

# WHĀNAU SURVEY

2018-2019

## INTRODUCTION

*The Whānau Ora Commissioning Agency (WOCA) commissions partners to improve the lives of whānau through the delivery of the Whānau Direct, Kaiārahi and Collective Impact Programmes. The Whānau Survey is an annual survey that measures whānau satisfaction, confidence and experience of WOCA programmes supported by kaiārahi.*

From the Whānau Survey results we are able to report on a number of findings including if whānau felt that the WOCA programmes supported by kaiārahi had:

1. Met their needs

2. Had a positive impact on their whānau situation

3. Had improved their ability to plan and set goals

4. Had increased their ability to carry-out their plan and make progress

5. Had increased their confidence to achieve goals and outcomes

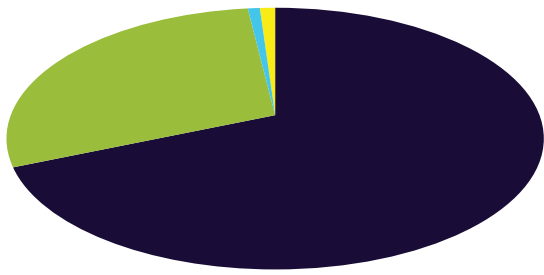
6. Had made sustainable changes to their lives.

## METHOD & ANALYSIS

The survey was administered through 15 regional leads to their subcontracted partner organisations via email providing both a link to the online survey and a hard copy of the survey. A total of 612 respondents and 76 partner organisations participated in the survey through online and hard copy submissions. The number of respondents was similar to the numbers of respondents in the previous two annual Whānau Surveys.

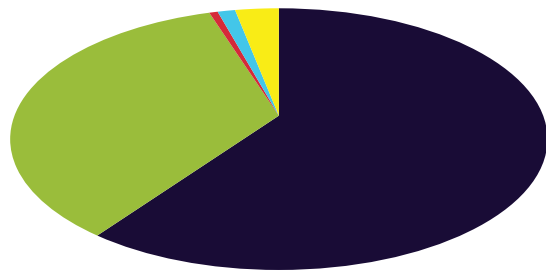
*The data was cleaned and analysed.  
The results are displayed on the following page.*





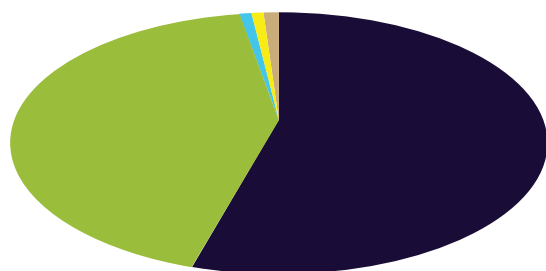
Our kaiārahi was able to help us create goals and make a plan

69%	Strongly Agree
29%	Agree
0%	Strongly Disagree
1%	Disagree
1%	Not Applicable
0%	Missing Data



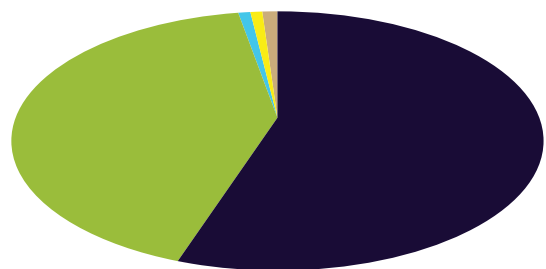
WOCA programmes and other services had a positive impact on our whānau situation

60%	Strongly Agree
35%	Agree
1%	Strongly Disagree
1%	Disagree
3%	Not Applicable
0%	Missing Data



Our whānau are more confident we can achieve our goals and outcomes

54%	Strongly Agree
43%	Agree
0%	Strongly Disagree
1%	Disagree
1%	Not Applicable
1%	Missing Data



Our whānau have made positive changes and now have the skills to tackle problems in the future

55%	Strongly Agree
42%	Agree
0%	Strongly Disagree
1%	Disagree
1%	Not Applicable
1%	Missing Data

**Overall more than 95% of whānau agreed or strongly agreed that the WOCA programmes supported by kaiārahi had:**

- Increased whānau capability to identify their needs and aspirations and make a plan to achieve them
- Increased whānau ability to plan and set goals, and make progress against their plan
- Increased whānau capability to carry out their plan to make and maintain progress against it
- Increased whānau confidence to make positive choices for the future
- Provided whānau with the skills and tools to tackle problems in the future.

