

Thanks to everyone who attended our Open House!

On the first Thursday of every month, we hold an open house between 12pm and 1pm. This is open to all members to attend. Prospective members and community organisations, as well as businesses who support us, are also welcome to attend. There is always a BBQ lunch catered for everyone. It is a great way to form new connections!

The next Open House is on Thursday, 2 May!



L-R: Ashi and Coby

Above L:R: Zach and Jason

Come Join Us for Cooking and Baking Sessions!

There is now significant research suggesting that cooking can help to relieve poor mental wellbeing by promoting positive activity, increasing confidence, increasing goal-oriented actions, and motivating people to take an active role in their recovery (Farmer & Cotter, 2021; Güler & Haseki, 2021; Whalen, 2014; Rees, 2022; Rees, Lo, et al, 2022).

Come join us for a session and meet some new members!



L:R: Ashi, Teddy and Ethan



Cooking
Every Monday and
Friday
10am – 12:30pm



Baking
Every Wednesday
10am – 12:30pm



The Gardens are Looking Awesome!

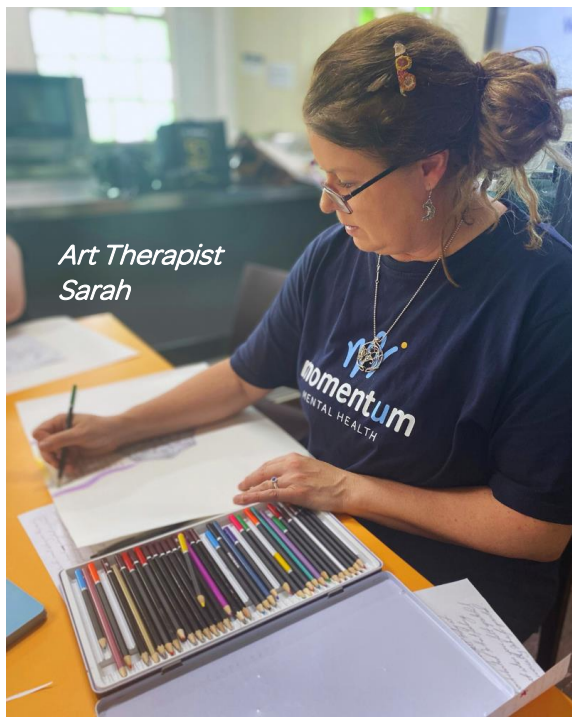
You may have noticed our new raised flower beds outside. The flowers are loving the weather, and we would love you to come and experience getting closer to nature!



Gardening
Every Thursday
10am – 12pm

Our Wellbeing Coach Ashi loves nature and is happy to introduce you to the world of flowers.





Art Therapist
Sarah

Our most popular sessions at Momentum this year have been our Art therapy sessions. Come join qualified Art therapist Sarah Hazelhurst!



**Art Therapy
Every Tuesday
1:30pm-3:30pm**



**Art Therapy Basics
Every Thursday
9:30am – 11:30am**

Member Feedback, Compliments and Complaints

We love getting feedback from members so that we can continually improve our services. We have a number of ways that you can tell us what you think:

- Feedback to Action meeting every month on the first Thursday of the month from 11:30am to Noon.
- Member Satisfaction Survey: This survey tells us how well you rate the services we are providing on the whole. We use your ratings to review our programs and try to better meet your needs.
- Complaints, Compliments and Feedback Form: This form is designed if you have a more specific piece of feedback for us. For example, to draw our attention to a staff member who did something great, or feedback on how we can improve. It can also be used if there is a specific example of something we did not do well.

Both of these forms are available electronically or in paper form at the Momentum main building. Our Wellbeing Coaches can assist you with completing the forms if you need them.

Member Satisfaction Survey



Compliment and Complaint Form



Member Satisfaction Survey Feedback From March

Member Satisfaction Survey Results March 2024 n=10



Member NPS March 24
20 FYTD 51

Promoters (9-10) = 77%
Passives (7-8) = 23%
Detractors (1-6) = 0%

NET PROMOTER SCORE



On a scale of 1 to 10, how much has your wellbeing improved since being at Momentum?



How likely are you to recommend Momentum to a friend or colleague?

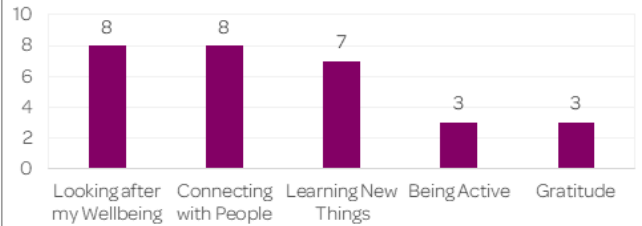
50% of members rated Momentum >8 out of 10

How do you rate the service you get from Momentum?

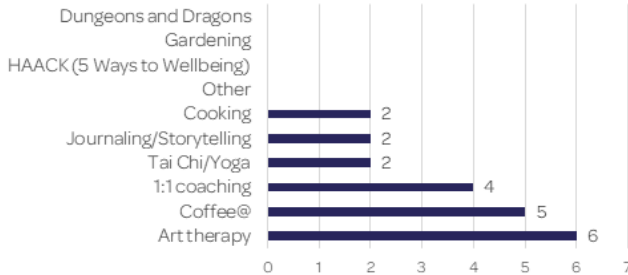


50% of members rated Momentum's service >8 out of 10

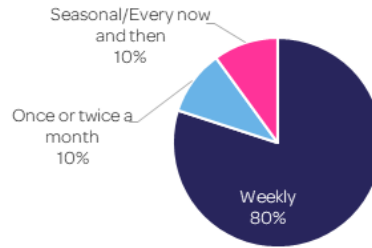
What are the most valuable things Momentum provides for you?



What programs do you attend at Momentum?
(Number of responses)

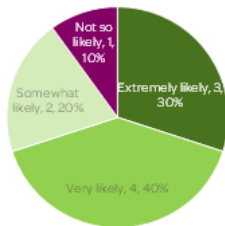


How often members attend Momentum



80% of members attended momentum at least weekly

How likely are you to continue to come to Momentum in the future?

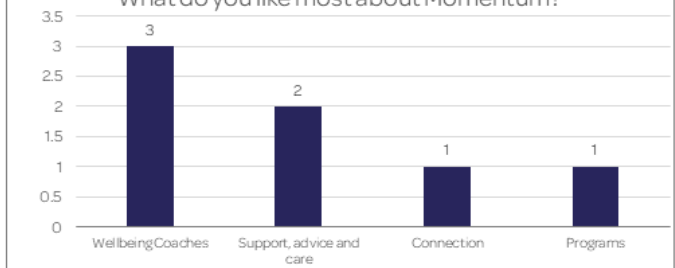


70% of members are extremely or very likely to continue to use Momentum in the future

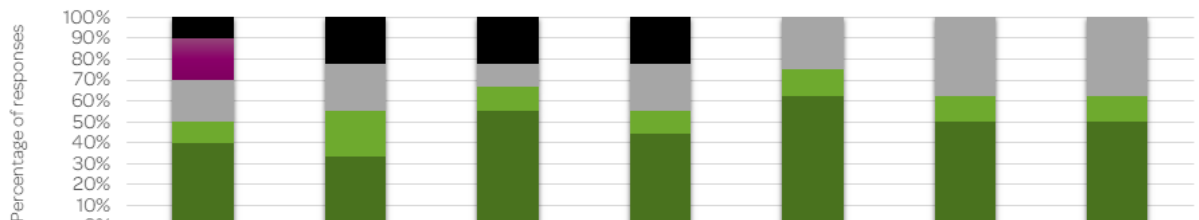
Member Satisfaction Survey Results March 2024 n=10



What do you like most about Momentum?



Satisfaction With Our Services - March 2024



























	Reliability	Ease of use	Staff friendliness	Support	Working towards achieving your goals	Program variety	Program accessibility
Extremely Dissatisfied	1	2	2	2		0	
Dissatisfied	2						
Neutral	2	2	1	2	2	3	3
Satisfied	1	2	1	1	1	1	1
Extremely satisfied	4	3	5	4	5	4	4

Our Programs in April (in English and Symbols)

Momentum Mental Health - What's On APRIL 2024

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1  Public Holiday	2 Journaling & Storytelling 9:30am - 11:30am Tai Chi 11:30am - 12 noon Art Therapy 1:30pm - 3:30 pm	3 Yoga 9:30am - 10:30am at Heights Community Centre Baking 10am - 12:30pm Meditation 2:30pm - 4pm	4 Open House BBQ 12noon - 1pm Feedback 2 Action Meeting 11:30 - 12pm Art Therapy Basics 9:30am - 11:30am Gardening 10:00am - 12:00pm Journaling & Storytelling Basics 1:30pm - 3:30pm	5 Cooking 10am - 12:30pm Coffee @ 1:00pm - 2:30pm
8 HAACK Your Wellbeing 10am - 12noon 5 Ways to Wellbeing Cooking for Tony's Kitchen 10am - 12:30pm NEW Sound Bathing 1pm - 2pm AT LIBRARY	9 Journaling & Storytelling 9:30am - 11:30am Tai Chi 11:30am - 12 noon Art Therapy 1:30pm - 3:30 pm	10 Yoga 9:30am - 10:30am at Heights Community Centre Baking 10am - 12:30pm Dungeons and Dragons 1:00pm - 4:00pm AT LIBRARY Hope Brewed Here Members Afternoon Tea 2pm - 3pm	11 Art Therapy Basics 9:30am - 11:30am Gardening 10:00am - 12:00pm Journaling & Storytelling Basics 1:30pm - 3:30pm	12 Cooking 10am - 12:30pm Momentum Mental Health Book Club 1:30pm - 2:30pm
15 HAACK Your Wellbeing 10am - 12noon Life Goals Cooking for Tony's Kitchen 10am - 12:30pm	16 Journaling & Storytelling 9:30am - 11:30am Tai Chi 11:30am - 12 noon Art Therapy 1:30pm - 3:30 pm	17 Yoga 9:30am - 10:30am at Heights Community Centre Baking 10am - 12:30pm Basic Macrame 12:30pm - 2:30pm Meditation 2:30pm - 4pm	18 Art Therapy Basics 9:30am - 11:30am Gardening 10:00am - 12:00pm Journaling & Storytelling Basics 1:30pm - 3:30pm	19  Public Holiday
22 HAACK Your Wellbeing 10am - 12noon Resources Cooking for Tony's Kitchen 10am - 12:30pm Sound Bathing 1pm - 2pm AT LIBRARY	23 Journaling & Storytelling 9:30am - 11:30am Tai Chi 11:30am - 12 noon Art Therapy 1:30pm - 3:30 pm	24 Yoga 9:30am - 10:30am at Heights Community Centre Baking 10am - 12:30pm Dungeons and Dragons 1:00pm - 4:00pm AT LIBRARY Hope Brewed Here Members Afternoon Tea 2pm - 3pm	25  Public Holiday	26 Cooking 10am - 12:30pm Momentum Mental Health Book Club 1:30pm - 2:30pm
29 HAACK Your Wellbeing 10am - 12noon Rituals and Routines Cooking for Tony's Kitchen 10am - 12:30pm NEW Trivia 1:30pm - 3:30 pm	30 Journaling & Storytelling 9:30am - 11:30am Tai Chi 11:30am - 12 noon Art Therapy 1:30pm - 3:30 pm			

Momentum Mental Health - What's On APRIL 2024

Monday	Tuesday	Wednesday	Thursday	Friday
1  Public Holiday	2    9:30am - 11:30am 11:30am - 12pm 1:30pm - 3:30pm	3    2:30pm - 4pm 10am - 12:30pm 9:30am - 10:30am	4   Feedback to Action meeting 11:30am - Noon Open House BBQ Noon - 1pm 10am - 12pm 9:30am - 11:30am	5   10am - 12pm 1pm - 2:30pm
8   10am - 12noon 1pm - 2pm  10am - 12:30pm	9    9:30am - 11:30am 11:30am - 12pm 1:30pm - 3:30pm	10     10am - 12:30pm 2pm - 3pm 1pm - 4pm 9:30am - 10:30am	11    1:30pm - 3:30pm 9:30am - 11:30am 10am - 12pm	12   1:30pm - 2:30pm 10am - 12:30pm
15   10am - 12noon 10am - 12:30pm	16    9:30am - 11:30am 11:30am - 12pm 1:30pm - 3:30pm	17    10am - 12:30pm 12:30am - 2:30pm 9:30am - 10:30am 2:30pm - 4pm	18    9:30am - 11:30pm 1:30pm - 3:30pm 10am - 12pm	19  Public Holiday
22   10am - 12noon 1pm - 2pm  10am - 12:30pm	23    9:30am - 11:30am 11:30am - 12pm 1:30pm - 3:30pm	24     10am - 12:30pm 2pm - 3pm 1pm - 4pm 9:30am - 10:30am	25  Public Holiday	26   10am - 12:30pm 1:30pm - 2:30pm
29   10am - 12noon TRIVIA 1:30pm - 3:30pm  10am - 12:30pm	30    9:30am - 11:30am 11:30am - 12pm 1:30pm - 3:30pm			

New Momentum Programs You Can Join!

Following feedback, we have established several new programs for members.



Book Club

Reading and books are great for improving mental wellbeing. This session is part of the “keep learning” component of our 5 Ways to Wellbeing

Every second Friday
1:30pm – 2:20pm



Meditation

Meditation can benefit us physically, by decreasing blood pressure and increasing our immune system and energy levels.

Every second
Wednesday
2:30pm – 4pm



Sound bathing

Sound bathing allows you to access a space of deep rest and even deep relaxation. It decreases tension, anxiety and negative moods.

Every second Monday
At THE LIBRARY
1pm-2pm



Trivia

Flex those general knowledge muscles and learn something new by joining us for Trivia!

Last Monday of
the month
1:30pm

If you would like to contribute in the next edition of this newsletter, please complete the online form!

<https://forms.office.com/r/tPxXNjhPwa>

