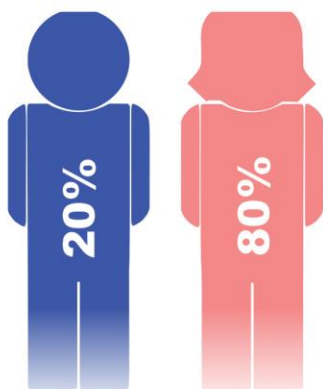




Client Satisfaction Survey

Oranga o te Tangata **2017**
Public Health

80% identify as Māori 20% as NZ European



80% of Te Korowai Hauora o Hauraki Oranga o te Tangata clients identified as being female

20% identified as being male

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

Location

rated most important
followed by:

- Convenience and Professional Service/ Confidentiality
- Ability to access multiple services; Quality of Service
- Consistency of Staff and Ability to Access Multiple Services
- Availability of appointments

60% of our clients are aged over **65**
20% are between 56-65
20% are between 36-45

Use of Services

Te Korowai Hauora o Hauraki also offers a range of other services through its Oranga o te Tangata arms. Of the 5 clients who participated in our survey, the following indicated their use of our Oranga o te Tangata health services, including:

Disability Services Advocacy and Support (DIAS)	50%
Oranga Wairua (Palliative Care)	40%
Kaiwhakaora	10%

5 of Te Korowai Hauora o Hauraki Oranga o te Tangata clients completed this **Client Satisfaction Survey** between July-August 2017

Services Received:

60% - Thames
40% - Paeroa

80%

- Promptness in answering queries
- Timing and availability of appointments to access services

100% would recommend Oranga o te Tangata services to others

100% for Service - Welcome
rated Excellent

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

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

