



# Enliven Individualised Funding

FY2025 Output Evaluation Summary

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## Author

Hana Mori-Robertson  
Lead Researcher/Evaluator  
Presbyterian Support Northern

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## Conflict of Interest Declaration

Individualised Funding is a Presbyterian Support Northern service delivered by Enliven. This evaluation report has been conducted by the Presbyterian Support Northern Service Evaluation Team.

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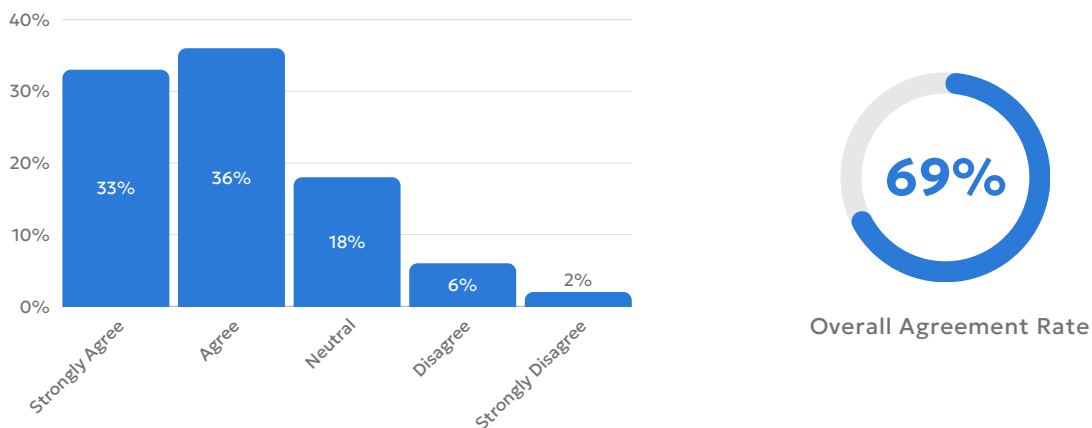
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## FY2025 Evaluation Results

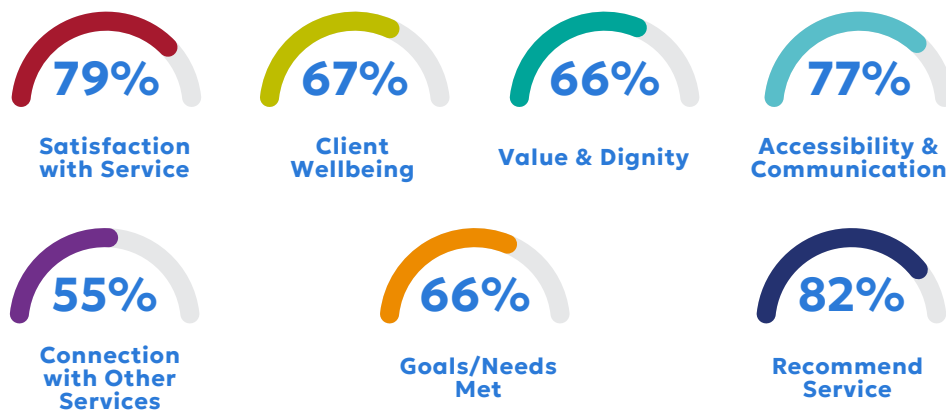
In total, 2181 of the 2345 supported clients were sent a survey, with a sample size of 98%. There were 306 responses to the FY2025 HBSS evaluation, a response rate of 14%, which was slightly lower than last year (15%). Respondents shared feedback on service quality and delivery, highlighted helpful aspects of the service, and offered suggestions for improvement.

### HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY



The majority of respondents shared positive feedback regarding the quality and delivery of Individualised Funding service. The overall satisfaction rate was high at 69%, derived from combining the 'Strongly Agree' (33%) and 'Agree' (36%) responses.

### AGREEMENT RATE BY QUESTION THEMES



- The majority of respondents (82%) indicated they would recommend the Individualised Funding Service to others, reflecting a strong endorsement of the programme.
- The majority of respondents (79%) indicated they are satisfied with the service offered by Individualised Funding.
- The majority of respondents (77%) felt that Individualised Funding provides accessibility and communication in a way they understand.
- Lower rates of agreement were received around the Connection with Other Services domain (55%).

## FY2025 Evaluation Results

### WHAT CLIENTS FOUND HELPFUL

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

Helpful, friendly and supportive staff

"I just couldn't ask for more. I have a great experience with Enliven."

"I have always been treated with so much respect. They usually respond within a few hours of emailing them. Payments / claims are made super-fast and effective."

Support systems and claims / payment process

"The claims process is so easy and very reliable!"

"I really like the Enliven way of emailing invoices and claims as it's much more personalised. I would hate to use a complicated automated portal because not everything fits neatly in a tick box system."

Clear communication and advice

"Communication between myself and the payment team is very good. The system for claims and payments is easy to use. I feel that my daughter is making progress towards obtaining her goals."

Helpful support towards achieving personal goals

"Without IF, my goals will definitely not be achievable; also, the service and communication from Enliven has been first class."

"People genuinely provide help and information when it is asked for. My daughter is using the funding to achieve physical strengthening goals."

Overall for the reporting period, the majority of respondents expressed high levels of satisfaction with Individualised Funding (79%), and most of them indicated they would recommend the service to others (82%). This positive sentiment was also echoed in the qualitative feedback, which highlighted key strengths of the service such as helpful and friendly staff, a reliable support system and payment process, clear communication and advice, and helpful support in achieving personal goals.

Respondents highlighted several key areas for improvement, including increasing their ability to choose and control support services, enhancing communication, and strengthening the systems and processes related to claims and payments.

Enliven thanks all respondents for their participation. The Individualised Funding Service team value the feedback and will use it to guide service improvements, helping us better support clients and their whānau.