



**Enliven Home-Based  
Support Services**  
FY2025 Output Evaluation Summary

**November 2025**

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## Conflict of Interest Declaration

The Home-based Support Service is a Presbyterian Support Northern service and this evaluation report has been conducted by the Presbyterian Support Northern Service Evaluation Team.

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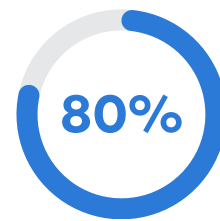
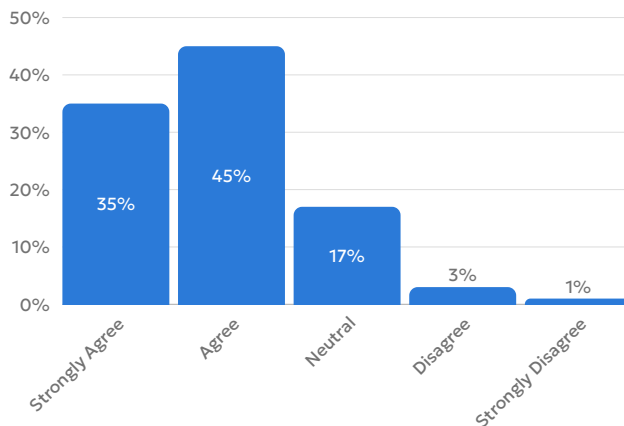
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## Enliven Home-based Support Services FY2025 Evaluation Results

In total, 584 of the 3292 supported clients were sent a survey, with a sample size of 68%. There were 186 responses to the FY2025 HBSS evaluation, a response rate of 32%, which was slightly higher than last year (31%). Respondents shared feedback on service quality and delivery, highlighted helpful aspects of the service, and offered suggestions for improvement.

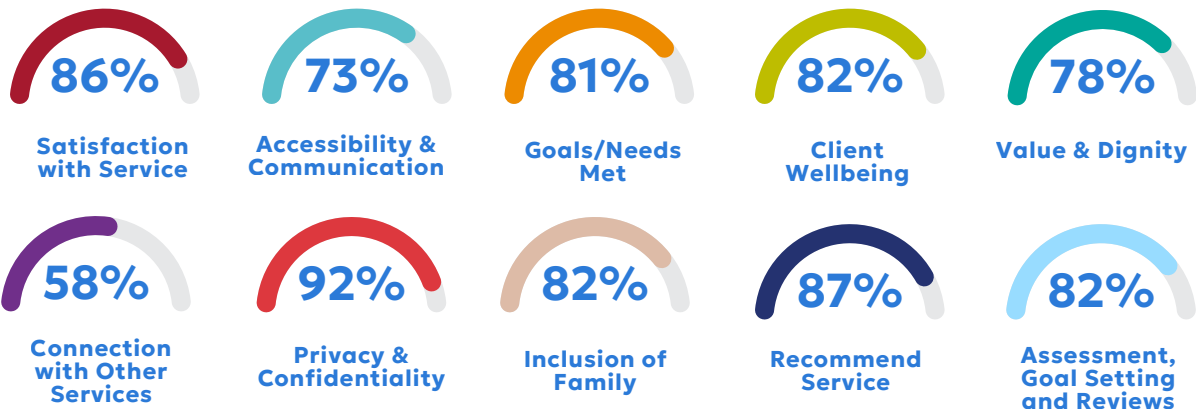
### HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY



Overall Agreement Rate

The majority of respondents shared positive feedback regarding the quality and delivery of Enliven Day Services. The overall satisfaction rate was notably high at 80%, derived from combining the 'Strongly Agree' (35%) and 'Agree' (45%) responses.

### AGREEMENT RATE BY QUESTION THEMES



- The majority of respondents (87%) indicated they would recommend the Home-based Support Service to others, reflecting a strong endorsement of the programme.
- Almost all respondents (92%) felt that their privacy and confidentiality were respected.
- Most respondents (86%) indicated they were satisfied with the Home-based Support Service.
- Lower rates of agreement were received around the Connection with Other Services domain (58%).

## WHAT CLIENTS FOUND HELPFUL

### CLIENTS' FEEDBACK ON KEY ASPECTS OF THE SERVICE THAT THEY FOUND HELPFUL

#### Support independence and wellbeing

"I am very blessed to have the same caregiver [...] she is so helpful to me to everything she does to help me stay in my villa living independently."

"Through the services, I have maintained a reasonable level of independence."

#### Helpful, friendly and supportive staff

"Every single carer we have had through here has been professional and caring and kind and so lovely. Can't speak highly enough of them all."

"Carers always very helpful supportive and friendly some going above and beyond for me."

#### Support needs and goals

"I like the continuity, so I get to know them, and they get to know me and my needs."

"All meets current needs."

#### Support family wellbeing

"It gives all her family assurance, and we appreciate the kind support."

"Enliven provides support my family is unable to give as all live around the world."

Overall, for the reporting period, respondents expressed their great satisfaction with the Enliven Home-based Support Services (86%), and most respondents would recommend this service to others (87%). This was also reflected in comments provided about the positive aspects of the services such as supporting independence and wellbeing, helpful and friendly staff and supporting family wellbeing.

Respondents identified key areas for improvement, recommended to enhance overall communication, optimising service scheduling and timing, improving staff training to increase knowledge and awareness of clients' unique needs, ensuring consistency among some support workers, and improving phone response times.

Enliven thanks all respondents for their participation. The Home-based Support Service teams value the feedback and will use it to guide service improvements, helping us better support clients and their whānau.