

# IHC Membership Survey Results

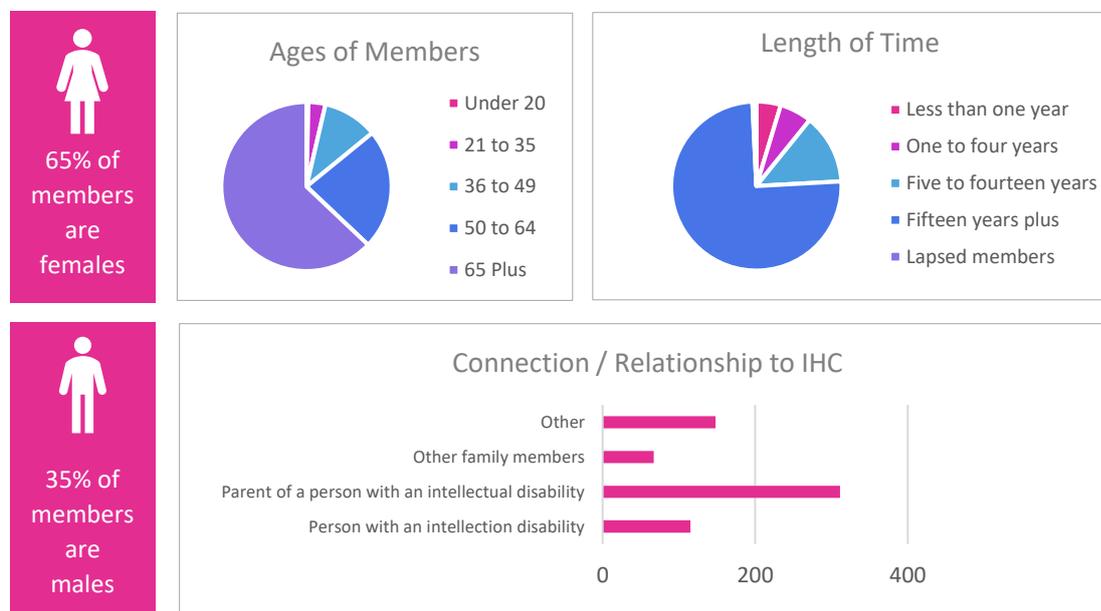
March 2019

## This is what you told us

Thanks to the 609 members who responded to our short survey. What you told us is useful in helping us support and grow IHC's membership.

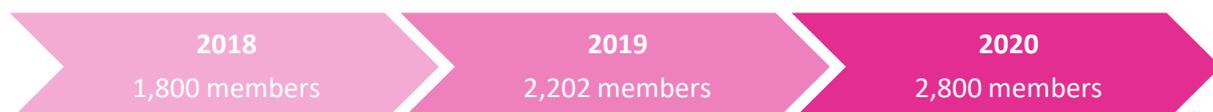
## Who you are

The backbone of IHC's membership continues to be women over 65 who have been longstanding members and who have family in IDEA Services.



## Setting a target to attract new members

The challenge for the future is to attract new members so we can maintain a strong membership base. Our recent initiatives to attract new members have been successful in attracting a younger group. We have set a target of 500 new members by September 2019.



## Your concerns

Many of you had no concerns and expressed a high degree of satisfaction with the organisation.



Communication concerns were the most common and related to a desire for more information about individual services, the organisation more broadly and about the disability sector.

Service concerns focussed on service quality and safety, staffing matters such as staff burnout, training and frequency of changes. People who have sons and daughters living with them identified employment / training for young people, transition from school to work and lack of respite options as their most pressing concerns. The lack of service options in the Far North and support for people who are aging were also flagged as concerns.

A number of you expressed concerns about IHC's role in supporting your children in the future.

Older members expressed concerns about their own aging and what would happen when they were no longer around.

## Why you are a member

The reasons were many and varied.

Personal Connection	<p><i>"I am a service user and I enjoy being a member, it's like a second home"</i></p> <p><i>"To support the organisation that supports my family member"</i></p>
Access to Information	<p><i>"To keep in touch with current trends, changes and be able to ask questions and get practical answers"</i></p> <p><i>"To keep up to date with IHC work, the developments within the organisation and to understand the challenges facing IHC"</i></p>
Support a Good Cause	<p><i>"Because it's a good NZ organisation and plays an outstanding role in the community"</i></p> <p><i>"I believe in the philosophy of the organisation and its values remain important to me"</i></p>
Continuing the Advocacy Voice	<p><i>"Because IHC fights for the rights of people with intellectual disabilities"</i></p> <p><i>"Because I look to IHC to represent my daughter to government and the community"</i></p>
Networking	<p><i>"Enjoy support of other parents"</i></p>
Giving Back	<p><i>"It's my way of giving back to the community"</i></p>
Taking Care of the Future	<p><i>"If or when anything happens I am hoping IHC can and will help out"</i></p>

### How do you want us to communicate?

Our main source of communication is Community Moves. This is well received but many of you said you wanted more regular communication on a broader range of matters including advocacy matters, general sector information and library and service updates.

### What level of involvement do you want?

Most people were happy with their current involvement. For some of you this was active involvement and for others it was more passive.

A number said they were unable to be actively involved for reasons of age, work commitments, health and physical distance. The Associations provide a vehicle for more active members to get involved.



### What are we going to do?

- IDEA Services has prioritised strengthening communication and relationships with families.
- IDEA Services family forums provide an opportunity for family voices to be heard.
- We will communicate more frequently using online platforms and Community Moves.
- We will continue to work hard to attract new members and let you know how we go.
- We will look at how we might stay connected at a more personal level with our older members.

Thank you again – it has been good hearing from many of you.

If you would like further information or would like a copy of the full survey, please do not hesitate to contact me at [danette.wilson@ihc.org.nz](mailto:danette.wilson@ihc.org.nz) or (04) 471 6569.

**Danette Wilson**

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