

Statement of Service Performance

Vision

Tangata Ora O Te Whānau — A better life for everyone

Objectives

1. Strengthening support for whānau and individuals

2. Building resilient communities

3. Building organisational capabilities

Social Services

Health and Disability

Community Development

Organisational Development

Impacts / Outcomes

1.1. Increased direct support of whānau and individuals

1.2. Improved wellbeing for clients

1.3. Increased independent living of older people and people living with disability

2.1. Increased capacity of community members to support others

3.1. Improved staff engagement

3.2. Enhanced cultural competence

Outcome Indicators

Percentage of client needs met

Percentage of clients satisfied

Percentage of client goals achieved

Percentage of client needs met

Percentage of carers satisfied

Percentage of clients satisfied

Percentage of attendees satisfied

Percentage of attendees with improved skills (achieved learning goals)

Percentage of engaged (satisfied) employees

Percentage of staff with improved cultural competency

Output Indicators

Number of individuals and whānau supported through school-based interventions

Number of individuals and whānau supported to be safe from family violence

Number of group / individual trainings delivered

Number of individuals supported through Tele-counselling

Number of people supported through other interventions

Number of hours of care provided for home-based services

Average length of time for Enliven home based services

Number of people supported through Day Services & home-based support

Number of attendances at day services

Number of Individualised Funding clients supported

Number of community and presbytery collaboration initiatives

Number of organisations and individuals trained (Lifeline Connect, Shine FV Education)

Number of staff attended cultural competency trainings or events

