

Appendix 9 – Provider Report and Performance Measures

Report Form for Period 1 July 2021 to 30 Sep 2021

Report Due Date
5 October 2021

Signed by: _____ Nilima *nilima*

Date: _____ **23/11/2021** _____

Name and Provider name: **Nilima Venkat** Shanti Niwas Charitable Trust

Position: General Manager

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Description of Service	Performance Measures (during the reporting period)			1 April 2021 to 30 June 2021
Positioning of Community Support role. Full Service Description included in the Service Guidelines as part of this Outcome Agreement.	Number of people and whānau who received the service.			

<p>Covid Vaccination</p> <p>Arranged with Pakuranga pharmacy for covid vaccination for our seniors over a week(2nd jab) in the month of august. This involved assistance with transport, language, form filling, as well as refreshments.</p> <p>Connected organisations such as Hindu Elder Foundation, Satyas, NZ Telugu Association.</p> <p>Food Secure Service Awareness:-</p> <p>We ran awareness campaigns to reach out to the needy south asians community and community at large for them to access free food parcels and welfare packages through ethnic radio and print media</p>	<p>202 seniors were assisted for vaccination (2nd dose) during this drive.</p> <p>Over 3000 people were reached combined through all these mediums.</p>			
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<p>A. Free Food Parcels B. Financials and other Essentials</p>	<p>2492 16</p>			
<p>The funds helped us to immediately provide food for the needy. Arranged for groceries to be distributed to the Somali and other communities. We connected with other organizations such as the Sikh Women's Association, The Assam Indian Organization, Sahaayta, Safia Trust, Rotuma Fellowship, The Asia Network etc. We further also arranged to distribute food packets through the Wesley primary school.</p>				

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<p>General Advocacy:-</p> <p>A.Connected to HOPE for food parcel</p> <p>B. Grocery delivery for seniors during COVID, we connected with Sikh Supreme Society Volunteers for this service.</p> <p>C. Connected to Physiotherapy workshops and clinics.</p> <p>D.WINZ: For Housing, Super, Benefit</p> <p>E. Pilledrop</p>	<p>21</p> <p>25</p> <p>35</p> <p>06</p> <p>05</p>			
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Provider Narrative Report – to support the data

What is the "story behind the data"? (eg, environmental factors impacting on client results including issues, gaps, overlaps and trends).

Many of the vulnerable seniors were not aware of the importance and the effectiveness of the Covid vaccine and the process. Many seniors were hesitant due to the misinformation. Apart from this the seniors were also finding it difficult to book appointments as well as to reach the destinations for taking the vaccine. Our campaign across the centres and the publicity provided by us across the community helped more than 200 people get vaccinated.

The Covid pandemic caused a lot of challenges and difficulties for people during lockdown. A Lot of people faced hardships due to loss of jobs, isolation, relationship issues etc. We saw a lot of people with no permanent residency and international students struggling to cope as they were not getting any financial benefit from the government. Through food secure funding we could support more than 2500 people with immediate needs like food and financial support.

What are your areas for improvement towards achieving better results for clients (continuous improvement)?

Create greater awareness on issues that affect the South Asian community by involving the media more actively.

Who are your partners that help you achieve results, and what joint activities have you participated in?

Pakuranga Pharmacy for Covid Vaccination, Pill Drop for free delivery of Medicines, ADT Security for Medic Alarm, Communicare for Transport Mobility Cards, Sikh Associations, HOPE.

What combination of services do you think is most effective for your clients (if applicable)?

Talks from prominent service providers, Information on services, Awareness of various products and services being offered by Govt. agencies as well as NGOs

Provide a description of the type of outcomes you have achieved through providing this service.

The Community Connect service provided by us supported people to access vaccination , free food parcels, welfare support, physiotherapist sessions, etc.

Our food secure media awareness programmes helped to reach more than 3000 people who are in need. Our services helped create resilient and inclusive communities where people have the opportunity to participate connect and receive required support.

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and service evaluations.

In providing the narrative, consider the following:

Background and presenting problems

The types of support given to bring about change

The changes or differences made by the client or community eg, knowledge, skills, attitude, behaviour and life circumstances.

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