



Centre Review

Summary Report of Survey Responses

November 2021

The survey was open from **25 October 2021 to 25 November 2021** and **48 people** responded to the survey. This feedback is highly valued and helps to inform the strategic planning for LECNA.

Most people that responded to the survey were very positive about the programs, services and activities that LECNA provides, and believe that these programs make a difference to the lives of people in the community.

- ✓ Almost three quarters of people that responded (73.69%) agreed or strongly agreed that **the Centre provides a place that encourages participation and builds relationships within the local community.**
- ✓ Almost all people that responded (32 of 38 or 84.21%) agreed or strongly agreed that **the Centre provides information, referrals, assistance and services to fulfil community needs.**
- ✓ Just less than three quarters of people that responded (73.68%) agreed or strongly agreed that **community members engage with and participate in Centre programs and services.**
- ✓ A large majority of people (72.98%) agreed or strongly agreed that **the Centre's programs and services help to improve the lives of everyone in our community.**

Comments included:

I feel I am making a worthwhile contribution to assisting lonely and disadvantaged individuals and families to build better lives

LECNA goes above and beyond to create a space for local community to gather, connect and access services and support

People were also very positive about the Emergency Relief and Life Skills programs:

The Emergency Relief programs meets short term needs. The Life skills program can make real changes in a person's life and that of their family.

I think the life skill program helps almost everybody that does the program. The emergency relief program has helped a lot of people.

People raised concerns with management and building capacity. We appreciate these comments and are working on addressing the issues raised.

*Thank you for providing feedback about your LECNA experience.
LECNA Management Committee.*