

# POINT IN TIME SURVEY (PIT)

2021

## **ACKNOWLEDGEMENT OF COUNTRY**

Sacred Heart Mission acknowledges the Traditional Owners of the land on which we operate. We pay our respects to them, their culture and their Elders past and present. We acknowledge that sovereignty was never ceded. Sacred Heart Mission commits to providing accessible and culturally appropriate services to Aboriginal and Torres Strait Islander people

## **ABOUT SACRED HEART MISSION**

At Sacred Heart Mission, we work with people whose capacity to participate fully in community life is affected by trauma, deep, persistent disadvantage and social exclusion.

Our vision is of an inclusive, fair and compassionate community that enables people to overcome disadvantage and realise their full potential.

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# “YOU DON’T FEEL ALONE... YOU’RE PART OF SOMETHING.”

In April 2021, 85 Sacred Heart Mission clients across three sites participated in a Point in Time (PIT) Survey to give feedback on our services and tell us more about who they are.

The Point in Time (PIT) survey is designed to collect information from people accessing the Engagement Hubs or accommodation with supports – who they are, what they are experiencing and how their needs are being met at SHM, or where some of the gaps might be. This is part of the commitment at Sacred Heart Mission to systematic measurement, as people accessing the Engagement Hubs or in supported accommodation may not be represented if they are not receiving case management at SHM.

In this year’s survey, most respondents (85%) agreed that coming to Sacred Heart Mission ‘definitely’ or ‘somewhat’ made a positive change in their lives. Across the open-text answers, 96% of respondents made at least one positive comment.

*NOTE: This information should not be taken to be representative of the characteristics of clients at the survey sites, but rather should be used to highlight who feedback was received from. This was the first time the survey was conducted since the COVID-19 pandemic commenced.*



# WHO WE HEARD FROM

- Male – 75%, Female – 22%, Non-binary – 1%, Transgender – 1%
- Aged 55 or over – 64% (median age of 59 years)
- Born in Australia – 63%
- Identify as Aboriginal and/or Torres Strait Islander – 5%
- Identify as having a disability, chronic disease or illness and/or mental health condition – 76%
- Nearly half of respondents have been accessing SHM services for 6+ years (48%), and only 15% for 6 months or less.
- The survey was conducted at three sites; Sacred Heart Central (73 surveys), Rooming House Plus Program (8 surveys) and Bethlehem Community (4 surveys)
- A majority of respondents ‘strongly agreed’ or ‘agreed’ they received the elements of Trauma Informed Care.

SHM is understanding of my situation or what I am going through

**82%**

I feel safe when I access SHM

**81%**

Coming to SHM helps me believe my situation will improve

**73%**

SHM encourages me to think about my strengths and how I can use them

**57%**

I have been assisted to access other services

**59%**



# WHAT WE LEARNT

## Connection has been impacted by Covid-19 and we are called to reopen

Of those respondents at SH Central who have comments, **24% asked for the re-opening of dining hall or activities or told us of losing important social connections from these closures.**

*When I come, I meet people. I have made friends here. I don't see them much anymore. I wish I could sit with them again. [...] I wish they would open the dining hall.*

*Before Covid-19, I liked eating in the dining room, not only meals but also meeting people.*

*I used to come for the social connection. After the choir we used to have a coffee together - I used to go to swimming on Fridays, it was very good.*

*Re-start the programs and community connections after covid-19 lockdown.*

*I value the support, connection and contact when things were running, the meals and women's house, when it was open, the wellness center.*

## SOCIAL GROUPS AND ACTIVITIES RESPONDENTS ARE INTERESTED IN RETURNING TO OR STARTING...

- Swimming pool
- Short story writing group
- Reading group
- Singles group
- The band
- Computer access
- Volunteering
- Opportunities to connect with nature



## **We are often welcoming and friendly, and this can help people feel and be supported**

**Of all respondents who gave comments, 56% mentioned feeling welcome, having a sense of community, friendly staff or making friends.** Some respondents described how this provides a pathway to support and results indicate that this is important for a sense of safety.

*[People are] treated respectfully, which helps one's self esteem. The professionalism of the staff and the caring nature.*

*[I value] the fact that everybody is non-judgemental and that there's always someone available for a chat.*

*People are here to listen and care; they understand and see the struggles of people that come here.*

*[I value] the support: people listen, you feed us, everything it is awesome. It is hard to described how good it is. It saved my life.*

*You don't feel alone... you're a part of something.*

*They're trying to help everybody... nobody is left out.*

## **Meals are important for food and connection**

**Of all respondents who gave comments, 52% mentioned meals.** It's not just a matter of taste and gathering together. While these did matter, respondents also told us of the importance of accessing food to them, including for their health.

*The food has saved my life.*

*Just having a full belly takes the pressure and stress off.*

*This [having a meal] was a god send when I was unemployed.*

*The meals are always good, but they are secondary to the people.*

*[I value] not just the food. I appreciate the kind staff, a smile, to know that we're not alone.*

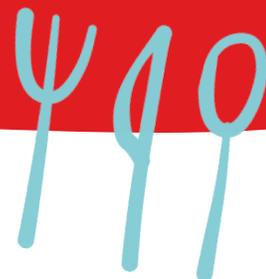
### **IDEAS FOR BEING MORE WELCOMING, FRIENDLY AND SUPPORTIVE**

- More female staff including female security guards
- Share information when things change
- Help more people so they don't miss out



### **SUGGESTIONS FOR MEALS**

- Share information when things change
- More vegetables and healthy items
- Longer or evening hours
- Keep takeaway as an option



## **We enable health and health-seeking behavior**

**Of all respondents who gave comments, 23% told us there were health benefits from the services offered.** This was from provision of health services, making it more appealing to access health services in a friendly and familiar place and reducing barriers that may be posed through paperwork and eligibility.

*I felt lost and in a bad way and even just chatting to people has been great... I can walk because of the services they recommended.*

*I wouldn't be walking and mobile without their help [at the chiropractor and health services]; they literally saved my life.*

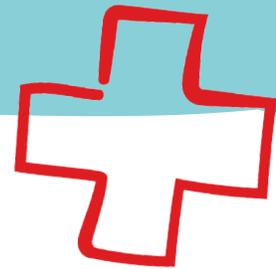
*The Wellbeing Program has not just transformed me, but it's saved me. I can't thank [staff] enough.*

*I know that you are always open, even in the holidays. I know I can come and have a feed. [I can access services although] I don't have Medicare.*

*Being in a community... I already know I'll improve my health here and be able to study again... I am also looking forward to doing meditation.*

### **WAYS RESPONDENTS SAID WE COULD FURTHER SUPPORT PEOPLE'S HEALTH**

- Re-open the showers
- Ensure medication can be accessed on time



**THANK YOU TO EVERYBODY WHO PARTICIPATED IN OUR SURVEY AT SACRED HEART CENTRAL, BETHLEHEM COMMUNITY & ROOMING HOUSE PLUS**



## **CONTACT US**

87 Grey Street, St Kilda 3182

03 9537 1166

[info@sacredheartmission.org](mailto:info@sacredheartmission.org)

[www.sacredheartmission.org](http://www.sacredheartmission.org)

**ABN 62 843 874 179**