He ratonga tautoko,
he aroha tangata

Home and community support services experience survey

Communications toolkit

2026

This toolkit is a guide to raise awareness of the 2026 home and community support services experience survey and encourage people to take part.

Please adapt the content as needed to best communicate with the people you are providing services to. Please make sure, however, that you do not change the core messaging.

If you have any questions, please contact:

Ipsos New Zealand on 04 974 8630 or email sectorsupport@myexperience.health.nz.

You can also contact Health Quality & Safety Commission Te Tāhū Hauora directly at Survey@HQSC.govt.nz.



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About the survey

Use this information to describe the home and community support services experience survey and its purpose.

At [INSERT YOUR PROVIDER NAME], we want people to have the best experience possible. By collecting feedback on people's experiences of our support services we will be able to improve their quality.

The home and community support services experience survey aims to help us understand what we are doing well and what we could do better. We will use this information to improve our support services.

A selection of people will be invited to take part in the survey in September 2026. The survey is run for us by Ipsos New Zealand (an independent research company).

For more information on the survey and how to access help and support in completing it, please visit www.hqsc.govt.nz/taking-part/home-and-community/

Newsletter copy

Use this content in newsletters or share it with other organisations that have agreed to help raise awareness of the survey.

Home and community support services experience survey 2026

In September 2026, some people who receive our home and community support services will receive an email or text message invitation to take part in a survey about their experiences with us. Their feedback will help us understand what we are doing well and where we can improve our services.

The survey is being conducted for us by Ipsos New Zealand, an independent research company, in partnership with Health Quality & Safety Commission Te Tāhū Hauora. The survey is voluntary and anonymous, so your answers will not identify you in any way. The survey can be completed by family and whānau carers on behalf of the person receiving support, if appropriate.

If you receive a survey invitation, please take part and tell us what you think about our services. Your answers will provide vital information to help us improve the quality of our services.

For more information on the survey, visit www.hqsc.govt.nz/taking-part/home-and community/.

Website copy

This content can be used on your website during September and October, to encourage people to take part in the survey if they receive an invitation.

Title – Home and community support services experience survey 2026

Copy – Have your say on the way our services are working

In September 2026 we run a survey of people's experiences of our home and community support services. Their feedback will help us understand what we are doing well and where we can improve our services.

We will send invitations by email and text message to some people who are receiving or have recently received home and community support services from us. Now is a good time to check your correct contact details so you can be sent an invitation if you are selected.

The survey has been developed by Health Quality & Safety Commission Te Tāhū Hauora and will be run for us by Ipsos New Zealand, an independent research company. It is voluntary and anonymous so your answers will not be connected to you in any way.

If you receive a survey invitation, please take part and tell us what you think about our services. Your feedback will help us improve the quality of our services.

For more information on the survey and how to access help and support in completing it, please visit www.hqsc.govt.nz/taking-part/home-and-community/.

Pre-notification email copy

This email content can be sent from August to September 2026, to encourage people to take part in the survey.

SUBJECT: Please tell us what you think of our support services

Kia ora

From September to October 2026, we will run a survey to better understand the experiences of the people we support. This survey asks what we are doing well and if we could do anything better. We will use this feedback to improve our services.

The survey is voluntary and anonymous. People can choose if they want to take part. We will not know who has taken part or not and people's answers will not identify them in any way.

This survey is being run for us by Ipsos New Zealand, an independent research company, in partnership with Health Quality & Safety Commission Te Tāhū Hauora .

Who is being surveyed?

Some people receiving home and community support services from us will be invited to take part. The survey can be completed by family and whānau carers on behalf of the person receiving support, if appropriate.

What do I need to do?

The survey will be sent by email and text message. Please let us know if you need to update your contact details.

If you receive a survey invitation, please take part and tell us what you think. Your feedback will help us improve the quality of our services.

You can find out more about taking part in the survey here: www.hqsc.govt.nz/taking-part/home-and community/.

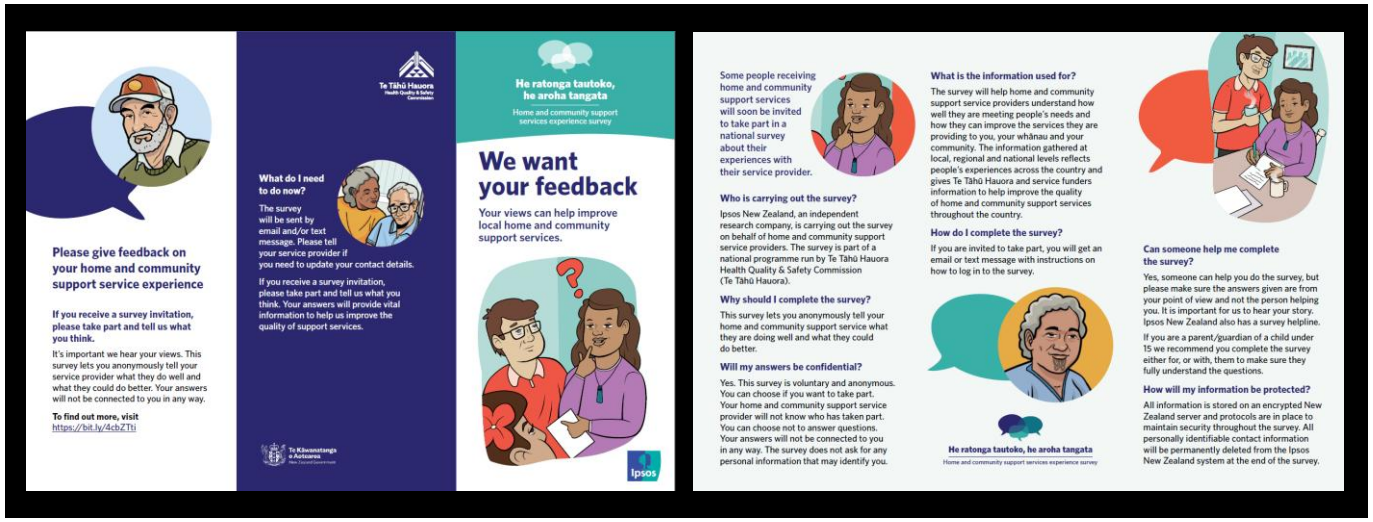
Participant information flyer

This flyer can be given to people during August and September, to encourage them to take part in the survey.

Give the information flyers to people to raise awareness about the survey. The flyers are available in different languages.

You can access the flyers at www.hqsc.govt.nz/information-flyers-for-home-and community-support-services-experience-survey/

You can order printed copies by using this resource order form https://www.hqsc.govt.nz/our-data/patient-reported-measures/patient-experience/resource-order-form/ or by emailing survey@hqsc.govt.nz



Staff information copy

This content can be shared with staff to help raise awareness of the survey and prepare them to answer any queries they may receive.

What is the home and community support services experience survey?
The home and community support services experience survey is designed to help us understand what we are doing well and what we could do better. We will use the feedback to help improve our services.

The survey is part of the national survey programme of Health Quality & Safety Commission Te Tāhū Hauora : https://www.hqsc.govt.nz/our-data/patient-reported-measures.

What is the information used for?
Responses to the survey will help us understand how well we are meeting people's needs and how we can improve the services we are providing. The information gathered at regional and national levels reflects people's experiences across the country and gives Health Quality & Safety Commission and service funders information to help improve the quality of home and community support services at a national level.

Who conducts the survey?
The survey is being conducted for us by Ipsos New Zealand (an independent research company), in partnership with Health Quality & Safety Commission Te Tāhū Hauora .

How is the survey conducted?
The survey will be sent out once a year. A selection of people receiving our home and community support services will be invited by email or text message to take part in the online survey. Some people may be sent a paper copy of the survey by mail. The survey can be completed by family and whānau carers on behalf of the person receiving support, if appropriate.

How does Ipsos New Zealand get people's details?
We provide contact information to Ipsos New Zealand. Our consent process is [PROVIDER TO SPECIFY]. All personal contact information is permanently deleted from the Ipsos New Zealand system at the end of the survey round.

Can people refuse to do the survey or opt out of future surveys?
Yes. Participation is optional. We will not know who has responded. In general, we recommend people do not opt out permanently from receiving survey invitations because they may wish to take part in a future survey.

Staff information copy (continued)

This content can be shared with staff to help raise awareness of the survey and prepare them to answer any queries they may receive.

Are responses confidential?
Yes. We understand the importance of people's privacy and want it to be protected. People's answers to the survey questions are anonymous. Once people have completed the survey, all personal information is deleted and removed from the Ipsos New Zealand system. The survey does not record names, dates of birth or any other personal information that may identify people.

How is personal information protected?
All information is stored on an encrypted New Zealand-based server and security is maintained throughout the survey. All personal information is permanently deleted from the Ipsos New Zealand system at the end of the survey round.

Can I help people complete the survey?
No. Staff cannot help people complete the survey. If people do not have family or whānau to help them complete the survey they can call the toll-free survey helpline on 0800 121 650 (9am–4pm Monday to Friday) or email support@myexperience.health.nz

How can people view survey results?
Health Quality & Safety Commission will produce national reports that will be made publicly available on n www.hqsc.govt.nz/patient experience/survey-results/

How can people find out what we have done with their feedback?
We will let you know what we have heard from the survey results and what we are doing about it by [PROVIDER TO SPECIFY].

Who can people contact if they need technical help with the survey or more information?
Information for people invited to take part is available on the website of Health Quality & Safety Commission: www.hqsc.govt.nz/taking part/home-and-community/..

More information and resources
For more information about the survey and resources for home and community support service staff, see the website of Health Quality & Safety Commission: www.hqsc.govt.nz/patient-experience/survey-resources-for-home-and-community-support services-staff/.

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Link to FAQs for participants

The Health Quality & Safety Commission webpage 'Been invited to take part?' contains information and frequently asked questions about the survey. This link is included in the email sent to people when they are invited to take part in the survey.

www.hqsc.govt.nz/taking-part/home-and-community/