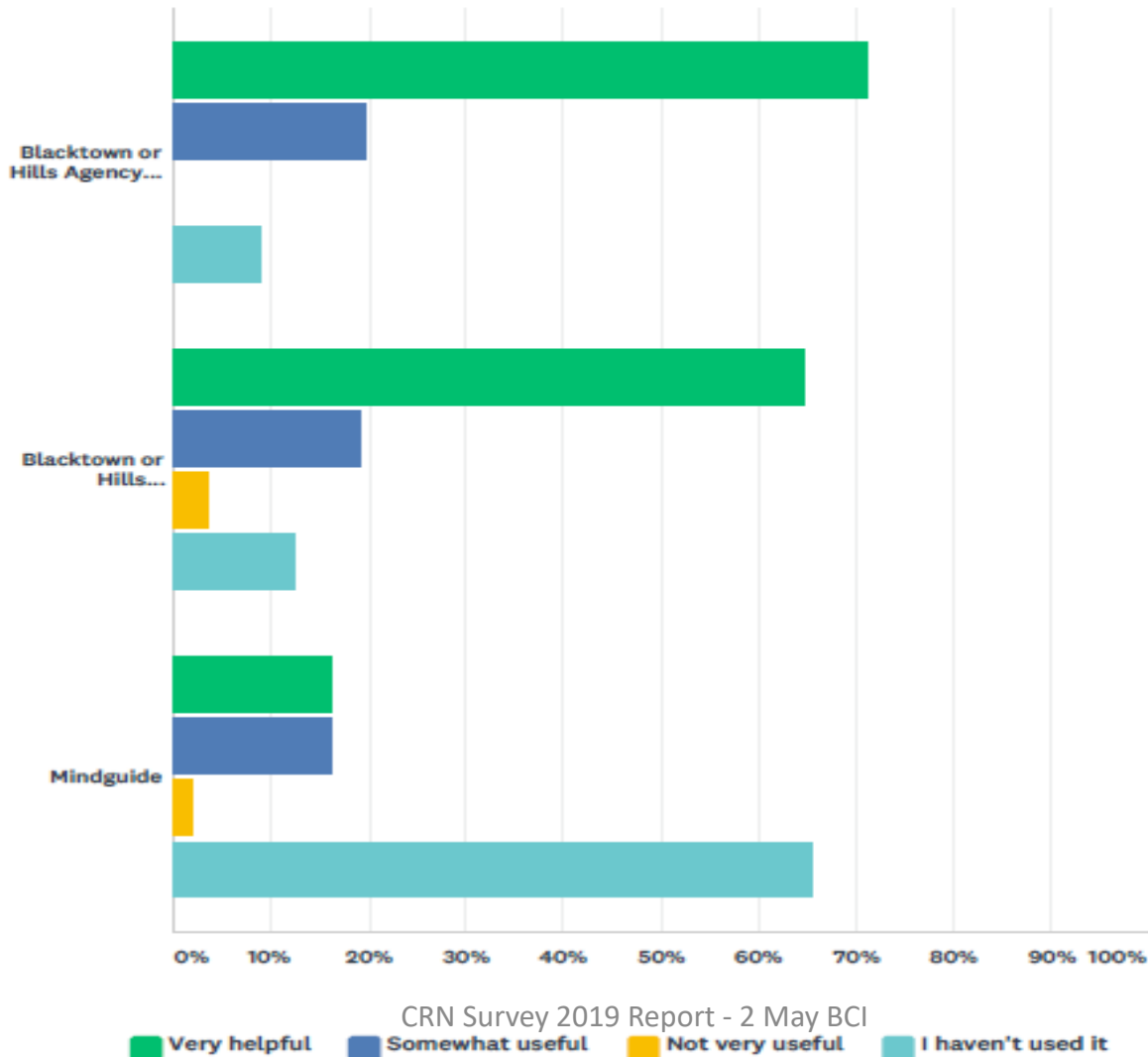
What benefits have you experienced as a result of attending the BCI? (select all that apply)

Answered: 55 Skipped: 2



Q4 Each year CRN produces resources for the sector, including Agency Contact Lists, Interagency Calendars and the Mindguide (mental health services directory). How useful have these been in your day-to-day work?

Answered: 57 Skipped: 0



Electronic distribution network (Q.8 2019)

- All 55 respondents agreed (or strongly agreed) that the EDN `reaches the audience organisations need to target' and `distributions can be arranged easily and at no cost'.
- 51 of 55 respondents agreed (or strongly agreed) that EDN `is a reliable service which allows messages to be distributed quickly'.

EDN frequency of distribution

In response to Question 7:

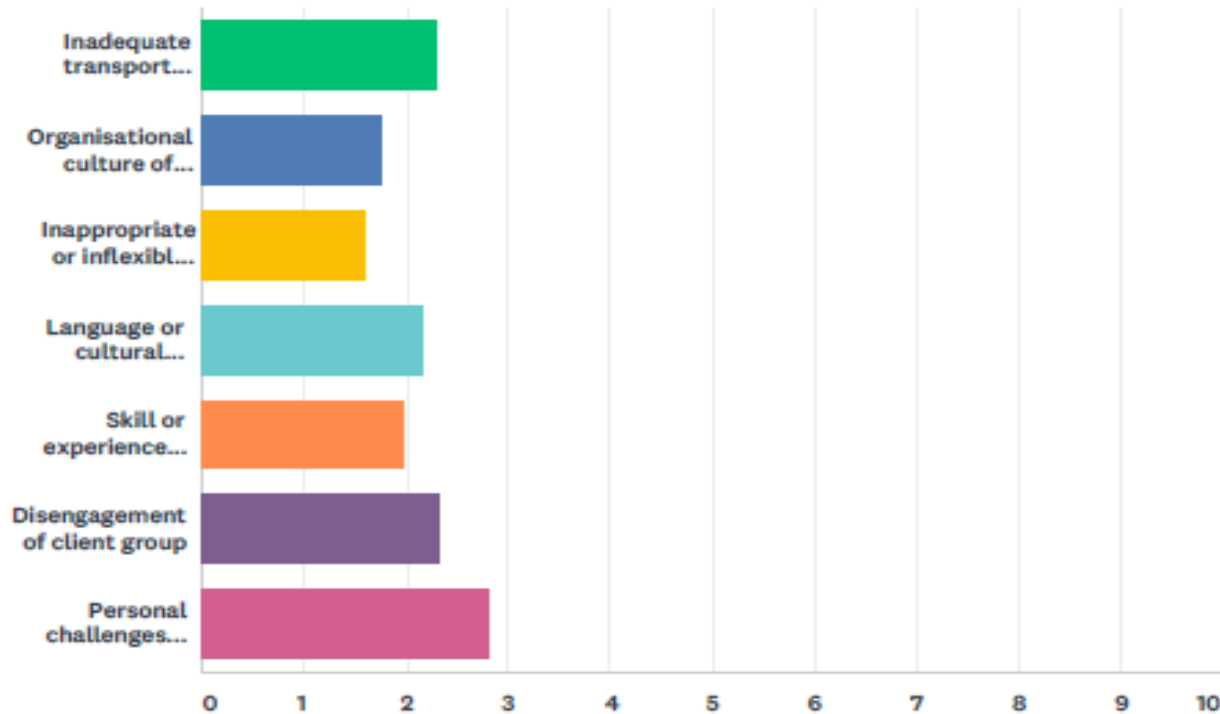
60% (34 of 57) said they would like information to be distributed `as it becomes available`.

19% (11 of 57) said `weekly`.

18% (10 of 57) said `fortnightly`.

Q9 Persons from highly disadvantaged background encounter the highest barriers to service access. Please rank below the severity with which, in your experience, services encounter barriers to engagement with their target client groups in the Blacktown/Hills areas.

Answered: 55 Skipped: 2

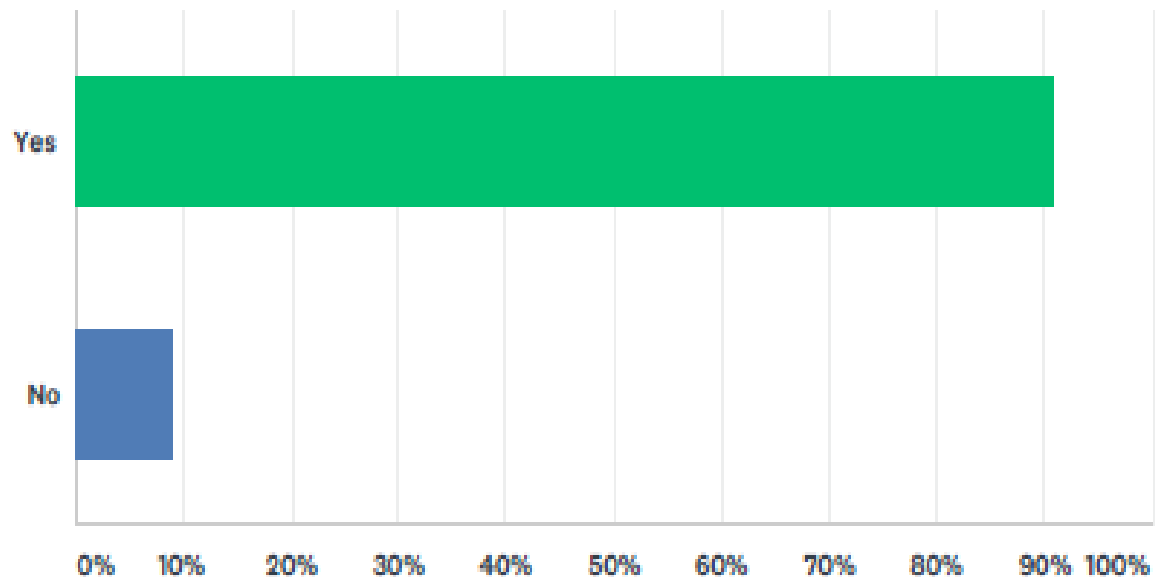


‘Weighted average’ responses are shown above. Maximum possible weighted average is 4 for this question. (Not 10 as implied by Survey Monkey generated graph).

CRN Supporter Survey 2019

Q3 Would you recommend CRN to someone who works in the community sector?

Answered: 56 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	91.07%	51
No	8.93%	5
TOTAL		56

Comments in open fields

- The overwhelming majority of comments in open fields were positive and contained valuable observations and suggested service improvements. A copy of the survey data, including comments from open fields, is available from CRN on request.



CRN wishes to thank all survey participants for their assistance.