



Kaiwhakaoranga Service Pulse Check Survey Questions

Section A: Kaiwhakaoranga Specialist Case Management Service Support Provided

Thank you taking the time to answer these questions.

The [Kaiwhakaoranga Specialist Case Management Service](#) provides one point of contact to connect you with other agencies beyond MSD that can provide services (e.g., Immigration, ACC, Police, Purapura Whetu, Christchurch Resettlement Service, Victim Support, community groups, food banks, etc).

We want to know how that's going for you. We won't know who gave the feedback. It should only take a few minutes.

These first few questions are about your experience with the Kaiwhakaoranga Service only. Then we'll ask three questions about other agencies next.

1) When was the last time you contacted the Kaiwhakaoranga Service for help?

| | | | | |
|-------------------|-------------------|-------------------|--------------------|----------------------|
| | | | | |
| In the last month | 2 to 3 months ago | 4 to 6 months ago | 7 to 12 months ago | More than 1 year ago |

2) How would you rate your **overall** experience with the Kaiwhakaoranga Service?

| | | | | |
|-----------------|----------|----------|----------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Not good at all | | | | Extremely good |

3) How helpful has your current Case Manager been?

| | | | | | | |
|--------------------|----------|----------|----------|-------------------|-------------------------------------|--|
| 1 | 2 | 3 | 4 | 5 | | |
| Not helpful at all | | | | Extremely helpful | I don't know who my Case Manager is | I have not had recent contact with my Case Manager |

4) How well does your current Case Manager understand your needs?

| | | | | |
|-----------------|----------|----------|----------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Not well at all | | | | Extremely well |

5) Do you believe that your current Case Manager will do the best they can for you?

| | | | | |
|----------|-----------|---------------------|------------------|----------|
| 1 | 2 | 3 | 4 | 5 |
| Never | Sometimes | About half the time | Most of the time | Always |



6) Does your current Case Manager treat you with respect?

| 1 | 2 | 3 | 4 | 5 |
|-------|-----------|---------------------|------------------|--------|
| Never | Sometimes | About half the time | Most of the time | Always |

7) How helpful is your case manager in connecting you with other agencies that could support you like Immigration, ACC, Police, Purapura Whetu, Christchurch Resettlement Service, Victim Support, community groups, and food banks?

| 1 | 2 | 3 | 4 | 5 |
|--------------------|---|---|---|-------------------|
| Not helpful at all | | | | Extremely helpful |

8) Please tell us what's worked well for you about the Kaiwhakaoranga Service?
To protect privacy please do not include personal information about yourself or anyone else, including anyone's name or other identifying information.

| |
|------------------|
| Free text |
| |

9) Please tell us how we could improve the Kaiwhakaoranga Service.
To protect privacy please do not include personal information about yourself or anyone else, including anyone's name or other identifying information.

| |
|------------------|
| Free text |
| |



Section B: Support from other Agencies [To be on one page if possible]

Now we want to know about the services you get from other government and non-government agencies (e.g., Immigration, ACC, Police, Purapura Whetu, Christchurch Resettlement Service, Victim Support, community groups, food banks, etc).

10) Has the support you received from other agencies met your needs?

| 1 | 2 | 3 | 4 | 5 | |
|-------|-----------|---------------------|------------------|--------|---|
| Never | Sometimes | About half the time | Most of the time | Always | Did not need or receive services from other agencies. |

11) Please tell us **what's worked well** for you about the support provided by other agencies.

To protect privacy please do not include personal information about yourself or anyone else, including anyone's name or other identifying information.

| |
|------------------|
| Free text |
| |

12) Please tell us what other agencies could do to improve the support they provide.

To protect privacy please do not include personal information about yourself or anyone else, including anyone's name or other identifying information.

| |
|------------------|
| Free text |
| |



Section C: Experience of different groups

13) You're almost done. This last section will help us understand the experience of different groups affected by 15 March.

What is your connection to the the events at Masjid an-Nur on Deans Avenue and at the Islamic Centre on Linwood Avenue on 15 March 2019?

[This question is optional].

- Related to shaheed
 - Widowed - spouse of shaheed
 - Immediate other whānau | family of shaheed (parent, child, sibling, mother in-law, father in-law, brother in-law, sister in-law)
 - Wider whānau | family of the shaheed (grandparent, grandchild, aunt, uncle, cousin, niece, nephew)
- Injured
- Related to person injured
 - Immediate whānau | family of injured person (spouse, parent, child, sibling, mother in-law, father in-law, brother in-law, sister in-law)
 - Wider whānau | family of injured person (grandparent, grandchild, aunt, uncle, cousin, niece, nephew)
- Survivor/present
- Related to survivor/present
 - Immediate whānau | family of survivor or person present (spouse, parent, child, sibling, mother in-law, father in-law, brother in-law, sister in-law)
 - Wider whānau | family of survivor or person present (grandparent, grandchild, aunt, uncle, cousin, niece, nephew)
- Wider community member
- Other
- Prefer not to say

Thank you for completing this survey.

Your feedback is important to us and has been submitted.

Assalamu Alaikum عَلَیْكُمْ السَّلَامُ

Shukran Jazilan شُكْرًا جَزِيلًا

If you require further support:

- Your health and wellbeing is important to us. If you need any help, you can contact any of the wellbeing support services [Link to Mental Health list].
- If you require support with a specific issue, you can contact your case manager directly or email the Kaiwhakaoranga Service: support@msd.govt.nz
- If you want to raise individual service concerns please contact MSD confidentially by emailing kaiwhakaorangafeedback@msd.govt.nz