

Yarning places survey results and recommendations

The Australian Indigenous HealthInfoNet conducted a survey of the Australian Indigenous yarning places from 2 to 28 July 2012. The aim of the survey was to determine whether the yarning places were meeting the needs of users and to gain feedback on the design and usefulness of the yarning places.

Demographic information

- There were 185 people from a wide range of occupations who participated in the survey; the highest representation was from health workers and other health professionals.

Survey key facts

- Over half of the yarning place members have used the yarning places for more than one year (Figure 1).
- Most members access the yarning places on a weekly or monthly basis (Figure 2).
- The main reason people joined the yarning places was so that they could share, request and receive relevant information about conferences, jobs, events, etc.
- Most members (79%) indicated they would like to have planned group discussions with a guest professional, either on the yarning board or through the yarn now (instant chat) feature.

What members liked

- Overall, members were happy with the look and design of the yarning places.
- 75% of members reported using the new 'events' function.
- 87% of members thought the yarning places met or exceeded their expectations.
- Members thought that the different components of the yarning places (message stick, yarning board, etc.) were all important (Table 1).

Table 1 Percentage of members who thought the components were 'important' and 'very important'

Message stick	Yarning board	Mob members list	Yarn now	Events
85%	89%	74%	52%	89%

Improvements suggested by members, and what we are doing about them

Many members took the time to give us specific, written feedback. While we can't always implement all requests, we try to respond whenever we can. Here are some members' comments from the survey. (*The HealthInfoNet responses are in italics.*)

- 'Should be part of the orientation at all Community controlled jobs, and all Indigenous government positions'.

The HealthInfoNet is currently running workshops across WA and training people on how to join and use the yarning places for their work.

Figure 1 How long members have used the yarning places

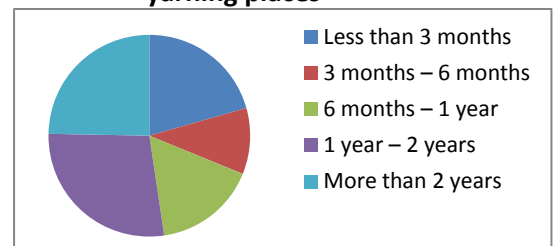
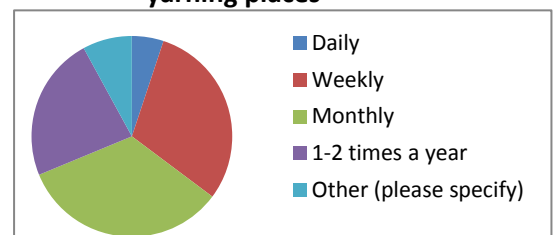


Figure 2 How often members use the yarning places



- 'Include visual resources like videos to help users to use/navigate the yarnning places. Also include a short bulleted list that users could download as a step-by-step guide.'

The team at the HealthInfoNet will be creating some 'helpful tips' videos on how to use the yarnning places – we'll be letting you know about them on the yarnning places when they're ready. We already have some step-by-step written guides on how to use the yarnning places; you can find them on our help page (<http://www.yarning.org.au/pages/Help>).

- 'I appreciate your efforts, but the format of the yarnning e-mails are not that reader-friendly. I'd suggest giving them a face-lift'; 'My only suggestion is to improve the layout and 'look' of email messages received so they are more engaging to the reader'

Those are great suggestions! We are now looking at ways of updating the format of the message-stick emails.

- 'An unsubscribe option to individual posts on the yarnning board would be an improvement'

If you aren't interested in one of the posts on the yarnning board, you can click on 'stop watching topic' – this will stop any alerts coming to you for this post.

You can also change the notification setting in your profile to control how much or how little information you get; you can see the step-by-step instructions on how to do this on our yarnning place help page (<http://www.yarning.org.au/pages/Help#notifications>).

- 'Include where people are from in their profile.'

We are looking at ways of implementing this suggestion, while still allowing people the privacy they want.

- A lot of members wanted more activity on the yarnning places.

We will continue to try to find ways to stimulate conversations – we have had some great suggestions from this survey that we hope to try out in the coming year. If you have ideas of how we can do this, please let us know by emailing us (healthinonet.web@ecu.edu.au) – we'd love to hear from you.

Also, make sure you log in and share your information and experiences regularly!

Congratulations to Nita Sharp from the Children's Nutrition Research Centre at the University of Queensland who won our survey prize!