

ACCESSIBILITY JOURNEY

Chronic



Meet Sue

Task Sue is having her home modified as her disability has worsened.

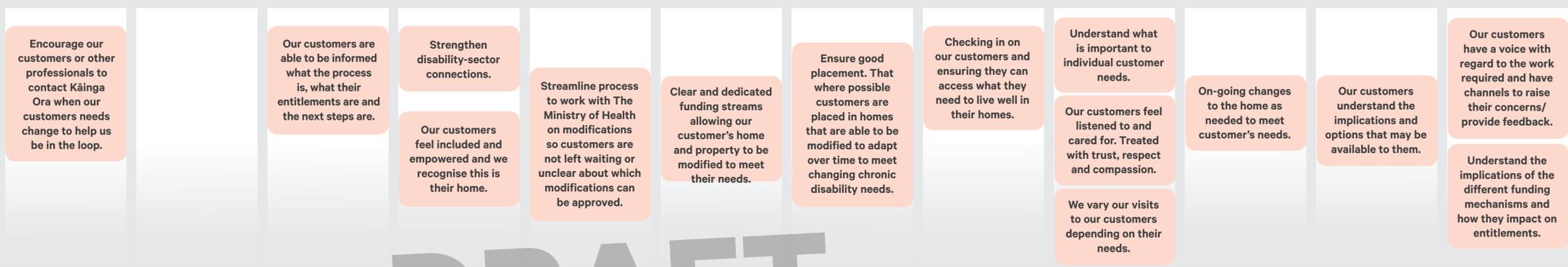
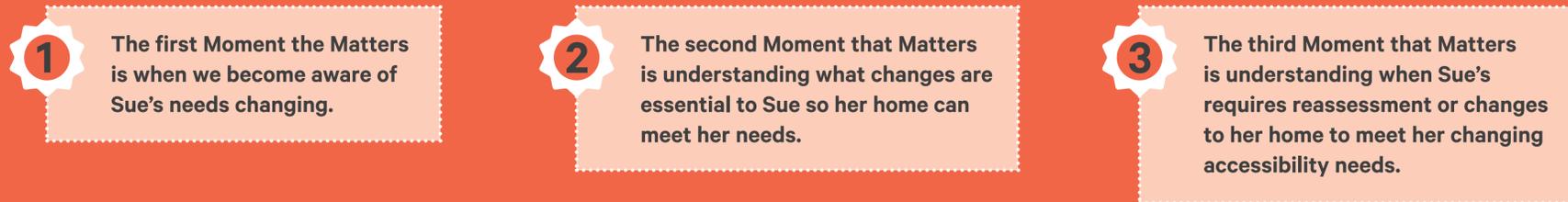
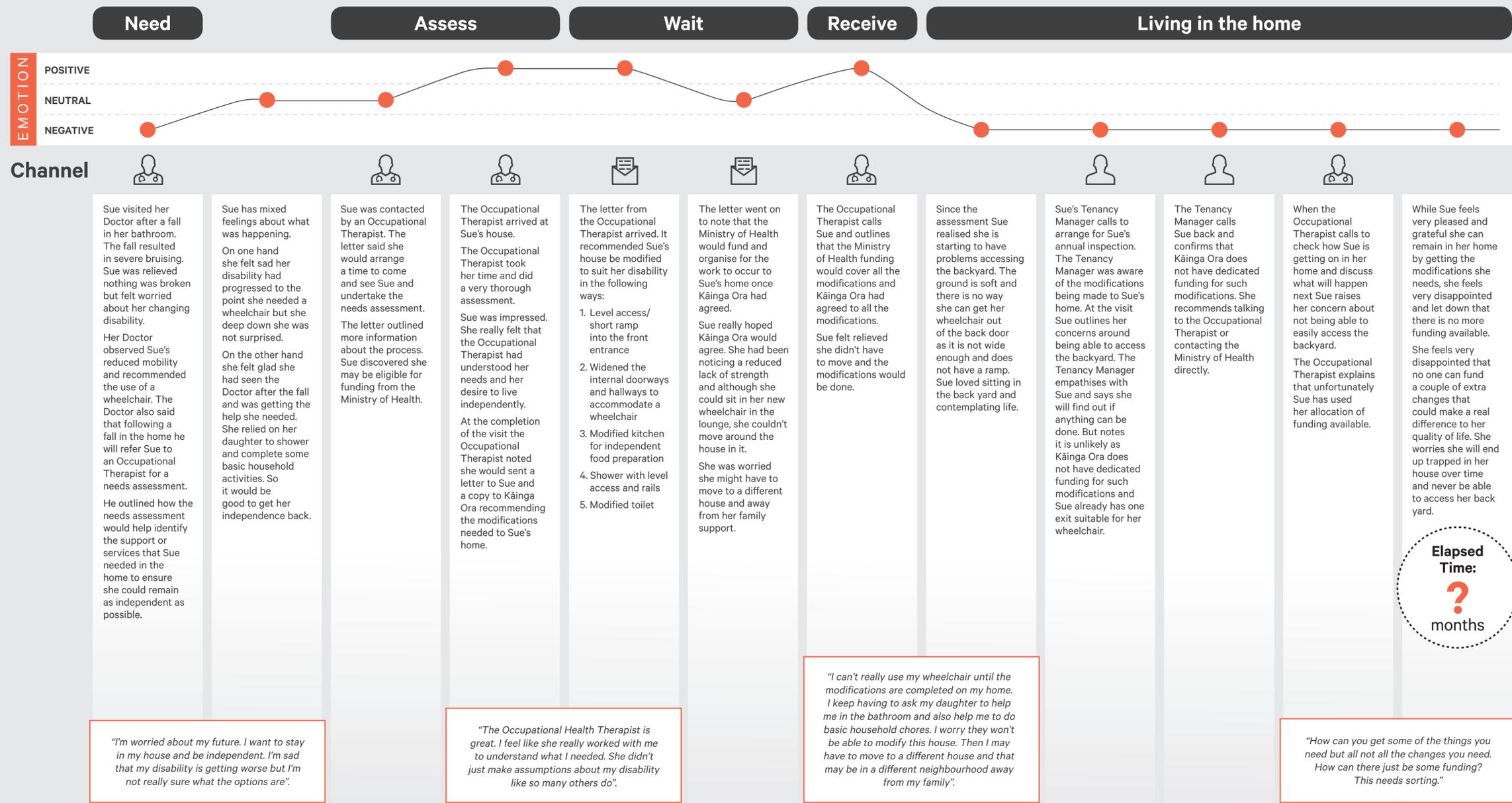
Motivation Sue is keen to remain as independent as possible but where she does need help, she prefers to rely on family.

Context Sue is 56 and lives alone. She has Multiple Sclerosis. Sue has lived in a Kāinga Ora house for approximately 20 years. She has 2 children and three mokopuna living close by and is well-supported by her family.

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.

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 the change 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.



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