

ACCESSIBILITY JOURNEY

Accident

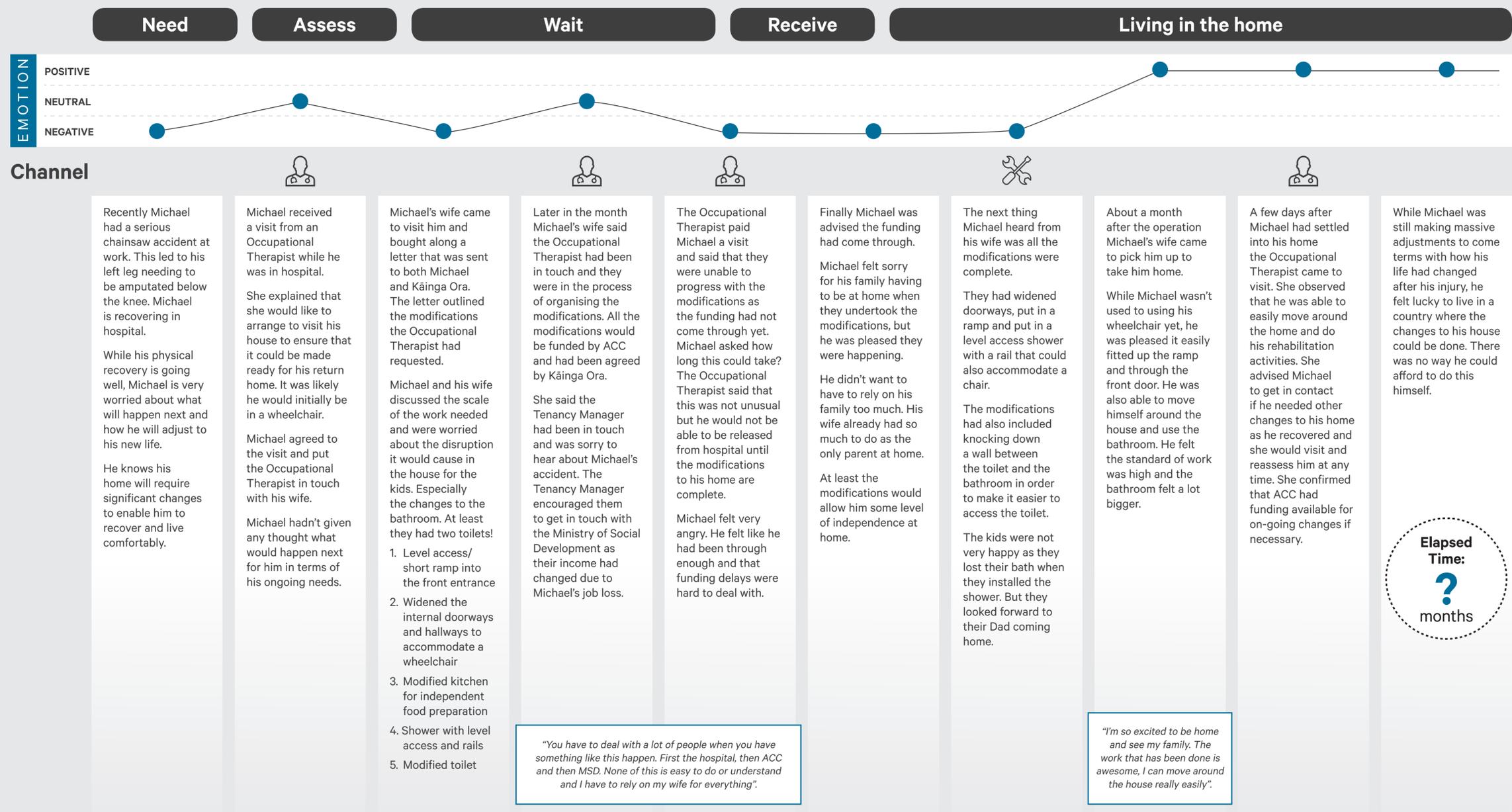


Meet Michael

Task Michael's house is getting modified to be wheelchair accessible following his injury.

Motivation Michael wants to ensure that his home is suitable for his recovery and his ongoing needs.

Context Michael is in his forties and has a qualified silviculture worker. Michael has worked in forestry his whole life, mostly part-time work. Then recently has been working more and more as forestry picked up in Tokoroa. He has a wife, Ngaire and 5 children and has lived in a Kāinga Ora home for 15 years.



Elapsed Time: ? months

Moments that Matter Moments that Matter are the most critical steps in our customers' journey. Get them wrong and we significantly and negatively impact the customer. Get them right and the customer becomes an advocate for our service. These are our top priorities.

1 The first Moment that Matters is when Michael's needs change.

2 The second Moment that Matters is understanding what Michael requires to meet his needs.

3 The third Moment that Matters is understanding when further changes are needed to meet either evolving, unrecognised or changed needs.

Service Experience Opportunities When they deal with Kāinga Ora we leave our customers feeling like we are:

- By their side** – by understanding, helping and advocating for what's important to our customers.
- On to it** – by understanding, taking care of it and getting it right first time. If things go wrong we get it back on track.
- In the loop** – by keeping customers up to date.

Understanding customer's needs have changed and understanding what he needs.

Encourage customers or other professionals to contact Kāinga Ora when customer's needs change to help us be in the loop.

Checking in that our customer is living well in his home.

Our customers are able to be informed what the process is, what their entitlements are and the next steps are.

Understand what is important to individual customer needs.

Our customers feel listened to and cared for. Treated with trust, respect and compassion.

Our customers feel included and empowered and we recognise this is their home.

Our customers understand the implications and an options that may be available to them.

Understand the implications of the different funding mechanisms and how they impact on entitlements.

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