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Hei Whakapiki Mauri Whanau Ora Satisfaction Survey

It’s important for us to understand what your whānau think of Hei Whakapiki Mauri and how we can improve. You can fill this survey out by yourself or with whānau.

If you have any questions, or need help filling out the survey, please contact Kaiwhakahaere Ruth Jones at: [ruth@kanohikitekanohi.org](mailto:ruth@kanohikitekanohi.org) or call/text 027 440 8573.

Use of Hei Whakapiki Mauri’s services

Sharing this information about your whānau will help Hei Whakapiki Mauri provide the best support to meet your needs.

1. **How are you completing this survey?**

* I’m an individual completing the survey for myself
* I’m an individual completing survey on behalf of my whānau
* We’re whānau completing the survey as a group
* I’m a support person completing the survey on behalf of an individual
* I’m a support person completing the survey on behalf of the whānau

1. **What has Hei Whakapiki Mauri helped you and your whānau with?**

* Employment seeking / business or enterprise advice
* Housing support
* Income support services
* Health and hospital support
* Education
* Cultural support and confidence building
* Disability supports and navigating the system
* Support with Needs Assessment and Service Coordination
* ACC services
* Other – please describe below

1. **How useful have Hei Whakapiki Mauri’s services been to you and your whānau? Indicate how you’ve benefitted in each of the areas below.**

The employment / business advice / has been helpful.

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Because of the housing support the navigator has given me and my whānau, my accommodation is now better.

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Because of the income support services, the navigator has given me and my whānau, my income is better and more sustainable.

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Because of the health and hospital support the navigator has given me and my whānau, my health is better off.

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Because of the education support given by the Navigator to me and my whānau, my education is better off.

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Because of the cultural support and confidence building the Hei Whakapiki Mauri has provided, I feel better off.

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Because of support provided to me and my whānau to navigate the disability system, I feel more confident in accessing services.

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Because of the support given to me by the navigator to work with our Needs Assessment and Service Co-ordination service, I have the right supports for my needs.

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Because of the support given to me by the navigator to work with ACC services, I am better off as a person with a disability.

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **Have you and your whānau developed a plan with Hei Whakapiki Mauri?**

* Yes
* No
* In development

1. **How many of your whānau have been involved with Hei Whakapiki Mauri?**
2. **What are the main ethnic groups of these whānau members who have been involved with Hei Whakapiki Mauri?**

* NZ Māori
* NZ European
* Samoan
* Cook Island Māori
* Tongan
* Fijian
* Chinese
* Indian
* Other

Planning

If a whānau plan has been made with your whānau, please let us know to what extent you agree or disagree with the following:

1. **Making the whānau plan brought us closer as a whānau**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Working with the navigator

If you and your whānau have been working with Hei Whakapiki Mauri’s navigator, please let us know to what extent you agree or disagree with the following:

1. **The navigator was clear and easy to understand.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **The navigator could answer our questions.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **The navigator has respected our cultural beliefs, needs and ways of doing things.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **The navigator has supported our whānau to identify our needs.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **The navigator has supported us to make appointments in a timely way and given us the tools to do this ourselves.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **The navigator has supported the needs of our whānau, rather than focussing on one issue.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **The navigator has supported our whānau to achieve our goals.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **The navigator has provided our whānau with the information and support we need to make decisions.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Outcomes: Changes for your whānau

How have your whānau changed through working with Hei Whakapiki Mauri. Please answer the following:

1. **Our knowledge about how to get services has improved a lot.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **There is great improvement in our confidence with tikanga / reo / Māori values.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **I/we have developed new skills in order to achieve goals**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **I/ we have increased motivation to improve our well-being.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **Our feeling of happiness has increased.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **I, or we, treat each other with more respect.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **Our whānau has a more positive and supportive attitude toward one another.**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

1. **In which one of the above areas has your whānau made the biggest, positive change because of Hei Whakapiki Mauri?**

* Our knowledge about how to get services has improved a lot
* There is great improvement in our confidence with tikanga / reo / Maori values
* New skills developed to achieve goals
* Increased motivation to improve well-being
* Our feeling of happiness has increased
* I, or we, treat each other with more respect
* Our whānau has a more positive and supportive attitude with one another
* None
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **In which of the other areas below have your whānau had the biggest, positive change because of Hei Whakapiki Mauri?**

Please note: some of these haven’t been mentioned before, but we are keen to get a full picture. Please help us do this.

* Education or training for the whānau
* Employment for the whānau
* Income of the whānau
* Housing situation
* Healthy eating and exercise
* Confidence to be Māori first
* Confidence as a person with a disability to participate in Te Ao Maori and other communities that I am part of.

**How have things been going in other areas?**

Overall satisfaction

1. **Overall, I am very satisfied with Hei Whakapiki Mauri and the navigator services I have received:**

* Strongly disagree
* Disagree
* Neutral
* Agree
* Strongly agree

Other feedback

**Are there any other suggestions that you have about Hei Whakapiki Mauri and our navigator? How can we do better?**