

How are We Measuring Up 2024 -2025

Nā Carol

Every year we offer a survey to people who choose our services to see how we are doing on our three quality measures. The alternative year, which is this year, we also ask for feedback on the top two things that are working well, not working and hopes for the future.

We had 76 people respond. We are pleased that again a high number reported positively on our first two quality measures.

On our third measure people reported increased confidence and feeling better about themselves as the highest aspect, followed by a better social life, learning new skills and improved living situation. This is great feedback because we focus on promoting a sense of wellbeing, social connectedness and increased independence and from these results we can see people having a sense of belonging.

The richness of personal stories about what is working, not working, and their future hopes gives us valuable insight into what is important to people who choose our service. We have shared a few people's feedback below.

QUALITY MEASURE ONE

93%

Reported 'yes' and 'mostly' that they were getting support as agreed

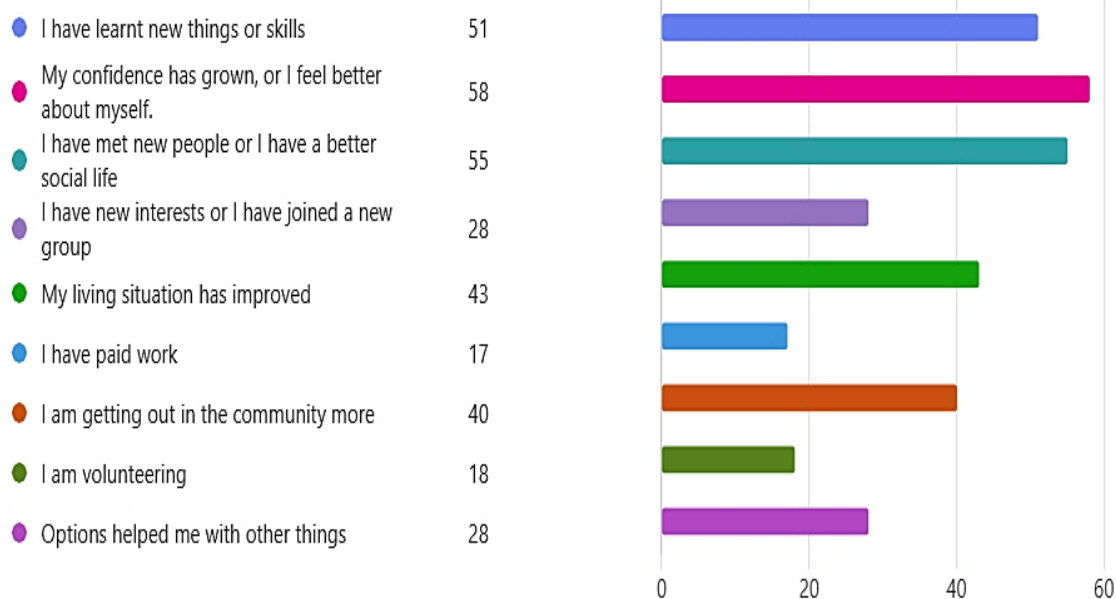
QUALITY MEASURE TWO

96%

Reported 'yes' that the support provided was helping them to do the things that were important to them.

QUALITY MEASURE THREE

Changes people said that Tautoko Options has helped them with



“Options has really helped me grow as a person and feel less alone with my challenges. Makes life feel so much less overwhelming, more doable!!”

“They support me to maintain good mental well-being and have someone to talk to outside my family

“My support worker floated the idea of me doing boxing. After much thought i decided to give it a go, one of the best decisions i have ever made.”

“I am more excited to cook for myself I am shopping at the supermarket more. They have helped me complete forms and helping with talking about my feelings when family not available”

What is Working Well for them

Independence 9/74 (12%)



Having own place, Catching Bus, or Taxi
("Having my own place and to cook my own food")
("Living independently in my own place")

What is not working



Support: 15/65 23%

- Late Support
- Different support when one is away bit stressful
- Not getting notified if someone away
- Support times

What people would like for their future



Support: 8/71 11%

"To have more funding available."
"My existing level of support to continue."

[Click here](#) What is working

[Click here](#) What is not working

[Click here](#) Future Hopes