



RESEARCH FIRST



HOHEPA

FAMILY AND WHĀNAU SATISFACTION RESEARCH



RESEARCH REPORT
Dec 2018 – Jan 2019

Contents

Family and Whānau Satisfaction Research

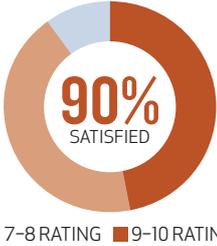
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1

Key Findings

HIGH OVERALL SATISFACTION		
	<p>Overall, the satisfaction with Hohepa is high</p>  <p>90% SATISFIED</p> <p>■ 7-8 RATING ■ 9-10 RATING</p>	<ul style="list-style-type: none"> ■ The family member is happy and progressing. ■ Staff and management show respect to the family member and are friendly and approachable. ■ The delivered services are seen to be of high standard. ■ There is a high awareness of the Hohepa model (anthroposophy aspect).
<p>“Hohepa is unique and we are especially blessed that our family member is living in the Hohepa community.”</p>		

AREAS OF IMPROVEMENT		
	<p>Improving Communication is a Priority</p> <ul style="list-style-type: none"> ■ Communication across all areas and staff levels is consistently rated the lowest. ■ Improving communication could increase overall satisfaction. 	<p>Skills and Governance</p> <ul style="list-style-type: none"> ■ There is a general level of satisfaction with staff ability to respond to problems, and their skill level; however, relative to other staff and service aspects, there is room for improvement. ■ There is also a level of trust in Hohepa’s governance, but also a degree of ambivalence. Respondents are more likely to trust the Regional Board rather than the National Board.
<p>“We would appreciate more regular communication.”</p>		

SATISFACTION WITH VARIOUS ASPECTS DIFFER BY LOCATION		
	<p>Those in Auckland are Less Satisfied</p> <ul style="list-style-type: none"> ■ Those in Auckland are significantly less likely to be satisfied with the various aspects of the staff, management, and the provided services. ■ A few members also express a concern that Hohepa in Auckland seem to be degenerating in quality. Loosely comparing to 2014, the data in this survey confirms that respondents in Auckland report lower levels of satisfaction. ■ There is an opportunity to improve consistency among locations and to bring Hohepa in Auckland back to higher level of satisfaction. 	<p>Those in Hawke’s Bay are More Satisfied</p> <ul style="list-style-type: none"> ■ Those in Hawke’s Bay tend to be more satisfied and they tend to view the various aspects of the staff and management, and the services provided more positively. ■ It is worth noting that in 2014 families and whānau in Hawke’s Bay experienced lower levels of satisfaction with various aspects of Hohepa’s staff and service, indicating that there have been vast improvements across the Hawke’s Bay location.
<p>“Sadly, a lot of the anthroposophical components of Hohepa Auckland have not been practiced over the past years...”</p>		

2

Research Context

2.1 Background

Hohepa is a Registered Charitable Trust that provides intellectual disability services based on the principles of Rudolf Steiner and his insight known as 'anthroposophy'. Anthroposophy is the special character of Hohepa where Hohepa caters for special needs children and adults with intellectual disabilities in a way where respect, personal development and caring go hand-in-hand.

Hohepa outlines its vision as enabling people with intellectual disabilities 'to develop to their fullest potential and have quality of life in a holistic, caring environment'. It fulfils this vision through the establishment and maintenance of homes, schools, organic farms, and day services throughout New Zealand (NZ) for the care, support and education of intellectually disabled young people and adults. Different services and types of engagement are offered at different locations.

In 2012 and 2014, Hohepa contracted Research First to undertake research with the families and whānau who use Hohepa's services. In 2018 Hohepa contracted Research First to undertake a census of all family and whānau, to understand current satisfaction and perceived performance of Hohepa. This report represents the findings of the December 2018 - January 2019 research.

2.2 Methodology

The questionnaire was redesigned keeping the 2014 research in mind and was designed in collaboration with Hohepa staff to balance purposefulness and brevity.

This year Research First recommended using an online survey for potential respondents, while having the option for families and whānau to be approached and the survey to be completed for them by one of the Hohepa administration staff. This method provided the families and whānau the opportunity to complete the survey at their own time and ability, especially since the survey was open over the holidays. The method was also more efficient and cost-effective than the traditional phone survey in 2012 and 2014.

Hohepa provided Research First a list of clients and sent out an introductory letter to all parents and guardians. Research First managed the invites and reminders to non-respondents.

- **Field dates:** The survey was open for approximately a month, from 19th December 2018 to 20th January 2019.
- **Respondents:** 388 clients across the three locations were invited. 173 respondents completed the survey for a response rate of 43%.

Responses by Location		n
Auckland	18%	32
Hawke's Bay	55%	95
Canterbury	27%	46
TOTAL	100%	173

When analysing the performance and levels of agreements, respondents were given a five-point Likert Scale, with the following options: strongly agree, agree, ambivalent, disagree, strongly disagree. To make these results clearer to interpret, the sum of who agreed or strongly agreed has been calculated and presented.

The data was first analysed combining all locations of Hohepa and then further analysed by location. Significant differences have been reported where relevant and colour coding has been used for ease of interpretation. **Red** means the proportion of respondents is significantly lower and **blue** significantly higher.

3

Overall Satisfaction

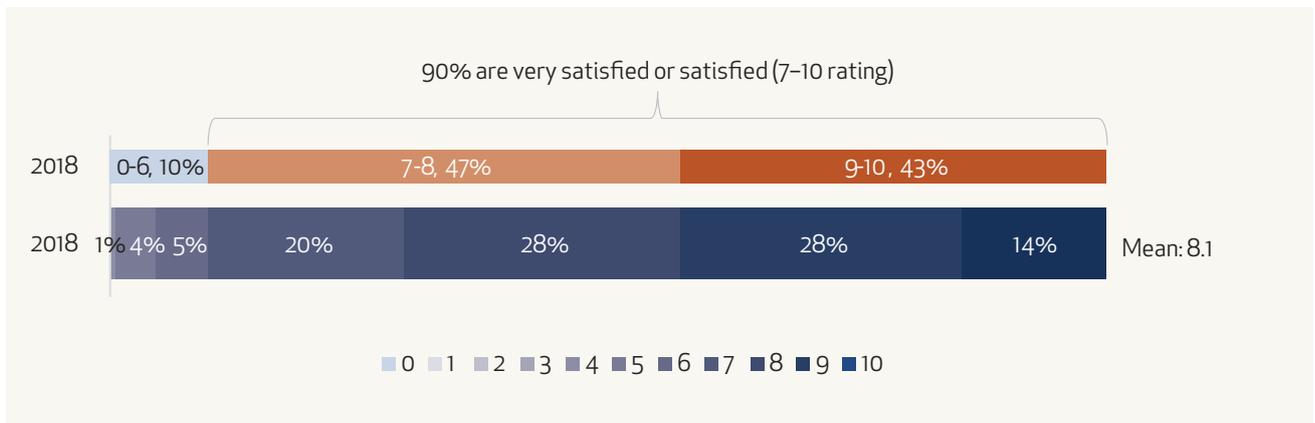
3.1 Overall Satisfaction Levels

The 2019 Hohepa Families and Whānau survey began with a question designed to rate their overall satisfaction with Hohepa, on a ten-point scale, where 10 of 10 is the highest score possible, and 0 of 10 the lowest. Scores between 9 to 10 were rated as very satisfied and 7 to 8 were satisfied.

** In 2019, the majority of the family and whānau are satisfied with Hohepa's service (Figure 3.1), with two-fifths being very satisfied with the service (9-10 rating). Overall satisfaction levels (7-10 rating) are similar to 2014 (90%).*

Looking at these results in more detail, there is a decrease in the very satisfied 9-10 ratings (from 51% in 2014 versus 43% in 2019), that have moved to the satisfied 7-8 rating (39% in 2014 versus 47% in 2019). This suggests that while families are satisfied with Hohepa, they are fewer moments of delight in 2019.

Figure 3.1 Overall satisfaction



Q. Based on the service your family member has received, how would you rate your overall satisfaction with Hohepa as a score out of 10 (where 10 out of 10 is the highest score possible)? Base: All (n=173)

When asked to choose the main reason for their satisfaction rating, the families and whānau primarily said it was because their “family member is happy and/or progressing” (Figure 3.2). The standard of care received was also viewed positively, followed by the philosophy and values at Hohepa:

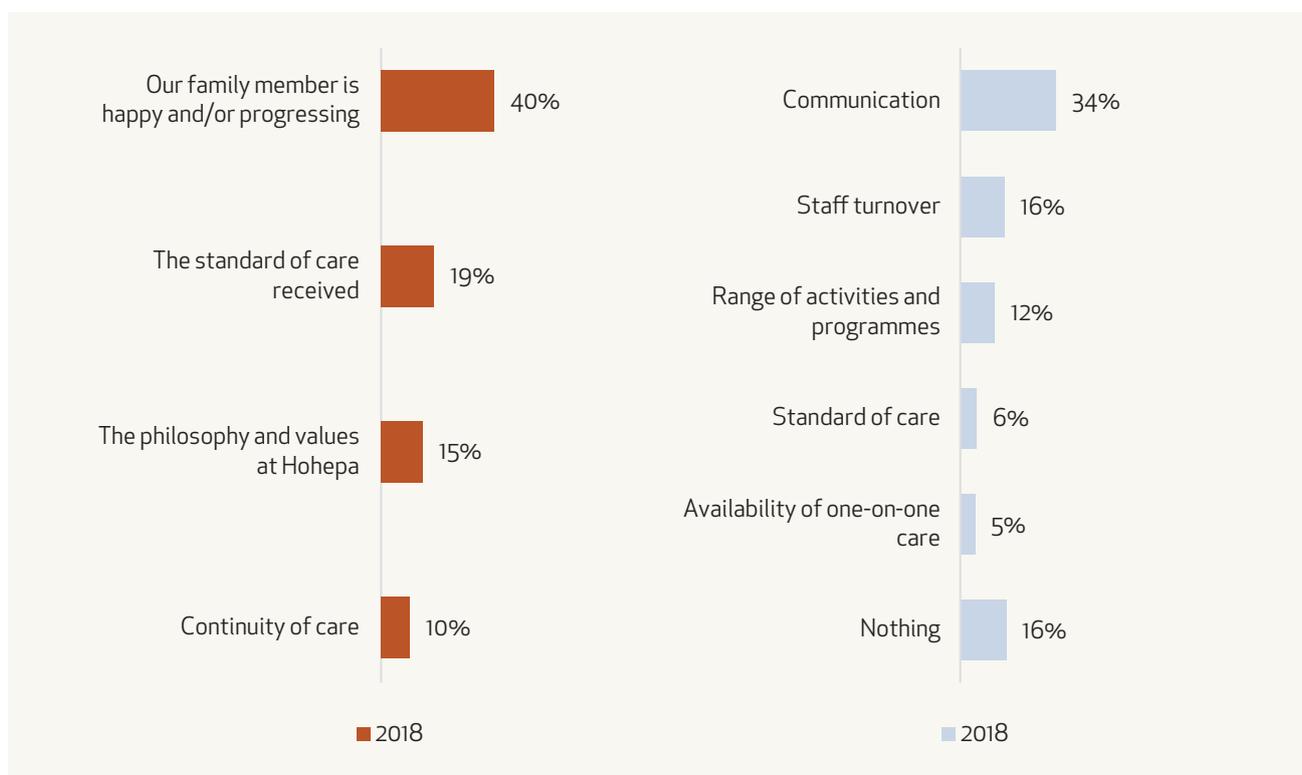
“ Hohepa has allowed our child to become a calm, happy and fulfilled person.

The families and whānau were also asked to comment on what Hohepa could do to improve their sense of overall satisfaction (Figure 3.3). A third of respondents think that communication is one main area that could be improved, although staff turnover and the range of activities and programmes were also highlighted as concerns (Figure 3.3):

“ ...I think the houses should have mobile phones for the staff to use to improve communication with families and a computer again for communication and access to notes and relevant info in a more modern way.

Figure 3.2 Main reason for overall satisfaction level (specific mentions over 5%)

Figure 3.3 One area to improve to increase overall satisfaction (specific mentions over 5%)



Q. What is the main reason for the score you gave? / Q. What is the one thing Hohepa could do to improve your sense of overall satisfaction (i.e., give them a higher score)? Base: All (n=173)

3.2 Regional Variation

While overall satisfaction is relatively high, family and whānau in Auckland report lower satisfaction levels with Hohepa, than in Hawke's Bay and Canterbury (Table 3.1).

Table 3.1. Overall satisfaction - by location

Satisfaction by Location	Auckland (n=32)	Hawke's Bay (n=95)	Canterbury (n=46)
0-6	31%	3%	9%
7-8	41%	49%	48%
9-10	28%	47%	43%
Mean Rating	7.3	8.4	8.1

Q. Based on the service your family member has received, how would you rate your overall satisfaction with Hohepa as a score out of 10 (where 10 out of 10 is the highest score possible)? Base: All (n=173)

Looking at the different locations in more detail, in general the overall satisfaction with Hohepa's services were consistent among the different locations (Table 3.2). The happiness of their family member is paramount. However, there were a few variations:

- Hohepa's philosophy and values drove satisfaction in Hawke's Bay; and
- The standard of care received was one of the main reasons for the satisfaction ratings by families in Auckland and Canterbury.

Table 3.2 Main reason for overall satisfaction level (specific mentions over 5%) – by location

Reason for overall satisfaction - by location	Auckland (n=32)	Hawke's Bay (n=95)	Canterbury (n=46)
Our family member is happy and/or progressing	41%	37%	48%
The standard of care received	25%	15%	24%
The philosophy and values at Hohepa	13%	19%	9%
Continuity of care	6%	13%	9%

Q. What is the main reason for the score you gave? Base: All (n=173)

Comments about improving satisfaction with Hohepa’s service were variable among the different locations (Table 3.3):

- Improving communication was most important to respondents in Hawke’s Bay and Canterbury, and staff turnover was a secondary concern.
- In Auckland the suggested areas of improvement differed: specifically, the range of activities and programmes, communication, and the standard of care were areas of concern.

Table 3.3 One area to improve to increase overall satisfaction (specific mentions over 5%) – by location

Area to improve - by Location	Auckland (n=32)	Hawke’s Bay (n=95)	Canterbury (n=46)
Communication	16%	40%	33%
Staff turnover	9%	17%	17%
Range of activities and programmes	25%	6%	15%
Standard of care	16%	2%	7%
Nothing	9%	19%	15%

Q. What is the one thing Hohepa could do to improve your sense of overall satisfaction (i.e., give them a higher score)? Base: All (n=173)

Furthermore, nearly half of the respondents provided additional and comprehensive feedback about their experiences with Hohepa – the programme and its staff. This feedback highlights areas for improvement and areas of strength¹.

Many respondents from **Hawke’s Bay** provided very positive feedback expressing their gratitude towards Hohepa and mentioned how happy their family member is, how Hohepa was “home” for many of the family members, or how they (the respondents) could not have done it without Hohepa’s support. A few also provided suggested improvements such as a request for better / more frequent communication or specific suggestions regarding the house or staff turnover. A few felt it was important for everyone to understand that Hohepa was a whole environment from the philosophy to management, to staff to the family:

“Long live the regional board. Hawke’s Bay does not need to be dissolved/ squished by the layer above. It is successful and I trust Hohepa does not get too big as it will lose its special character and pastoral care of its residents.”

1. See Appendix I for detailed feedback.

However, respondents in **Auckland** tended to voice their concerns and provide suggested improvements, though some provided positive feedback as well. For instance, a few mentioned a concern with recent changes in management or some concerns with staff. Some comments were quite specific to their family and may for example have requested better communication about their family member's progress and / or an indication that specific actions or certain program components were followed up on:

“I feel that they need more permanent staff in the place. The permanent staff at the moment are good but the volunteers can be very rude. The staff need to take more interest on the personal care side of the people and realise that some of them need a bit more help with thing than others.”

Those families in Canterbury provided more mixed feedback, but also wanted better communication in particular. Some also suggested additional things they would like to see, like activities and outings while some mentioned a concern regarding staff and staff turnover. Several also expressed that they valued the service provided by Hohepa and discussed how their family member was happy and cared for.

“We are grateful that we have the opportunity for our family member to be cared for by Hohepa. We value the 'family' atmosphere that exists, may it continue to grow. The dedication of a lot of the staff is admirable and the opportunity to foster this, equally important. A good strong leadership team is evident. If I were to make any suggestions it would be in the 'house- life', I appreciate this is dependant entirely on the staff but there are a lot of things going on in Christchurch that would make good outings for the residents at the weekends or in the evenings, noddle market, buskers festival, cycle trails Hagley Park concerts, sharing a meal with other flats, picnics etc. not all have costs attached.”

* Overall, similar to previous surveys (2012 and 2014), these results show that the biggest improvement Hohepa can make would be to improve its communications with their families and whānau. Because negative perceptions about communication have remained unchanged since 2014, this suggests communication remains a widespread issue.

4

Hohepa and your Family

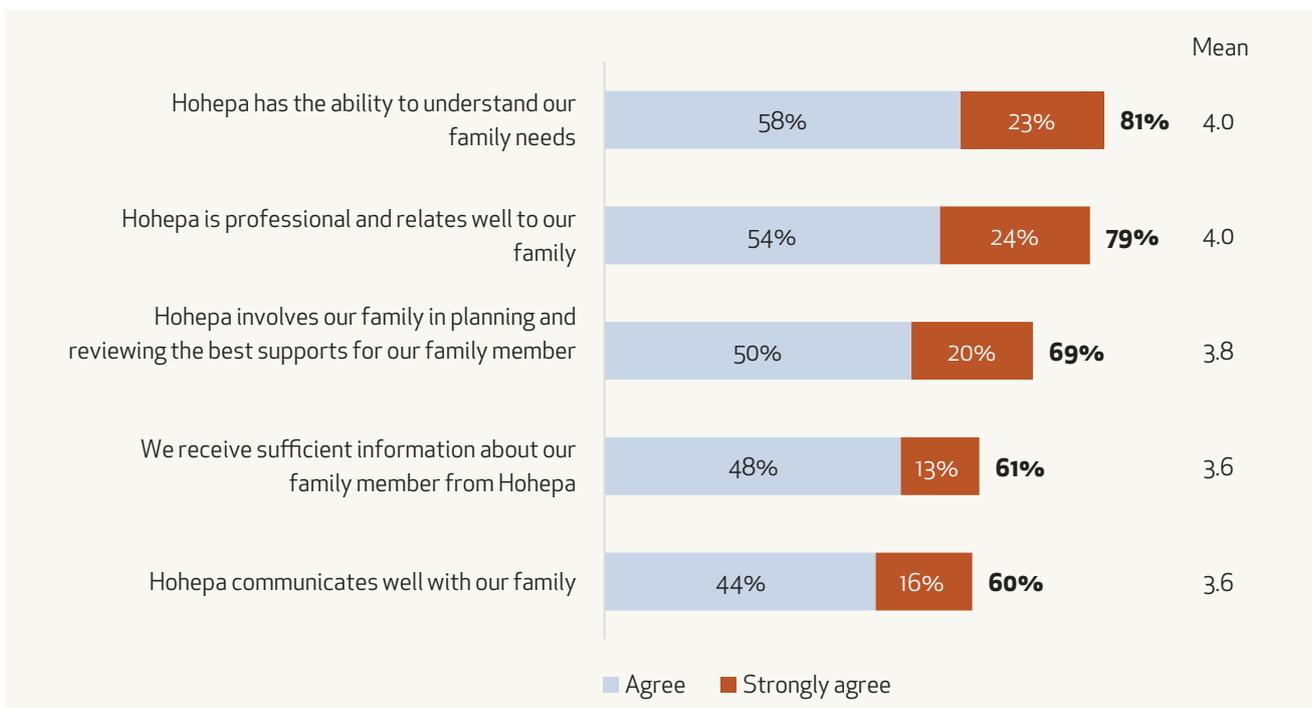
The survey also asked about Hohepa’s relationships with families and whānau. This was done by asking a series of questions about perceptions of how Hohepa deals with their client families and whānau, and their family member. Each question measured their levels of agreement as follow:

1	2	3	4	5
Strongly Disagree	Disagree	Neutral / Ambivalent	Agree	Strongly Agree

Results to these questions are shown for Agree and Strongly Agree (Figure 4.1) as follows:

- The majority of survey respondents agree that “Hohepa has the ability to understand our family needs” and that “Hohepa is professional and relates well to our family”.
- Most also agree that Hohepa involves the family in planning the best support for the family member.
- However, families and whānau of Hohepa are less likely to agree that Hohepa communicates well with their family and that they receive sufficient information about their family member.

Figure 4.1. How Hohepa deals with you and your family



Q. Please tell us how much you agree or disagree with each of the following statements about how Hohepa deals with you and your family member. Base: All (n=173)

There were variations by location (Table 4.1):

- Those in Hawke’s Bay are generally more satisfied with how Hohepa deals with themselves and their family member compared to Canterbury and Auckland. Hawke’s Bay families feel their family is involved in planning and reviewing the best support for their family member.
- Those in Auckland tend to be less likely to agree on all accounts and are significantly less likely to agree that “Hohepa is professional and relates well to our family” and to a lesser extent “Hohepa communicates well with our family”.

Table 4.1. How Hohepa deals with you and your family - by location

Agree / Strongly Agree - by Location	Auckland (n=32)	Hawke’s Bay (n=95)	Canterbury (n=46)
Hohepa has the ability to understand our family needs	63%	88%	78%
Hohepa is professional and relates well to our family	53%	86%	80%
Hohepa involves our family in planning and reviewing the best supports for our family member	56%	82%	52%
We receive sufficient information about our family member from Hohepa	47%	66%	59%
Hohepa communicates well with our family	44%	63%	63%

Q. Please tell us how much you agree or disagree with each of the following statements about how Hohepa deals with you and your family member. Base: All

* Like the 2012 and 2014 surveys, Hohepa scores well on understanding the needs of the family and whānau but it performs least well with communicating with those families. As mentioned previously, communication with Hohepa families and whānau is a key area that Hohepa needs to continue to address and improve.

5

Performance of Staff and Management

The next part of the survey addresses perceptions of performance of Hohepa's staff and management. Families and whānau were asked their level of agreement using the 5-point Likert scale (where 1=strongly disagree to 5=strongly agree).

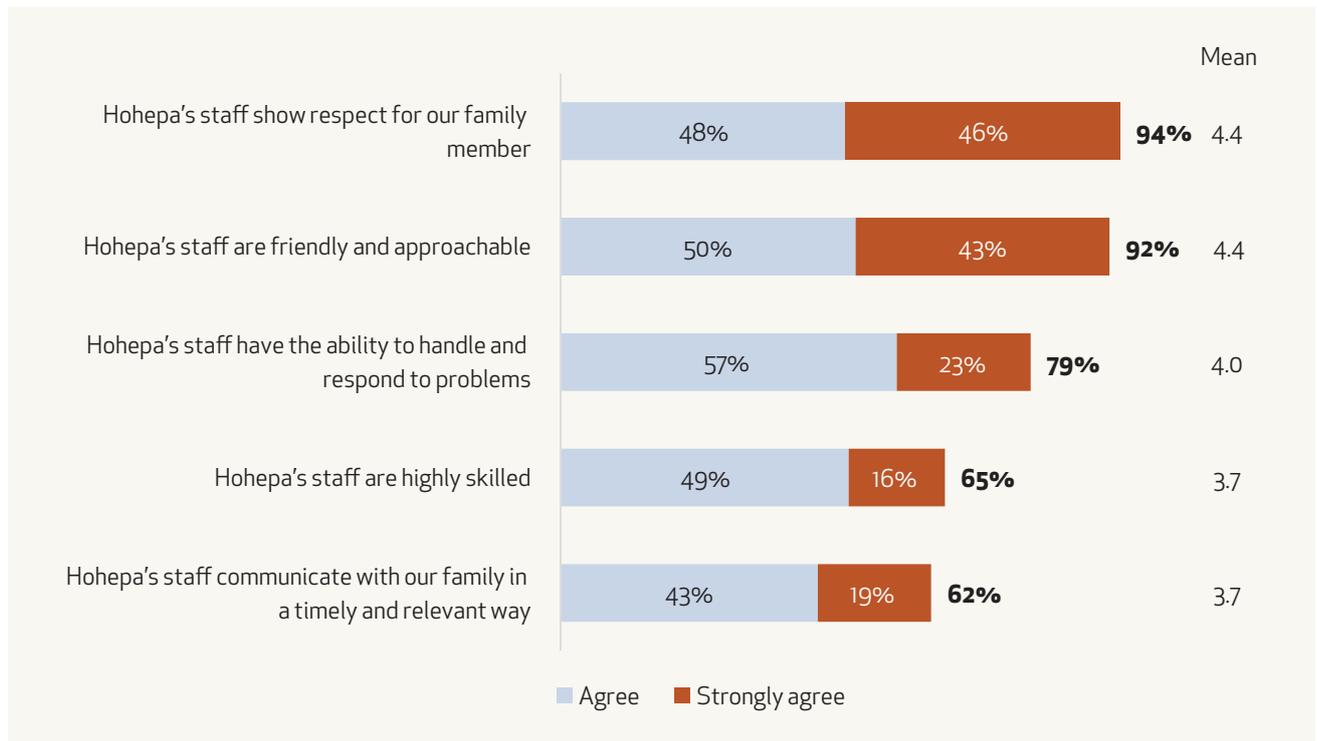
- * The results from the 2019 survey show that in general, most families and whānau of Hohepa agree/strongly agree that staff and management show respect to their family member(s), and the staff and management are friendly and approachable. Most also agree that staff and management can handle and respond to problems and are good leaders.*
- * However, respondents are less likely to agree and more likely to be ambivalent that staff and/or management are highly skilled, and that Hohepa staff and management communicate in a timely and relevant manner.*

The following section examines in more depth the families and whānau perceptions about the performance of Hohepa's staff and management separately.

5.1 Day-to-Day Staff

The majority of families and whānau agree (with a relatively large proportion strongly agreeing) that Hohepa’s day-to-day staff show respect for their family members and the day-to-day staff are friendly and approachable. But, less than two-thirds agree that Hohepa’s day-to-day staff are highly skilled or communicate well (Figure 5.1).

Figure 5.1 Performance of day-to-day staff



Q. Firstly, when thinking about the day-to-day staff, how much do you agree or disagree with the following? Base: All (n=173)

Looking at the regions in more detail (Table 5.1):

- Family and whānau in Christchurch and Hawke’s Bay are generally more satisfied with Hohepa’s staff, particularly regarding respect for their family member, and that staff are friendly and approachable (Table 5.1).
- Respondents in Auckland are significantly less likely to agree that Hohepa’s staff have the ability to handle and respond to problems, are highly skilled, or communicate in a timely and relevant way. This is an area that requires addressing.

Table 5.1. Performance of day-to-day staff - by location

Agree / Strongly Agree - by Location	Auckland (n=32)	Hawke's Bay (n=95)	Canterbury (n=46)
Hohepa's staff show respect for our family member	84%	98%	93%
Hohepa's staff are friendly and approachable	81%	97%	91%
Hohepa's staff have the ability to handle and respond to problems	56%	85%	83%
Hohepa's staff are highly skilled	31%	71%	76%
Hohepa's staff communicate with our family in a timely and relevant way	34%	71%	65%

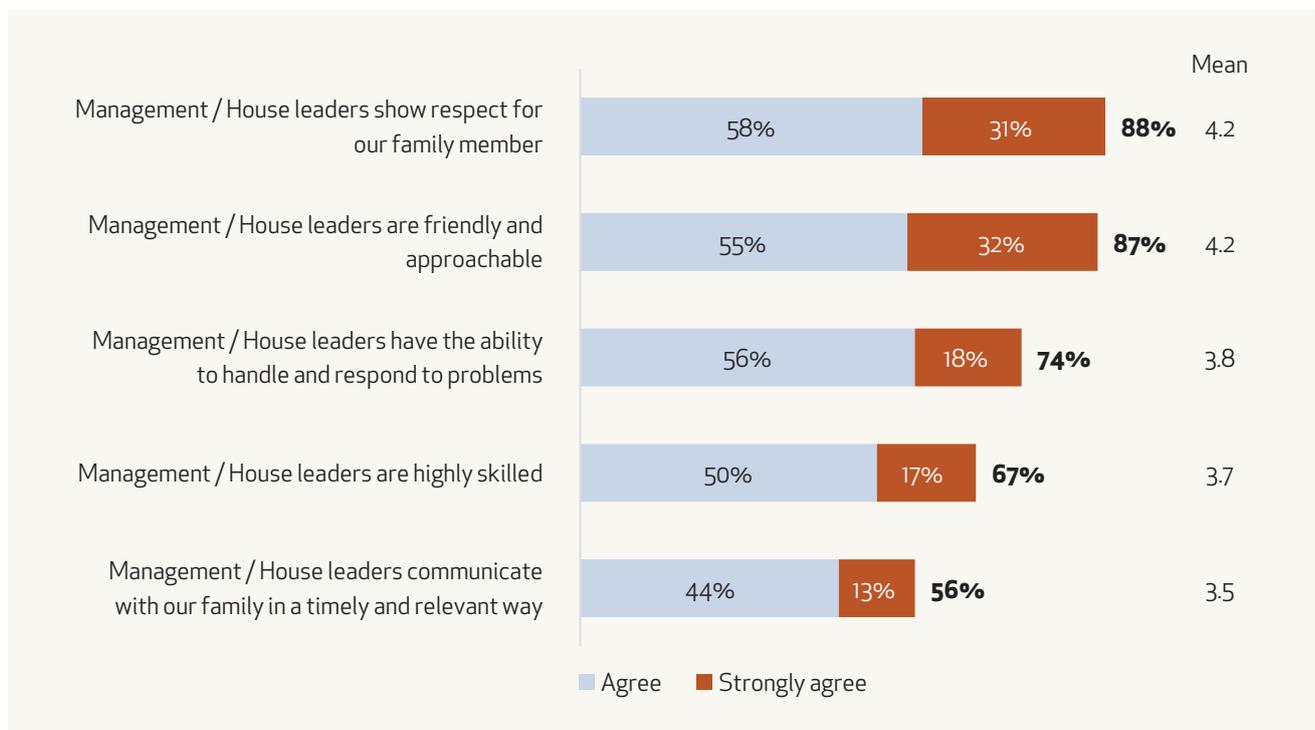
Q. Firstly, when thinking about the day-to-day staff, how much do you agree or disagree with the following? Base: All (n=173)

5.2 Management / Senior Management (Day to Day Running)

Families and whānau were asked a series of questions about the Management team responsible for the day-to-day running of their local facilities. These questions were specifically focused on Management in Christchurch and Senior Management including House Leaders in Auckland (measured using a 5-point scale). Results were (Figure 5.2 and Table 5.2):

- The vast majority of families in Canterbury and Auckland agree that Hohepa’s Management / House Leaders (responsible for the day-to-day running of the homes and services) show respect for their family members and are friendly and approachable;
- Three-quarters of families also agree that the day-to-day Management / Senior Management have the ability to handle and respond to problems;
- Two-thirds agree that Hohepa’s Management / House Leaders are highly skilled or communicate well, but only just over half agree that the Management / House Leaders communicate in a timely and relevant way; and
- Continuing with the theme of uneven user experience, those families and whānau in Auckland are less likely to agree on any of the statements regarding the Senior Management including House Leaders.

Figure 5.2 Performance of management / house leaders in Canterbury and Auckland



Q. When thinking about the management (responsible for the day to day running of the homes and services) / house leaders, how much do you agree or disagree with the following? Base: Whānau in Canterbury and Auckland (n=78)

Figure 5.2. Performance of management / house leaders - by location

Agree / Strongly Agree - by Location	Auckland (n=32)	Canterbury (n=46)
Management / House leaders show respect for our family member	81%	93%
Management / House leaders are friendly and approachable	81%	91%
Management / House leaders have the ability to handle and respond to problems	59%	85%
Management / House leaders are highly skilled	50%	78%
Management / House leaders communicate with our family in a timely and relevant way	47%	63%

Q. When thinking about the management (responsible for the day to day running of the homes and services) / house leaders, how much do you agree or disagree with the following? Base: Whānau in Canterbury and Auckland

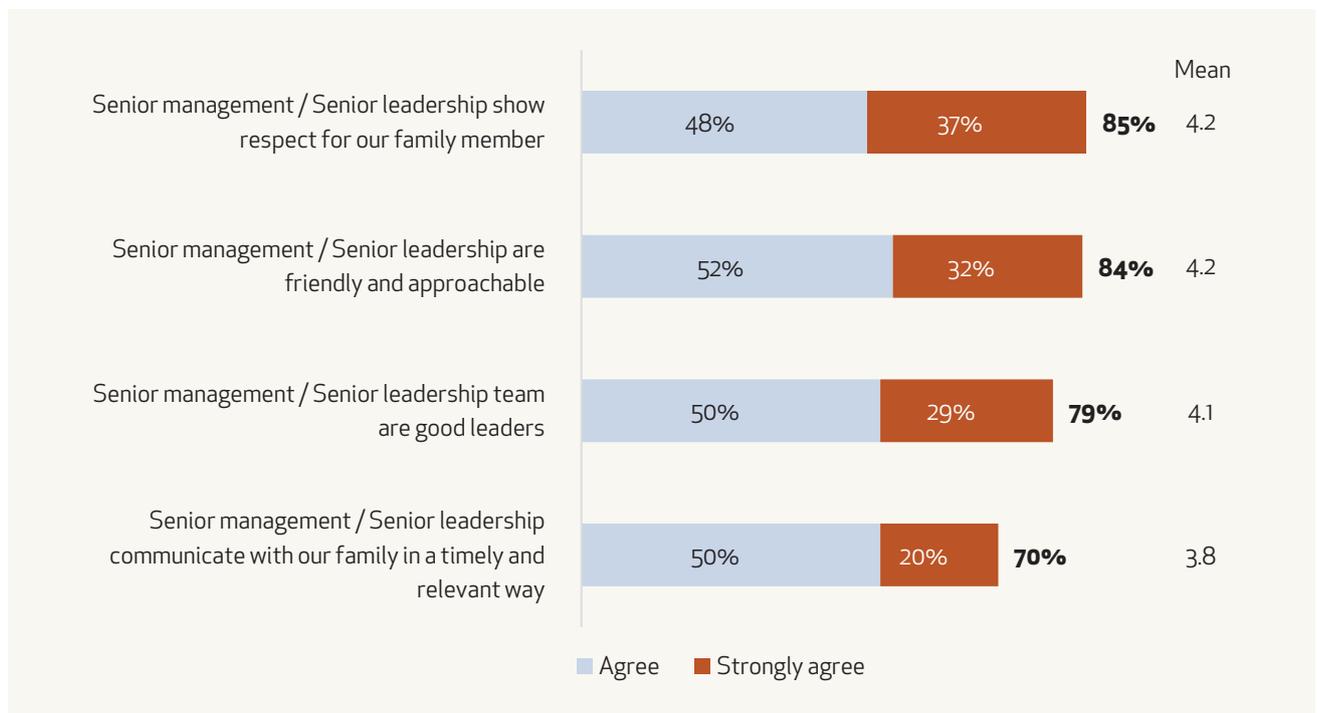
5.3 Senior Management / Senior Leadership Performance

Questions that addressed the performance of Senior Management / Senior Leadership were focused on the strategic vision of Hohepa. These questions were directed to families and whānau in Canterbury and Hawke's Bay only (using a 5-point scale). Responses show that (Figure 5.3 & Table 5.3):

* *The majority of families and whānau in Canterbury and Hawke's Bay agree that **Hohepa's Senior Management / Leadership are responsible for the strategic vision** of the organisation and show respect for their family members, are friendly and approachable, and are good leaders;*

- Most also agree that the senior management / leadership communicate in a timely and relevant way; and
- Those in Hawke's Bay tend to be more likely to agree on any of the statements regarding the senior management.

Figure 5.3 Performance of senior management / senior leadership in Hawke's Bay and Canterbury



Q. Now when thinking about the senior management / senior leadership (responsible for the strategic vision of the organisation) at Hohepa, how much do you agree or disagree with the following? Base: Whānau in Canterbury and Hawke's Bay (n=141)

Table 5.3 Performance of management / house leaders - by location

Agree / Strongly Agree - by Location	Hawke's Bay (n=95)	Canterbury (n=46)
Senior management / Senior leadership show respect for our family member	89%	76%
Senior management / Senior leadership are friendly and approachable	85%	83%
Senior management / Senior leadership team are good leaders	83%	72%
Senior management / Senior leadership communicate with our family in a timely and relevant way	73%	65%

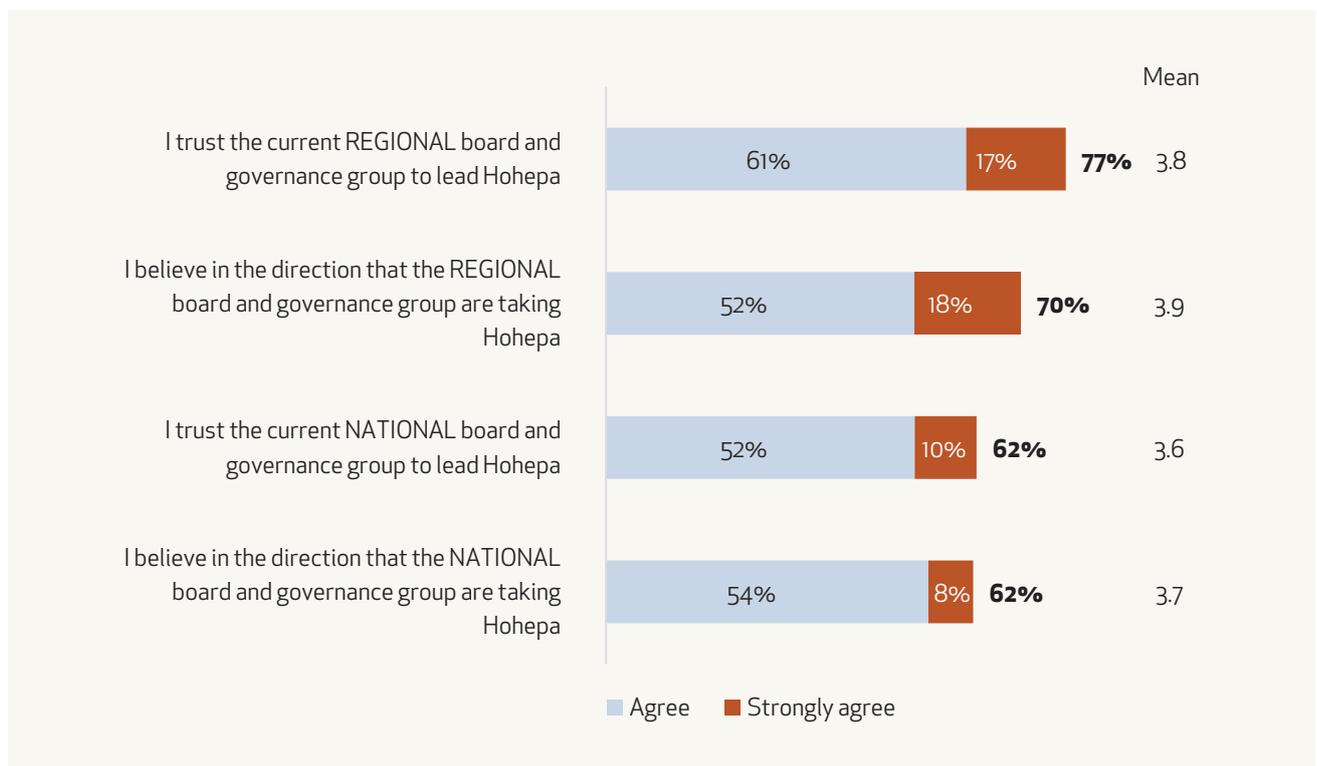
Q. Now when thinking about the senior management / senior leadership (responsible for the strategic vision of the organisation) at Hohepa, how much do you agree or disagree with the following? Base: Whānau in Canterbury and Hawke's Bay

5.4 Governance of Hohepa

In Hohepa, Regional Boards govern the regional services, and the National Board oversees the effective governance of all regions. In the 2019 survey, families and whānau were asked their level of agreement (using a 5-point Likert scale) about the direction each of the different types of Boards were going, and how much trust they have in each Board and governance group to lead Hohepa. Key findings show (Figure 5.4 & Table 5.4):

- Families and whānau are more likely to trust and believe in the Regional Board and governance compared to the National Board and governance. Slightly fewer trust the National Board or believe in their direction, although those who do not agree tend to be ambivalent rather than actively disagreeing.
- Again, those in Auckland tend to be less likely to agree on all statements and are significantly less likely to agree that they “trust the current regional board and governance group to lead Hohepa.”

Figure 5.4. Governance of Hohepa



Q. Now when thinking about the governance of Hohepa, how much do you agree or disagree with the following? Base: All (n=173)

Table 5.4 Governance of Hohepa - by location

Agree / Strongly Agree - by Location	Auckland (n=32)	Hawke's Bay (n=95)	Canterbury (n=46)
I trust the current REGIONAL board and governance group to lead Hohepa	53%	84%	80%
I believe in the direction that the REGIONAL board and governance group are taking Hohepa	53%	76%	70%
I trust the current NATIONAL board and governance group to lead Hohepa	47%	66%	65%
I believe in the direction that the NATIONAL board and governance group are taking Hohepa	50%	64%	65%

Q. Now when thinking about the governance of Hohepa, how much do you agree or disagree with the following? Base: All (n=173)

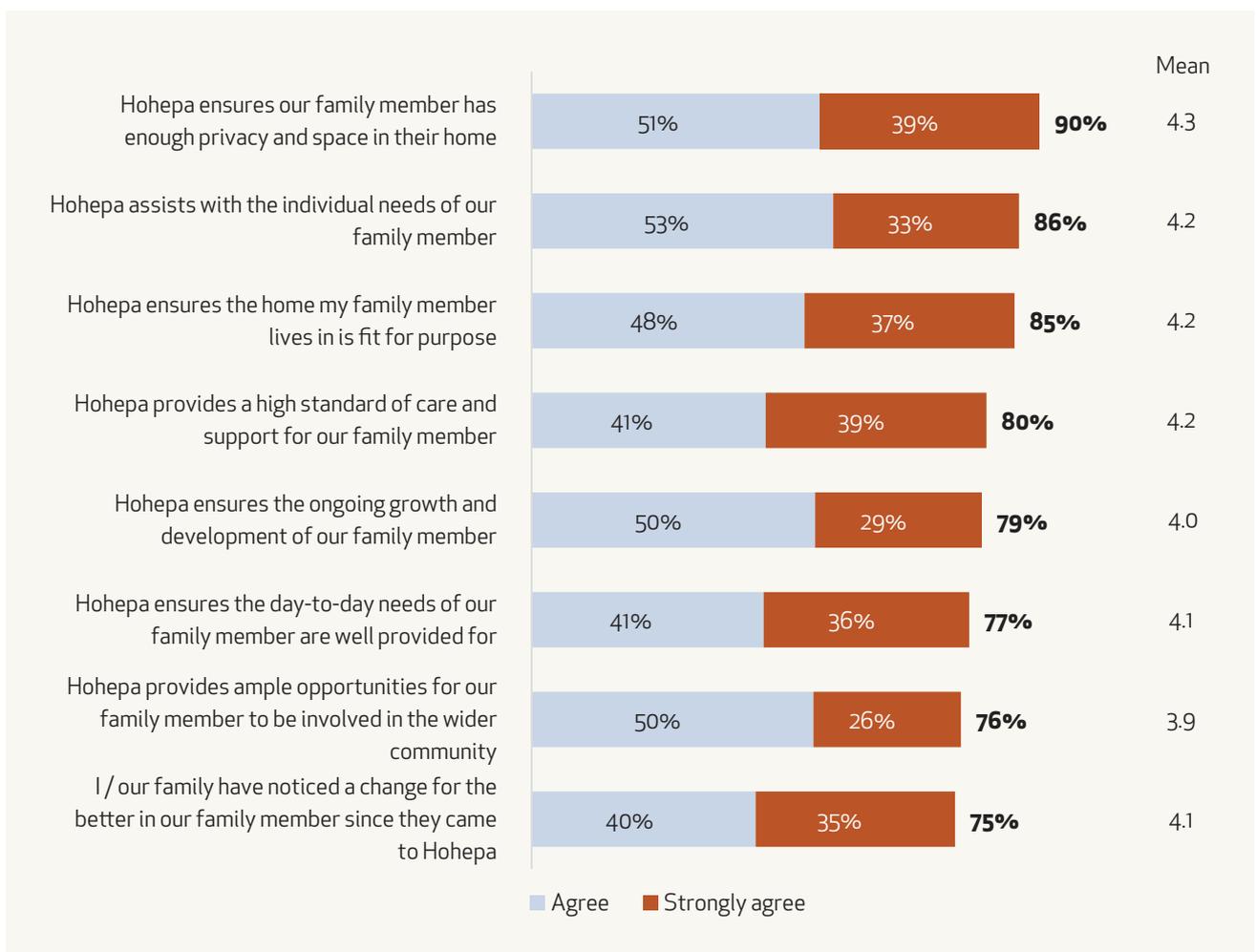
6

Delivered Services

Questions about the services received by the family member in care at Hohepa were also rated on 5-point agreement scale. In 2019, the areas where Hohepa scored highest are (Figure 6.1):

- Ensuring the family member has enough privacy and space in their home;
- Providing individual needs for the family member; and
- Enduring the home for the family member is fit for purpose.

Figure 6.1 Standard of services family member receives



Q. Now thinking about the services your family member receives at Hohepa. How much do you agree or disagree with the following statements? Base: All excluding not applicable (n=162-172)

* Similar to 2012 and 2014, in 2019 Hohepa scored least well for providing ample opportunities for the family member to be involved in the wider community, although this has stabilised over the past five years. Compared to 2014, in 2019 less families and whānau believe they have noticed a change for the better in Hohepa Family care since they came to Hohepa (75% in 2019 versus 83% in 2014). Whilst satisfaction is still high, these are areas for Hohepa to improve on.

When looking at the locations in more detail (Table 6.1):

- Canterbury is more likely to ensure the home for the family member is fit for purpose;
- Hawke’s Bay excels in all areas but could provide more opportunities for the family member to be involved in the wider community; and
- Those families and whānau based in Auckland are significantly less likely to agree on nearly all statements, while those in Hawke’s Bay are significantly more likely to agree on nearly all statements.

Table 6.1 Standard of services family member receives – by location

Agree / Strongly Agree - by Location	Auckland (n=26 to 31)	Hawke’s Bay (n=88 to 95)	Canterbury (n=42 to 46)
Hohepa ensures our family member has enough privacy and space in their home	78%	93%	90%
Hohepa assists with the individual needs of our family member	58%	96%	85%
Hohepa ensures the home my family member lives in is fit for purpose	62%	88%	93%
Hohepa provides a high standard of care and support for our family member	48%	92%	78%
Hohepa ensures the ongoing growth and development of our family member	58%	88%	76%
Hohepa ensures the day-to-day needs of our family member are well provided for	48%	85%	80%
Hohepa provides ample opportunities for our family member to be involved in the wider community	71%	78%	73%
I / our family have noticed a change for the better in our family member since they came to Hohepa	48%	83%	77%

Q. Now thinking about the services your family member receives at Hohepa. How much do you agree or disagree with the following statements? Base: All excluding not applicable

7

The Hohepa Model

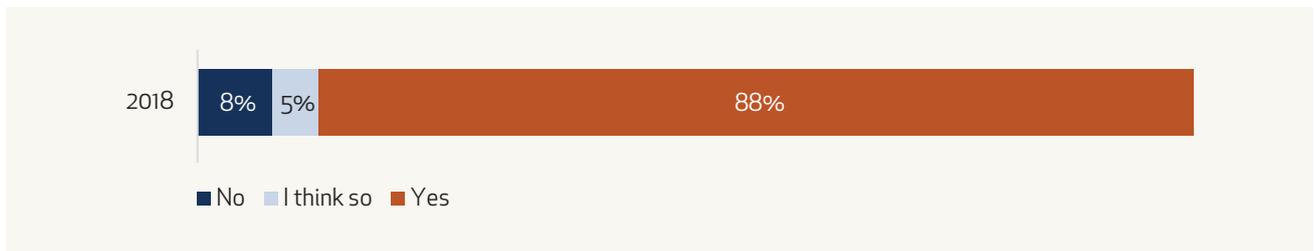
Hohepa is founded on the principles and teachings of Dr Rudolf Steiner whose approach to human development and education began from his insight known as anthroposophy. Anthroposophy is the special character of Hohepa, which is their unique point of difference. In this section of questioning, family members were asked if they were aware of the special character before today; what they like the most about this anthroposophy aspect of Hohepa support, and the importance about different aspects of the special character.

7.1 Spontaneous Awareness of Anthroposophy Aspects

The findings from the 2019 survey show (Figure 7.1 and Table 7.1):

- The majority of family and whānau members are aware that Hohepa has a special character. There were regional differences: nearly all whānau in Hawke's Bay were aware, while less than three-quarters of family members in Auckland were aware.

Figure 7.1 Awareness of Hohepa's special character



Q. Hohepa is founded on the principles and teachings of Dr Rudolf Steiner whose approach to human development and education began from his insight known as anthroposophy. Anthroposophy is the special character of Hohepa which is our unique point of difference. Before today, were you aware that Hohepa has a special character? Base All (n=173)

Table 7.1. Awareness of Hohepa's special character - by location

Aware of special character - by location	Auckland (n=32)	Hawke's Bay (n=95)	Canterbury (n=46)
Yes	72%	97%	80%

Q. Hohepa is founded on the principles and teachings of Dr Rudolf Steiner whose approach to human development and education began from his insight known as anthroposophy. Anthroposophy is the special character of Hohepa which is our unique point of difference. Before today, were you aware that Hohepa has a special character? Base All (n=173)

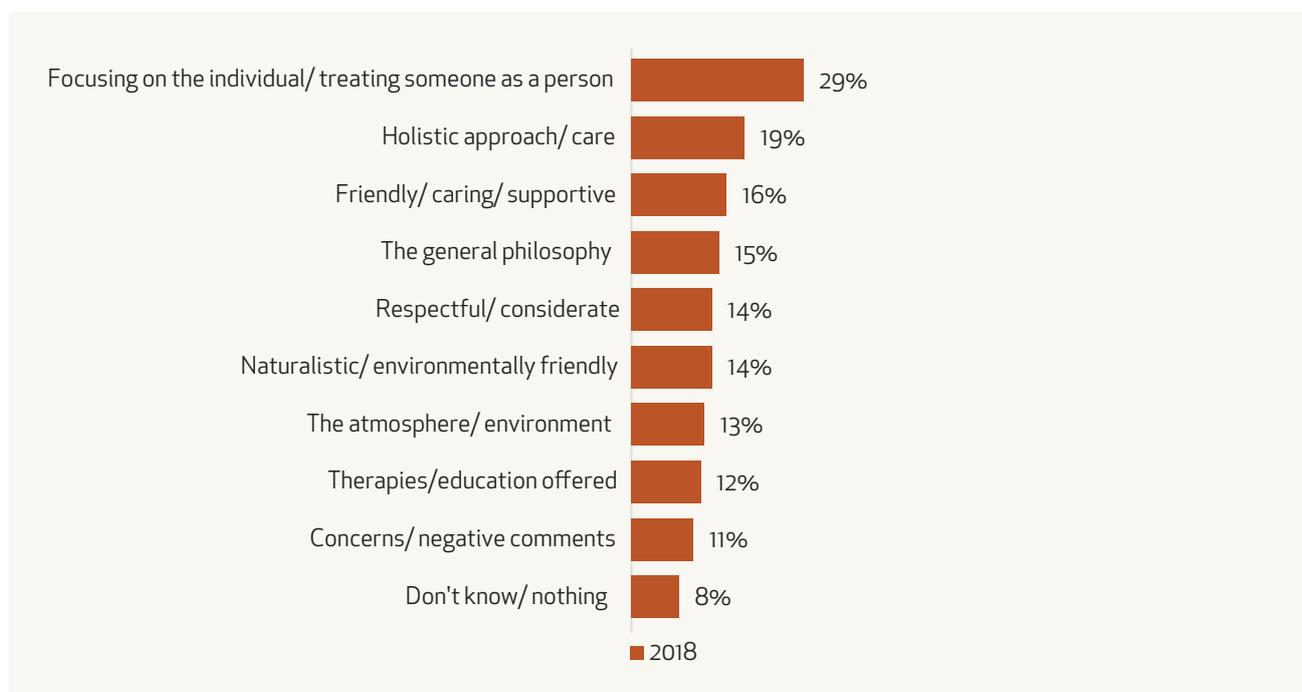
Spontaneously², respondents mentioned liking many aspects of the anthroposophy support at Hohepa such as: the holistic approach/care; staff being friendly/ caring/ supportive; and the general philosophy (Figure 7.2).

What families liked the most however, was the focus on the individual/ treating someone as a person (29% of mentions):

“That each person is treated as an individual and is respected and valued for who they are, as well as being encouraged to develop their full potential.”

“I especially like the care of the person as a whole, physically and spiritually. The care is gentle and kind”

Figure 7.2 Positive anthroposophy aspects (specific mentions over 5%)



Q. What do you like most about this anthroposophy aspect of Hohepa support?
Base: Those aware of the special character (I think so and Yes) (n=160)

2. See Appendix I for more detail

When the results are analysed regionally, there was little difference of perceptions focusing on the individual/treating someone as a person; being respectful/considerate; and being naturalistic/environmentally friendly. However, Auckland families and whānau were less satisfied with the general philosophy of Hohepa; the therapies/education offered; and they were more likely to have concerns or offer negative comments (Table 7.2).

Table 7.2 Positive anthroposophy aspects – by location

Positive anthroposophy aspects – by location	Auckland (n=26)	Hawke’s Bay (n=94)	Canterbury (n=40)
Focusing on the individual/ treating someone as a person	31%	30%	28%
Holistic approach/ care	-	26%	18%
Friendly/ caring/ supportive	8%	21%	10%
The general philosophy	4%	18%	15%
Respectful/ considerate	15%	14%	13%
Naturalistic/ environmentally friendly	12%	15%	13%
The atmosphere/ environment	8%	14%	13%
Therapies/education offered	4%	17%	5%
Concerns/ negative comments	19%	6%	15%
Don’t know/ nothing	19%	3%	13%

Q. What do you like most about this anthroposophy aspect of Hohepa support?
 Base: Those aware of the special character (I think so and yes)

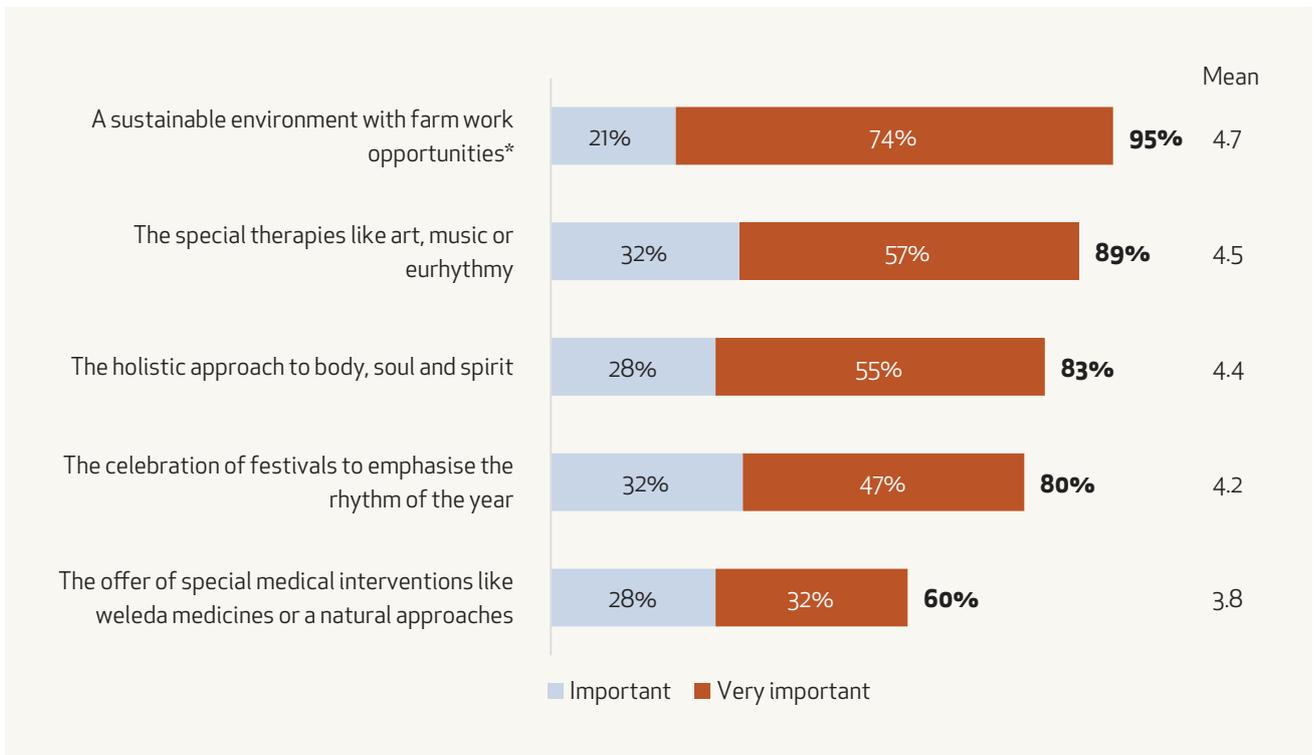
7.2 Importance of Specific Anthroposophy Aspects

The top three specific initiatives in the anthroposophy area that are deemed most important are:

- 'A sustainable environment with farm work opportunities' (Hawke's Bay only);
- 'The special therapies like art, music or eurhythmy'; and
- 'The holistic approach to body, soul and spirit'.

Of much lesser importance is 'the offer of special medical interventions like Weleda medicines or a natural approach' (Figure 7.3).

Figure 7.3 Important anthroposophy aspects



Q. Thinking about the special character of Hohepa, how important are each of the following? Base: All (n=173); *Base: Only asked of those in Hawke's Bay (n=95)

Those in Hawke’s Bay are significantly more likely to think that all aspects are important / very important. In comparison, Canterbury and Auckland families and whānau were much less reticent about all important anthroposophy aspects (Table 7.3).

Table 7.3. Important anthroposophy aspects – by location

Important / Very important - by Location	Auckland (n=32)	Hawke’s Bay (n=95)	Canterbury (n=46)
A sustainable environment with farm work opportunities	N/A	95%	N/A
The special therapies like art, music or eurhythmy	81%	95%	83%
The holistic approach to body, soul and spirit	63%	96%	72%
The celebration of festivals to emphasise the rhythm of the year	66%	92%	65%
The offer of special medical interventions like Weleda medicines or a natural approaches	34%	75%	48%

Q. Thinking about the special character of Hohepa, how important are each of the following? Base: All, *Base: Only asked of those in Hawke’s Bay

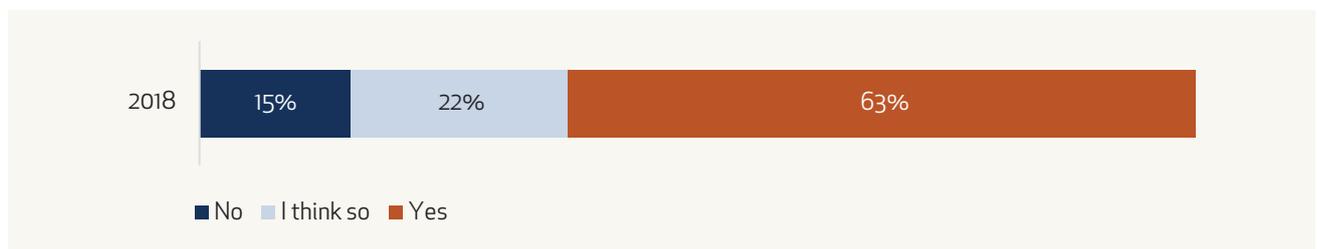
8

Disability Sector Transformation

The final section of the 2019 survey asked families and whānau in Christchurch about their level of awareness around the disability sector transformation. Findings show that those respondents had a mixed amount of knowledge (Figure 8.1):

- Nearly two-thirds were aware of the coming changes, and a near quarter thought they knew about the coming changes;

Figure 8.1 Awareness of disability sector transformation in Canterbury

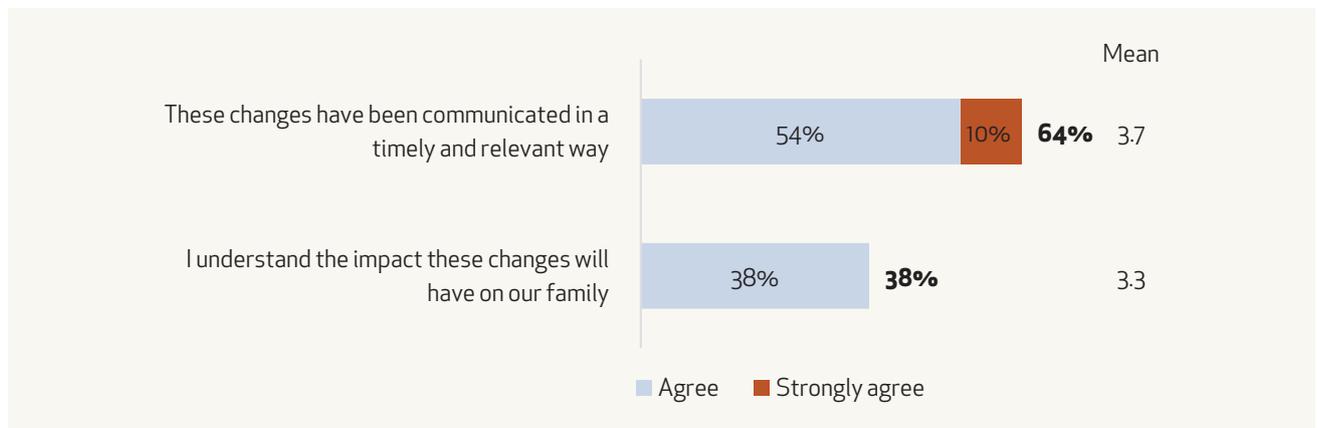


Q. A nationwide transformation of the existing disability support system is under way. The aim of the transformed system is to ensure disabled people and their families have greater choice and control in their lives. Before today, were you aware of these changes to the disability sector? Base: Whānau in Canterbury (n=46)

When asked how much they agree with the changes to the disability sector (Figure 8.2):

- Nearly two-thirds of those with a level of awareness thought the changes have been communicated in timely and relevant manner; and
- Significantly fewer (38%) understood the impact those changes will have on their family; and
- Nearly half (54%) were ambivalent.

Figure 8.2. Communication of sector transformation



Q. How much do you agree or disagree with the following about the disability sector changes? Base: Whānau in Canterbury aware of the changes (I think so and yes) (n=39)

9

Appendix I: Final Comments

9.1 Final Comments from Respondents from Auckland

Positive Feedback
Hohepa is a wonderful community - its special character is what makes it the special place that it is!
We are very happy to partner with Hohepa in creating a great community-focussed life for our family member

Mixed Positive Feedback and Suggested Improvements
Some staff are extremely professional, approachable & effective. Overnight staff need more training plus more coverage is needed.
Hohepa is a very special unique place. We feel there could be more regular feedback on how our family member is progressing. When our family member started 2 1/2 years ago, we struggled to understand what was required from us and how to help and support our family member and the carers. We still feel it would help if someone could guide/explain to us as to what the best way is to progress in transitioning our family member into a happy full life at Hohepa.

Concerns / Suggested Improvements
Natural medicines where appropriate but not always the best and quickest for results.
In the past our family has had excellent communications with senior management within the house. Increasingly it appears that the day to day care of our family member has slipped. eg allowing our family member to go on summer holidays with a suitcase of winter clothes. Returning home with many items of clothes belonging to other residents. Actions identified on Individual Living Plan not followed up. Would be useful if there was a time during the week that the house leader could usually be contacted e.g. always available for communicating with families on a Wednesday
Lack of communication between family and some house supervisors. Lack of hygiene in the bathrooms e.g.: no soap, toilet paper etc. and when spoken to a house supervisor the lack of interest was disappointing. Only through persistence did this get actioned. Beds are not changed often enough. e.g. sheets and duvet cover. Residents don't seem to be going out much anymore. e.g. pictures, theatre, walks along the beach etc. We shouldn't have to push for an outing to happen. What has happened to the Wenderholm New Year gathering with residents and families - Kayaking etc. We have a family meeting to discuss progress and set goals for the year and every year very little has changed. It would be a good idea to do a full body check on residents on a weekly basis to see if they have any skin irritation or fungal infections. Weight checks to see if they are losing weight. Visits to a doctor or specialist should either be set up with family or at least a staff member that the resident knows and is comfortable with, so it is less stressful. Maintenance around the Auckland Homes needs attention especially the grounds of Magnolia House. Staff who do a good job need a pay increase to keep them on board so there is not a regular change as this is unsettling. It would be great if staff and volunteers wore a name tag e.g.: staff members had a name tag maybe in red and volunteers had a name tag in blue, so we know who we are talking to. Overall, I think Auckland has gone down a little bit since new management. The biggest...
Keep the volunteer come to Hohepa (make the place more actives, happy and fresh)

Concerns / Suggested Improvements
Sadly, a lot of the anthroposophical components of Hohepa Auckland have not been practiced over the past years and the benefits from this have been lost on many of the longstanding residents. It will take a lot of communication to retrain staff and retain them. In closing, we are thrilled with the improvement of services now offered. We look forward to continuing improvement in Auckland. At long last there are professional people on the Regional Board who sympathetic to, understand the governance process and are able to make constructive decisions being supportive to the management team.
It would be nice for the residents to do something in the weekend there are many free events
I feel Christopher house needs to be done up and some of the rooms made bigger. I feel that they need more permanent staff in the place. The permanent staff at the moment are good but the volunteers can be very rude. The staff need to take more interest on the personal care side of the people and realise that some of them need a bit more help with thing than others.
Recruitment and training are challenging. Perhaps parents could be made aware of this and funding/"scholarship" provision supported or subscribed by parents/families.
Going downhill.
We found it difficult to answer this survey due to the changes in the last 12 months.

9.2 Final Comments from Respondents from Canterbury

Positive Feedback
Overall very happy with what care our child is receiving, to us as parents it is all about that care stating as it is or improving as it gives us piece of mind that He/she is being well cared for when we are both 6ft under
Hohepa has been an amazing place for our family member for many, many years and I couldn't imagine him/her being anywhere else
I am not a family member just a friend of the late father. But I am the contact for [name]. As I live away from Christchurch, I don't see x very often so cannot really comment on his/her status and care. But He/she is happy there and seems to be settled which to me is the best situation. As He/she has been there since Hohepa's inception, it is his/her home and as long as He/she is happy, I am happy for him/her to be cared for by those who know him/her and those needs best.
We very much appreciate the love and care our [child] receives, he /she leads an interesting life with staff taking an active interest in his/her well-being. X is happy and is able to be a little independent.
My family member attends the day programs. He/she has made some wonderful friends and looks forward to the days He/she attends. I only ever see him/her treated with respect and dignity. He/she speaks very highly of all the staff and of the manager that makes time to pop in for a visit regularly.

Mixed Positive Feedback and Suggested Improvements

Again, all therapies are good but shouldn't be limited to only things within the Steiner "philosophy". Surely Hohepa is more grown up than that and can accommodate what actually works for people, what's fun, practical, helpful and PROVEN. Violet painted rooms and whispering is not a solution for anything if it excludes options, colour, excitement, real life and real people! It's self-serving and cultish to ignore evidence and/or the preferences and realities of the people who live and play at Hohepa. I truly think sometimes the "philosophy" is all talk and gets in the way of progress/ frontline knowledge and support and useful care and attention. Nothing against it per se if everything else was working well. But it's not! MORE STAFF and activity is needed. There is a new generation of disabled who demand and deserve more attention and fun. They are not institutionalised like some of the older guys. Hohepa needs to change with the times and try harder to be actually relevant. Is Steiner relevant in a modern world? Hohepa will have to try harder to prove it is for everyone's benefit if it insists on going on about it.

We are grateful that we have the opportunity for our family member to be cared for by Hohepa. We value the 'family' atmosphere that exists, may it continue to grow. The dedication of a lot of the staff is admirable and the opportunity to foster this, equally important. A good strong leadership team is evident. If I were to make any suggestions it would be in the 'house- life', I appreciate this is dependant entirely on the staff but there are a lot of things going on in CHCH that would make good outings for the residents at the weekends or in the evenings, noddle market, buskers festival, cycle trails Hagley Park concerts, sharing a meal with other flats, picnics etc., not all have costs attached.

Tis all good but would like more input into [name]'s individual programme. I think the houses should have mobile phones for the staff to use to improve communication with families etc and a computer again for communication and access to notes and relevant info in a more modern way. The staff turnover worries me a bit. I do like to know who is caring for my family member in the most part. But really it is all good and my family member is very happy.

I know my family member is very happy at Hohepa, but I am concerned that He/she can be moved at, very short notice, from one home to another to accommodate senior managements new plans. This is HIS/HER HOME and HIS/HER NEW FAMILY whom He/she forms attachments to. That has been ripped apart three times now and as an [older person] with Down's Syndrome, who likes routines, it has been very unsettling. I cannot praise the caregivers in the homes enough, they are dedicated and caring, but my family member has become somewhat withdrawn from sharing with them as He/she is unsure as to how long they will be a part of his/her life.

Concerns / Suggested Improvements

Communications is poor from Hohepa and the house where our family member resides. Despite continually asking for better communication – it is never forthcoming.

The staff need to communicate with each other and with the family. We find the communication very poor. Bedrooms should be checked for cleanliness and windows open regularly.

Communication

More focus is required on the needs of the aging population of Hohepa clients and an urgent strategic plan of action is needed moving forward. A lot of time and effort is being trained on the younger, newer incoming clients, whilst services to the aging clients both residentially and vocationally are languishing in someone's headspace.

Our perception is that in the last two years the organization feels less cohesive. For instance, we were asked to take our family member to two medical appointments which we agreed to do, the staff at day base were only aware of the second appointment which cause some stress for our family member as we had to try and get him/her to drink fluids to fill the bladder. In the past our experience has been that internal communications within Hohepa staff and management have been very good, but our recent experience suggests that things maybe a little sloppy in this area.

I would love to receive a brief email from house staff detailing activity on a frequent basis.

Concerns / Suggested Improvements
Would like the farm regenerated to provide organic produce to use in homes and for sale. Stronger eco focus.
I can only understand to a degree how the impending changes will impact on my child and Hohepa as it is a new system they are introducing. I do not believe we will understand the true impact that this will have on our family member nor the organisation.

9.3 Final Comments from Respondents from Hawke's Bay

Positive Feedback
Just a BIG thank you to all the caring people that are a part of Hohepa.
appreciate commitment to a signing environment
Hohepa is unique and we are especially blessed that our family member is living in the Hohepa community.
Thank goodness for Hohepa, I would have died of stress trying to care for my child on my own, I thank god that there is a place for [name] there, He/she is happy and thriving, long may Hohepa continue... Thanks guys!
A chain is only as strong as the weakest link. The standard of care is only as good as those around our family member at the time. We feel Hohepa tries to make sure staff are well trained & supported as possible.
It's a shame there aren't more residential schools like Hohepa. It has been life changing for our child and I'm sure there are lots more kids in other parts of the country that would benefit
I think there has been a great improvement in Hohepa in the last two years and I have noticed that my family member is a lot happier. The staff are taking a firm but caring approach to him/her which is what she needs. I feel that He/she is much better cared for than in the past.
Hohepa has been great for our child. We miss him/her being home full time so very much, but as long as He/she is happy and looked after well at Hohepa, which He/she is, then that is the most important thing for us. He/she is learning and progressing with an amazing group of people who show him/her so much care, kindness, support and understanding. The understanding is a massive thing to us as we have over the years meet people who have not had the time or inclination to show understanding for our child's special needs or in some cases haven't got to know how amazing He/she truly is or have been so very kind to him/her and seen his/her gorgeous personality but not known how to support him/her with his challenges. The teaching his/her teacher does at Hohepa is so amazing, the time spent with our child by the teacher is so great and her kindness and care is so very genuine. The therapy provided like Art, Music, Horse Riding, Eurythmy, Speech Therapy, Massage have been wonderful for him/her and we see the positives of all of these in our gorgeous child. The Behavioural help is also brilliant when needed. The support staff in the house and the management and the teacher aides and the therapists go above and beyond in the job they do and strive to make it about the child as an individual all the time. Every child is so very different and Hohepa sees that so clearly. In closing, I will say what I have said to so many people Hohepa is such a great place. We look forward to our child doing as much as He/she can with his/her amazing personality and watching him/her flourish.
Keep up the great work - outstanding!
Hohepa has allowed our child to become a calm, happy and fulfilled person
Hohepa has made significant progress in communication and being aware of the needs of the families in a more holistic manner under the new management. Nothing is ever going to be perfect, but Hohepa is streets ahead of the alternative.

Positive Feedback
All persons working or passing through Hohepa doors are dedicated loyal and selfless
I am glad that you are here, and I hope that you continue to grow in the way that you have been for the last 2 years. I like that my voice as a parent is important and that the staff are attentive to different wishes.
I am extremely grateful that my family member is living at Hohepa. He/she has grown and excelled in many areas of his/her life because of the environment, people and Steiner philosophy behind it. I am so proud of how confident and expressive He/she is with his/her creativity and how He/she lives her life. Hohepa has given him/her a life of his/her own, where He/she has become an adult and not remained as a child because of his/her disabilities. He/she has so many friends that He/she can talk to and laugh with. His/her flat mates and the support team 'get him/her', which is reassuring to know He/she's in the best place for him/her to be in in NZ. He/she tells me He/she is happy there and that says it all :o) Our family are grateful He/she is safe, cared for, growing on many levels and is being challenged. Thank you so much Hohepa.
We are extremely grateful to the staff at Hohepa for the loving care they give our child.
There is a strong need to create more places like Hohepa around the Country, as generally NZ as a Country is not very supportive of people with special needs (support to the much-desired level which Hohepa achieves)
Keep up the good work... and thank you for the efforts so far!
The present house parents and staff are the best He/she has ever had at any care facility. We can't fault their excellence in every respect and know that they will be hard to beat.
We are soooo lucky to have your help. We are very grateful.
A very special thanks to Vicky and Devinda and the entire staff at Kotare House. A very special thanks to the school, teachers and aids. You have all contributed to [name]'s well-being, happiness and calmness. [Name] feels safe and secure in our environment and in yours. The transition from us to you every time is seamless. Everything in his/her life is consistent and will continue on that path.
Thank you to the fantastic staff without whom Hohepa would not be the magical place it is.
Hohepa is unique and offers the best education and care for special needs children and adults.
It is a marvellous resource. We are delighted with the new management team and open approach which has been a long time coming. We hope it gathers greater momentum and steams ahead. The country needs more such facilities available to bless our special needs members of society.
Without Hohepa we would have to have struggled at home for [many] years, we know that our child is being cared for. There have been challenges for all over the years tears heart ache and love. Would recommend to anyone looking for somewhere for their special person to look here
I have always thought that my decision to send [name] to Hohepa has been the best decision I have ever made in my life. Even if Hohepa went belly up now, it would still have been my best decision (after having chosen to have children that is) He/she has been brought up within Hohepa with respect, love, consideration, and his welfare has always been paramount to Hohepa.

Positive Feedback

Hohepa has been the making of my family member and indeed of my entire family. My family member is as happy at Hohepa as He/she is at home, in fact, He/she is happier at Hohepa. He/she 'lives' at Hohepa and 'holidays' at home. Hohepa has provided my family member with opportunities that we as a family were just unable to provide. I have watched my family member develop from an angry, out of control, medicated and aggressive person who had disengaged with school and society into a calm, reasonable, unmedicated, engaged and responsible individual who is part of a community who support, love and respect him/her. What Hohepa has achieved with my family member is nothing short of a miracle. I have nothing but praise for the Hohepa community, their philosophy and their practices. They are a forward thinking, diverse and effective organisation. They are a shining example of humanity and I only wish that every family who needs it had access to the services, care and support that Hohepa provide.

Mixed Positive Feedback and Suggested Improvements

Hohepa is using NZ sign (the third language of NZ) with all the people in that community. The recognition, respect for and willingness to learn this language has been the most important single influence for our family member (if communication happens everyone is less frustrated- it is very simple!) There are few organizations who actively value and promote NZSL and access for staff and community members in Hohepa. I find this exemplary and I am keen that other people are encouraged to use sign to communicate where possible! The staff who have stayed working in Hohepa (and there has been a huge turn over) are very impressive people. The number of managers who have been in place (4 in 2 years) has not added to smooth sailing for the community. Managers need support and adequate training and encouragement for a challenging job! We are enjoying Storypark as a way to keep in touch and see and share experiences from our end as well.

We have never felt confident about leaving our child in any other place but Hohepa. They gave us the confidence to feel okay with our decision. Our only issue is that the house He/she lives in is only updated when SAMS or some other organisation comes to visit, or we complain about the couch hurting to sit on or other parts of the house that needs work. Otherwise we have loved our child being in this community that has been awesome towards him when He/she is out and about.

Excellent communication from management team but as a family member (I am the sister of an elderly resident who has complex needs) I would like a little more communication from the house staff or manager. Even 3 times a year an email letting me know how He/she is. I don't expect good news as He/she is elderly and is only likely to decline and the needs to increase but two or three times a year an email from the house staff who is directly involved with the care would give me peace of mind. I know I can phone at any time to check on him/her which I do, but I usually speak to a different staff member each time, that is not a problem, but they don't know me either! I would like to say when I have talked with Alfred Bauch, he has always been professional and keeps me well informed. He is very approachable and has been extremely supportive to our family re our family member who is a resident. Thanks to Alfred please.

Whilst the care our child is receiving now is good, He/she stills suffers from a medical misadventure ten years ago. This includes severe anxiety and sleeping disorder. The staff responsible have long left Hohepa and I hope not longer work in the industry. For my child and others justice has never been advocated for. At the time we did speak up at every level within Hohepa as I was National trustee. For me the system turned on the parents who were just asking questions about their child's medication which He/she had a near fatal reaction requiring two hospital admissions. My wishes for the future is an independent advocate service where families can bring their concerns without fear of attack on themselves the person using the service.

Mixed Positive Feedback and Suggested Improvements

I have completed many of these research questionnaires for Hohepa and communication is the one issue that keeps coming up. Because I have weekly contact, in person, I can find out from staff how things are going, otherwise, I'm not sure I would be told. I feel Hohepa in Kāpiti are finally on an even keel, but staff turnover has been high with some staff employed actually not fit for purpose. We are still waiting for the craft studio to be available for wider community participation. My child is well cared for and happy which is most important to me.

60yrs of Success of Hohepa has been achieved through the special work of Steiner and all of the people who have made a huge contribution to its continuity. I would not like to see it get too big.

The house and the house managers that are involved with our family member are excellent. He/she is very well looked after and cared for as though He/she was a member of their own family. One thing that could be improved are the work opportunities, tailoring them more to individuals' abilities, needs and getting a better match for the tasks and the individual.

I am very grateful to have my family member as a part of Hohepa. There are of course areas where I would like to see improvement but part of that is also my own communication with Hohepa. My family member is in a house that suits the needs whereas earlier on this was not quite the case and things are going very well with lots of progress. I can appreciate the difficulty in sometimes getting the living situations suiting everyone and that this is also a moveable feast as circumstances change. I am very grateful for all of the wonderful people who work at Hohepa and that there is worthwhile work producing lovely items. Thank you.

The very thing that makes Hohepa special is the adherence to Steiner's principals. The fact that it is based on a bio-dynamic farm is very important. It does sadden us to see that the farm seems to be moving away from its bio-dynamic roots, and there seems to be a move towards commercialism. Also, there are staff members who openly do not follow Steiner teachings. We hope that the governing bodies are not moving away from these important ideals and moving towards 'business plans' and commercialism. First and foremost, Hohepa is an environment that nurtures and cares for special needs adults. That is where it should stay.

Long live the regional board. Hawkes Bay does not need to be dissolved/ squished by the layer above. It is successful and I trust Hohepa does not get too big as it will lose its special character and pastoral care of its residents.

Hohepa must continue to involve and respect families in their decision making of Hohepa and the lives of their children. There must be an end to the lack of transparency in children's and adult's day and night care. Communication and involvement of families in the children's community must improve. There is a high representation of white males in senior roles in the children's community. I would like to see better representation of woman in senior positions in the children's residential community as woman can bring a more empathetic understanding of what it is like to be separated from your child. Overall Hohepa is a wonderful place with just a couple of staff that need to change.

Concerns / Suggested Improvements

I wonder what these surveys really bring. We have had many over the years. A Business is only as good as its management and when this changes, other things change. New ideas some good and maybe some not so come and go. Hohepa appears to have a lot of it with boards etc.

The only thing I would like to see is more of technical teachings, computer etc.

communication is always an issue for us. that and a feeling that there is a lack of clear systems.

I am most concerned about the turnover of staff.

Concerns / Suggested Improvements
If staff members aren't well supported by management, they can't perform caring duties to clients in optimum manner. Poor monitoring of underperforming and bullying Manager led to prolonged under performance of house, there were experienced staff. New staff given insufficient guidance. Failure to report suspension of Manager to parents or anyone, lack of transparency in communications by Hohepa. Prolonged issues, manager backed, staff not despite huge problems. If Hohepa persist with Manager style house, parents need Monitoring in place by upper Management. Staff need more support. Being a parent of vulnerable child not reassuring to be uninformed and lied to by Hohepa and treated as an unwanted nosey visitor Then never ever acknowledged that there had been huge issues Consistency of programmes in houses for activities and outings. Residents need things to look forward to. Holiday programmes for long holidays.
Responsiveness and communication with families has been an issue for the entirety of Hohepa's existence. This needs ongoing work.
I would appreciate a revision/ notes of the spoken sessions of Parents Weekend when I am not able to attend. It is mentioned in newsletters that the revisions would be sent, but they have not. It is always best to attend the weekends, but it is not always possible.
The houses need some attention, particularly in the respect to being kept cool enough for children and adults to sleep on hot summer nights, some of the rooms are very small in sunny spots of the house and are hard to Keep cool enough to ensure comfortable sleep conditions for our family member
Please nurture and nourish the rich gifts of Special Character. This is what makes Hohepa the special healing and nourishing environment that it is.
Carers need to be consistent with each other in daily care and routine. My child runs rings around the newbies and often causes havoc! The high turnover in carers leads to anxiety and stress for my child.
We would appreciate more regular communication (e.g. once a week?) from the House Parent (or key worker) about our child's activities, health and general wellbeing. A key reason for wanting this communication is that our child is non-verbal, so we cannot simply ask him/her how things are going for him/her.
We have found adequate communication with the school and the behaviour team to be very frustrating and unprofessional at times!!!!
Maintain rural location and environment. Maintain ability to remain a biodynamic farming enterprise which continues to be interactive with residents 24/7.
One on one support may help our family member get out into the wider community

10

Appendix II: Anthroposophy Details

Hohepa is founded on the principles and teachings of Dr Rudolf Steiner whose approach to human development and education began from his insight known as anthroposophy. Anthroposophy is the special character of Hohepa which is our unique point of difference.

Q: What do you like most about this anthroposophy aspect of Hohepa support?

10.1 Anthroposophy Details from Respondents from Auckland

Individualised Development Plan to direct development of growing independence. Trusted, good feel of belonging in a caring community.
It has usually attracted staff who have a very real desire to help and care. Staff who are supportive of the anthroposophy have generally had a more holistic understanding of people with disabilities and are motivated in encouraging more social inclusion
The carers at Hohepa show a lot of respect and encouragement to our family member to help her lead as full a life as possible. We love the family style atmosphere in her house. The carers help each person to achieve their goals in life in caring ways.
Respect and calm
The respect with which the residents are treated.
I like the way each person has to be considerate of each other
Anthroposophy considers the whole person - including their spiritual aspect. Rudolph Steiner was many things including being an educator, the founder of biodynamics as well as anthroposophical medicine. Hohepa has taken on his values - the wonderful vegetable gardens are organic (and quite possibly use biodynamic principles) - so we can be confident that no toxic sprays are being used on the property. Weleda products such as Arnica and others are used where indicated which I find very gratifying. I appreciate the use of ritual insofar as Grace is said before each meal and Ringing of the Bells is recited before retiring to bed... this gives structure. I believe the special character of Hohepa is one of the main reasons that they attract very high calibre caring staff.
Acceptance of the whole person. Ambition to take the disabled person further. Gentle teaching techniques. Connection to the seasons and festivals isn't as pronounced in Auckland as was the case in Napier.
That my adult child is supported in being the best version of himself.
Giving people time to grow to develop skills that are important to them.
Respect for each individual. Seeing past the disability to the unique personality sometimes well hidden, that is the essence of each person.
Creating opportunities and looking for progress, but without pushing for it so hard that it becomes problematic for our family member
Focus on the whole person
Nature life style
I don't think it does any harm, but I don't think it adds a lot either. Auckland seems to be degenerating in quality since earlier days - seems now to be heading towards business principles and away from the personal connection of the past.

Individualised Development Plan to direct development of growing independence. Trusted, good feel of belonging in a caring community.
I don't really think too much into it, as long as we are getting the care our child is expected to receive from what the Hohepa philosophy stands for, but often the beliefs are been taken before the needs of the resident.
The concept and values of anthroposophy are the foundation of all of the Hohepa's, but we are now in the 21st century, and Hohepa Auckland is a suburban facility, in a high living density city. Standards and monitoring by funding agencies do not always agree with the deep concepts of anthroposophy. Assess each individual by their needs, train staff appropriately, be realistic. Some of the theories are not applicable to present day living, and there should be continuity of the philosophy by all staff if it is to be practiced. It is a deep philosophy, not understood by many, and misunderstanding tends to create division within the community. Despite many years of attempting to understand the philosophy, I struggle, and I do not agree with some of the more unusual concepts of the science, but the Peace, love and good dietary aspects of it are therapeutic to all of the residents. Is this practiced??? from our experience, probably not.
I like Hohepa because it involves the families and tries to treasure individuals, but in recent times there have been a lot of changes. My child only attends the day care Helios, and I noticed that all the senior management has left that service. Also, the German students don't seem to be there anymore. The reason I sent him/her to Helios was because there were new people intersecting with the disabled people every 6 months or so. It provided variety and energy to their lives. Now that they are no longer there, I feel that He/she is more bored, and I wonder if it is worth my while putting myself out to transport him/her to this service.
Doesn't follow this aspect
Provides a gentle caring philosophy
Humanity
I don't really care about it as long as my family member is being well looked after.
Don't fully understand it.
No comments.
I don't know enough about it.

10.2 Anthroposophy Details from Respondents from Canterbury

Holistic approach. Values mostly promoted. Gentle care. Environmentally friendly. Organically focused although diminishing.
Holistic care, only necessary use of medication, kind and calm environment.
I find it a very holistic and respectful philosophy.
It encompasses mind, soul, body. The physical, mental, emotional, spiritual approach to all is considered, but needs constant development & further education.
I like the holistic approach to the clients
Caring and spiritual belief
Holistic approach
Clean and simple living and food. The calm nature of the supports and staff. the respect of the residents and their needs. the sense of community

Holistic approach. Values mostly promoted. Gentle care. Environmentally friendly. Organically focused although diminishing.
I like that there is a spiritual element guiding the work Hohepa does. I like that the whole welfare of the clients is taken into account not just their physical needs. I get the impression that the philosophy behind Hohepa is gentle and kind and that the staff and management reflect this in their dealings with the residents.
The kindness and caring that underscores the philosophy is the most important reason to have confidence in the wellbeing and safety of residents.
I like that it involves all the arts, music, poetry, dance, movement. The curative therapies that are on offer. It celebrates the seasons and annual festivals, and the anthroposophy way of communicating brings out the best in people. It creates a calm and respectful way for everyone to live together. I think it is the key to Hohepa's point of difference.
Caring and respect for others
Respect for the individual and awareness of the seasons and environment and encouragement of the creativity of the human person.
It lets the person achieve their full potential and has a calming philosophy
Individual attention
People first
It sees each person as an individual with their own traits and characteristics. It recognises that each person has the right to progress to the best of their ability regardless of race, creed, religion or impairment.
The needs of the individual have priority over the needs of staff and management
It gives the home a unique character based on a philosophical approach which seeks to develop the individual to fulfil their potential
Our family member is able to be herself.
That my child is treated as a worthwhile person
We like the healthy foods and the regular check for weight gain. There is a lack of communication between staff to staff when the family rings about a concern and no member of the staff reply to the family.
Just the way they do things. Especially involving the natural side of things.
I like how they try to follow the person's interests instead of telling them what they should be doing.
Made family member more independent, outgoing and able to communicate his/her wants. We see our family member happy and contented at his/her residence; however, we are uncertain what He/she does at day base.
Well rounded
My child is happy there as a day person
Creates a potentially calmer environment without placing undue pressure on our people.
I don't care about the "philosophy" or the colour of the walls or the special Steiner stuff if it comes at the expense of enough engaged staff and the real desires, activities, fun and progress of the people for whom Hohepa purports to support. Do THEY want or care about the philosophy? It's all well and good unless they are getting enough front-line support. Otherwise it's just do-gooding on their behalf which is not really about them at all. It's all about THEM, surely, in a real, tangible way. They don't choose philosophy over everything else
When our family member went to Hohepa the principles were superb but over the last couple of years things have changed

Holistic approach. Values mostly promoted. Gentle care. Environmentally friendly. Organically focused although diminishing.
It gives Hohepa a Spiritual perspective and exemplifies the special character of Hohepa. It is what makes it unique and stand-alone from the other organisations. If taken in the true context it sees every individual as a unique and worthy human being with something to offer. It is what Hohepa is based on and needs to be re-established to the level that it has been in the past. It is what attracted me as a parent to Hohepa as opposed Idea Services.
The philosophy is not forced on residents. My family member is supported to attend his/her own church
NO BOUNDRIES ON LEARNING
It encourages the special character of Hohepa and provides a stronger than normal code of ethics.
I'm well aware about the anthroposophy aspect.
No comment
Really not too sure about what that represents
Don't know enough about it to comment.
I really don't know much about this

10.3 Anthroposophy Details from Respondents from Hawke's Bay

We like the holistic approach that is used for our child and the acceptance of his/her uniqueness rather than the cure-model pushed by traditional health/education. The organic and natural forms of therapy alongside the strong Christian ethics of anthroposophy we find suit our child's positive development in a caring and structured community.
The focus on the "whole being" (e.g. emotional, social, etc) with support and a gentle and caring approach.
How people treat & support each other. Having artistic & creative outlets for residents to express their unique talents. That it is a holistic approach to education and living day to day lives within the community,
The care and respect for the whole being... mind, body and spirit.
Value of life and aspirational, holistic perspective.
A focus on development, and practices for the Mind, Body and Soul - aimed at the individual.
Total acceptance of everyone - mind/body and soul. Hohepa is home to our child, He/she is happy first and foremost, achieving the most independence He/she is able, the satisfaction of an honest day's work, input into the daily/weekly running of the house (it is impossible to put a \$ value on this). His/Her Hohepa family now takes priority over his/her family which is very reassuring.
Holistic support. Each individual to be given opportunity to be their best.
Holistic and in tune with nature. Food, environment etc a calming and positive influence
It's an holistic approach so I like that they try natural less invasive ways first and spend time in the outdoors as often as possible too.
We support the holistic approach to the individual so that physical, spiritual and emotional needs are considered equally. The emphasis on the natural is so important.

We like the holistic approach that is used for our child and the acceptance of his/her uniqueness rather than the cure-model pushed by traditional health/education. The organic and natural forms of therapy alongside the strong Christian ethics of anthroposophy we find suit our child's positive development in a caring and structured community.
Calmness, holistic approach, therapies.
Anthroposophy offers insight and a holistic approach to developmental, social and health care, based on a spiritual understanding of the human being. We experience this in the home rhythms, organic/biodynamic nutrition, the festivals and social events, the religious Sunday service and the care and attention offered where each person is recognised and treated as an individual beyond the limitations of their disability. This way of working with people at the Hohepa's is unique in NZ but based on long years of experience internationally. This depth in approach and understanding needs to be encouraged and deepened by on-going training for staff.
The holistic approach that is in everyday life. The routines, the structure. The festivals and the unique things that they take part in
The holistic approach, the rhythm it provides to life for the residents
The holistic living style
It is holistic care. All aspects of our family members wellbeing is considered.
I really like the holistic approach it takes to the care of the residents not only in their day to day lives but with regard to their health, diet, life experiences and surroundings.
Holistic care
The premise that anthroposophy encompasses the body, mind and soul, therefore the intentioned approach to living is all-encompassing.
The holistic approach and spiritual element.
Holistic approach to care of the individual
Mind, Body, Spirit.
Care of the spiritual life of the residents.
I love that my family member is treated as a human being. I love that my family member is respected and accepted for who He/she is. Hohepa has a caring and inclusive philosophy, they all work together for the benefit and the betterment of my family member. Nothing is too big an issue. All issues are considered and approached in a manner that leaves my family member's dignity intact and we as a family are consulted on the 'major' issues. No problem is too big or too small. It is the behaviour that is addressed and not the person or spirit that is attacked. My family member is allowed to have good days and bad days. He/she can be who He/she is. Opportunities are always sought to 'grow' my family member and his/her development. He/she is a valued and supported member of a dynamic, supportive, inclusive, calm and loving community.
Staff have an agreed (and mostly understood) way of working with our family member i.e. the bottom lines are there. Respect is high on the agenda and our family member knows when they are not being treated respectfully and will react strongly if this is not present. Our family member is trusted to do tasks and we are delighted to see that He/she is involved and exceeding their range of jobs He/she used to do and is feeling confident to try new experiences.
The respect and care is part of the philosophy that caters subscribe to and practise rather than just being a job.
Provides structure, framework, and a purpose. The philosophy is inclusive, caring, and caters for the needs of the individual. The physical environment is quiet, pleasant, private, and practical in layout, those aspects are very important for people with special needs.

<p>We like the holistic approach that is used for our child and the acceptance of his/her uniqueness rather than the cure-model pushed by traditional health/education. The organic and natural forms of therapy alongside the strong Christian ethics of anthroposophy we find suit our child's positive development in a caring and structured community.</p>
<p>Provides an open and accepting way of support. allowing individualism and good caring values.</p>
<p>I especially like the care of the person as a whole, physically and spiritually. The care is gentle and kind</p>
<p>Freedom and pace of learning of individuals. The caring nature and encouragement of independence</p>
<p>I like the atmosphere that this generates in the home - simplicity, good healthy food and support for the whole person. I like the calmness that most of the staff at Hohepa show with the residents. I like the activities that are done in the workshops and the crafts that work with natural materials. I like the health care that is given with an emphasis on homeopathy etc. I like the festivals that happen throughout the year with the emphasis on seasonal celebrations. I like the drama training that the residents can be involved in - it really suits my family member. I like the singing and general encouragement to express yourself in many ways. I like the work that is done on the farm and the shop that sells the produce. I like that the residents are encouraged to productively work and produce something that is worthwhile.</p>
<p>I like the seasonal festivals, biodynamic gardening, the philosophy applied day to day although I feel not all staff are au fait with the special character and think there should be more training in this at Kapiti location.</p>
<p>I believe the philosophy is ideally suited to the care, nurturing and development of its residents as individuals, identifying their potential capabilities and then enabling them as individuals to develop their potential capabilities to their optimum within a caring, involving and loving environment.</p>
<p>The quiet way that everybody goes about helping/supporting and caring for the residents. Nothing seems to phase the staff. They get on and do their job.</p>
<p>Every life fully lived... Sums it right up, Hohepa cares about not only my child, but me too as a parent</p>
<p>Anthroposophy creates a great caring attitude in the staff in Hohepa</p>
<p>When I arrive at Hohepa the staff is very friendly always with a smile.</p>
<p>It attracts staff who are caring and committed</p>
<p>It gives support to residents and staff alike makes Hohepa unique</p>
<p>Care n support</p>
<p>The way everyone at Hohepa are treated with the same respect as you or I would want for ourselves.</p>
<p>That each person is treated as an individual and is respected and valued for who they are as well as being encouraged to develop their full potential.</p>
<p>Although not well read on anthroposophy, our belief is that it embraces every individual for we are. It looks beyond the disability, embracing the soul. It has an unhurried reverence, a welcome contradiction to today's way of being and doing. It is non-judgmental, views everybody with respect and love.</p>
<p>I agree with the residents being given suitable opportunities to manage whatever they can so they feel useful and included. I feel my family member is respected as one of the residents and has a place in the Hohepa community. I like the healthy way of eating and natural medicines used when possible.</p>

We like the holistic approach that is used for our child and the acceptance of his/her uniqueness rather than the cure-model pushed by traditional health/education. The organic and natural forms of therapy alongside the strong Christian ethics of anthroposophy we find suit our child's positive development in a caring and structured community.

Anthroposophy respects people for who they are. Thirty years ago, when I first enquired to Hohepa concerning what it offered, I was overwhelmed with their smiles of delight. They said my child was a genius in the previous life and in this life needed an intellectual rest. They WANTED him/her. Every other agency, school, part of society treated him/her as a sadness, a burden, a person to pity. Hohepa, with its ideals of Anthroposophy, has the Curative Education to help people of intellectual diffability in this life. This is of vital importance to me and is the reason I was able to entrust Hohepa with my most precious child for the last 30 years.

I like the way that Hohepa follows Steiner's idea of the three areas that people need to be nurtured and use that in the care of their clients. I like that they are treated respectfully.

The respectful community that grows from these teachings and the strong sprint base to it. Hohepa is a living thing in its own right and that is the life force of the homes across the different communities that make up Hohepa Hawke's bay.

That individuals are regarded with respect and there is an effort to ensure that every life is fully lived.

The philosophy is respectful of all. It is gentle and not self-seeking. Many of the staff have anthroposophical backgrounds and have been at Hohepa for many years providing a real community for residents. Incoming staff often have anthroposophical backgrounds and that maintains the tone of the interactions with other staff and residents.

In tune with Nature. Development of the individual.

Treats individual as a whole person. Minimises artificial information field ensuring calm and de-stimulating environments for (autism). There is always a calm way to handle tricky situations by staff. The philosophy does not consider these children in a negative way at all. The amazing ceremonies and celebrations reflecting that the philosophy and rhythm in the staff members and residents via their speeches and ambience.

I love the Rudolph Steiner approach. It has let my child develop at his/her own pace, He/she is never forced, He/she is left to blossom in his strengths and learn at his/her own pace academically. The fact that He/she is loving his class work and his/her wonderful teacher proves that this approach works. He/she listens and is interested in class and learning, but if He/she needs a break outside in the fresh air or just some down time He/she is encouraged to have it. He/she loved art therapy, speech therapy has helped his/her speech so much and horse riding has been amazing, He/she has learnt to be quiet around the horses and is learning how to make them walk and stop. His/Her favourite things like swimming and cooking and music and singing have been fostered. He/she has also learnt some new social things like how to invite someone to lunch, instigate a ball game and He/she loves been out riding his bike, going bush walking and helping in the garden. I love the change in season celebrations and the way that every part of my child is looked at, from what causes him/her anxiety, to what He/she loves doing. His/her happiness and his/her total overall balance is looked at so very thoroughly. The most important thing for us with our child is that He/she is happy and is able to cope with life now and in the future and this approach is we feel going to help him/her so much to cope with his/her life now and have such an enriched future.

Residents are supported to live an independent life within the Hohepa community and those that are able, in the wider community. I like the therapies offered - art, music and eurythmy.

The family environment, how happy everyone is and how all their differing needs are met. The progress my child has made over a short time has been amazing.

Community and family. Taking care of the whole person, not just the physical needs. [Name] is truly loved by Kotare House Staff. We feel it when we pick up or drop [name] back

We like the holistic approach that is used for our child and the acceptance of his/her uniqueness rather than the cure-model pushed by traditional health/education. The organic and natural forms of therapy alongside the strong Christian ethics of anthroposophy we find suit our child's positive development in a caring and structured community.

Viewing each person as unique and recognising the importance of their contribution to the world. The recognition of the importance of relationships... With each other, with the land and all other inhabitants. I think it's important for the staff to have training so they can understand these relationships as if we ourselves are not journeying to become "whole", it will be reflected in our own lives. Also, we live in a world where the influence of consumerism and a quick fix is becoming stronger. My biggest concern is that rules and regulations and "compliance" in order to get funding are undermining the core values of anthroposophy, and also to some extent my ability to use my skills to ensure my child is being treated without unnecessary medical intervention.

Recognising the individual person despite their disabilities and care with dignity and compassion, assisting the wider family support our special person as the generation changes from Parents to siblings. Our family member has been in care at Hohepa [X] years. Over this time, we have come to understand more of Anthroposophy and that it suits our person's life. Some senior management at Clive, I do not have any time for, having seen how he totally over talked our person and did not allow him/her the time to comment/ answer (staff made the choice in front of us.) however the regional Trust board and current general manager I support whole heartedly.

Respect for the soul of individual even though special needs

Hohepa ensures that my child is enjoying his/her life enhancing his skills. He/she has all the opportunities to have a full life and to be as independent as He/she can. He/she loves the different aspects of his/her life within his/her Hohepa family and community.

Every individual is encouraged to develop at their own speed & in every other activity that they may be able to achieve in.

The approach looks at each individual as a whole person when deciding how to support them. So not just behaviour and how to deal with it but why the behaviour is occurring, spiritual emotional and physical reasons. It encourages them to be the best they can be. It provides consistency and routines that allow individuals to be comfortable and happy.

That you view my child as a unique soul that needs to be nurtured in the way that serves his/her understanding of the world and his/her development in it best.

It recognises each individual person as a spiritual as well as physical being, something so lacking many parts of today's world.

The whole of the person is seen, not just the disability

An understanding of our child's problem

I think it's important to have a system of beliefs underpinning an organisation that provides care. When our family member first came to Hohepa, there was much to like about most if not all aspects of it - the households that formed the Hohepa community, the anthroposophical functions and festivals, the organic food, the consultation, the acceptance and welcome relief from the "rat race". I see it as a safe haven, where the trend is acceptance of each other, rather than normalisation of individuals. The sharing and caring of the whole Hohepa community is wonderfully supportive. The festivals and the rhythms of the days and seasons are huge and provide wonderful social events for our guys...the "real world" can be a very harsh place, but Hohepa is special indeed. I think there is something very valuable here, that needs to be maintained and preserved, and I was very heartened by the last Family Weekend in September 2018. Decisions about Hohepa HB should be made locally, it is very different from Hohepa in Auckland or Christchurch. It is good to see more involvement by family members. It would be good to have democratically elected Board members.

Education, Therapeutic and natural ways that are used to help our family member and that his/her disability doesn't prevent him/her from learning in these ways.

Naturalistic idea. Art-based therapy

We like the holistic approach that is used for our child and the acceptance of his/her uniqueness rather than the cure-model pushed by traditional health/education. The organic and natural forms of therapy alongside the strong Christian ethics of anthroposophy we find suit our child's positive development in a caring and structured community.
I like the affinity with nature and the laid back, easy going approach to life.
Based on natural principals and healing methods
Naturalistic approach using nature coupled with spirituality.
My child embraces the philosophy seriously I think I mean festivals especially and was educated at Hohepa when anthroposophy was at the heart of his/her learning with Rudolph Steiner education. He/she participates whenever possible in what I shall call pastoral care. At [age] this has shaped the (wo)man He/she is. "Religion" in its many guises is not valued so much these days at many schools. A great shame. I understand that if staff are not anthropoids, they will bring other skills to the education at Hohepa. EDUCATION and dedicated help is the most important issue at Hohepa with its people to try to "enable" them. (The latest term) Anthroposophy for me now and into the present day would not be my major thought. The right education from the beginning of a person's life is vital. I think many of the special things my child did growing up has relevance today -Festivals joining hands grace the circle, maybe more. Craft, farming working with wood candle making all the tactile things important. Many pupils bring extra challenge now and finding staff maybe a great challenge too
I like the focus on how students learn. I like that values are stressed and integrated with instruction.
Therapeutic, and creative system used with natural therapy which optimize physical and mental health and well-being.
The special knowledge of the human being allowing for special therapies, medicine, and education.
Everything. I would like to see all staff more trained in anthroposophy. Not all new senior staff seem to be aware of the philosophy and need to be. For example, our family is not into un-natural products to be used on our child and our new house assistant manager bought him/her some deodorant that was not natural, and I had to ask that it not be used on him/her and bought him/her a tea tree one. This is similar to the food problem in our child's house at the moment. The new house assistant manage has changed the menu to include foods that are not healthy. This goes against the principals of anthroposophy.
It works.
It has a very calming influence and an amazing atmosphere. It has been a perfect environment for my family member over 50 plus years we as a family are so grateful that our family member has had this support into his/her old age.
Atmosphere
Critical that the founding principles are maintained and enhanced where appropriate. Without anthroposophy Hohepa will be nothing more than a regular service provider.
Nothing it is holding Hohepa back in the modern world
It has been a great place for our child, and He/she loves it there, but it is only as good as the house parents and when there is no leadership, it falls down a bit and the communication is not good. Normal routines are missed and some of the co-workers from other countries do not fully comprehend. The anthroposophy aspect is wonderful, calm and peaceful and does definitely work. It certainly has had a calming effect and overall, we are very happy with the placement in Hohepa. Our child has come a long way and doing well, as much as he can.
It is mostly founded on good principles
Values Human being centred Recruitment for values Farm Fulfilment Therapies Environment Community Autonomy in the way things are managed Local community solutions to local problems

We like the holistic approach that is used for our child and the acceptance of his/her uniqueness rather than the cure-model pushed by traditional health/education. The organic and natural forms of therapy alongside the strong Christian ethics of anthroposophy we find suit our child's positive development in a caring and structured community.

The whole ethos of how the whole community conducts themselves within those ideals and on the whole treating each person as an individual. Unfortunately, the reality of funding pressures sometimes takes this away from the day to day living. That is a fact of life!!! Each Life fully lived is very much strived for. My family member has lived in this community for 20 plus years and lives his/her life within those boundaries. it has set him/her up well to treat other people with respect within his/her capabilities.

Just like the approach of how the staff deal with my family member

The spirit of the child works with the physical. They work with nature's realm and undertake creative activities and experience the world around them

My grandmother was an anthroposist (I don't know how to spell it). I was brought up with a basic understanding of the philosophy and knew who Rudolf Steiner was. I feel it is good and wholesome creed and lifestyle, it shows a respect and gentleness for all aspects of life. I like the all-inclusive aspect of anthroposophy.

It is a philosophy which focuses on people and the spiritual qualities of life rather than the material qualities of life. This fits perfectly with the needs of its residents and our family member.

It provides for a range of disabilities not all-around education as some would never fit that criteria. Being able to Express themselves as much as they can.



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