



## 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
I live close by (within a 10 minute drive)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can access a vehicle or public transportation to visit Heartlands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The opening hours work for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Heartlands building is easy for me to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and Wi-Fi was available for me to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is space for groups of people to meet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a private space for me to talk comfortably about the help I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The government and community services available through the Heartlands office are relevant to me to meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The services available through the Heartlands office are well advertised in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are enough Heartlands coordinators and staff to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service meets my communication and language needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The support I received at Heartlands meets my cultural needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service I received was what I needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can get the services and support I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Careers NZ / Tertiary Education Commission (jobs, training and career support)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department of Corrections (Corrections services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department of Internal Affairs (lottery and community grants and funds, passports, marriages and deaths)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inland Revenue (business and personal tax advice)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kāinga Ora (public housing services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Māori Land Court (appointing a trustee, Māori land titles and ownership, whānau trusts)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ministry of Business, Innovation & Employment (tenancy support, employment rights, support setting up a business, immigration support)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ministry of Health, including Te Whatu Ora and Te Aka Whai Ora	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ministry of Justice (legal aid, youth justice)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ministry of Social Development (Work and Income, StudyLink, Seniors, Youth Services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NZ Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oranga Tamariki services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Te Puni Kōkiri (education and employment, Māori housing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waka Kotahi, NZ Transport Agency (driver's licensing or other vehicle support)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Another government agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 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
- Iwi 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?

- Under 18 years old
- 18 to 24 years
- 25 to 34 years
- 35 to 44 years
- 45 to 54 years
- 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

