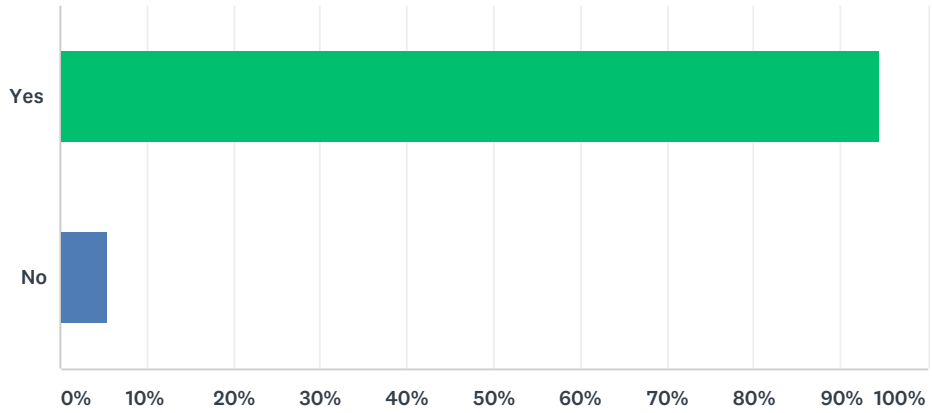


**Q1 In the past 12 months, have you accessed any of CRN’s services, referred to CRN resources or resources distributed by CRN, or attended any meetings organised by CRN?**

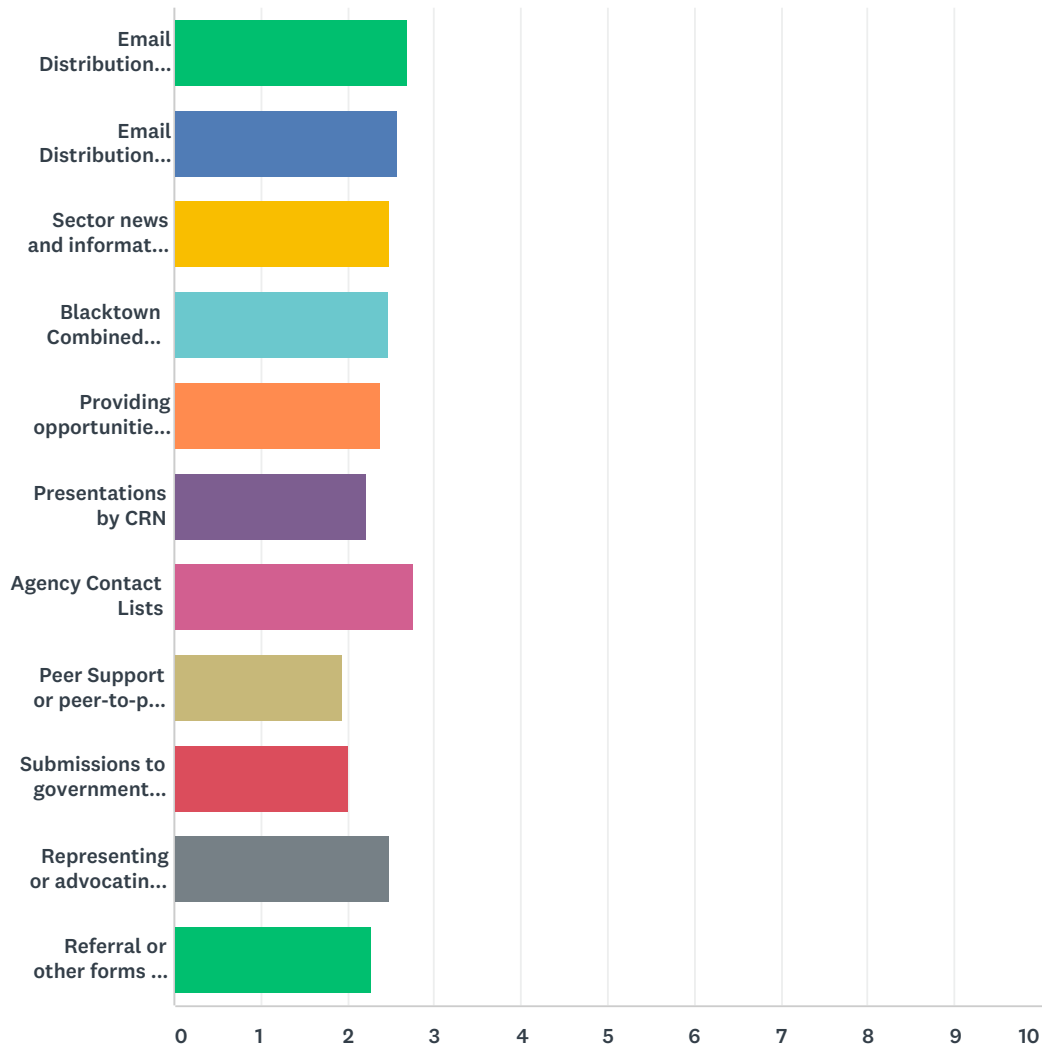
Answered: 56 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	94.64%	53
No	5.36%	3
TOTAL		56

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



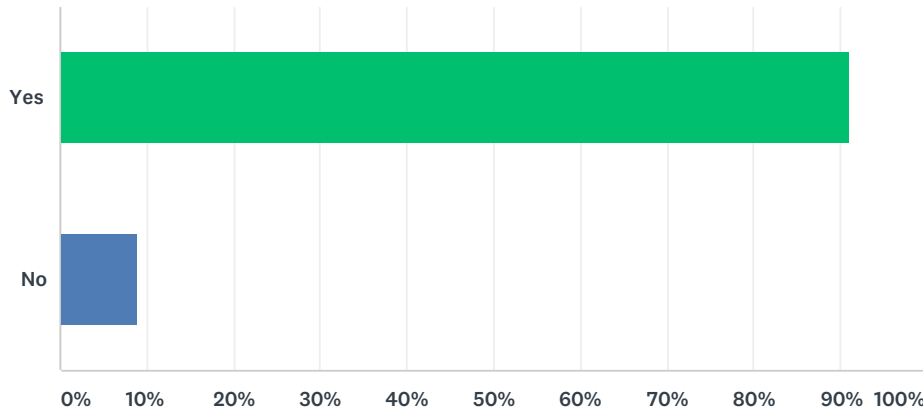
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VALUABLE	N/A	TOTAL	WEIGHTED AVERAGE
Email Distribution Network - general postings	70.18% 40	22.81% 13	3.51% 2	3.51% 2	57	2.69
Email Distribution Network - newsletter	57.14% 32	32.14% 18	3.57% 2	7.14% 4	56	2.58
Sector news and information updates delivered via interagencies	44.64% 25	32.14% 18	5.36% 3	17.86% 10	56	2.48
Blacktown Combined Interagency (BCI) meetings	38.60% 22	33.33% 19	3.51% 2	24.56% 14	57	2.47
Providing opportunities to collaborate or partner with other services	38.60% 22	42.11% 24	5.26% 3	14.04% 8	57	2.39

## CRN Supporter Survey 2019

Presentations by CRN	24.56% 14	38.60% 22	8.77% 5	28.07% 16	57	2.22
Agency Contact Lists	71.43% 40	21.43% 12	0.00% 0	7.14% 4	56	2.77
Peer Support or peer-to-peer mentoring	8.77% 5	19.30% 11	10.53% 6	61.40% 35	57	1.95
Submissions to government enquiries	10.71% 6	19.64% 11	10.71% 6	58.93% 33	56	2.00
Representing or advocating on behalf of the community sector	28.07% 16	19.30% 11	3.51% 2	49.12% 28	57	2.48
Referral or other forms of advice	21.43% 12	30.36% 17	5.36% 3	42.86% 24	56	2.28

### 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

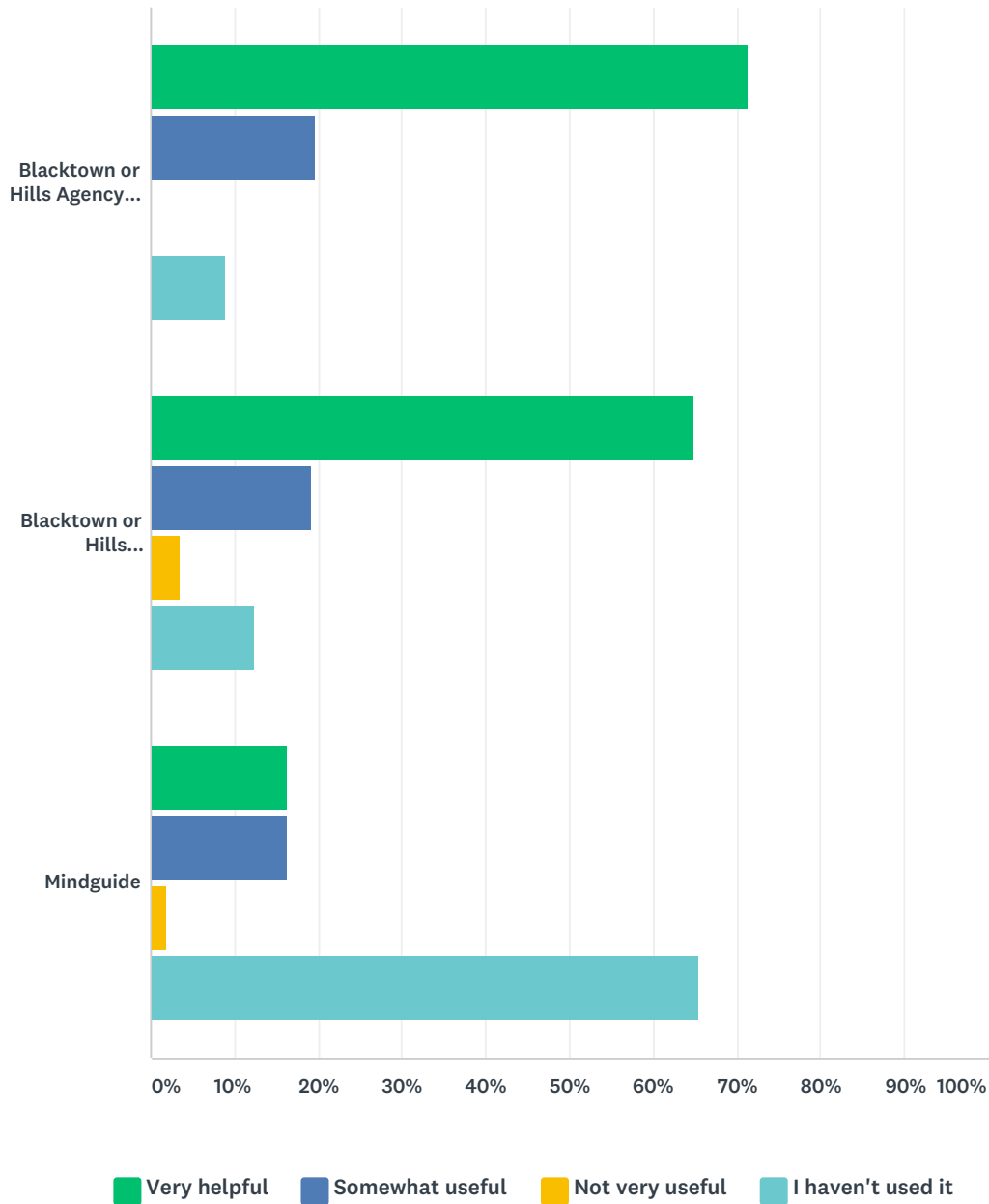
#	PLEASE EXPLAIN WHY.	DATE
1	useful resources for someone who need information and guidance; can provide valuable networking opportunity to meet with someone you may needed	3/28/2019 1:26 PM
2	My serious complaint was answered with hostility and unethical conduct.	3/28/2019 12:12 PM
3	It has been a great opportunity to connect with other local services and ensure information is current and up to date.	3/21/2019 9:41 AM
4	Great networking service in this area. Great source of information and referral.	3/15/2019 9:57 AM
5	N/A	3/13/2019 12:59 PM
6	Current & comprehensive list of contacts, wide distribution list for promoting events	3/13/2019 12:25 PM
7	Good way to link in with other providers in the region and keep updated	3/13/2019 12:08 PM
8	Important to have a lead local agency that can help develop connections into services for sector	3/13/2019 11:43 AM
9	because I actually don't know what you do	3/13/2019 11:10 AM
10	it provides lots of resources and information. easy, friendly access to information online.	2/27/2019 9:49 AM
11	Lots of info, stuff not advertised anywhere else	2/25/2019 10:43 AM
12	Commitment to operate in a transparent and professional manner. Aware that there are obligations to deliver quality services when funded by government. CRN has had a number of internal matters to address which have taken significant time and effort. It is disappointing when a few community members are unable to allow CRN to just get on with service delivery and are focusing on matters that are over 18months old now and are issues concerning the organisation itself and the funding body.	2/25/2019 9:32 AM
13	Easy to keep up with 'what's happening' with workshops, case management with clients with a disability	2/21/2019 11:34 AM
14	Poor leadership instability no longer a peak body	2/21/2019 10:37 AM

## CRN Supporter Survey 2019

15	I would if they work in the Hills however to date I have only used their email newsletter and service lists. I would love them to be in Parramatta area.	2/20/2019 1:30 PM
16	It's a great way to get in touch with what is happening locally	2/20/2019 11:23 AM
17	It's helpful to know of other services in the community sector and to be kept up to date with what programs are current	2/20/2019 10:44 AM
18	The past 12 months has clearly been catastrophic for CRN. The organisation's credibility has suffered enormously reflected by the lack of local advertising of events through the email network. The rebranding is widely regarded as a cosmetic distraction from a genuine attempt to reform the organisation and the AGM, which could have been a powerful tool for re-engagement and rebuilding of trust, was, quite frankly a PR debacle.	2/20/2019 10:12 AM
19	As a service that has an overview on all that our Community Services need to know it dispenses relevant info to us and keeps us up to date	2/20/2019 9:54 AM
20	As it is a great resource for people who are not well connected and wanting to be coonected	2/20/2019 9:42 AM
21	good source of information	2/20/2019 9:32 AM
22	Great way of staying in the loop and finding new and relevant networks	2/20/2019 9:29 AM
23	Good source of information	2/20/2019 9:16 AM
24	It's an efficient way to communicate and share information across the region.	2/8/2019 2:56 PM
25	sector support	2/5/2019 1:36 PM
26	It's a very useful network	2/4/2019 5:10 PM
27	I find it a very helpful resource network	2/1/2019 3:25 PM
28	valuable resources	1/31/2019 11:30 AM
29	an easy way to meet other services and introduce yourself to other services as well as getting to know what is in the community	1/31/2019 10:16 AM
30	Accessible and community based	1/31/2019 9:38 AM
31	Great for information and networking opportunity. I have met many valuable connections at the meetings	1/31/2019 9:27 AM
32	I have found CRN a great way to make connections with other organisations for the benefit of my own organisation/clients/training opportunities	1/31/2019 9:22 AM
33	finding networks and partnerships	1/31/2019 9:05 AM
34	Great opportunity to learn what is happening in the community and to meet people and develop networks that are useful	1/31/2019 8:37 AM
35	A very well run community resource	1/31/2019 7:42 AM
36	The only available source of agency contact list.	1/31/2019 7:42 AM
37	CONNECTIONS	1/30/2019 3:35 PM
38	Regional insights and working with other providers to foster a better community	1/30/2019 2:43 PM
39	It is an easy way to find out what is happening in the community sector (events, programs, etc) as well as promoting events and getting information out. An opportunity to network with local services. One way to get to know the local community sector. CRN supports our local community sector.	1/30/2019 2:29 PM
40	As there is a good cross section of information and services represented	1/30/2019 2:19 PM
41	Valueable service in our community	1/30/2019 2:15 PM
42	CRN can be considered as gateway to broad network in teh region.	1/30/2019 2:15 PM

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?

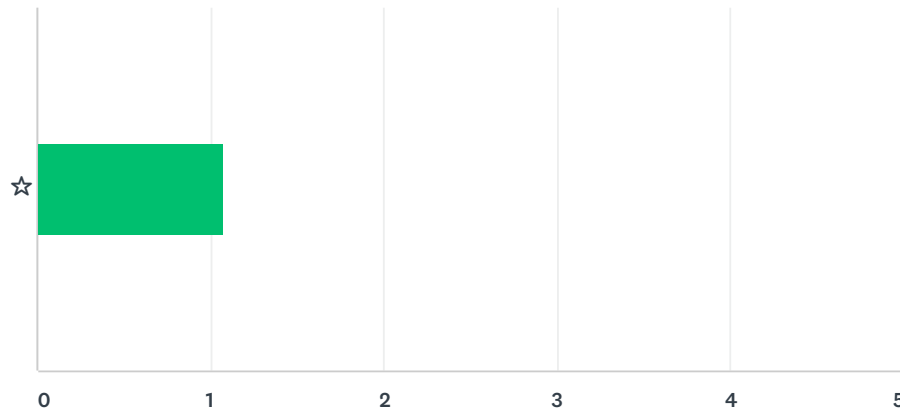
Answered: 57 Skipped: 0



	VERY HELPFUL	SOMEWHAT USEFUL	NOT VERY USEFUL	I HAVEN'T USED IT	TOTAL RESPONDENTS
Blacktown or Hills Agency Contact List	71.43% 40	19.64% 11	0.00% 0	8.93% 5	56
Blacktown or Hills Interagency Information/Calendar	64.91% 37	19.30% 11	3.51% 2	12.28% 7	57
Mindguide	16.36% 9	16.36% 9	1.82% 1	65.45% 36	55

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

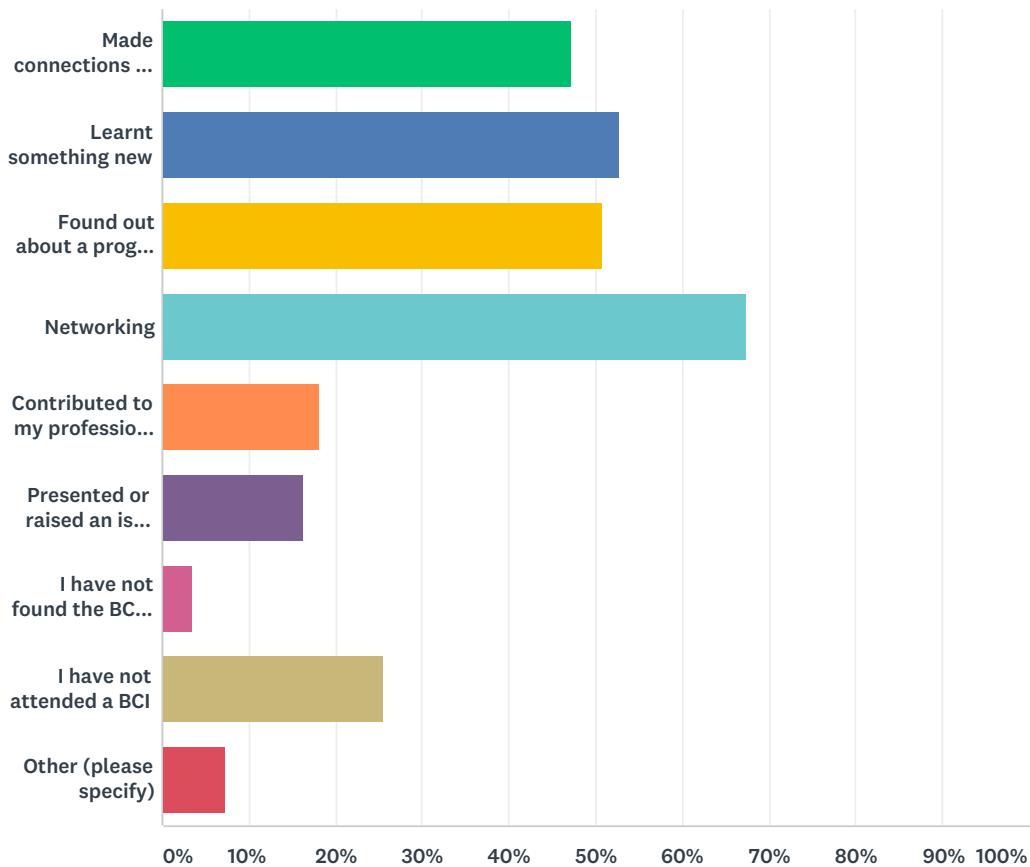
Answered: 53 Skipped: 4



	VERY USEFUL	SOMEWHAT USEFUL	NOT VERY HELPFUL	I HAVEN'T ATTENDED	TOTAL	WEIGHTED AVERAGE
☆	41.51% 22	30.19% 16	1.89% 1	26.42% 14	53	1.08

## Q6 What benefits have you experienced as a result of attending the BCI? (select all that apply)

Answered: 55 Skipped: 2



ANSWER CHOICES	RESPONSES
Made connections at the BCI that lead to referrals, partnerships or collaborations	47.27% 26
Learnt something new	52.73% 29
Found out about a program or service that benefitted your clients/work	50.91% 28
Networking	67.27% 37
Contributed to my professional development	18.18% 10
Presented or raised an issue on behalf of my organisation	16.36% 9
I have not found the BCI beneficial to my work	3.64% 2
I have not attended a BCI	25.45% 14
Other (please specify)	7.27% 4
Total Respondents: 55	

#	OTHER (PLEASE SPECIFY)	DATE
1	n/a	2/21/2019 11:34 AM



## CRN Supporter Survey 2019

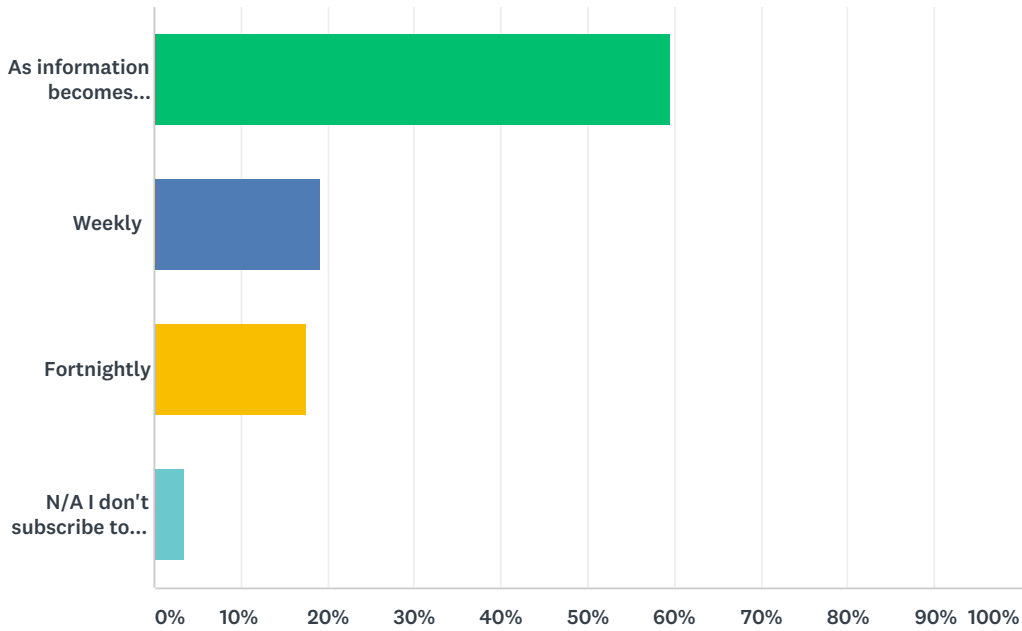
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2	Attendance at the BCI is clearly impacted by damaged relationship CRN has with the sector. The declining attendance by influential community service managers significantly reduces the event. I also note that question 5 above awards more stars for the more negative responses.	2/20/2019 10:12 AM
3	Our service is a neighbouring service to Blacktown so the interagencies are not relevant.	2/20/2019 9:54 AM
4	They are developeping - Multicutlurally	1/31/2019 9:38 AM

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### Q7 How frequently would you like to receive distributions from CRN's Electronic Distribution Network? (Mark N/A if you don't subscribe)

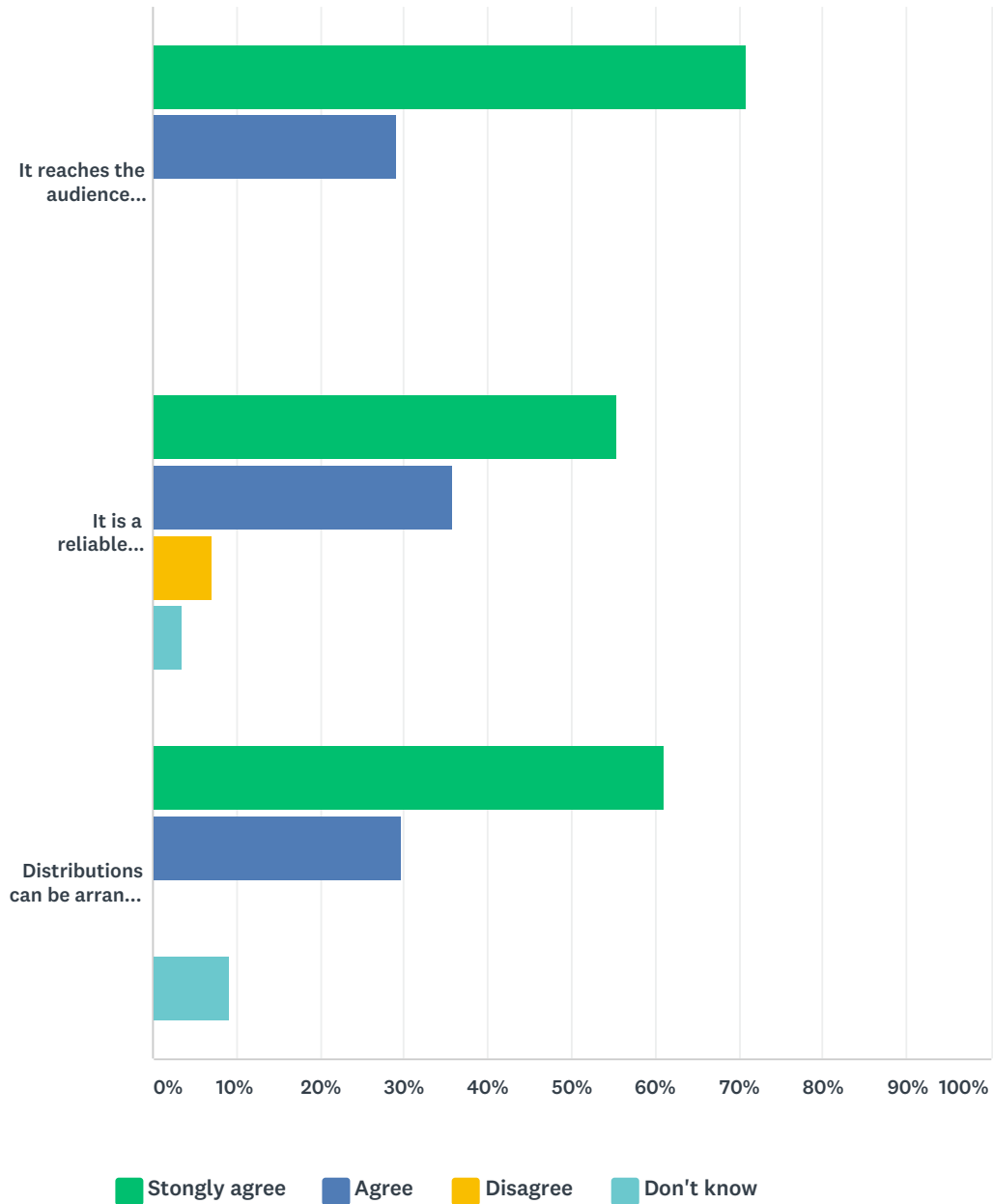
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
As information becomes available	59.65%	34
Weekly	19.30%	11
Fortnightly	17.54%	10
N/A I don't subscribe to the EDN	3.51%	2
<b>TOTAL</b>		<b>57</b>

## Q8 What do you think are the main reasons organisations use CRN's Electronic Distribution Network?

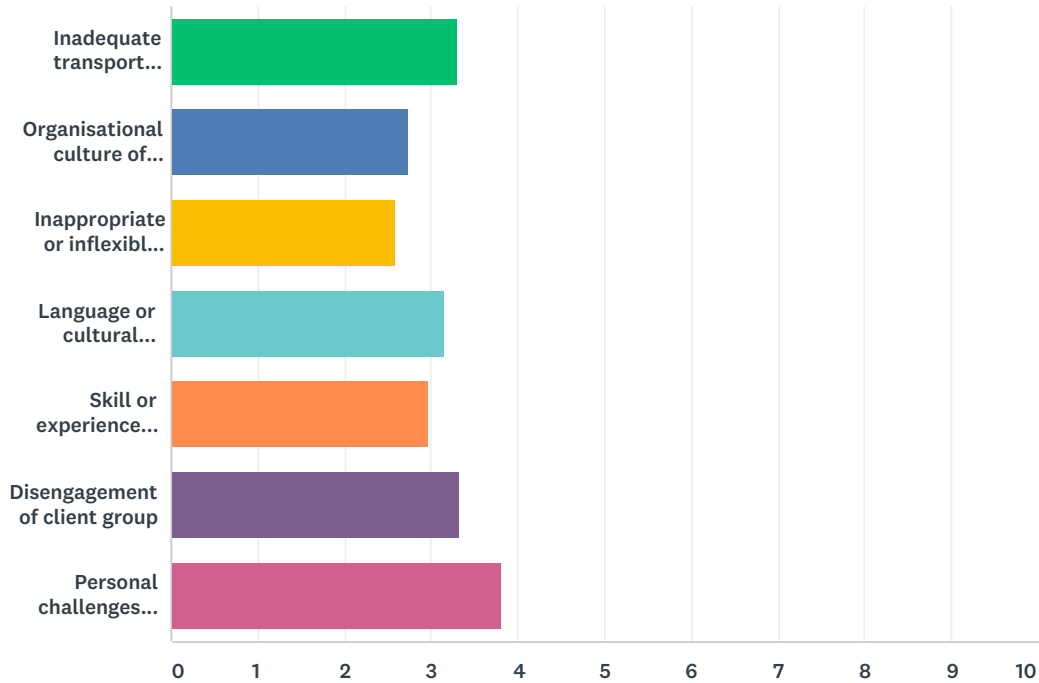
Answered: 57 Skipped: 0



	STONGLY AGREE	AGREE	DISAGREE	DON'T KNOW	TOTAL RESPONDENTS
It reaches the audience organisation needs to target	70.91% 39	29.09% 16	0.00% 0	0.00% 0	55
It is a reliable service which allows messages to be distributed quickly	55.36% 31	35.71% 20	7.14% 4	3.57% 2	56
Distributions can be arranged through the EDN easily and at no cost	61.11% 33	29.63% 16	0.00% 0	9.26% 5	54

**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.**

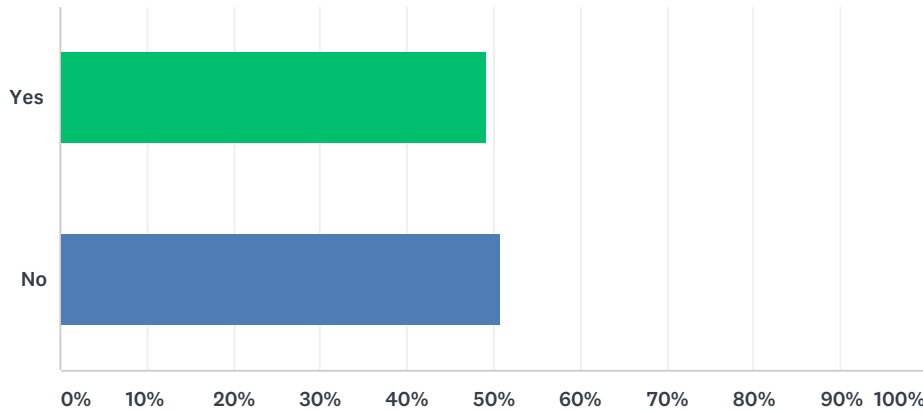
Answered: 55 Skipped: 2



	CRITICAL	SEVERE	A SIGNICANT FACTOR	A CONSIDERATION	NOT A SIGNIFICANT FACTOR	TOTAL	WEIGHTED AVERAGE
Inadequate transport options for potential clients	20.37% 11	11.11% 6	50.00% 27	14.81% 8	3.70% 2	54	3.30
Organisational culture of services	5.66% 3	15.09% 8	35.85% 19	35.85% 19	7.55% 4	53	2.75
Inappropriate or inflexible service hours	7.41% 4	9.26% 5	35.19% 19	31.48% 17	16.67% 9	54	2.59
Language or cultural barriers of potential clients	9.09% 5	29.09% 16	34.55% 19	21.82% 12	5.45% 3	55	3.15
Skill or experience levels of service staff	9.43% 5	20.75% 11	39.62% 21	18.87% 10	11.32% 6	53	2.98
Disengagement of client group	14.81% 8	25.93% 14	40.74% 22	14.81% 8	3.70% 2	54	3.33
Personal challenges facing clients, such as mental health, disability, alcohol or other drug issue	25.93% 14	40.74% 22	24.07% 13	5.56% 3	3.70% 2	54	3.80

### Q10 Are you, or your Organisation, a financial member of CRN for 2018-2019?

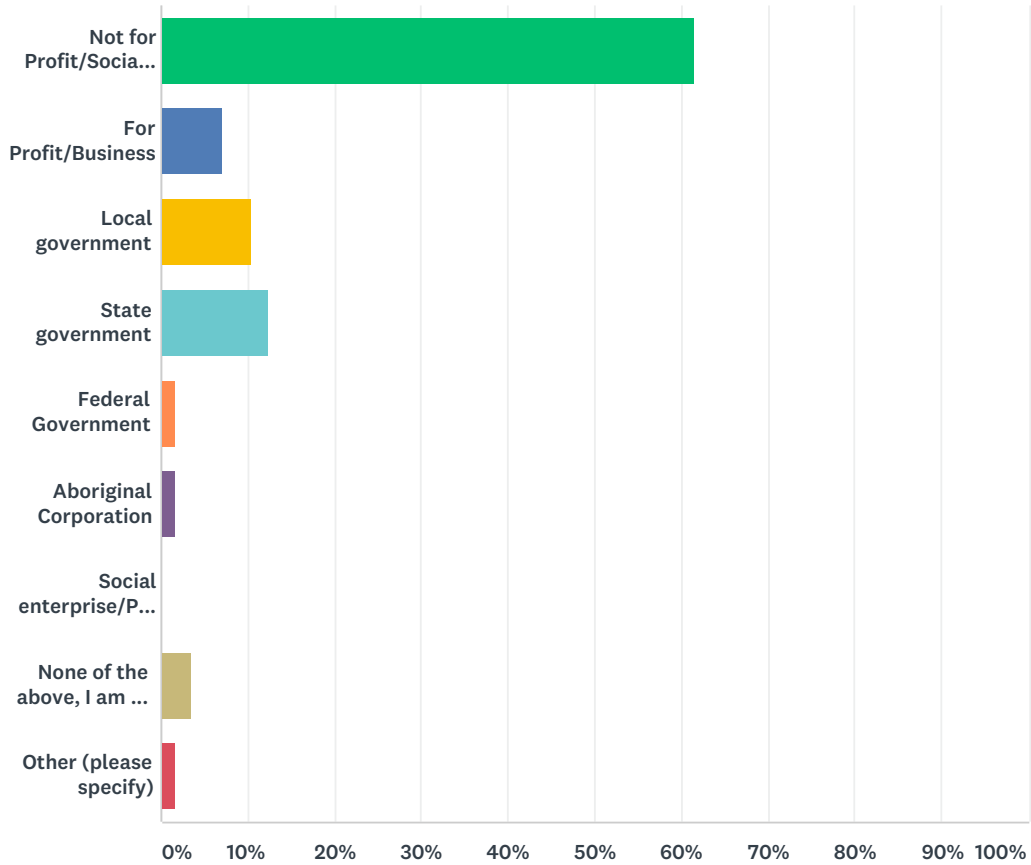
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	49.12%	28
No	50.88%	29
TOTAL		57

## Q11 Is your organisation?

Answered: 57 Skipped: 0

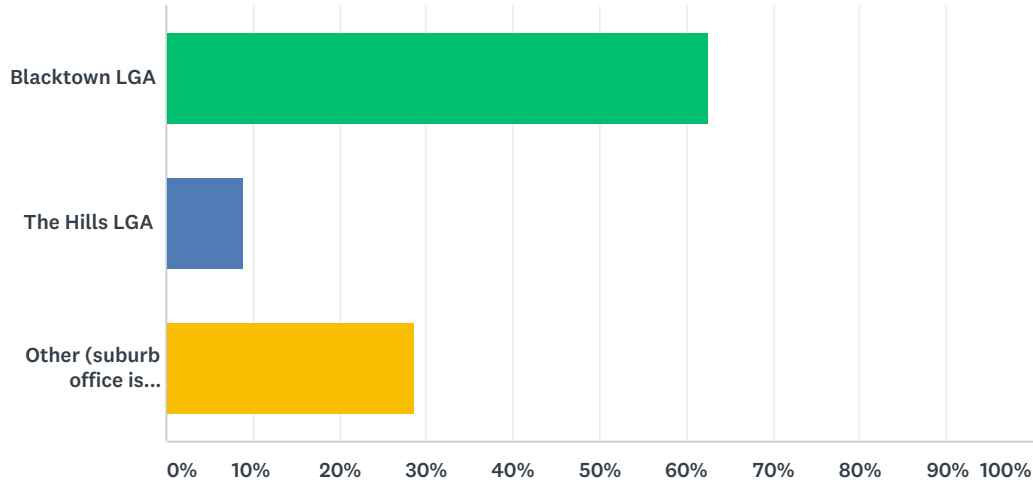


ANSWER CHOICES	RESPONSES	
Not for Profit/Social Sector	61.40%	35
For Profit/Business	7.02%	4
Local government	10.53%	6
State government	12.28%	7
Federal Government	1.75%	1
Aboriginal Corporation	1.75%	1
Social enterprise/Profit for purpose	0.00%	0
None of the above, I am an individual	3.51%	2
Other (please specify)	1.75%	1
<b>TOTAL</b>		<b>57</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Secondary School supporting students with a disability	2/21/2019 11:34 AM

## Q12 Where is your organisation (are you) based?

Answered: 56 Skipped: 1



ANSWER CHOICES	RESPONSES	
Blacktown LGA	62.50%	35
The Hills LGA	8.93%	5
Other (suburb office is located)	28.57%	16
<b>TOTAL</b>		<b>56</b>

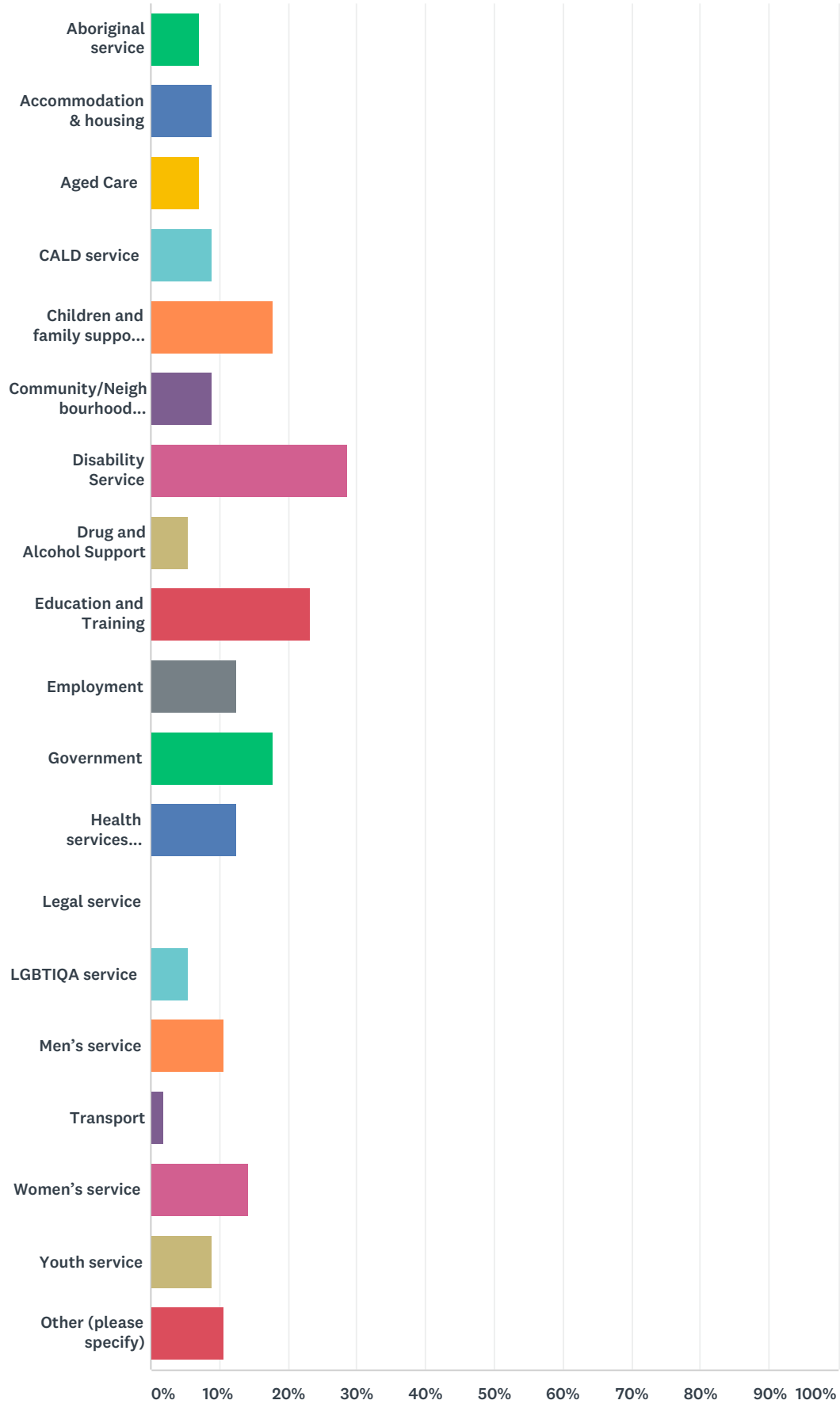
#	OTHER (SUBURB OFFICE IS LOCATED)	DATE
1	Parramatta	3/21/2019 9:17 AM
2	All LGA's	3/15/2019 9:57 AM
3	Parramatta	3/14/2019 6:37 AM
4	Belfield	3/13/2019 12:59 PM
5	NSW State Wide organisation	3/13/2019 12:08 PM
6	nsw	3/13/2019 11:10 AM
7	Blacktown, Hills, Holroyd, Cumberland and Parramatta LGA's	2/27/2019 9:49 AM
8	Cheltenham/Beecroft 2119	2/21/2019 11:34 AM
9	Parramatta area	2/20/2019 1:30 PM
10	North Parramatta	2/20/2019 11:23 AM
11	Penrith	2/20/2019 9:54 AM
12	various suburbs in Blacktown and Parramatta LGAs	1/31/2019 11:30 AM
13	Parramatta	1/31/2019 9:44 AM
14	Thornleigh	1/31/2019 9:22 AM
15	National Service	1/31/2019 7:42 AM
16	nsw	1/30/2019 3:35 PM

**Q13 Which of the following best describes your organisation? (Select all that apply)**

Answered: 56 Skipped: 1



# CRN Supporter Survey 2019



ANSWER CHOICES	RESPONSES
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## CRN Supporter Survey 2019

Aboriginal service	7.14%	4
Accommodation & housing	8.93%	5
Aged Care	7.14%	4
CALD service	8.93%	5
Children and family support services	17.86%	10
Community/Neighbourhood Centres	8.93%	5
Disability Service	28.57%	16
Drug and Alcohol Support	5.36%	3
Education and Training	23.21%	13
Employment	12.50%	7
Government	17.86%	10
Health services (including Mental Health)	12.50%	7
Legal service	0.00%	0
LGBTIQA service	5.36%	3
Men's service	10.71%	6
Transport	1.79%	1
Women's service	14.29%	8
Youth service	8.93%	5
Other (please specify)	10.71%	6
Total Respondents: 56		

#	OTHER (PLEASE SPECIFY)	DATE
1	complaint handling	3/13/2019 11:10 AM
2	Grants for families in need.	3/5/2019 6:16 AM
3	Domestic and Family Violence Specialist Service	2/20/2019 9:32 AM
4	Family	1/31/2019 9:38 AM
5	Justice	1/31/2019 8:37 AM
6	Prefer not to Disclose	1/31/2019 7:57 AM

## Q14 Is there any else that you would like to tell us?

Answered: 21 Skipped: 36

#	RESPONSES	DATE
1	CRN needs to be more transparent and accountable.	3/28/2019 12:12 PM
2	No	3/15/2019 9:57 AM
3	Nil	3/13/2019 12:59 PM
4	Apologies I thought you were part of council - confused but have learnt more from doing survey	3/13/2019 11:10 AM
5	Check out our new website when it comes live	3/5/2019 6:16 AM
6	no	2/25/2019 10:43 AM
7	Despite external challenges I am impressed that the staff and Board have maintained business delivery. As a previous Board member I am pleased to see new staff and Board Members rise above personal attacks on the organisation. Keep up the good work	2/25/2019 9:32 AM
8	no	2/21/2019 12:49 PM
9	Is there a CRN network for the Ryde/Easwood/Epping areas of Sydney? Please send information to Julia.Lake@det.nsw.edu.au	2/21/2019 11:34 AM
10	CRN is fantastic	2/20/2019 11:23 AM
11	There appears to be a significant delay when posting to the email distribution network - often over 2 weeks. By the time a post has been distributed it often has been irrelevant, or past the due date ie: closing date or event date has passed. This is incredibly frustrating and is making the service of an email distribution list practically useless to our organisation.	2/20/2019 10:44 AM
12	You definitely need to rebuild credibility (if that is possible). Rebranding and conducting surveys convey to the sector that you are not acknowledging the key challenges to your organisation.	2/20/2019 10:12 AM
13	CRN is a great support to services in our area and we thank you for all that you do.	2/20/2019 9:54 AM
14	Keep up the great work!	2/8/2019 2:56 PM
15	N/A	2/1/2019 3:25 PM
16	Ensure that organisations or individuals presenting Services of information are Experienced and Qualified in the particular field.	1/31/2019 9:38 AM
17	The CRN Email Distribution list was once a significantly important resource for the community sector to advertise groups and events and other news in a timely manner. In the last year, response times have increased from 2 days since sending information through, to close to 2 weeks. This is not good enough, particularly for small NGO's who rely on the email distribution list to get information out through the sector, and to clients ASAP.	1/31/2019 7:57 AM
18	Suggested promotion/reminder, of value for organisations using email distribution to promote what they are doing. Services do not appear to be using it as much as they have in previous years.	1/31/2019 7:42 AM
19	I feel that the BIM meetings have become less relevant and the structure of these meetings have gone down hill in the last year.	1/30/2019 3:35 PM
20	No	1/30/2019 2:43 PM
21	No thanks	1/30/2019 2:15 PM