

**PRELIMINARY RESULTS OF EVALUATION SHEETS OF SECASA'S SERVICE
DURING 2012-2014**

There were 49 surveys completed over a three year period. Twenty-five were completed in 2014, 14 in 2012-2-13 and 10 were undated (all from either 2012 or 2013). In the next section the questions are listed, followed by tables of the responses and a brief explanation.

1. Question: What gender do you identify as? (in the box)

There were six males and 43 females.

2. What is your age group?

Age range	Percent
15-21	4.7
22-30	14.3
31-40	14.3
41-50	26.5
51-60	26.5
61 plus	14.3
Total	100.0

Few respondents were under 21 with most clients being over 40 years (67%).

3. How did you hear about SECASA?

	Percent
brochure	2.0
professional	26.5
media	8.2
friend	22.4
SECASA website	26.5
other	14.3
Total	100.0

Clients described what they meant by "Other" and included police (4), solicitor (1), telephone book (1), and DHS (1). Some clients ticked the several categories including the 'other' category as well. I suggest that police should be included in the list in future.

4. Which SECASA site did you attend?

	Percent
Crisis Care unit	4.3
Moorabbin	30.4
Dandenong	10.9
Seaford	13.5
St Kilda	26.1
Cranbourne	15.2
Total	100.0

Three clients did not fill out the site section of the evaluation. They were all from the 2012-2013 groups. The results in the table would suggest that some sites are not encouraging the use of the evaluations for clients. This might need to be addressed.

5. How easy was it for you to access the SECASA site you visited? (n=43)

Access	Very easy %	Quite easy %	Quite difficult %	Very difficult %
Transport	84.8	13.0	2.2	0
Easy to find	85.7	14.3	0	0
Physical access to the building	87.5	10.4	2.1	0

This question was included evaluations for each of the three years. Clients commented that they would prefer it if all sites were near a railway station.

6. Question: Are you a victim / survivor of any of the following? (any relevant boxes)

Survivor / victim category	%
Recent sexual assault	10
Recent family violence	14
Sexual assault or family violence more than 2 years	43
Childhood sexual assault when you were less than 18 years)	65
A parent / care giver of an ADULT victim / survivor	6
A parent / care giver of a CHILD victim / survivor	6
A partner / friend of a victim / survivor	4
A parent / care giver of a child or young person with a problematic sexual behaviours	4
Other (please specify)	6

Many people wrote that they were a victim of more than one type of sexual assault, i.e. they ticked more than one category out the list. For this reason the percentages add up to more than 100%. Some ticked three categories. Someone was the partner of a perpetrator and another person wrote that he had been forced to watch sexually explicit pornography material as a child.

7. Have you attended a sexual assault or family violence counselling service before?

Prior service	Percent
Yes	33.3
No	66.7
Total	100.0

This question was included in all of the evaluations. Many of those who had attended a family violence counselling service before had done so interstate. Some had been to victims of crime.

8. Why did you choose SECASA as the service to seek help? Tick

Reason	Percentage
It was recommended to me by someone	82.6
It was the closest geographically to me	21.7
I had sought help elsewhere but was not happy with the service	18.2
I had heard positive things about the services that SECASA provided	19.0
Total	

Only those who completed 2014 evaluations were asked this question. Some clients ticked more than one box hence the percentage column adds up to more than 100%. Clients who completed the evaluation prior to 2014 were not asked this question.

9. How emotionally safe did you feel while you were at SECASA? Tick

Level of safety	Percent
very safe	89.1
Safe	8.7
Unsafe	0
Very unsafe	2.2
Total	100.0

While some clients reported they felt safe after they had attended some sessions, they reported that they felt emotionally unsafe at first. Some provided reasons for not always feeling safe around such issues as:

- I never feel safe.
- I was afraid when there were men in the waiting area.
- I was afraid that my records were not completely confidential.
- I was afraid I might have to face things I didn't want to face.
- I needed to build up trust and emotional steadying.

Note: These are not verbatim comment but edited back.

10. How satisfied are you with the support / services that SECASA provided

Satisfaction level	Percent
very satisfied	90.0
satisfied	6.7
fairly unsatisfied	3.3
Very unsatisfied	0
Total	100.0

Those clients who filled out evaluations in 2012 and 2013 were not asked this question. Only one person who did fill out this question said that he was fairly unsatisfied. No-one said they were very unsatisfied. The reason given by the client who said he was fairly unsatisfied was:

*I accept that 'recovering' is impossible and an unrealistic goal. I will always be the dysfunctional, introverted loser I have been since that one frightening experience.
(#34 -Male aged, 61 or over)*

A large proportion of the clients wrote underneath this question details about the type and quality of the support they received from the counsellors. They were immensely grateful and full of praise for the counsellors. SECASA should be very pleased with this level of satisfaction. It is worth reporting.

The counsellor (named) was my guiding light in a very choppy storm (#44 female aged 41-50)

11. Has the way that you view or think about sexual assault or family violence changed as a result of the support you have received from SECASA?

Changed View	Percent
Yes	76.3
No	23.7
Total	100.0

It would have been helpful if we knew why clients wrote 'no' but no comments were supplied. Some of clients who ticked 'yes' explained how their views had changed. The things included in their responses were:

- No longer suicidal,
- More positive about myself
- Able to move forward
- No longer feel trapped
- Higher self esteem clearer thinking and goals
- Pursue education\
- Better able to look after and protect my children
- Able to better support partner
- Feel more confident
- More aware of manipulation
- Become stronger
- Able to leave past behind
- Feel happier and safer
- Make sense of my feelings
- Able to manage feelings better
- Being able to move on (*Many wrote this*)
- No longer think family violence / abuse is normal
- Manage and overcome my anger
- I now know sexual assault if a form of family violence
- Love of oneself I own my own body now
- I don't have to be ashamed or embarrassed
- No longer powerless
- Not my fault

Clients wrote:

Being able to recover, I thought I never would, It does get easier every day. Though I still think of it weekly. Knowing that I will recover and the reinforcement of that from my counsellor was important. (#9 – Female, aged 21-25)

It was not my fault and I can rise above who I became after 22 years of abuse. It has helped me take suicide off the table as a solution. It has helped me grow as a person (#1 - Female aged 26-30)

I realise I was a victim not a problem (#40, male aged 41-50)

There were many aspects of abuse (i.e. emotional & psychological) I was not fully aware of, and the patterns of abuse, I used to think it was just me, now I know it's not. (#43, Female aged 51-60)

12. In which of the following ways have the services provided by SECASA helped you? You my tick as many boxes as appropriate).

Been Helped	%
I am emotionally stronger now	86.1
I am in better shape physically now	26.3
I am more socially confident now	63.6
I have more contact with family or friends now	33.3
I don't blame myself for what happened now	77.3
I feel like I have some control over my life now	85.7
Other (please describe)	71.1

Those who did evaluations in 2012 and 2013 were not asked these questions. Some made comments and these have been included if the comments matched to category. There are two items that received few 'Yes' responses, i.e., "I have more contact with family or friends now." (33%), and "I am in better shape physically now" (26%). It may be worth SECASA thinking about ways in which they may be able to assist to a greater degree in these two areas.

There were many ways that clients were assisted in addition to those in the list in the table above. Almost three quarters of the clients wrote in the open ended section. They included:

- Not alone any more
- Able to study now
- Able to hold down a job
- Better understanding of self and context of trauma
- Better able to put boundaries in place
- Acceptance and ability to move on
- Ability to recognise triggers in myself
- Able to sleep better
- Helped to stay on track
- No longer suicidal
- I am not alone

'Every person has the right to feel respected. It changed my idea, belief in myself that I have always felt like I was better off dead. Not anymore.' (#44 female aged 41-50)

It has given me different strategies and more insight into where I fit in . . . I was asked what outcome I wanted in the first session. I said I wanted to reshape my life to live more freely

*and fully. I am now well on my way. I wanted to experience more peace in my hear tand mind
(#46 female aged 51-60)*

Some of these could be included in the check list in a revised evaluation for 2016.

13. As a result of the support / services provided by SECASA do you feel more confident about managing your life?

Over nine in ten respondents (92%) said that they felt more confident about managing their life as a result of SECASA. This result is quite remarkable. This questions was only included in the 2014 evaluation from but a similar question was asked in some of the earlier versions so these were included.

I am happier – stabler. I am a work in progress. Looking good ... I am able to show my son affection and know that it is Ok and not dirty and I can touch him. I can be present for my child and that's the best gift you have given me. (#44 female aged 41-50)

14. To what extent do you think that the support / services provided to you by SECASA have helped you deal with the trauma or incident that brought you to seek SECASA's assistance?

	Percent
helped a lot	91.7
helped somewhat	8.3
I am about the same as when I came	0
I am less able to deal with it now	0
Total	100.0

This is an outstanding result and validates the work of the SECASA staff. Clients wrote a great deal of comments about how competent and caring they found the staff at SECASA and wrote about how much they appreciated their support.

Although I haven't finished I can now see light. The counsellor helped me by building up my self confidence and giving me coping skills. She never put me down. Before I came here I was in denial letting go off codeine and remembering everything was scary – so scary but she picked me up, got me stable within myself, led me on until I know I can face it, and get rhough it. (#44 female aged 41-50)

The questions “Was there anything you particularly disliked about the session or service?” and “Do you have any comments / suggestions for improvement?” were not asked in the 2014 evaluation. They need to be added. While most clients were full of praise and were very grateful for the help

they received some made suggestions about how the service could be improved. Their suggestions include:

- Have same person running or attending as the counselling to group session each week.
- Talking about things the counsellor wanted to address, more opportunity to address own pressing issues
- Returning phone call promptly
- Lessen the 'Maleophobic' attitude of some counsellors
- Don't have male and females waiting in same area
- Have proper waiting area
- OH&S concern if the security metal door was blocked and unable to get out the door there is no other way out of the building
- Open facility after hours – no good for full time workers at present
- Greater access to experiential / interactive creative art therapy
- More groups
- Some counsellors at Frankston were not empathetic and caring but often condescending.

NOTE: THERE ARE MANY OTHER COMMENTS THAT WOULD BE USEFUL TO INCLUDE. THIS IS BEYOND THE SCOPE OF THIS PRELIMINARY REPORT

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