

WHISE Stakeholder Survey

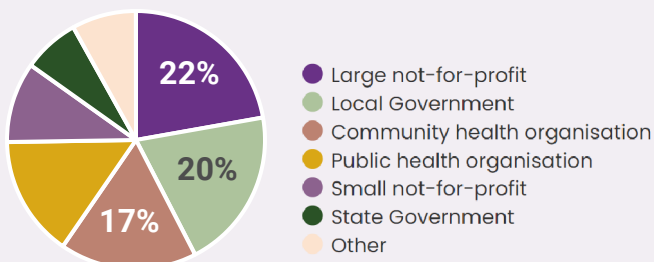
Evaluation Snapshot

WHISE values partnerships with organisations and individuals in the Southern Metropolitan Region. Through Community of Practice groups, Steering Committees, working groups, and consultations, WHISE is informed and strengthened by these collaborations. In 2019, WHISE began purposefully collecting feedback from partners to better understand their needs and support women, young girls, and gender diverse people in our region, launching the first annual Stakeholder Engagement and Impact Survey. This survey has been repeated annually to gather insights from our stakeholders. The responses to this year's survey will inform WHISE's priorities and advocacy efforts over the next 12 to 18 months. This snapshot provides a summary and discussion of the results from the 2023 Stakeholder Engagement and Impact Survey.

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This year, 41 people participated, marking a 24% decrease from 2022 and a 55% decrease from 2021. We believe this decline may be due to the survey being conducted later in the year during a busier period for our partners.

WHO PARTICIPATED?



Community Wellbeing Officer
Grants Officer
HR Head Advocate
Volunteer Policy Officer Social Worker
Positive Aging Officer
Playgroup Development Officer
Gender Impact Advisor Community Development

FEEDBACK

Respondents were asked whether there were any specific feedback, concerns or questions that they would like to provide concerning our practices, services, and work, with nine people responding to the question.

The comments included general positive feedback:



It's always a pleasure working with the WHISE team, and I look forward to continuing to build the collaboration and partnership across Southern Melbourne.



I attended the WHISE Better Together conference in August and that was a fantastic day to hear from a range of speakers on different topics.

AREAS FOR IMPROVEMENT

While the survey results are encouraging, they also reveal areas for growth. One key area is the **need to more clearly communicate WHISE's role and services**. For instance, some respondents suggested financial management services, which are outside our primary prevention and health promotion focus. This highlights a broader misunderstanding that often extends to other women's health services as well.

KEY FINDINGS

- The primary motivation for working with WHISE is a **strong belief in our goals and values**.
- WHISE achieved a **Net Promoter Score (NPS) of 32**, which aligns with the global average.
- Stakeholders frequently described WHISE as **supportive, empowering, inclusive, and fostering positive relationships**.
- Stakeholders highlighted the **importance of intersectionality in preventing violence against women (PVAW), promoting gender equality, and addressing mental health issues**.

LOOKING FORWARD

WHISE will use these insights to enhance our engagement and effectiveness. We remain committed to our mission of supporting and empowering our community and look forward to continuing our collaborative efforts with you.