



He ratonga tautoko, he aroha tangata

Home and community support
services experience survey

We want your feedback

Your views can help improve
local home and community
support services.



Please give feedback on your home and community support service experience

**If you receive a survey invitation,
please take part and tell us what
you think.**

It's important we hear your views. This survey lets you anonymously tell your service provider what they do well and what they could do better. Your answers will not be connected to you in any way.

To find out more, visit
<https://bit.ly/4cbZTti>

Some people receiving
home and community
support services
will soon be invited
to take part in a
national survey
about their
experiences with
their service provider.



Who is carrying out the survey?

Ipsos New Zealand, an independent research company, is carrying out the survey on behalf of home and community support service providers. The survey is part of a national programme run by Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora).

Why should I complete the survey?

This survey lets you anonymously tell your home and community support service what they are doing well and what they could do better.

Will my answers be confidential?

Yes. This survey is voluntary and anonymous. You can choose if you want to take part. Your home and community support service provider will not know who has taken part. You can choose not to answer questions. Your answers will not be connected to you in any way. The survey does not ask for any personal information that may identify you.

What is the information used for?

The survey will help home and community support service providers understand how well they are meeting people's needs and how they can improve the services they are providing to you, your whānau and your community. The information gathered at local, regional and national levels reflects people's experiences across the country and gives Te Tāhū Hauora and service funders information to help improve the quality of home and community support services throughout the country.

How do I complete the survey?

If you are invited to take part, you will get an email or text message with instructions on how to log in to the survey.



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Can someone help me complete the survey?

Yes, someone can help you do the survey, but please make sure the answers given are from your point of view and not the person helping you. It is important for us to hear your story. Ipsos New Zealand also has a survey helpline.

If you are a parent/guardian of a child under 15 we recommend you complete the survey either for, or with, them to make sure they fully understand the questions.

How will my information be protected?

All information is stored on an encrypted New Zealand server and protocols are in place to maintain security throughout the survey. All personally identifiable contact information will be permanently deleted from the Ipsos New Zealand system at the end of the survey.

What do I need to do now?

The survey will be sent by email and/or text message. Please tell your service provider if you need to update your contact details.



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