



Heartland Services Client Survey

Overview

Heartlands strives to provide the best possible service for you and your family or whānau. We want to hear what you think about our services so we can ensure it suits your needs.

It's up to you whether you answer this survey. This is an anonymous survey, and your responses will remain unidentifiable.

After you complete the survey, you will be asked if you would like to get a copy of your responses by providing your email address. Ministry of Social Development (MSD) will not receive your email address, this is solely for the purpose of you receiving your responses.

What happens to my data?

Survey data will only be accessed by MSD (as funders of Heartlands). Data summaries may be shared with other government agencies and/or Heartlands sites for the purpose of improving this service. Data will not be shared to any other third party outside this purpose and will be stored securely.

Next Steps

When completing the survey, please do not include personal details (like your name) in your response.

The survey takes approximately 5-10 minutes for you to complete.

By taking the survey, you agree that MSD can use your feedback to support and improve Heartland Services.

Your views

1. How likely are you to recommend Heartlands to a friend or your family or whānau?

	0 – Not at all likely	-	2	3	4	5	6	7	8	9	10 – Extremely likely
Likelihood of recommending Heartlands	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

2. How much do you agree with the following statements about Heartlands?

Please select all that apply	1 Strongly disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly agree
l live close by (within a 10 minute drive)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
l can access a vehicle or public transportation to visit Heartlands	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The opening hours work for me	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The Heartlands building is easy for me to access	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Technology and Wi-Fi was available for me to use	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
There is space for groups of people to meet	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
There is a private space for me to talk comfortably about the help I need	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The government and community services available through the Heartlands office are relevant to me to meet my needs	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The services available through the Heartlands office are well advertised in my community	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
There are enough Heartlands coordinators and staff to help me	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The service meets my communication and language needs	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The support I received at Heartlands meets my cultural needs	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The service I received was what I needed	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I can get the services and support I need	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

Government Services you receive through Heartlands

3. What are the government services you are most likely to request at Heartlands?

	Never	Sometimes	Always
Accident Compensation (ACC levies, compensation for accidents, preventing injuries in the workplace)	\bigcirc	\bigcirc	\bigcirc
Careers NZ / Tertiary Education Commission (jobs, training and career support)	\bigcirc	\bigcirc	\bigcirc
Department of Corrections (Corrections services)	\bigcirc	\bigcirc	\bigcirc
Department of Internal Affairs (lottery and community grants and funds, passports, marriages and deaths)	\bigcirc	\bigcirc	\bigcirc
Inland Revenue (business and personal tax advice)	\bigcirc	\bigcirc	\bigcirc
Kāinga Ora (public housing services)	\bigcirc	\bigcirc	\bigcirc
Local council	\bigcirc	\bigcirc	\bigcirc
Māori Land Court (appointing a trustee, Māori land titles and ownership, whānau trusts)	\bigcirc	\bigcirc	Ŏ
Ministry of Business, Innovation & Employment (tenancy support, employment rights, support setting up a business, immigration support)	\bigcirc	\bigcirc	\bigcirc
Ministry of Health, including Te Whatu Ora and Te Aka Whai Ora	\bigcirc	\bigcirc	\bigcirc
Ministry of Justice (legal aid, youth justice)	\bigcirc	\bigcirc	\bigcirc
Ministry of Social Development (Work and Income, StudyLink, Seniors, Youth Services)	\bigcirc	\bigcirc	\bigcirc
NZ Police	\bigcirc	\bigcirc	\bigcirc
Oranga Tamariki services	\bigcirc	\bigcirc	\bigcirc
Te Puni Kōkiri (education and employment, Māori housing)	\bigcirc	\bigcirc	\bigcirc
Waka Kotahi, NZ Transport Agency (driver's licensing or other vehicle support)	\bigcirc	\bigcirc	\bigcirc
Another government agency	\bigcirc	\bigcirc	\bigcirc

4. How would you prefer to access these government services at this Heartlands?

Please select all that apply

- Face to face at a Heartlands office
- Video conferencing (e.g. Zoom) at a Heartlands office

Over the phone

- Through email
 - Other

Other support or community services you receive

5. What types of other support or community services are you most likely to request at Heartlands?

Please select all that apply

- A computer, telephone, printer and/or WiFi
- Aged care and support related to seniors
- Attending a community event or meeting
- Booking a room for a meeting or event
- Career support (e.g., CV writing)
- Community Law or other legal support
- Disability support services
- Driver's licensing and other vehicle related support
- English or other language lessons
- Family or parenting programmes
- Family or sexual violence services
- Financial and budgeting support
- Food support
- lwi or Kaupapa Māori services
- Justice of the Peace
- Mental health, addiction, and other health services
- Online banking support
- Transportation support (e.g booking a shuttle service)
- Whanaungatanga or general socialising
- Other

Final questions - demographics

6. What is your age?

- O Under 18 years old
- 18 to 24 years
- 🔵 25 to 34 years
- 35 to 44 years
- 45 to 54 years
 45
- 🔘 55 to 64 years
- 🔘 65 or older

7. What is your gender?

- 🔘 Female
- 🔘 Male
- 🔵 Gender diverse
- 🔵 Other

8. What is your ethnicity?

- NZ European
- Māori
- Pacific Peoples
- Asian
 -] Middle Eastern/Latin American/African
 - Another ethnicity



