

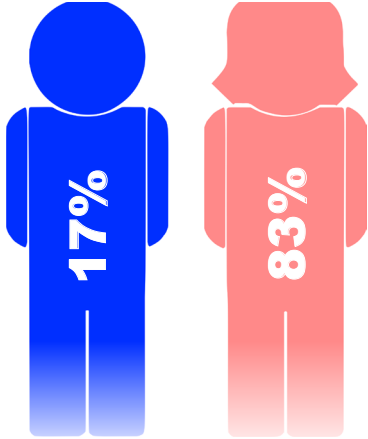


Client Satisfaction Survey

Oranga o te Tangata Public Health

2018

83% identify as Māori **17% as NZ European**



83% of Te Korowai Hauora o Hauraki Oranga o te Tangata clients identified as being female

17% identified as being male

Convenience

rated most important followed by:

- Consistency of Staff & Ability to access multiple services; Professional Service/Confidentiality & Location
- Quality of Service & Availability of Appointments

100%

of OTT clients, rated our Service, Welcome, Promptness for answering Queries, and Timing/Availability of Appointments as Excellent, Very Good or Good

25% of our clients are aged over **65**
50% are between 17-35
17% are between 36-45
8% are between 46-55

Use of Services

Te Korowai Hauora o Hauraki also offers a range of other services through its Oranga o te Tangata arms. Of the 12 clients who participated in our survey, the following indicated their use of our Oranga o te Tangata health services, including:

Whānau Ora Navigator	54%
Disability Services Advocacy and Support (DIAS)	20%
Rongoa, Mirimiri, Traditional Healing	13%
Tamariki Ora Well Child	13%

100% would recommend Oranga o te Tangata services to others

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

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Te Korowai Hauora o Hauraki Oranga o te Tangata clients completed this **Client Satisfaction Survey** between September-December 2018

100% of clients are happy "overall" with Oranga o te Tangata services

33%

have been using OTT services for over 2 years

17% - 0-6 months

33% - 6-12 months

17% - 12-24 months

100% believe Oranga o te Tangata staff follow the holistic principles of Te Whare Tapa Whā, treating the "whole person" and not just the symptoms

