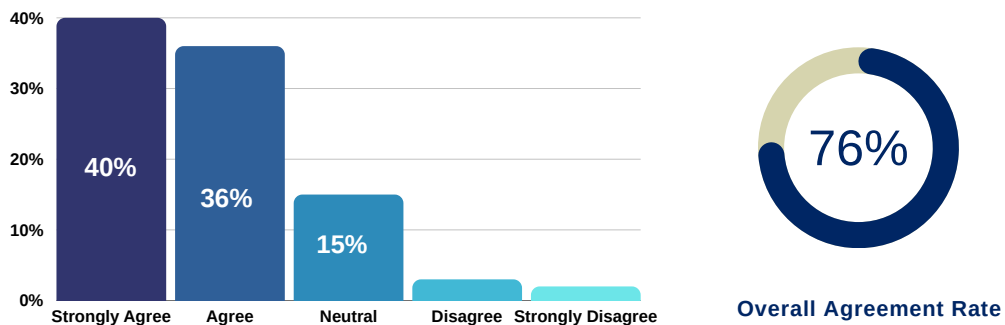


Individualised Funding Services FY2023 Evaluation Results

A total of 2,052 supported clients were sent an Individualised Funding evaluation survey. There were 331 responses, which was a response rate of 16%. Respondents provided feedback about service quality and delivery, helpful aspects of the service, and how the service supported clients to be an involved member of their community. Respondents also provided recommendations for improvement.

HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY



- A vast majority of respondents (76%) expressed positive feedback about the Enliven Individualised Funding Service's quality and delivery. Forty percent of respondents selected "Strongly Agree" and 36% selected "Agree" which showed that the clients are very happy with the service.
- The overall average agreement rate (76%) was high. This satisfaction indicator was calculated by summing "Strongly Agree" and "Agree" responses.

AGREEMENT RATE BY QUESTION THEMES



- Most respondents indicated that they would recommend the service to others (84%). Overall, 86% were satisfied with the service.
- Lower rates of agreement were received around the Connection with Other Services theme. However, agreement rate for the Connection with Other Services theme increased from 42% last year to 66% this year.

Individualised Funding Services

FY2023 Evaluation Results

WHAT CLIENTS FOUND HELPFUL

Autonomy and choices

"The support I received has enabled me to support my son."

"Allowing my son to have more options in achieving his goals without being confined to a box."

Financial relief and use of funds

"Allowed me my dignity and to stay at home and spend more time with my family and friends."

"Enabling my son to do things he might never have had access to due to financial constraints. Feeling supported and acknowledged. Thanks so much."

"It's a great support for well-being of my life and day to day living."

Improved holistic wellbeing and quality of life

"The funding helps to improve my life and allows me to do activities that help me with my life goals that our family couldn't afford to pay for."

"My son has grown in confidence since he started karate which is funded through Enliven. He is more settled and believes in himself. It has made a huge difference in his life."

Improved connection with the community

"By being taken out into the community to be involved with activities, interests and connecting with friends etc."

"Given that disability impairs ability to develop friendship, having paid support hours enables establishment of company and support to engage in the community."

The key areas of improvement identified by respondents related to receiving clearer guidelines about funding criteria, upgrading the online funding system and receiving more information about other external relevant services.

Overall, for the reporting period, respondents expressed their great satisfaction with the Enliven Individualised Funding they received and 84% would recommend the service to others. This is also reflected in the comments provided about positive aspects of the services.

Enliven thanks all respondents for participating in this survey. The Individualised Funding team values the feedback provided and will make improvements based on the suggestions. This helps us to continuously improve our service to clients and their families.