

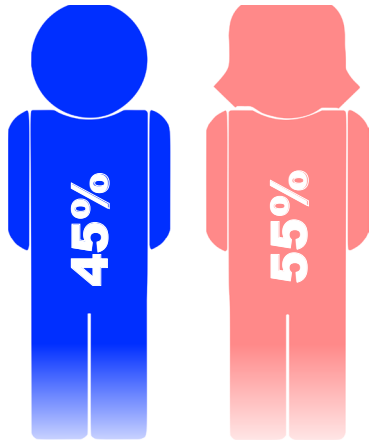


Client Satisfaction Survey

Hinengaro Mental Health

2018

**36% identify as Māori 46% as NZ European,
9% as Cook Island Māori, 9% as Other**



45% of Te Korowai Hauora o Hauraki Hinengaro clients identified as being male

55% identified as being female

100% of clients are happy "overall" with Hinengaro services

Professional Service/ Confidentiality and Convenience:

rated equally important followed equally by:

- Location, Quality of Service & Availability of Appointments

100% would recommend Hinengaro services to others

9% of our clients are 66 plus

9% are between 56-65

28% are between 46-55

18% are between 36-45

18% are between 17-24

18% are between 0-16

Te Korowai Hauora o Hauraki also offers a range of other services through its Hinengaro Mental Health arms. Of the 11 clients who participated in our survey, the following indicated their use of our Hinengaro Mental Health Services, including:

<i>Vocational Services</i>	7
<i>Infant And Adolescent Mental Health Services (ICAMHS)</i>	3
<i>Adult Counselling Service</i>	2
<i>Support/Tautoko/Advocacy</i>	1

100% believe Hinengaro staff follow the holistic principles of *Te Whare Tapa Whā*, treating the "whole person" and not just the symptoms

Thankyou to our clients who kindly took the time to complete this survey.

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Te Korowai Hauora o Hauraki Hinengaro Mental health clients completed this Client Satisfaction Survey between Nov-Dec 2018

SERVICE, and WELCOME received

100%

36.3% receive services in Thames

27% in Paeroa
18.1% in Te Aroha
9% in Waihi
9.6% in Whangamatā

Use of Service
0-6 months - 27%
6-12 months 46%
2 years plus - 27%