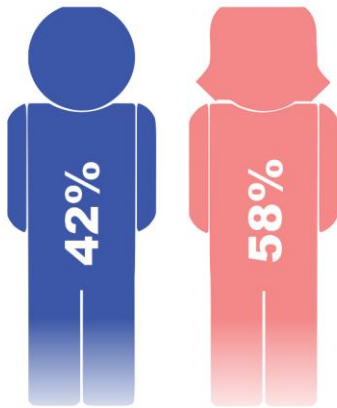




Client Satisfaction Survey

11% identify as Māori 87% as NZ European 2% as Other



58% of Home Assist clients identified as being female

42% identified as being male

100% are happy "overall" with Home Assist services

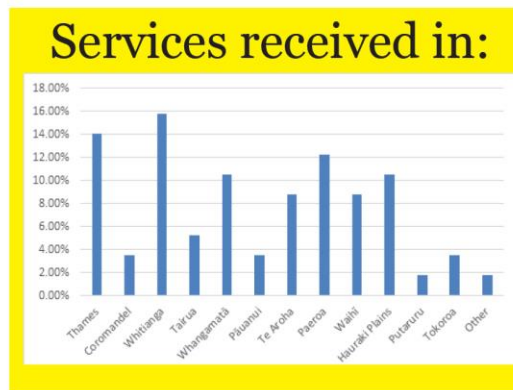
100% of clients believe the HOME ASSIST team follows the holistic principles of *Te Whare Tapa Whā* looking after the "whole person"

99% like their Individualised Service Plan

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

90% of our clients are aged **66 years** and over
9% are between **56-65**
1% are between **46-55**

62% of our clients have been using our services for 2 years and more
14% - 12-24 months
16% - 6-12 months
8% - under 6 months



Home Assist Services

100% of clients are happy with the following services:

- General communication methods
- Clarity of Information
- Respect for culture and values
- Overall satisfaction with
- Coordination of care

98% receive good response to queries

97% have good telephone access to coordinators

57

Home Assist clients completed this **Client Satisfaction Survey** in July-August 2017

100% would recommend HOME ASSIST services to others

100% of Clients rate their Support Workers *Excellent, Very Good or Good* for

- Introduction with client/their home and whānau
- *Punctuality & reliability*
- Personal presentation
- *Respect for client's home and property*
- Respect for client's culture and values
- *Understanding of client's needs and their Service Plan*
- Overall satisfaction with your Support Worker

* The statistics featured on this page are taken from the 57 clients who completed Te Korowai Hauora o Hauraki Home Assist Survey in July-Sept 2017