



Hōhepa Canterbury

Whānau Satisfaction Report
Analysis and Results

October 2025

Global Research Ltd
For



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Executive Summary

Introduction

Hōhepa Canterbury is a Christchurch-based provider that supports over 200 people with intellectual disabilities. As a key part of maintaining their commitment to ensuring the voices of whānau are heard and respected, Global Research have been contracted to run a survey to gather whānau feedback and insights. Results have been organised into the following sections:

Overall satisfaction

Hōhepa support for whānau member

Hōhepa environment

Support staff/leadership

Overall engagement

Anthroposophy

Additional comments

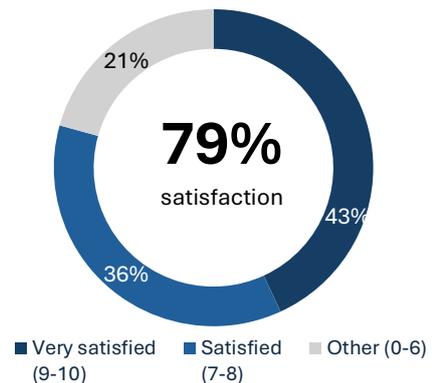
A 52-question survey was designed to capture the feedback from whānau members of people attending or living at Hōhepa services. In total, 61 surveys were completed from 171 invitations.

Key Findings

Overall Satisfaction

HIGH OVERALL SATISFACTION WITH HŌHEPA

- > The majority of whānau indicated that they are satisfied with Hōhepa's service as a whole – 79%.
- > The two most important reasons for overall satisfaction were that their whānau member was content, and there is a high quality of care.



Hōhepa support

CONFIDENCE IN SUPPORT PROVIDED FOR WHĀNAU MEMBER

- > Whānau are generally satisfied with the support provided for their family member in terms of looking after support needs, encouraging autonomy, and the variety of activities/programmes they can attend.
- > 89% of respondents agreed that the support Hōhepa provides meets the needs of their whānau member.

Communication

COMMUNICATION AS AN AREA OF IMPROVEMENT

- > Whānau indicated that they desire more frequent, streamlined and consistent communication between all relevant groups (whānau, staff coordinators, staff managers).
- > The overall sentiment was that it is important to Whānau that they feel involved and connected to the big and small moments in their family member's life.
- > They also want to feel as though they have a voice in major life decisions and changes affecting their whānau member.

Hōhepa environment

SUPPORT FOR HŌHEPA ENVIRONMENT

- > The environment at Hōhepa is considered welcoming and high-quality by 89% of whānau.

Support staff and leadership

SUPPORT STAFF AND LEADERSHIP

- > Hōhepa staff are considered kind and respectful by the vast majority (96%) of whānau.
- > Just over half (53%) of whānau members felt they do not have input into which staff member supports their person at Hōhepa.
- > Support Managers were rated highly by whānau, particularly the respect they show towards whānau (98%).
- > There were a relatively high number of neutral responses to questions about the Leadership team and Governance of Hōhepa in this section, perhaps indicating that whānau have less contact/awareness of these groups.

Overall engagement

OVERALL ENGAGEMENT TO HOHEPA

- > Events and activities at Hōhepa were considered important to 92% of whānau.
- > Connection with other whānau was identified as an area for improvement, with 21% of whānau indicating they desire more or stronger connections between families of those at Hōhepa.

Anthroposophy

AWARENESS OF ANTHROPOSOPHY AND FOCUS ON NUTRITION

- > Most whānau are aware of anthroposophy at Hōhepa and supportive of its place there.
- > Nutrition stood out as the most important branch of anthroposophy to whānau (98% agreed it was important). Some specified that they want to see a greater focus on good nutrition at Hōhepa.

Other insights

STABILITY OF STAFF AND CONNECTION BETWEEN HOUSES

- > Whānau consider having consistent staff supporting their whānau members as very important, although are aware of the challenges associated with this.
- > Fostering community through connections between houses was suggested, perhaps through regular dinners or BBQs.

Project overview

Background and objectives

Hōhepa Canterbury are a charitable trust that support people with intellectual disabilities in the Canterbury region. Hōhepa run residential housing services, day programmes, and one-off events. These services are underpinned by a commitment to Hōhepa's mission of supportive communities, inspired by anthroposophy (a philosophy that focuses on holistic health and wellbeing).

Integral to Hōhepa's supportive community is a strong connection with whānau and family members. Nurturing these important relationships is central to Hōhepa's vision, and this survey is a key part of strengthening that connection to enable whānau voice.

Hōhepa Canterbury have run the whānau satisfaction survey biennially since 2021, making this the third time it has been conducted. Where possible, the current survey replicates the questions and approach used in previous years, to enable longitudinal comparisons. To this end, an online survey was developed and distributed to 171 families of people who access Hōhepa's services, replicating the data collection method of previous surveys.

Survey reach



61
responses

The maximum margin of error for all respondents was: $\pm 9.9\%$ for a 95% confidence interval.

Analysis overview

Quantitative analysis

All responses to Likert scale and ranking questions (and similar) are presented in chart form (question by question) to show proportional representation of respondents' opinions.

Charts are accompanied by interpretation of statistical results, and where relevant, linked to qualitative results.

Qualitative (free text) analysis

All written feedback has been read and analysed by data analysts. Comments were sorted (coded) to relevant themes and topics to inform this report.

To give a clear and consistent indication of the number of comments received on each topic, the following key is used to describe the relative number of comments on each topic.

Key for comment numbers	
2 comments	A couple
3 comments	A few
4-7 comments	A small number
8-14 comments	Several
15-24 comments	A moderate number
25-49 comments	A considerable number
50-74 comments	A substantial number

Note that one respondent may make multiple points on a particular topic, so the number of **comments** can be higher than the number of **respondents**.

Quantifying written feedback

In addition to the use of descriptors above, themes and topics discussed by respondents are quantified throughout this report to enable readers to see the volume of discussion for each theme or topic.

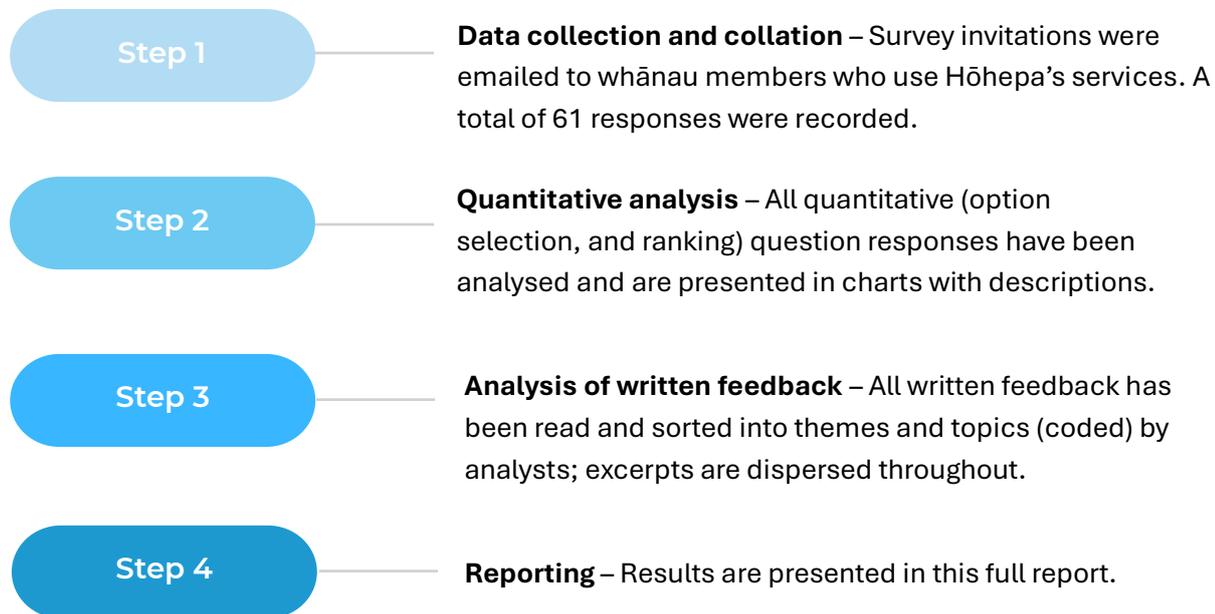
- > **Number of respondents** shows the number of individual respondents whose feedback touched on a particular theme or topic.
- > **Number of comments** refers to the number of individual points made on a certain topic.

Quotes are included throughout this report to present the ways in which respondents talked about issues.

Comments have been inserted verbatim, however grammatical errors and spelling have been corrected where this did not change the meaning or sentiment.

Analysis approach

The steps taken to analyse the responses to the online survey are described below.



Research limitations

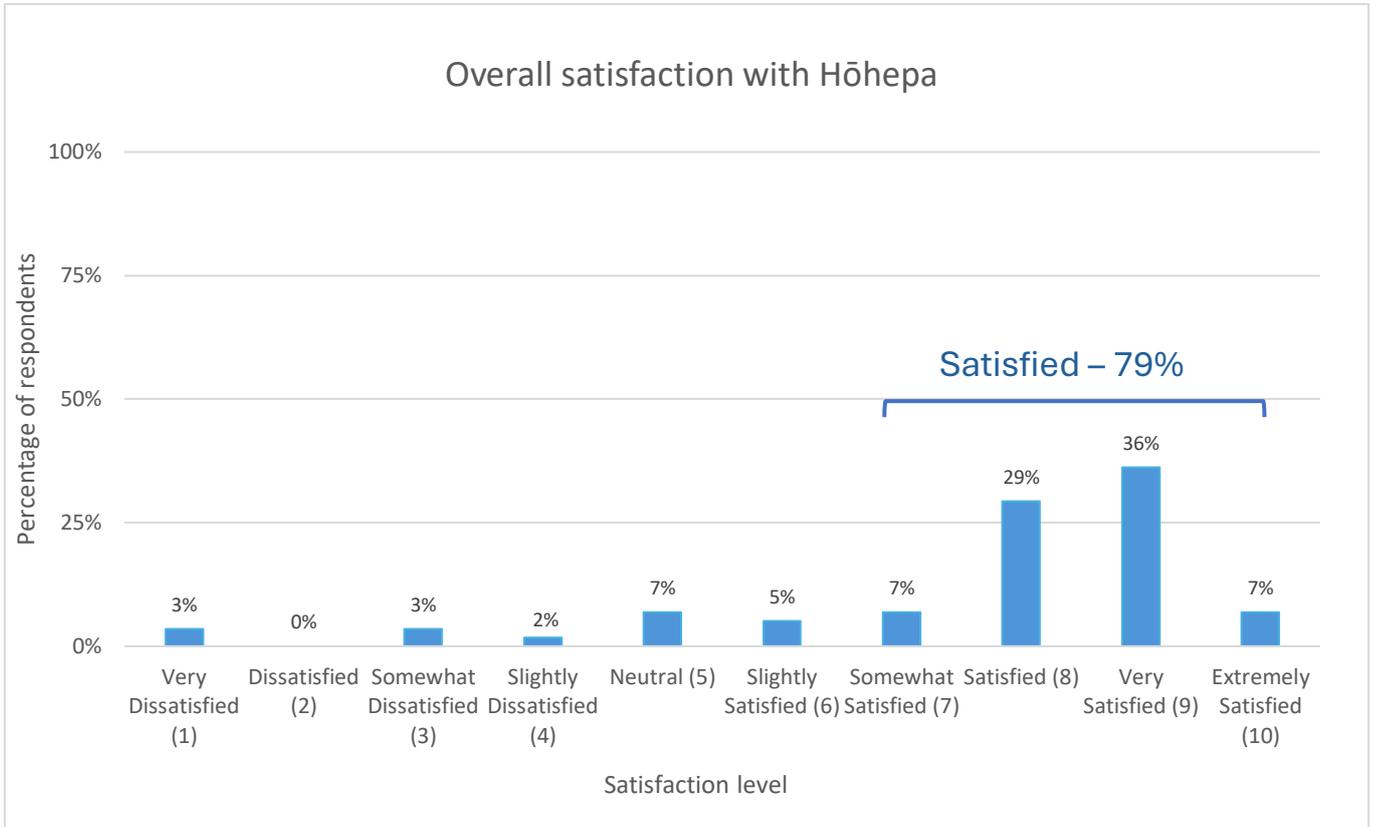
All research has limitations. The following limitations were identified and managed in this project:

- > The sample size for this research was 61, which is relatively small overall and so it is difficult to break results down further, such as for individual support workers.
- > Respondents, though anonymous, may feel their ability to give open and honest answers is limited through fear of identification.
- > We tried to keep the survey as simple as possible, but some people may be unfamiliar with the technology, or approach, so it is always good to take opportunities to receive direct feedback from family members whenever possible to enhance the information received via the survey answers.

Analysis

Overall satisfaction

Respondents were asked: *How would you rate your overall satisfaction with Hōhepa as a score out of 10 (where 10 out of 10 is the highest score possible)?*



- > The above chart presents that 84% of respondents who were satisfied with Hōhepa overall, with 43% of respondents (25 families) being ‘very satisfied’ or ‘extremely satisfied’.
- > Nine percent of respondents were dissatisfied with Hōhepa, including 3% who were very dissatisfied (2 families).

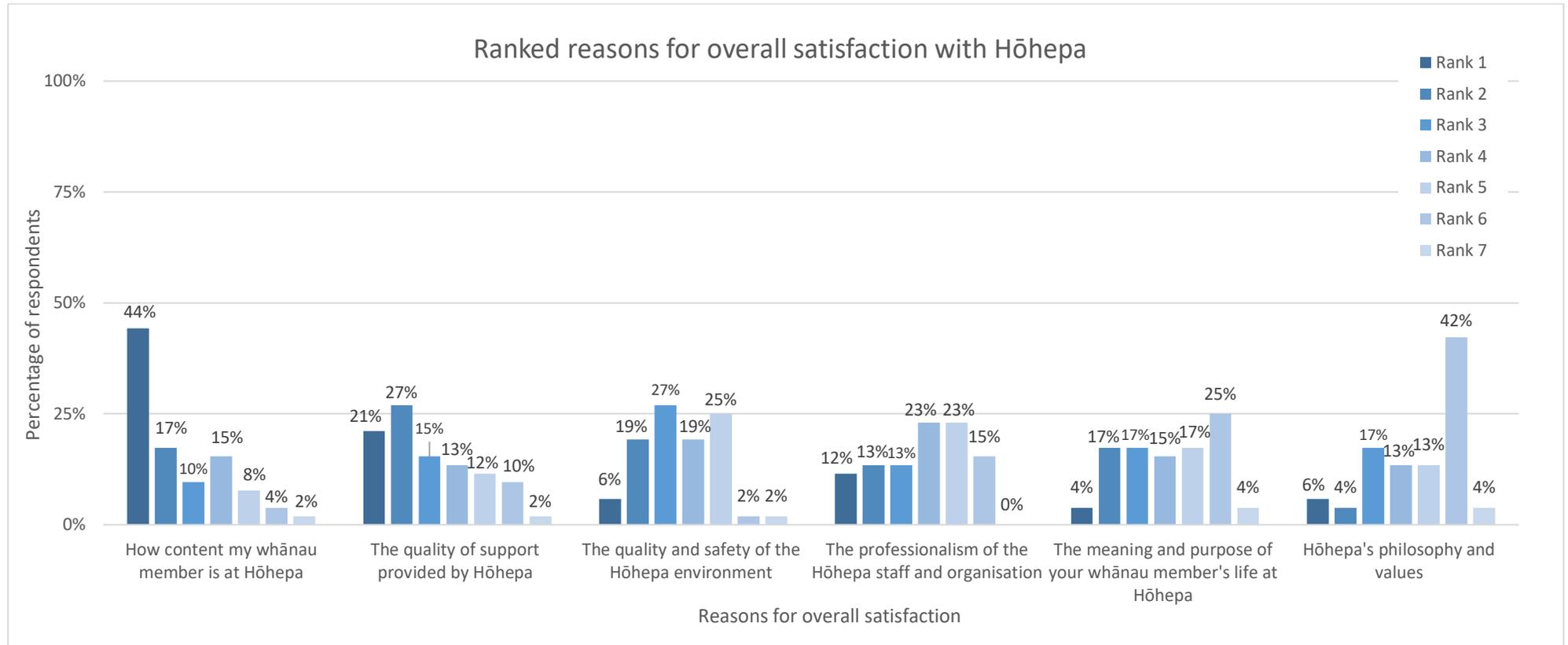
Relevant comparisons from past surveys

	2014	2018/19	2021	2023	2025
Proportion of overall satisfaction with Hōhepa	91%	91%	84%	83%	79%

Note: Previous overall satisfaction data was not available in its raw form for analysis, therefore, the above data was retrieved from a 2021 research report and a 2023 spreadsheet (that contained data disaggregated by support manager, the figures for which were averaged).

Previous calculations for overall satisfaction included ratings of 7 and above (out of 10), deeming all ratings 6 or lower as ‘other’. To ensure comparability, this report follows that precedent, although we think it beneficial to show all values which is the case on the chart above.

Respondents were asked: *Please now rank the reasons that influenced your overall satisfaction rating in the previous question from most to least important?*



- > This chart shows that 62% of respondents ranked **how content their whānau member is at Hōhepa** as the first or second aspect in what influenced their overall satisfaction rating, including 44% who ranked it first. This is consistent with 2021 results which showed a key reason for satisfaction with Hōhepa was that ‘our family member is happy and/or progressing’.
- > The next highest ranked reason was the **quality of support provided by Hōhepa**, with 48% of respondents ranking this as the first or second reason for their overall satisfaction score.
- > Philosophy and values were frequently ranked lower than other factors
- > Analysis for the five respondents with the **lowest satisfaction** assessments (very dissatisfied to slightly dissatisfied): 60% (3) ranked 1 or 2 **The quality of support provided by Hōhepa**, and 40% (2) ranked 1 or 2 **The meaning and purpose of your whānau member's life at Hōhepa**.

Respondents who selected 'Other' when giving reasons for their overall satisfaction score stated:

Communication (6)

Respondents stated that communication between Hōhepa and whānau was a key reason for their overall satisfaction score. Those who provided more context highlighted that they generally wanted more transparency and regular updates about their family member's life.

Communication - would appreciate more sharing of activities - mobile pics and comments too.

Generally satisfied across all areas (4)

A small number of respondents specified that they were happy with all aspects of care received via Hōhepa, and that if they could have, they would have ranked all the reasons as number one.

Reference to staff or management (3)

There were a few comments where respondents detailed how aspects of the staff/management had influenced their ranking scores. These covered staff members being generally of a high quality: that the LEAP programme has exceptional staff members; and for one respondent, how the ranking reflects a previous manager, rather than current management.

Additional commentary (3)

Unique comments included that a major health issue was the reason for one respondent's low score; and one respondent considered the residential programme to have lower quality staffing than the LEAP programme.

Respondents were asked: *Could you please provide an example(s) on how Hōhepa could improve?*

Communication (21)

A moderate number of respondents who discussed communication wanted “better” or “more” communication between themselves and Hōhepa. In general, whānau wanted communication to be more consistent, timely, and to feel involved and aware of what was going on in their whānau member’s lives. Awareness of when reliever staff would be on duty, being informed of any staffing changes, photos/notes about recent activities, health updates, and more say in key life decisions of their whānau member were all points raised relating to communication.

General communicating of fun and activities plus not so good bits. I'm aware time is factor but as Auckland distanced...a few pics and comments by text would be pleasant.

I would like to attend an annual planning meeting with those involved to be aware of the life my son is living as he is not able to communicate verbally.

Other aspects of communication included a better communication system to ensure all parties involved in the life of the whānau member receive information more effectively.

You need a better method of communication between managers, support staff and families so that each group receives the same info at the same time.

A couple of respondents mentioned that incident-based communication could be improved, from logging of incidents to ensuring they are consistently communicated to whānau members.

Staff-related improvements (11)

Ensuring quality and stability of staff members was brought up by several respondents as an area for improvement in the Hōhepa service. Although respondents wanted staff to be more consistent in their whānau member’s life, there was some acknowledgement that this can be hard, and that perhaps better incentivisation for staff is needed. There were some specific suggestions regarding staffing, which covered checking staff qualifications, creating a dedicated pool of relievers for each house, and fewer occurrences of staff working alone (for better accountability and quality of care).

2021 : 2025 comparison

Communication also featured prominently in improvement suggestions in 2021, with a quarter of respondents identifying this as a key area.

Staff turnover was noted in 2021 by a fifth of respondents – less so than in the present period, in which respondents were more likely to raise the idea of improving working life for staff (sometimes as a way to improve retention).

Stability of staff, however I understand this is hard. Staff choose to move on but I think rosters should be looked at carefully to keep continuity.

No concerns/praise (6)

There were a small number of respondents who did not have any suggestions for improvement and praised the staff/overall service at Hōhepa.

Programmes and activities (5)

A small number of respondents had suggestions regarding activities at Hōhepa. These included whānau members who wanted more activities in general, starting regular shared house meals within

cluster groups, skill-orientated programmes, and more connection amongst different houses to foster a community environment.

Continue to create a community/family environment. Boosting individual self-esteem, by involvement at Hohepa and mixing amongst the houses e.g. house BBQ's. Support residents to acknowledge family birthdays.

Overall health and hygiene (4)

A small number of respondents suggested more of a focus on personal care, hygiene, and health of their whānau members. This included setting up regular health checks (general health, dental etc.) and some who wanted more information about what kind of nutrition is provided for residents at Hōhepa.

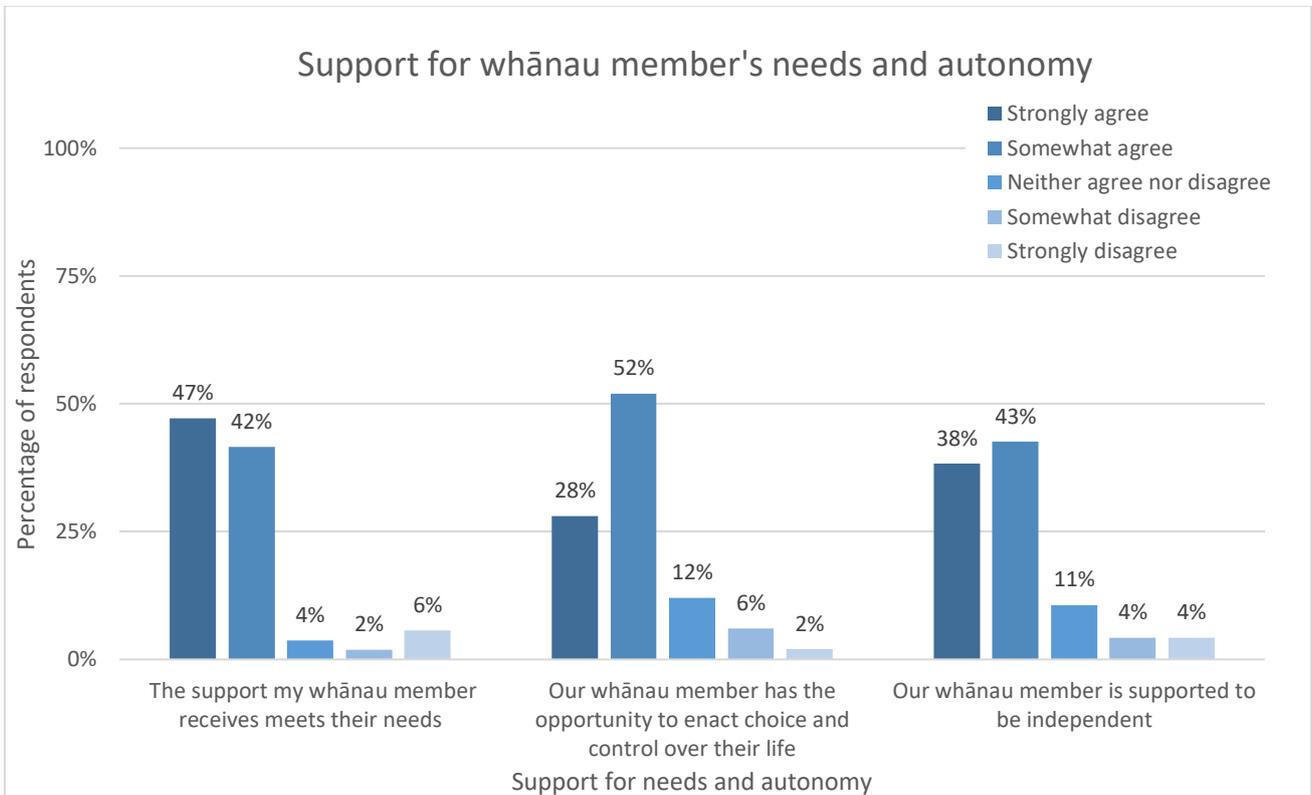
Additional commentary (4)

There were a small number of unique points made in response to this question. These covered a transition plan when new family members take over care of the individual accessing Hōhepa, including whānau or PGA input as an advocacy method, and review-processes put in place to learn from any incidents that occur to move forward constructively.

Hōhepa support for whānau member

Needs and autonomy

Respondents were asked: *How much do you agree or disagree with each of the following statements about how Hōhepa supports your whānau member?*



Detailed analysis

SUPPORT THAT MEETS NEEDS

- > This chart shows that 89% (47% strongly, 42% somewhat) of respondents agreed that their whānau member receives support that meets their needs (47 families).
- > Eight percent of respondents disagreed that their whānau member receives support to meet their needs, with 6% who strongly disagreed (3 families).

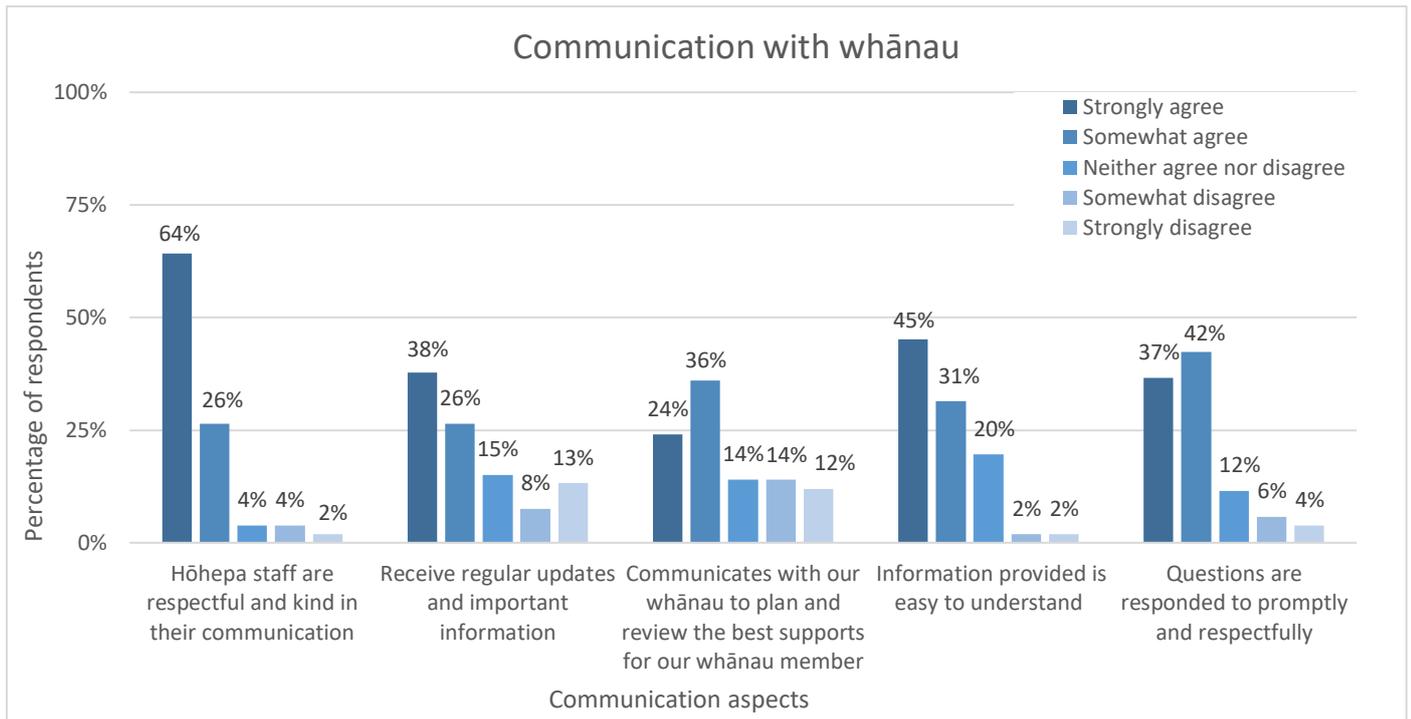
CHOICE AND CONTROL OVER THEIR LIFE

- > Eighty percent of respondents agreed that their whānau member has the opportunity to enact choice and control over their life, including 28% who strongly agreed with this statement.
- > Those who disagreed that their whānau member could enact choice and control over their life at Hōhepa made up 8% of respondents (4 families).
- > A relatively high proportion (12%) neither agreed nor disagreed on this point.

SUPPORTED TO BE INDEPENDENT

- > Eighty-one percent of respondents agreed that their whānau member is supported to be independent at Hōhepa, including 38% who strongly agreed with this statement (18 families).
- > Another 9% (when rounded) disagreed that Hōhepa supported their whānau member to be independent.

Communication with whānau



Detailed analysis

RESPECTFUL AND KIND COMMUNICATION

- > Ninety-one percent of respondents agreed that Hōhepa staff were respectful and kind in their communication with whānau, with 64% who strongly agreed (34 families).
- > Six percent of respondents disagreed with this statement (3 families) to some extent.

REGULAR UPDATES AND IMPORTANT INFORMATION

- > Sixty four percent of respondents agreed that they receive regular updates and important information from Hōhepa.
- > However, 21% of respondents disagreed with this, including 13% (7 families) who strongly disagreed.

COMMUNICATES WITH WHĀNAU TO PLAN AND REVIEW SUPPORTS

- > Sixty percent of respondents agreed that Hōhepa communicates with them to plan and review supports for their whānau member.
- > While, 26% of respondents disagreed with this statement (11 families).

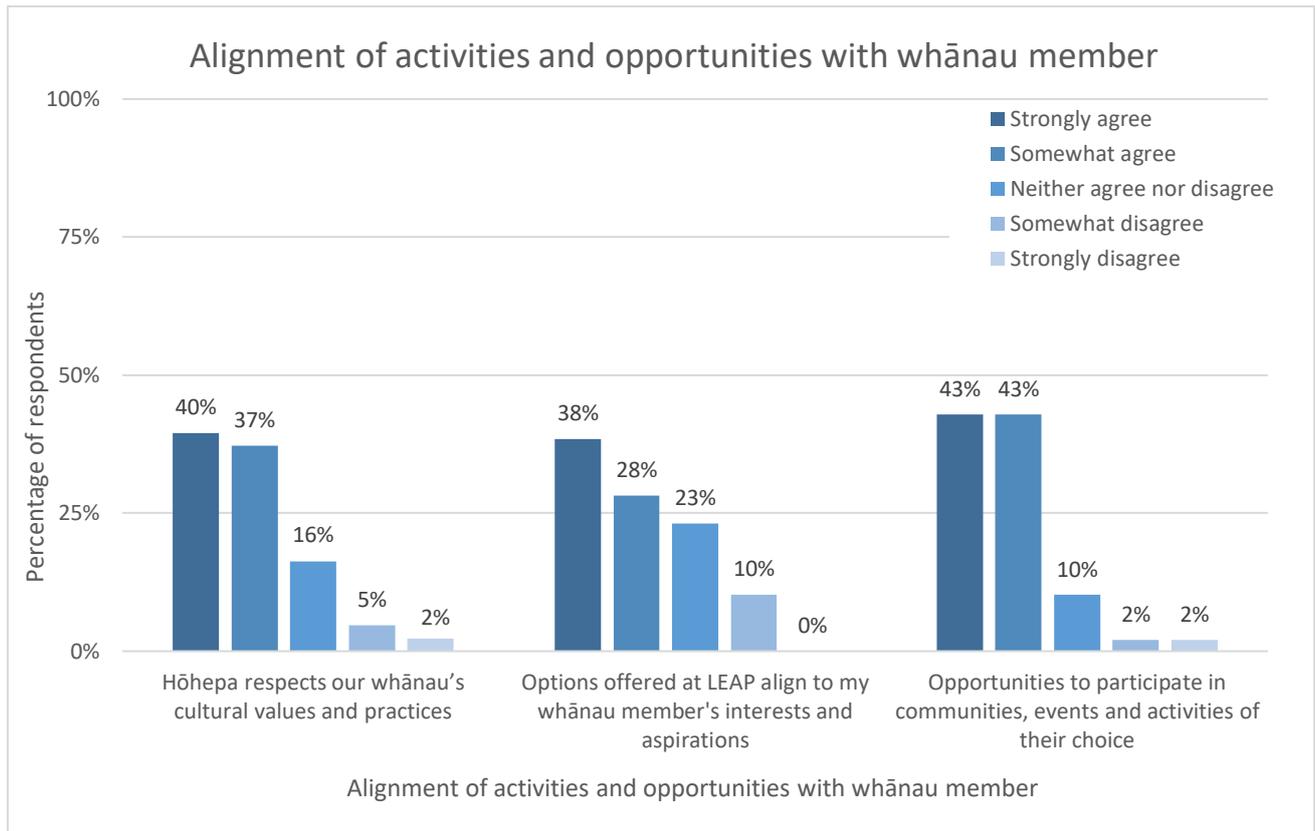
INFORMATION IS EASY TO UNDERSTAND

- > The majority of respondents (76%) agreed that information provided by Hōhepa is easy to understand.
- > Only 4% of respondents disagreed that information is easy to understand (2 families).

PROMPT AND RESPECTFUL RESPONSES TO QUESTIONS

- > The majority (79%) of respondents agreed that they receive respectful and prompt answers to questions they pose to Hōhepa.
- > Ten percent of respondents disagreed with this statement.

Activities and opportunities



Detailed analysis

RESPECTS OUR WHĀNAU MEMBER'S CULTURAL VALUES AND PRACTICES

- > Most respondents agreed that Hōhepa respects their whānau member's cultural values and practices: 77% agreed with this statement, including 40% who strongly agreed (17 families).
- > Seven percent of respondents disagreed that their whānau member's cultural values and practices were respected through Hōhepa.

LEAP OPTIONS ALIGN WITH WHĀNAU MEMBER'S INTERESTS

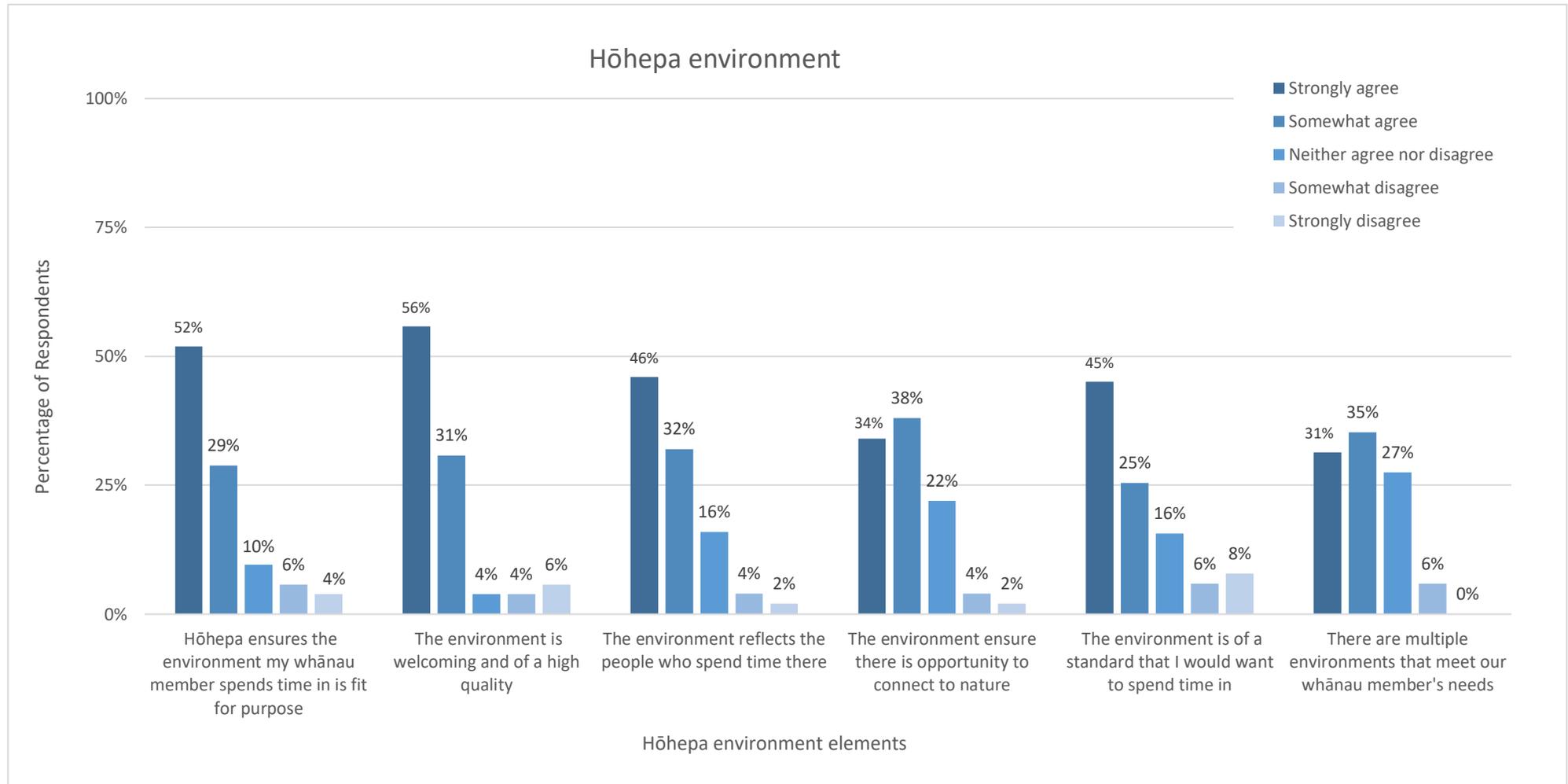
- > The majority of respondents agreed that the options offered at LEAP align with their whānau member's interests and aspirations (67%).
- > Ten percent of respondents somewhat disagreed with this (but no respondents strongly disagreed).
- > Twenty-three percent of respondents neither agreed nor disagreed with this statement, likely because their whānau member may not attend the LEAP programme.

OPPORTUNITIES TO PARTICIPATE IN COMMUNITIES/EVENTS/ACTIVITIES

- > In total, 86% of respondents agreed that their whānau member has opportunities to participate in communities, events, and activities of their choice (42 families).
- > Only 4% (2 families) disagreed that their whānau member could participate in chosen activities.

Hōhepa environment

Respondents were asked: *Thinking about the environment(s) your whānau member spends time in at Hōhepa, how much do you agree or disagree with the following?*



Detailed analysis

ENVIRONMENT IS FIT FOR PURPOSE

- > The majority of respondents agreed that their whānau member's environment at Hōhepa is fit for purpose (81%).
- > Ten percent (5 families) disagreed with this statement.

ENVIRONMENT IS WELCOMING AND HIGH QUALITY

- > Eighty-seven percent of respondents agreed that the environment at Hōhepa is welcoming and high quality, including 56% who strongly agreed.
- > Ten percent of respondents disagreed that the environment is high quality and welcoming.

ENVIRONMENT REFLECTS THE PEOPLE WHO SPEND TIME THERE

- > Most respondents (78%) agreed that the environment reflects the people who spend time there.
- > Six percent of respondents disagreed that the environment reflects those who spend time there.

OPPORTUNITY TO CONNECT TO NATURE

- > Seventy-two percent of respondents agreed that there is opportunity to connect to nature at Hōhepa (36 families), though this element had the lowest proportion of strong agreement compared to the other elements.
- > Only 6% of respondents disagreed that there are opportunities to connect to nature.

DESIRABLE OF ENVIRONMENT TO SPEND TIME IN

- > When asked if the environment at Hōhepa is of a standard that respondents themselves would like to spend time in, 71% agreed that it is.
- > Fourteen percent of respondents disagreed that they would like to spend time at Hōhepa facilities, including 8% who strongly disagreed.

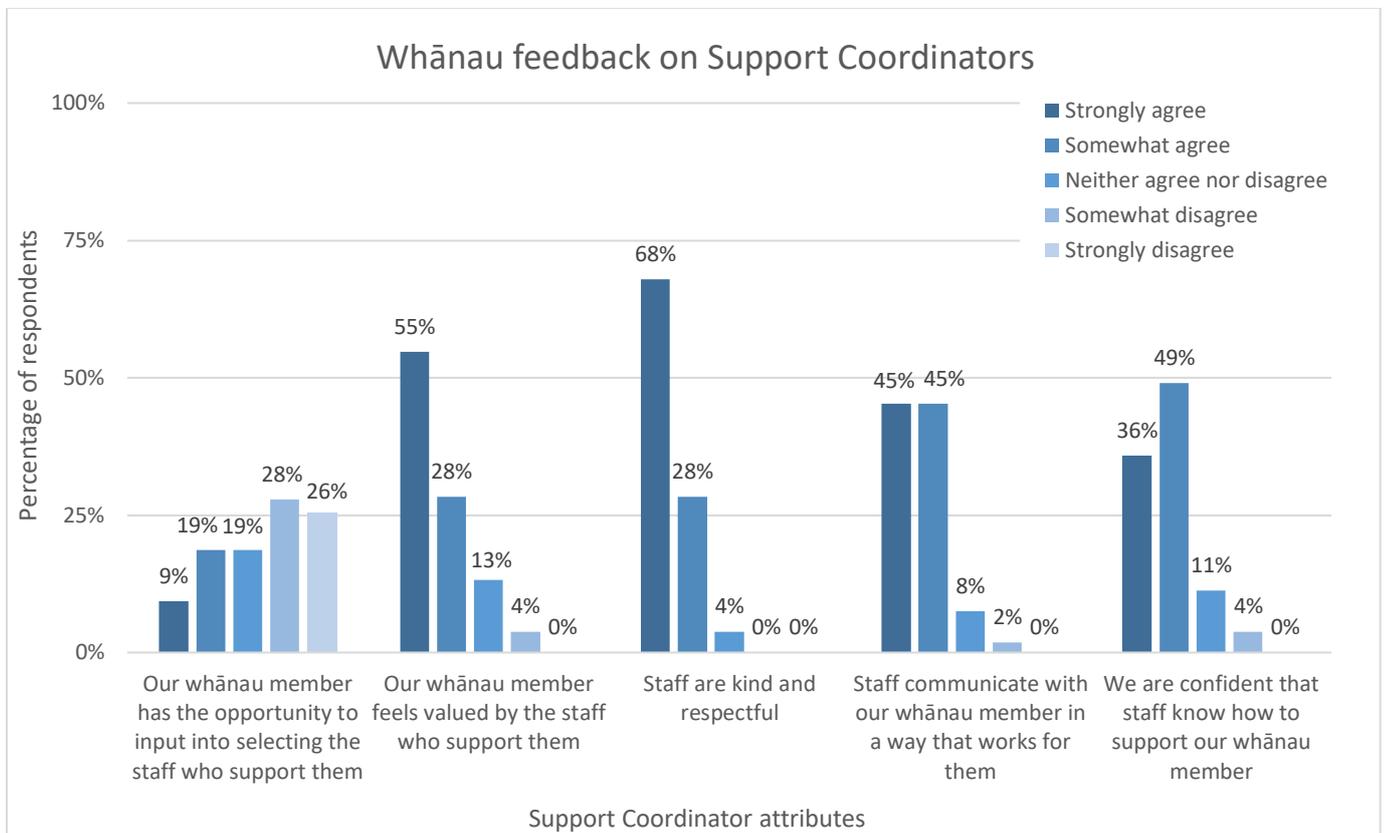
MULTIPLE ENVIRONMENTS TO MEET NEEDS

- > Sixty-seven percent of respondents agreed that there are multiple environments to meet their whānau member's needs.
- > Of those who responded to the question, 27% neither agreed nor disagreed, which suggests the question may not be relevant to those 14 families.
- > Six percent of respondents disagreed that there are multiple environments that meet their whānau member's needs (no respondents strongly disagreed).

Support staff/leadership

Support Coordinators

Respondents were asked: *When thinking about the Support Coordinators (staff working directly with the person), how much do you agree or disagree with the following?*



Detailed analysis

INPUT INTO SUPPORT STAFF

- > Fifty-three percent of respondents disagreed that their whānau member has input into selecting the staff that supports them, including 26% who strongly disagreed.
- > Conversely, just 28% of respondents agreed that their whānau member has input into Support Coordinators (12 families).
- > This was the only aspect of Support Coordinator attributes that received more disagreement than agreement.

FEEL VALUED BY SUPPORT STAFF

- > The majority of respondents agreed that they feel valued by the staff who support them (83%).
- > Four percent of respondents somewhat disagreed (2 families) although there were no respondents who strongly disagreed.

STAFF ARE KIND AND RESPECTFUL

- > The vast majority of respondents agreed that staff are kind and respectful (96%).
- > Four percent of respondents neither agreed nor disagreed, while there was no disagreement at all that staff are kind and respectful.

STAFF COMMUNICATE IN A WAY THAT WORKS FOR THEM

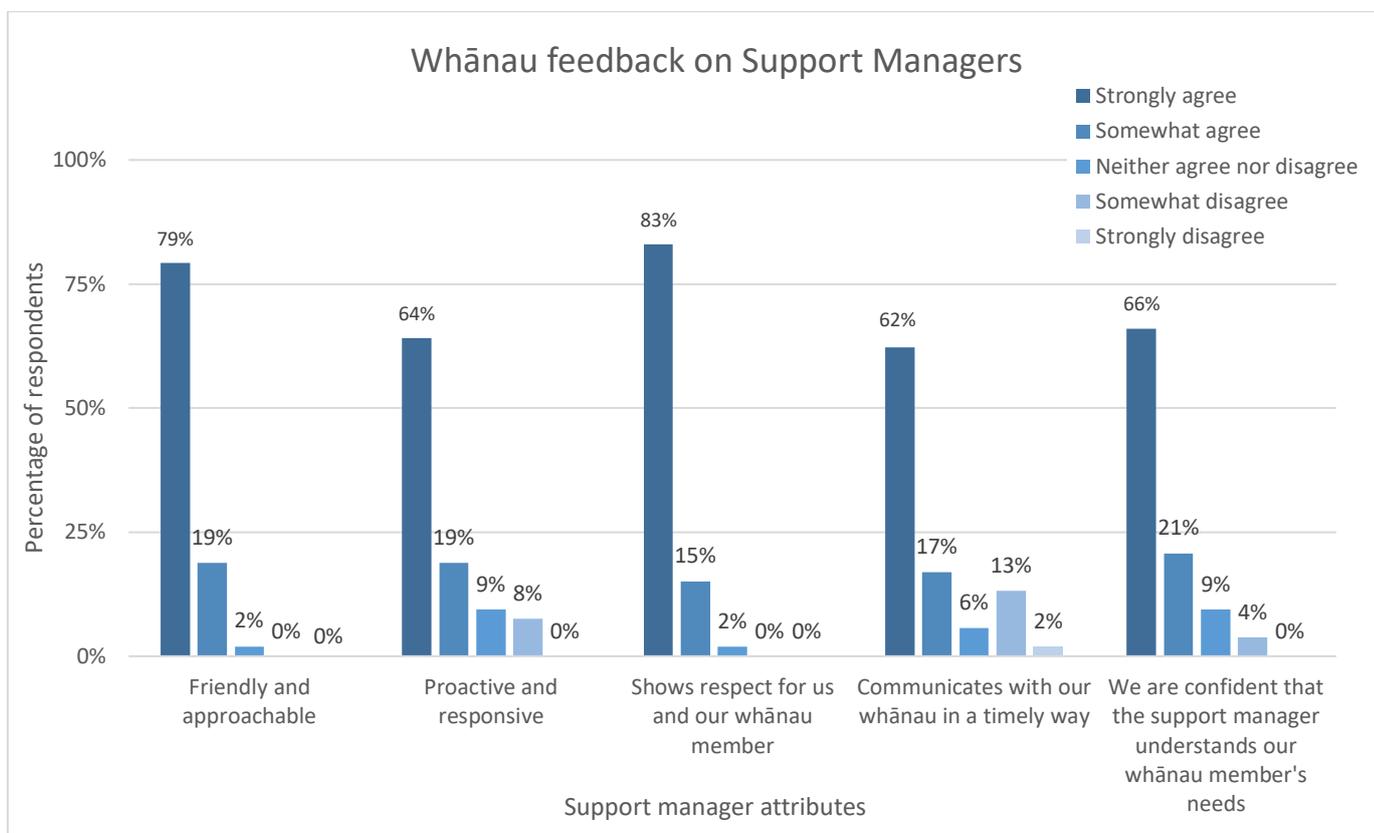
- > The majority of respondents agreed that staff communicate in a way that works for them with 91% of respondents in agreement.
- > Only 2% (1 family) somewhat disagreed with this statement and there was no strong disagreement.

CONFIDENCE IN STAFF'S ABILITY TO SUPPORT FAMILY MEMBER

- > The majority (85%) of respondents expressed confidence in Hōhepa staff to support their whānau member.
- > Four percent of respondents somewhat disagreed and there was no strong disagreement.

Support Managers

Respondents were asked: *When thinking about the Support Manager (the manager responsible for your whānau member), how much do you agree or disagree with the following?*



Detailed analysis

FRIENDLY AND APPROACHABLE

- > The vast majority of respondents consider their Support Manager to be friendly and approachable (98%), including 79% who strongly agreed with this.
- > None of the respondents disagreed that their Support Manager was friendly and approachable, with one respondent (2%) who answered that they neither agreed nor disagreed.

PROACTIVE AND RESPONSIVE

- > In terms of rating whether Support Managers are proactive and responsive, 83% of respondents agreed that they are.
- > Eight percent of respondents somewhat disagreed that Support Managers are proactive and responsive.
- > There was no strong disagreement with this attribute.

SHOWS US AND OUR WHĀNAU RESPECT

- > Overall, 98% of respondents (52 families) agreed that their Support Manager shows respect towards them and their whānau member, including 83% who strongly agreed.
- > Two percent of respondents neither agreed nor disagreed, while no respondents disagreed to any degree with this statement.

COMMUNICATES IN A TIMELY WAY

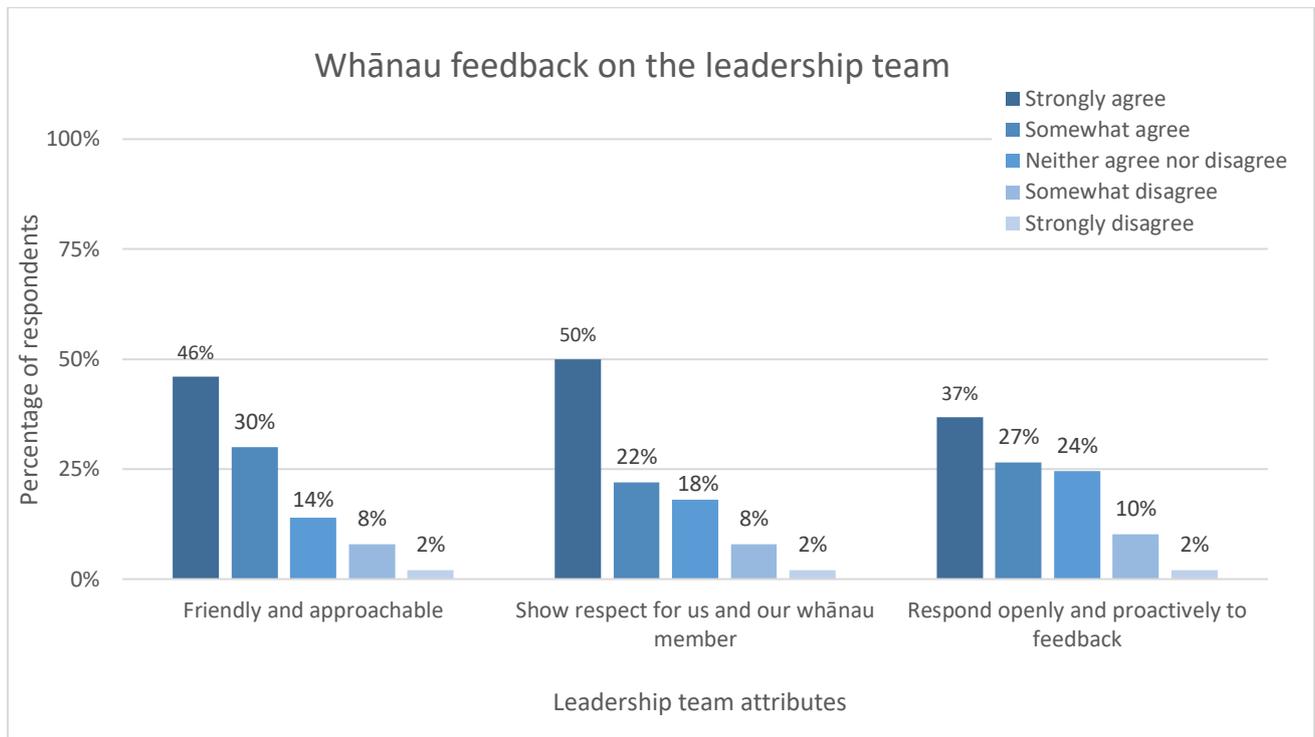
- > Most respondents agreed that their Support Manager communicates in a timely way (79%).
- > However, 15% of respondents disagreed with this statement, 13% of which somewhat disagreed.
- > Although the majority of respondents agreed with this statement, the 15% who disagreed represents the highest amount of dissent across this section.

CONFIDENT SUPPORT MANAGER UNDERSTANDS WHĀNAU MEMBER'S NEEDS

- > Finally, 87% of respondents agreed that their Support Manager understands their whānau member's needs, including 66% who strongly agreed.
- > Four percent of respondents somewhat disagreed that their Support Manager understands their whānau member's needs.

Leadership Team

Respondents were asked: *When thinking about the Leadership Team (senior managers), how much do you agree or disagree with the following?*



Detailed analysis

FRIENDLY AND APPROACHABLE

- > Seventy-six percent of respondents agreed that the leadership team is friendly and approachable, including 46% who strongly agreed.
- > Ten percent of respondents disagreed (to some extent) that the leadership team are friendly and approachable (5 families), just 2% offered strong disagreement.

SHOW RESPECT FOR US AND OUR WHĀNAU MEMBER

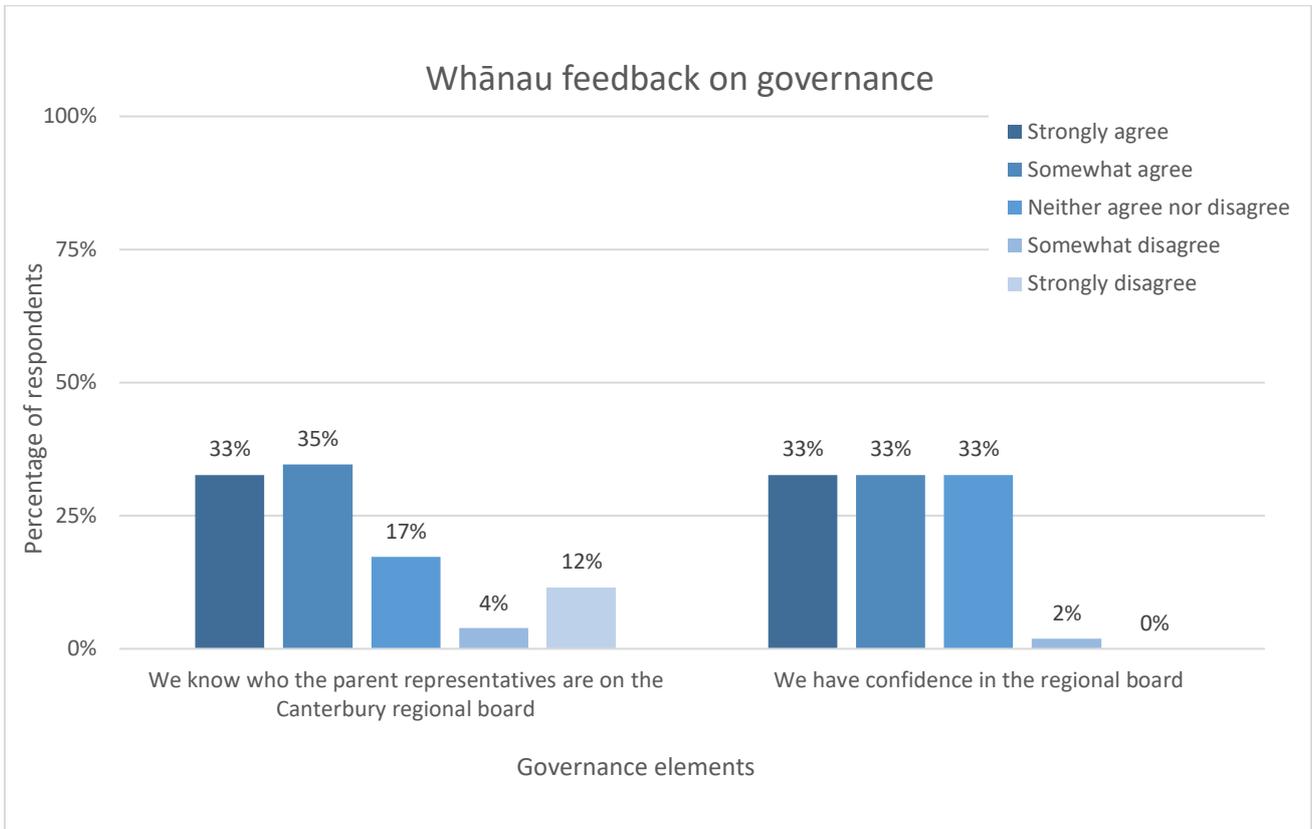
- > Similarly, 72% of respondents agreed that the leadership team show respect for them and their whānau member.
- > This is again in comparison to 10% of respondents who disagreed that this was the case.

RESPONDS OPENLY AND PROACTIVELY TO FEEDBACK

- > In total, 63% of respondents agreed that the leadership team responds openly and proactively to feedback.
- > Twelve percent of respondents disagreed that this is an attribute of the leadership team at Hōhepa.
- > Additionally, 24% of respondents (12 families) neither agreed nor disagreed with this statement.

Governance

Respondents were asked: *When thinking about the Governance of Hōhepa, how much do you agree or disagree with the following?*



Detailed analysis

AWARENESS OF PARENT REPRESENTATIVES ON CANTERBURY REGIONAL BOARD

- > Sixty-seven percent of respondents indicated that they are aware of who the parent representatives are on the Canterbury regional board, although 35% of respondents only 'somewhat agreed' with the statement.
- > Fifteen percent of respondents disagreed, indicating they do not know who the parent representatives are on the Canterbury regional board (10 families).

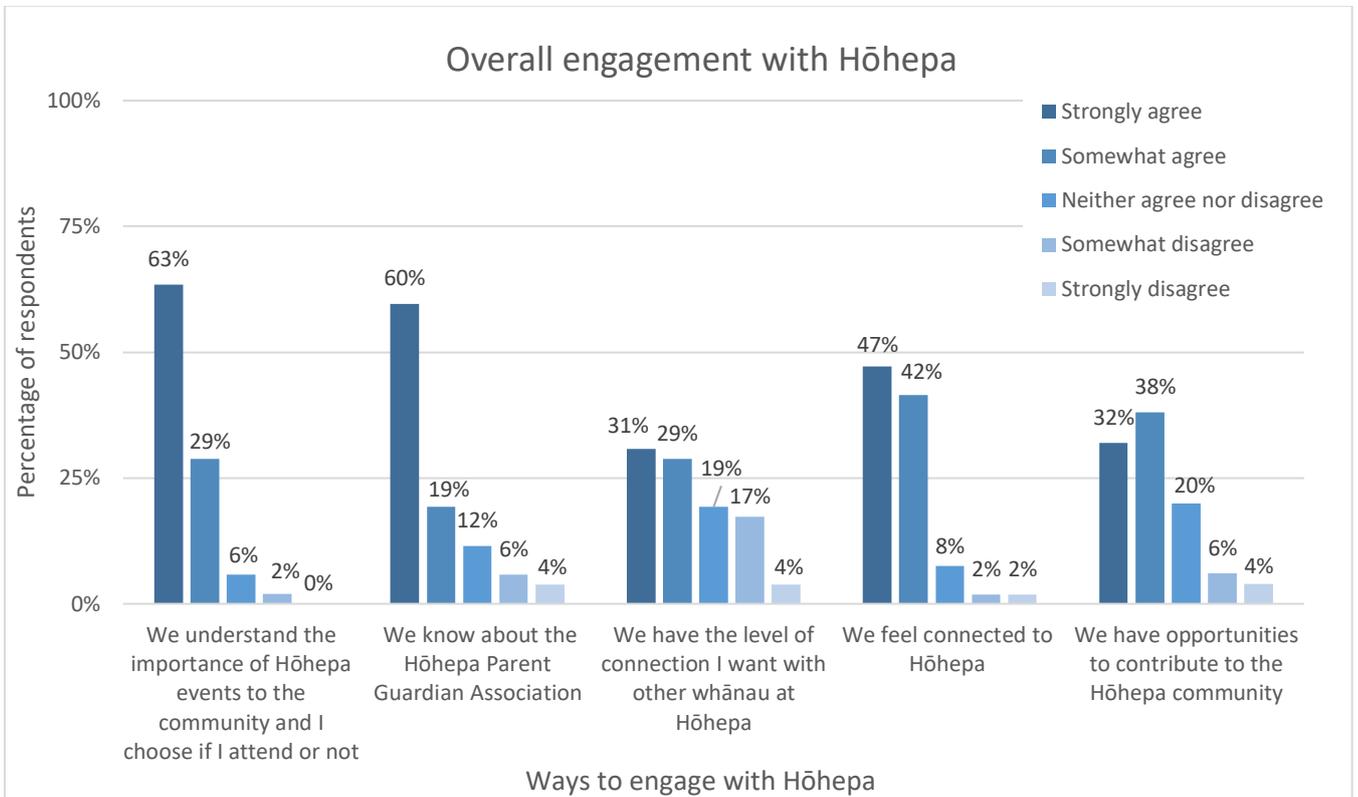
CONFIDENCE IN THE REGIONAL BOARD

- > There was two-thirds agreement and one third that 'neither agreed nor disagreed' that they had confidence in the regional board.
- > Only 2% of respondents disagreed that they had confidence in the regional board (one family).

Overall engagement

General overall engagement

Respondents were asked: *When thinking about your overall engagement with Hōhepa, how much do you agree or disagree with the following?*



Detailed analysis

UNDERSTANDING IMPORTANCE OF HŌHEPA EVENTS TO THE COMMUNITY AND CHOICE IN ATTENDING

- > Ninety-two percent of respondents agreed that they understand the importance of Hōhepa events to the community and have a choice over whether to attend, including 63% of respondents who strongly agreed.
- > There was a low level of disagreement with this statement (2%).

KNOWLEDGE OF HŌHEPA PARENT GUARDIAN ASSOCIATION

- > Seventy-nine percent of respondents agreed that they know about the Hōhepa Parent Guardian Association. Of these whānau members, 60% strongly agreed.
- > Ten percent of whānau indicated they do not know about the Hōhepa Parent Guardian Association.

HAVE THE DESIRED LEVEL OF CONNECTION WITH OTHER WHĀNAU AT HŌHEPA

- > This aspect of engagement with Hōhepa was the least agreed upon. Sixty percent of whānau members agreed that they have the level of connection they want with other whānau at Hōhepa.
- > Twenty-one percent (9 families) indicated that they disagreed with this statement.

WE FEEL CONNECTED TO HŌHEPA

- > Eighty-nine percent of respondents agreed that they feel connected to Hōhepa.

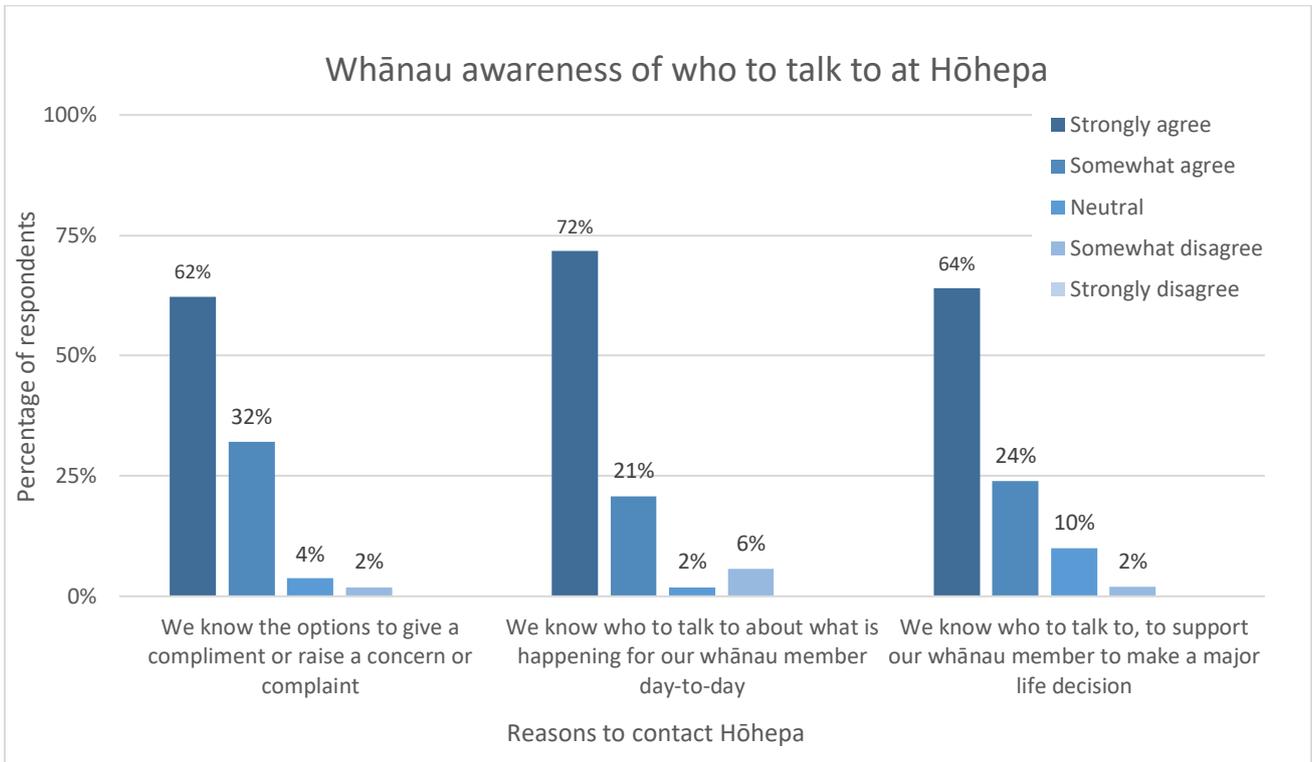
- > Of these respondents, 47% of whānau members strongly agreed, a slightly lower proportion (42%) somewhat agreed.

WE HAVE OPPORTUNITIES TO CONTRIBUTE TO THE HŌHEPA COMMUNITY

- > Seventy percent of whānau members agreed that they have opportunities to contribute to the Hōhepa community.
- > Of these respondents who agreed, more people agreed somewhat (38%), compared to those whose agreement was strong (32%).

Who to contact at Hōhepa

Respondents were asked: *When you're thinking about who to talk to at Hōhepa, how strongly do you agree or disagree with the following?*



Detailed analysis

TO GIVE A COMPLIMENT, RAISE A CONCERN, OR COMPLAINT

- > Ninety-four percent of respondents agreed they know which avenues to contact someone to give compliments or raise concern, including 62% of respondents (33 families) who strongly agreed.
- > There were very low levels of disagreement with this statement.

TO DISCUSS WHAT IS HAPPENING FOR OUR WHĀNAU MEMBER DAY TO DAY

- > Similarly, ninety-two percent of respondents agreed to knowing who to talk to discuss day to day happenings of their whānau member.
- > Of these respondents who agreed, 72% strongly agreed, whereas 21% somewhat agreed.

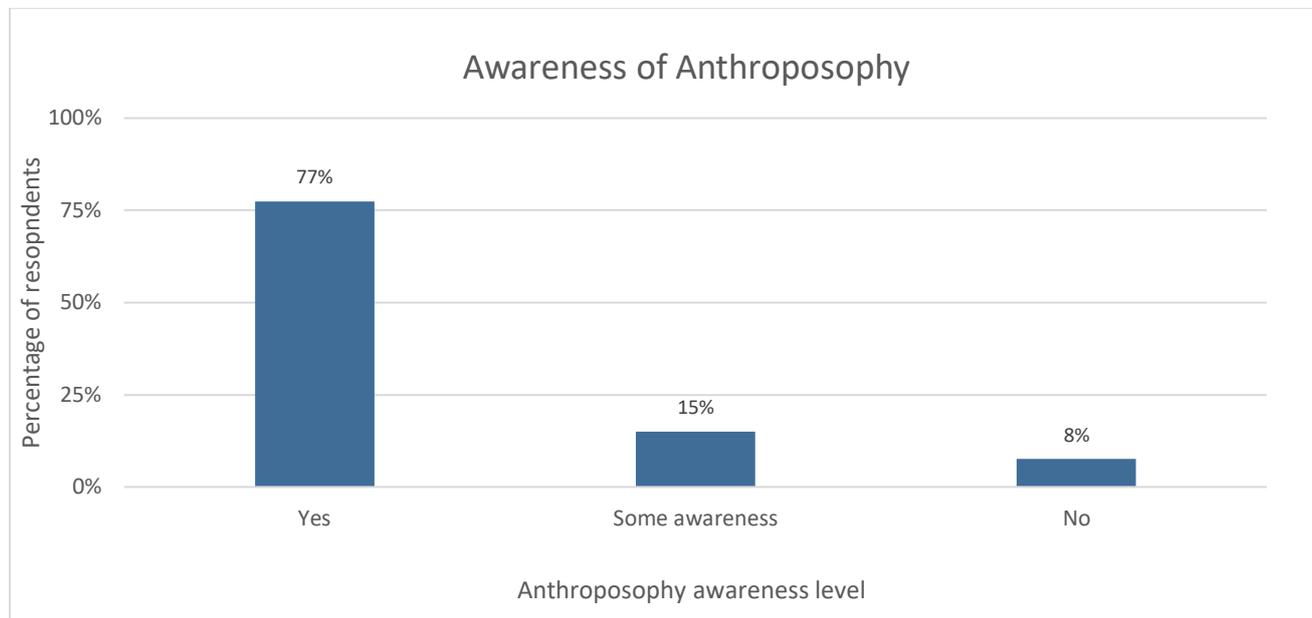
TO SUPPORT OUR WHĀNAU MEMBER TO MAKE A MAJOR LIFE DECISION

- > Knowing who to talk to regarding supporting a whānau member making a major life decision was agreed upon by a slightly lower proportion (88%) than the other reasons to contact Hōhepa.
- > Ten percent of respondents held neutral opinions as to whether they knew who to contact regarding their whānau member making a major life decision, while 2% of respondents somewhat disagreed.

Anthroposophy

Awareness of Anthroposophy

Respondents were asked: *Before today, were you aware that Hōhepa has a unique philosophy (called Anthroposophy) that informs our practices?*

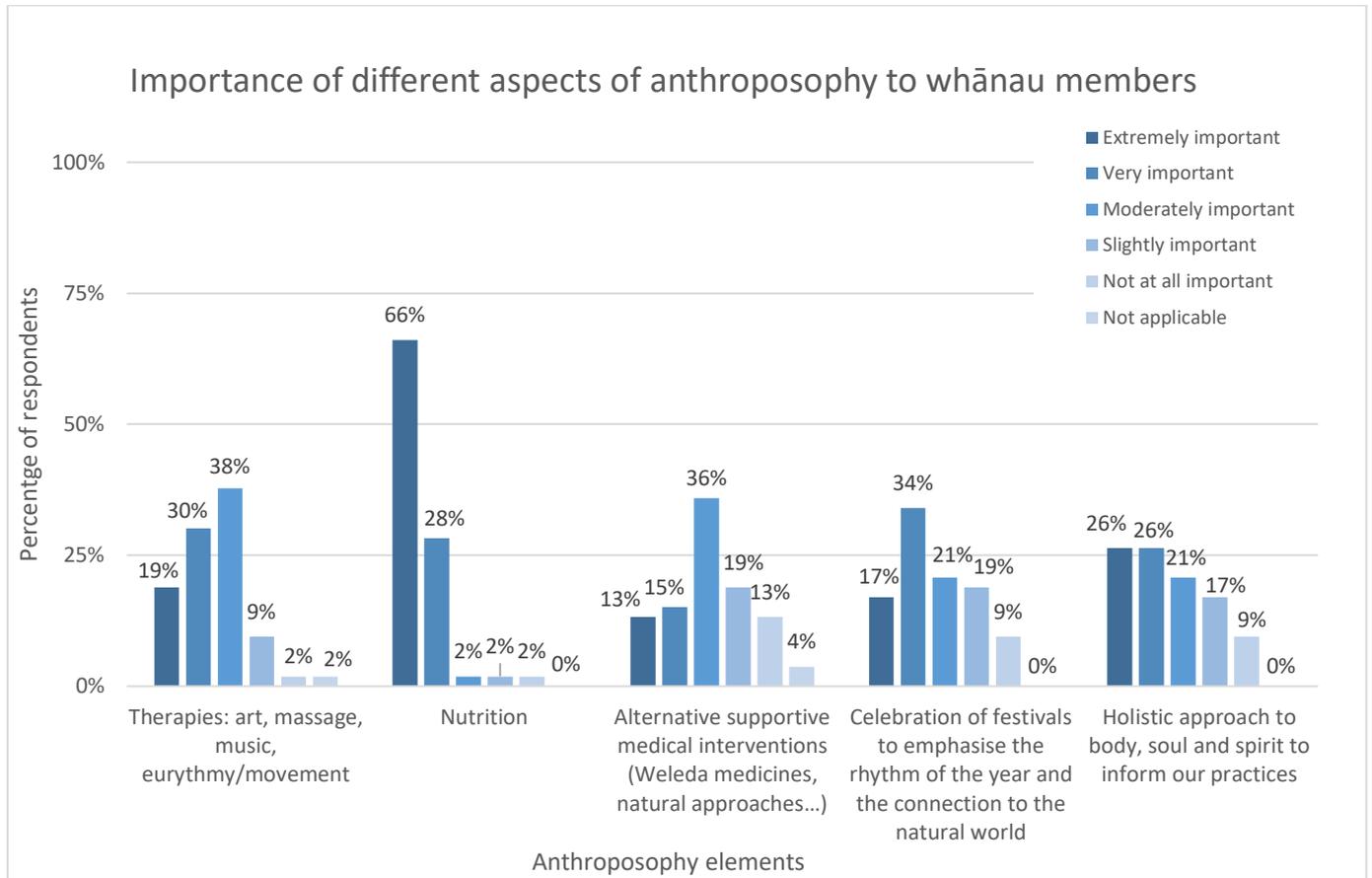


Detailed analysis

- > Just over three quarters of respondents (77%) were aware of the philosophy that informs Hōhepa's practices.
- > Fifteen percent of respondents (8 families) indicated some awareness of anthroposophy, in addition to 8% of respondents (4 families) declaring they had no awareness of anthroposophy.

Different aspects of anthroposophy

Respondents were asked: *Thinking about Anthroposophy, how important are each of the following for you?*



Detailed analysis

THERAPIES

- > Forty-nine percent of respondents noted that a variety of therapies (art, massage, music, eurythmy/ movement) was extremely important (19%) or very important (30%) to them.
- > Overall, 96% of respondents considered therapies to be important across varying levels.

NUTRITION

- > Nutrition was undoubtedly the most important aspect of anthroposophy for whānau members, with almost all (98%) stating this was important to them.
- > Of these respondents, 66% of respondents agreed that this was extremely important to them, while 28% stated it was 'very important'.

ALTERNATIVE SUPPORTIVE MEDICAL INTERVENTIONS

- > Respondents were more inclined to show moderate support (36%) for elements of anthroposophy relating to alternative supportive medical interventions, as opposed to 28% who rated this aspect as being both extremely, and very important to them.
- > This element of anthroposophy received the least intense support across the options.

CELEBRATION OF FESTIVALS TO EMPHASISE THE RHYTHM OF THE YEAR AND THE CONNECTION TO THE NATURAL WORLD

- > Fifty-one percent of respondents rated celebration of festivals to emphasise the rhythm of the year and the connection to the natural world as being important to them.
- > For these whānau members, 34% noted this aspect as being very important to them, and 17% held the opinion that this aspect of anthroposophy was extremely important.
- > Nine percent of whānau members rated this aspect as not all important.

HOLISTIC APPROACH TO BODY, SOUL AND MIND

- > Fifty-three percent of respondents rated holistic approach to body, soul and mind as being an important aspect of anthroposophy.
- > For these respondents, there was equal importance to this aspect of anthroposophy being both extremely and very important.
- > Nine percent of respondents also rated this aspect of anthroposophy as not at all important.

Other comments

27 comments

Respondents were asked: *Do you have any additional feedback you would like to share about Hōhepa's special character? (please write)*

Praise of special character (5)

There were a small number of respondents who praised the special character at Hōhepa. A few of these respondents valued the holistic approach this brings to Hōhepa and described the ways in which it had positively impacted their whānau member.

Delighted with how Hohepa has enabled our son to grow in a very holistic way which I contribute to the special character that underpins daily life at Hohepa.

A couple of respondents made reference to the inclusive, family-type environment they experience at Hōhepa.

Lack of special character (3)

A few respondents expressed that they did not notice the presence of Hōhepa's special character – that there was not much evidence of it in the life of their whānau member, or that anthroposophical practices were noticeably declining at Hōhepa.

Other comments (19)

A moderate number of respondents answered this question with a variety of responses that did not explicitly relate to Hōhepa's special character. These responses covered:

- > Gratitude to the team at Hōhepa
- > The survey was challenging to answer because their whānau member's experience at Hōhepa has varied across houses/locations.

Additional comments

Respondents were asked: *Is there anything else you'd like to comment on? (please write)*

22 comments were received

General praise (8)

Several respondents offered general praise to Hōhepa for their service. Descriptors including “outstanding”; “appreciative”; “special”; and “wonderful” were used to describe Hōhepa and the way that these respondents felt about it.

Overall Hohepa is doing and giving a fantastic service to our special person - we are appreciative and thankful to you all at Hohepa.

Quality variance (4)

A small number of respondents mentioned that the quality of both staff and locations have varied in their experience with Hōhepa. This spanned respondents who had recently started working with a new manager and seen a significant improvement, and differences between the residential service environment and the LEAP programme.

For the section about the Hōhepa environment, it was unclear whether that referred to the house my whānau member lives in or the general environment in Barrington St. I responded in terms of our family members house she lives in, my responses would have been very different had it been referring to the Barrington St (Leap) environment.

The Leap environment I don't believe is welcoming and feels like an old school hall. It would be more welcoming if it had a more homely feel to it!

Mostly happy but... (3)

A few respondents were happy with the Hōhepa service but with provisos. These covered respondents who wanted communication between staff and whānau to improve, a desire for more check-ins with Hōhepa staff, and a suggestion to focus more on nutrition at the residential services.

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Hōhepa

every life fully lived



Global Research
TURNING INFORMATION INTO INSIGHT