

Appendix 9 – Provider Report and Performance Measures

Shanti Niwas Charitable Trust Report Form for Period 01 July 2020 to 30 June 2021

Reports to be returned to Out of scope @ot.govt.nz or PFO_Auckland@ot.govt.nz

Report Due Dates
05 December 2020
10 July 2021

Signed by: _____

nilima

Date: _____

6-12-2020

Name: _____

Nilima Venkat

Position: _____

General Manager

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2020 to 30 November 2020	01 July 2020 to 30 June 2021
Elder Abuse Response Services (EARS) ensures that older people experiencing or at risk of experiencing (or perceived to be experiencing) abuse and neglect have timely access to appropriate local services	Total number of clients:	45	40	
	Total number of new clients referred.	Report actual	30	
	Of the total referrals received, record the number of clients who started service.	Report actual	24	
	Number of referrals to other services as appropriate.	Report	8	

that respond to ensure their immediate safety, and support them to have greater control over their lives.		actual		
	Number of clients supported to immediate safety.	Report actual	2	
	Number of clients who indicate they have greater control over their lives.	Report actual	22	
	Number of clients who report better informed of their rights.	Report actual	22	
	Number of clients who report an increase in feeling respected and valued.	Report actual	22	
	Number of clients who report an increase in having the skills and knowledge to keep them safe and protected.	Report actual	22	
	Total number of clients completing intervention.	Report actual	22	
	Of the clients who closed, record the number who provided formal client satisfaction feedback.	Report actual	22	
	Of the clients who provided client satisfaction feedback, record the number who reported that they were satisfied or very satisfied with the service.	Report actual	2	
	Total number of clients completing intervention with needs met (needs met = 80% of goals achieved).	Report actual	21	

Add Total number of FTEs

Provider narrative report – to support the data

What are the environmental factors impacting on client results - issues, gaps, overlaps and/or trends?

The primary factors impacting client results is the lack of reporting and coming out openly by the victims about the issues that they face. The stigma attached to abuse in their households by a close relative is the primary inhibiting factor in the seniors speaking out and seeking help. This stigma not only inhibits reporting but also inhibits the seniors from openly discussing the issue.

Alcohol and drug induced abuse by the perpetrator is a growing trend amongst families that we have responded to. The COVID pandemic and its resultant socio economic issues have fueled drug and alcohol dependency by the caregiver and in some cases resulting in abuse under its influence. We have also seen a growing trend of the grandchildren who are addicted to alcohol and/or drugs and abusing the grandparents financially for continuing supply of alcohol/drugs. Stopping the funds for the grandchildren soon results in mental and physical abuse by the grandchildren. There is a cultural stigma around issues related to drug and alcohol addiction and seniors are not aware of what support and assistance is available. The number of cases handled by us during the COVID pandemic has increased by 100%.

The gap that we have currently is resourcing, we are limited with financial and personnel resources to reach out to the vulnerable seniors and the victims. We would like to see more funding towards creating awareness and prevention of abuse by timely and proactive intervention. Time and resource limitation have resulted in us not being able to work with the younger members in the family who are perhaps the main cause for the issues of the seniors.

What are the areas you have changed or plan to change to achieve better results for clients (continuous improvement)?

While we continue to recruit a registered social worker, we have allocated a PTE to assist the registered social workers with preparation and documentation of case notes. We have since started working more closely with the families and caregivers to help the families as a unit overcome the issues that lead to abuse. We propose to employ a PTE counsellor to help us work with families, we have further arranged with Sahaayta, an NGO, which provides counselling services to victims of family harm. to train our staff and provide counselling to our seniors and their families.

The below initiatives which could not be effectively rolled out due to COVID pandemic will be re-initiated in 2021

- Increase awareness of elder abuse and services available, with different stakeholders
- Provide culturally sensitive messages to the wider community on the need to speak up against elder abuse.
- Have family group conferences.
- Increase networking with other Indian organisations
- Referrals

The below mentioned on going initiatives will continue

- Work in collaboration with DHB, NASC, NZ Police, Age Concern and other Indian groups and health and welfare providers

Cultural specific intervention in terms of language, content of discussion, mediation process and options for solving problems.
Home visits for the client to understand their situation first hand. - works better than the phone conversation for assessments

Provide examples of strategies or practices used to encourage 'hard to reach' clients to engage.

Our knowledge of cultural background native language helps us in breaking the barriers. We use culturally appropriate strategies to reach out to the clients and their families. We use our knowledge of NZ systems and family values and cultural nuances of the specific senior and their family in driving the message across to all members of the family. We by and large involve external family members wherever feasible and establish links for the families with different agencies, service providers and also involve existing service providers to help engage the seniors.

Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

We are seeing a 100% increase in the cases being opened by us. This increase we believe is on account
COVID pandemic and its socio economic impact of job losses, lockdowns, border closure etc
Increase in Alcohol and Drug addiction by family members fuelling abuse.

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, assessments by client key workers and/or service evaluations.

You may wish to add case studies (note no more than two). If so, please 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 e.g. knowledge, skills, attitude, behaviour and life circumstances.