



Enliven Enhanced and Individualised Funding

Client Satisfaction Evaluation Summary

November 2020



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Conflict of Interest Declaration

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Enliven Individualised Funding

Individualised Funding (IF) supports clients with paying for and managing disability support services themselves. The funding can be used for personal care, household support, community involvement and activities, respite care, and items or programmes that support the management of a disability. IF clients are able to select their own support staff and receive their funding allocation annually instead of weekly, allowing them to spend money on significant items. Enliven also provides support around payroll, invoicing, support plans and contracts.

Enliven provides IF services to clients who are eligible to receive Home and Community Support Services or Respite Services, funded by the Ministry of Health. In the Bay of Plenty, this service is referred to as Enhanced Individualised Funding. This report refers to both as Individualised Funding.

Enliven evaluates its IF service through an annual, online, client survey. This report summarises the results of the 2020 survey.



"The main benefit of the Individualised Funding service for me is being able to send my daughter to holiday programmes or attend therapy sessions that provide me with respite, and benefit her at the same time. Something I could not afford otherwise".



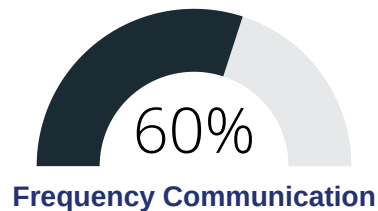
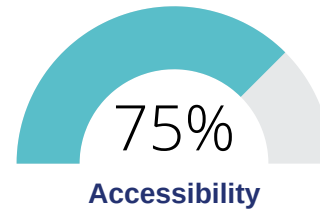
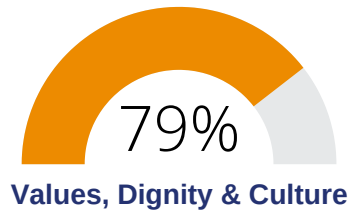
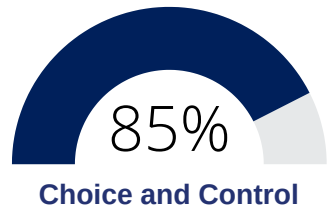
"The Individualised Funding service has meant that we are able to get funding to set up things at home, e.g., a climbing frame, to make our environment work in a variety of ways. The respite care is also appreciated."

1597

Individualised Funding clients were supported in 2020

"The Individualised Funding service has allowed us to have support that is tailored by us for our needs, not the providers".

IF Service Areas Percentage of Positive Feedback



Key Improvements

Clients shared areas where Enliven can improve the Individualised Funding service to better meet client needs.

Enliven have implemented the following based on this feedback:

- Design of a handbook that will make information about Individualised funding clear and accessible
- A review of current systems to identify how we can make processed simpler and easier for clients
- Regular emails with information about other organisations that clients can link in with



"I really like the fortnightly reminder emails about the funding payments. All emails are easy to follow and written in a format and language that is understandable".