




# Ngā ratonga ki te manawa o te whenua Heartland Services

Proudly delivered by **Aotahi**

A bi-monthly newsletter brought to you by Heartlands Te Kūiti

## Services & Facilities

October 2024

- Connection hub to government agencies and community service providers
- Printing government and community services forms
- Support to navigate government and community services information
- Assistance with completing forms
- Help with online services
- Free wifi
- Access to computer devices and technology
- Email, phone, & videoconferencing facilities
- Printing, photocopying, & scanning
- Space to work from
- Inland Revenue referrals
- OsPRI – NAIT help
- Whenua Māori – search land details and related information
- Online banking support
- Create a CV
- Support is free and available to anyone
- Follow us on Facebook 

### NEW AOTAHI WEBSITE

Check out <https://aotahi.com/heartland-services/> to find out more about Aotahi and Heartlands Te Kūiti.



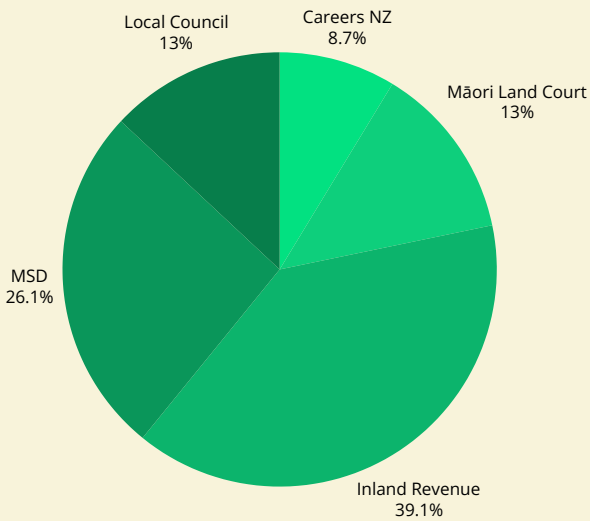
### OFFSITE SERVICES - MŌKAU & KĀWHIA

We will be taking Heartland Services on the road to provide access and support to whānau and communities in more isolated areas. Our goal is to help alleviate any geographical barriers and foster connections by providing this service on a regular basis. In conjunction with the Out-Of-Parliament support for Barbara Kuriger MP, Heartlands Te Kūiti will provide an outreach clinic at:

**Mōkau** - 8 November 2024 from 10am to 1pm @ Mōkau Hall

**Kāwhia** - 21 February 2025 from 10am to 2pm @ Kāwhia Community Hall

A great opportunity if your organisation would like to offer something similar but have limited staff. Drop me an email if you wish to join us.



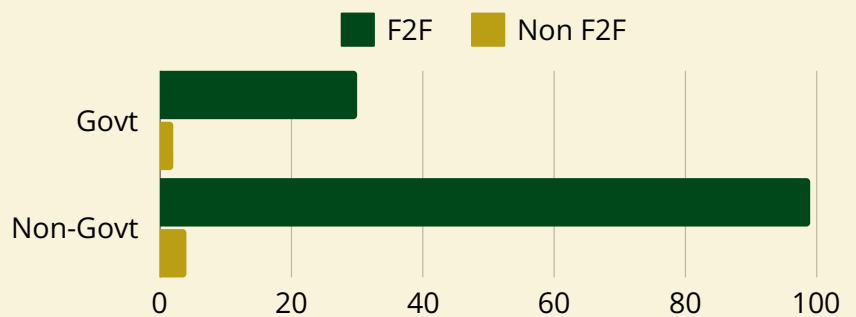
## CLIENT INTERACTIONS

For the period from June to July 2024, we helped 135 clients;

- 32 Government Agency interactions
- 103 Non-government interactions

**#1 GOV:** Inland Revenue

**#1 NGO:** Access to computer, telephone, printer, scanner, wifi



## NEUTRAL SPACE TO MEET CLIENTS

The Heartlands Hub has a meeting room with kitchen, bathroom, whiteboard and video-conferencing facilities. We call this our 'hui hub' and it is available, free of charge, to Government Agencies and community organisations who wish to;

- Meet with clients or members of the public,
- Offer drop-in clinics or appointments,
- Facilitate workshops that are open to the public,
- Hold community group hui/meetings.

The hui hub is available between operational hours of 9am to 5pm and suitable for up to 10-12 people. A hireage fee is charged for private bookings. Contact us by phone or email to make a booking.



**Monday** 9.00am - 5.00pm  
**Tuesday** 9.00am - 5.00pm  
**Wednesday** 9.00am - 5.00pm  
**Thursday** 9.00am - 5.00pm  
**Friday** 9.00am - 5.00pm

Closed Public Holidays

## How can Heartlands help your organisation? We can ...

- Print forms and provide access to information.
- Refer whānau to agencies and community service providers.
- Provide a neutral space to meet with clients.
- Promote events, or your organisation, via Facebook, Pānui window and our Digital Billboard.
- Contact Aroha to discuss your needs.