

ANNUAL CLIENT SATISFACTION SURVEY

Results from Development West Coast's 2022 client feedback survey show a significant rise in satisfaction levels with DWC's services compared to previous years.

DWC's Net Promoter Score has risen from -25 in 2020, -1 in 2021, to +13 in 2022, according to the annual survey.

The survey conducted between 15-21 March focused on DWC's performance over the past year and how the organisation can improve. The survey received 157 responses, compared to 131 in 2021.

Chief executive Heath Milne said it is pleasing to see perceptions of DWC improving but acknowledged there is still room to improve.

"Over the past year, DWC staff have engaged with hundreds of local businesses. This has included 90 new businesses signing up to the Regional Business Partner Network through DWC.

"260 businesses accessed \$770k of COVID-19 business advisory and tourism transition funding, 125 businesses accessed \$346k of tourism communities SRR advisory and implementation funding, and 34 businesses accessed over \$59k in management capability co-funding support.

"Businesses have also been matched with mentors, R&D support, commercial finance and a range of other business support services.

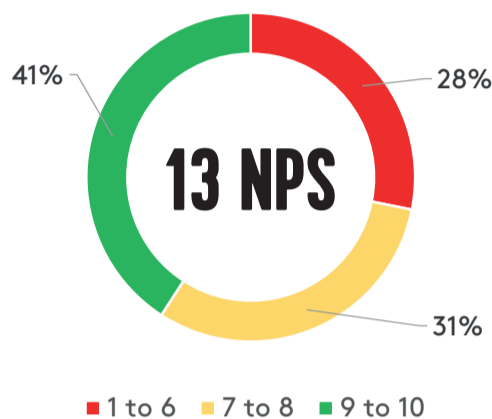
"DWC has also increased its financial distribution to the West Coast Community Trust, established Buller Flood Support and Glacier Country Business Support packages, introduced West Coast Tertiary Scholarships, as well as facilitating the development of a new regional economic strategy.

"Engaging with so many more businesses and organisations has put a lot of pressure on the team who have been coping with a much higher workload. It's been an outstanding effort although we are conscious there is always room to improve.

"We greatly appreciate the input people have given through the survey and will be taking the feedback received into account to ensure we can better serve the West Coast community."

The next survey will be completed in March 2023.

HOW LIKELY ARE YOU TO RECOMMEND DWC TO A COLLEAGUE? (OUT OF 10)



DWC'S NET PROMOTER SCORE (NPS)



DWC SUPPORT FOR WHATAROA FARM PLAN PROJECT

DWC is proud to support an exciting new initiative to help Whataroa farmers develop a freshwater farm plan.

The project starts with participants' feet firmly planted in front of a computer. The four-month course takes a blended learning approach with the programme being delivered both via supported online modules and face-to-face workshops. The programme ends with a visit to each farm to check and complete the individual farm plans on the final days of the course.

"The course came about after local farmers started grappling with their responsibilities to manage freshwater. They wanted to get a step ahead and to work with us to develop a plan that was relevant to the challenges of farming in West Coast environments," said Lyn Carmichael, MPI's Rural Communities and Farming Support Senior Regional Advisor.

"By being adaptable we've come up with a course that will feed into change on-farm by providing farmers with an opportunity to work alongside other farmers to discuss common issues and find the most workable solutions. I really want to acknowledge all the collective mahi and enthusiasm by so many groups to get us this far."

The West Coast Rural Advisory Group, Westland Milk Products, DairyNZ, West Coast Regional Council and primary sector organisations have embraced the project. DWC has come onboard to fund the face-to-face component to be delivered by Dairy Training,

and the Food & Fibre Centre of Vocational Excellence is supporting the online learning component developed by ECampus.

DWC Project Manager Helen Wilson said it was exciting to support the pilot project.

"It's also great to see Te Wheke Digital Hub resources, recently installed within the Whataroa Community Hub, being put to use immediately."

The course kicked-off on 17 March at the Whataroa Community Hub. It sits well with the hubs focus on connecting local community and improving digital literacy, something that attracted MPI support through a \$30,000 grant last year.

Interest in the course has extended beyond the local community, and there are plans underway to make this training more widely available in settings across the West Coast.



UPCOMING EVENTS



Business breakfast: the urgency for businesses to prepare for a very different century | Techweek
17 May, 7:30am - 8:30am | FREE | Beachfront Hotel, Hokitika
Register online at www.dwc.org.nz



Innovation workshop: rethinking solutions, thriving not just surviving | Techweek
18 May, 9:00am - 12:30pm | FREE | Mawhera Byte Digital Hub, Greymouth
Register online at www.dwc.org.nz

TOURISM KICK-START FUND

Over the past two weeks DWC's Capability and Growth team have met with over 80 Westland businesses to help pre-assess their eligibility for Government's Tourism Kick-start fund.

The Kick-start fund is to help eligible Westland tourism businesses prepare for the return of international visitors.

The Fund available for eligible businesses is between a minimum of \$10,000 to a maximum of \$50,000 per business operation (excluding GST). This grant is a contribution to increasing businesses' levels of service in preparation for the return of international visitors and should not be relied upon to sustain the business.

Compared to 2019/20 financial year, a business must have experienced a drop in annual revenue of at least 50 per cent. The grant will be calculated based on two weeks of pre-COVID-19 revenue set at two weeks of annual revenue for 2019/20 financial year.

- If your revenue in 2019/20 financial year was \$60,000-\$260,000, you would receive \$10,000.
- If your revenue in 2019/20 financial year was more than \$260,000, you would receive two weeks revenue up to a maximum of \$50,000.

Register your interest with DWC: westlandsrr@dwc.org.nz

www.westcoast.co.nz/kick-start

UPSKILL EMPLOYMENT AND TRAINING SCHEME

DWC's Upskill Project team are experienced in recruitment, staff training and people development.



Since June 2020, they have been working across the region, funding industry training for new recruits, as well as upskilling people to help them develop into new roles with their current employers.

The Upskill team also offers specialist recruitment services, targeting skills shortage areas to help recruit for new, sustainable employment opportunities, West Coast wide.

The services are free, and available until December 2023.

To find out if the Upskill team can help you and your business, contact Project Manager Tania Washer.

upskill@dwc.org.nz

UPSKILL WEST COAST SINCE JUNE 2020

1,050+ people registered with Upskill West Coast

195+ West Coast businesses registered with Upskill West Coast

220+ people have received funding and coordinated training plans to develop into new roles and progress their careers