



Time for Change – Te Hurihanga

How can day programmes better meet the needs of the community?

Summary of Survey Responses (100 people replied)

USERS OF DAY PROGRAMMES

22 March 2023

Survey question	Summary of responses
1. What is the best way for you to access a day programme? (96 people answered)	<ul style="list-style-type: none"> • The majority of people (63 replies) preferred drop-in. • 22 persons replied that either or both an appointment and drop-in were the best ways. • 11 persons preferred an appointment.
2. What are the barriers for you to access the day programmes? (91 people answered)	<ul style="list-style-type: none"> • About a third (36) of the persons said there were no barriers. • The barriers that received the most replies were <ul style="list-style-type: none"> ◦ transport (13 replies) ◦ anxiety or being unwell (13 replies) ◦ travel costs and petrol (10). • Other replies mentioned other commitments (6 replies), or the day of the week was not suitable (5). • 2 persons said they needed more information about what was available. • Other reasons given by 7 persons included: parking, no computer, need a diagnosis, no other options/not interested, and support needed.
3. What are important days of the week for the programme to be available for you? (98 people answered)	<p>This question asked about the days of the week that it is important that the day programmes are available.</p> <ul style="list-style-type: none"> • There was very little difference in importance for Monday to Friday, although Mondays were the most popular (77 persons). • About a third of the replies (30 replies) said that access on the weekends was important.
4. What are the best times for you to go to a day programme? (95 people answered)	<ul style="list-style-type: none"> • The majority of people said that mornings (73 replies) and afternoons (72 replies) were best for them. • 20 people liked weekends better.

Survey question	Summary of responses
5. What are the important parts of the day programme for you? (98 people answered)	<ul style="list-style-type: none"> • Most people (75) said the arts and crafts were the most important. • Just under half the people said the therapy/recovery focus was important, and a third mentioned volunteering. • Social connections were also reported as important (18 replies). • 5 people commented on other activities such as knitting and metalwork and being outdoors.
6. Are you able to contribute to the planning of the day programme activities? (98 people answered)	<ul style="list-style-type: none"> • 63 persons replied they did contribute to the planning. • 28 persons said they did sometimes. • 7 persons did not contribute to the planning of the activities.
7. Do you know who to contact if you have a problem with a day programme? (95 people answered)	<ul style="list-style-type: none"> • 60 persons knew who to contact. • 26 persons were unsure who to contact. • 9 persons did not know.
8. Do you feel culturally safe and are there opportunities for cultural expression? (96 people answered)	<ul style="list-style-type: none"> • The majority (81) replied they did feel culturally safe. • 14 persons replied somewhat safe. • Only 1 person felt unsafe. <p>92 persons responded on opportunities for cultural expression.</p> <ul style="list-style-type: none"> • Just over half (58) replied that they did have these opportunities. • 22 persons replied somewhat. • 12 persons said they did not have such opportunities.

Survey question	Summary of responses
9. Do programme staff understand your needs? (96 people answered)	<ul style="list-style-type: none"> 74 persons replied that staff did understand their needs, 20 persons said that this happened sometimes. 2 persons did not feel staff understood their needs.
10. Are you acknowledged as part of the whānau? (92 people answered)	<ul style="list-style-type: none"> 80 persons replied that they did feel acknowledged as part of the whānau. 8 persons replied that sometimes they felt this way. 4 persons did not feel acknowledged as part of the whānau.
11. Are you helped to set your plan and goals that you can work towards? (95 people answered)	<ul style="list-style-type: none"> Just over two thirds of persons (61) said that setting goals was important. 18 people replied they were not sure. 16 people said that they did not think that it was important that staff from the day programme helped to set plans and goals
12. Would you like Peer support at the day programme? (94 people answered)	<ul style="list-style-type: none"> Over three quarters of the persons who replied that it was either very important (36) or important (36) to have peer support at the programme. 18 persons were neutral. 4 persons thought it not important (2) or not very important (2).
13. Does the day programme help to promote your recovery? (92 people answered)	<ul style="list-style-type: none"> Over three quarters of the responses (73) said that their recovery is promoted. 15 persons were not sure, and 4 persons said that this did not happen.
14. Are whānau are part of your journey? (64 people answered)	<ul style="list-style-type: none"> The responses showed a full range of whānau involvement, from none at all, to significant support. Some people mentioned that they did not have any whānau or family (either living or close by), and others said they did not want them involved.

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	<ul style="list-style-type: none"> Others mentioned that members of their whānau visit the day programme centre and that this provides support for them.
<p>15. Does the day programme meet your wellbeing needs?</p> <p>(69 people answered)</p>	<ul style="list-style-type: none"> Many of the responses were about social interaction, being included in the community, being in a safe place for friendships, and being listened to. There was also mention of staff support and encouragement, of the activities, of learning new things, and challenging your “comfort zone”.
<p>16. What do you enjoy, or like, about the day programme?</p> <p>(90 people answered)</p>	<ul style="list-style-type: none"> People enjoyed the socialising and being with others. They also enjoyed the activities, learning new things and accomplishing something. A few commented on feeling calm, relaxed, and that it was a safe place to be when unwell.
<p>17. How can day programmes be improved?</p> <p>(77 people answered)</p>	<p>19 persons mentioned they were happy with their current day programme.</p> <p>Other comments included:</p> <ul style="list-style-type: none"> Overall: <ul style="list-style-type: none"> Opening times and days, in particular evenings and also over the holidays. More staff training. Increase the number of people attending by – advertising, keeping website up to date, providing more information on activities. Seating and better organising of the room. Activities: <ul style="list-style-type: none"> Van and trips out. Better quality art supplies Access to the kitchen

Survey question	Summary of responses
	<ul style="list-style-type: none"> ○ More planned activities e.g. speakers on different topics, health and wellbeing training, dealing with conflict. ○ Seeing the person first and their disability second. • Client needs: <ul style="list-style-type: none"> ○ Understand that some clients can't work anymore. ○ Individual planning needed and staff help could be improved. ○ Perhaps a buddy system when first arrive. ○ Diet and fitness support.
18. Further comments	<p>Other comments were received.</p> <ul style="list-style-type: none"> • The survey was too long and complicated. • Information on day programmes would be great. • Include programmes to assist kids with eating difficulties and peer support for parents. • Access to advocates to assist in navigation of what is needed.