

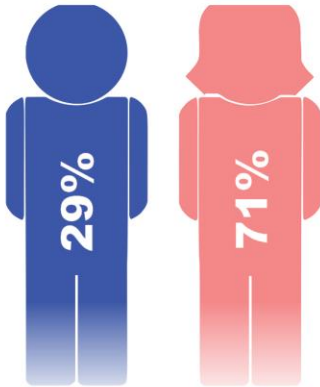


Client Satisfaction Survey

Hinengaro Mental Health

2017

45% identify as Māori 55% as NZ European



71% of Te Korowai Hauora o Hauraki Hinengaro clients identified as being female

29% identified as being male

97% of clients are happy "overall" with Hinengaro services

Quality of Service

rated most important

followed by:

- Consistency of staff
- Professional Service/ Confidentiality
- Availability of appointments
- Location
- Ability to access multiple services
- Convenience

100% would recommend Hinengaro services to others

16% of our clients are aged between 56-65

32% are between 46-55

19% are between 36-45

7% are between 25-35

7% are between 17-24

19% are between 0-16

Use of Services

Child and Adolescent Mental Health Services	6%
Adult Counselling Services	19%
Drug and Alcohol Counselling	23%
Maternal Mental Health	16%
Youth INTact - Rangatahi Services	10%
Vocational Services	20%
Recovery Group Programmes	6%
Driver's Licence Support Group	6%

97% believe we answer queries promptly

97% are happy with the timing and accessibility to our services

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

31

of Te Korowai Hauora o Hauraki Hinengaro Mental health clients completed this **Client Satisfaction Survey** between July-August 2017

SERVICE and WELCOME received

100%

rated Excellent, Very Good or Good

49% receive services in Thames
19% in Paeroa
13% in Waihi
10% in Te Aroha
9% in Whitianga

100%

believe Hinengaro staff follow the holistic principles of

Te Whare Tapa Whā, treating the "whole person" and not just the symptoms