



Enliven Individualised Funding

FY2024 Output Evaluation Summary

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Conflict of Interest Declaration

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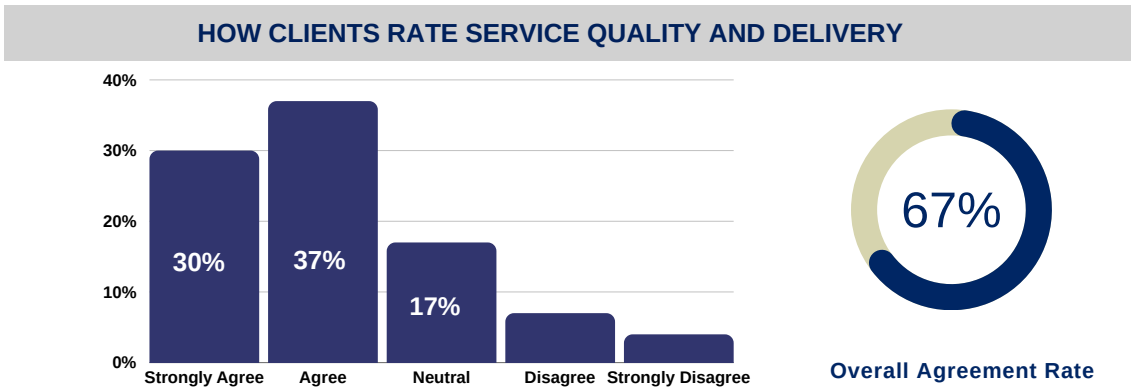
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Individualised Funding Services

FY2024 Evaluation Results

A total of 2,415 supported clients were sent an Individualised Funding evaluation survey. There were 353 responses, which was a response rate of 15%. Respondents provided feedback about service quality and delivery, helpful aspects of the service, and how the service supported clients to be an involved member of their community. They also provided recommendations for improvement.



- A vast majority of respondents (67%) expressed positive feedback about the Enliven Individualised Funding Service's quality and delivery. Thirty per cent of respondents selected "Strongly Agree" and 37% selected "Agree" which showed that the clients are happy with the service. The satisfaction indicator / agreement rate was calculated by summing "Strongly Agree" and "Agree" responses.
- The decline of the agreement rate from the FY23 (76%) reflects the recent changes in the Individualised Funding purchasing rules introduced by the government in March 2024.

AGREEMENT RATE BY QUESTION THEMES



- Most respondents indicated that they would recommend the service to others (78%).
- Over two thirds of the respondents valued the service accessibility and communication (77%) and were satisfied with the service (76%).
- Lower rates of agreement were received around the Connection with Other Services theme (54%).

Individualised Funding Services

FY2024 Evaluation Results

WHAT CLIENTS FOUND HELPFUL

Community and social connections

"Main benefit has been connection with a support person who enables me to manage emotionally and encourages me to engage within the communities."

Autonomy and choice

"Enabling control, choice and flexibility regarding my carers. Schedules are tailored around me, especially in times of unwellness. Family support has been important for my overall wellbeing, emotional and health of the mind."

Support system in place

"I started on IF in June 2023 and it changed my life massively, Enliven have always been incredibly great with communication and help and quick to reply. "

Improved holistic wellbeing and quality of life

"Having support to enjoy my life doing positive things that I hold dear. Without being judged on how I look or what I may say, I have the full support of my family and friends; they are like my safety net where I can be me."

Respite for families

"The Funding is incredibly helpful in enabling the services for [CLIENT] to grow with her disability. The carer support provided giving us a break together as husband-and-wife is so incredibly important for the mental health within the household and the growth as she is extremely dependent on us."

Respondents were highly satisfied with the service, with 78% recommending it, citing benefits such as community connections, autonomy, and supportive staff.

Almost two third of the respondents stated key benefits of the service such as community and social connections, autonomy and choice for clients, and a supportive service system, including friendly staff. Unique positives included enhanced wellbeing and respite for caregivers.

Changes in government funding rules negatively impacted respondents, clients stated financial setbacks, limited access to vital resources, and emotional distress. Communication gaps about these changes further exacerbated the situation, placing additional strain on family caregivers.

Suggested improvements included influencing the government to reassess funding changes, providing clearer communication, and strengthening support for clients and their families.

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