



Claimant Client Survey

Research Results

**Prepared for
Crown Forestry Rental Trust
by**

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Executive Summary

- The Crown Forestry Rental Trust (the Trust) commissioned Te Arai Consultants to undertake a survey of 40 claimants that the Trust has been working with over the last 12 months. The purpose of the survey was twofold: to determine claimants knowledge of Trust business and, to clarify how responsive the Trust has been to Maori claimants.
- Designed to be implemented over the telephone, the survey covered 5 areas of relationship services: funding assistance, contact with Trust staff, access to information, understanding Trust business, and rating overall Trust performance.
- A fifty percent response rate was achieved during the 3 week period allocated for data collection. Two thirds of participants were currently funded by the Trust. Over half were engaged in the Waitangi Tribunal hearings process; 20% were in direct negotiations with the Office of Treaty Settlements and 15% had not decided which pathway they would pursue in settling their claims.

Results

- People were aware of the processes and policies involved with becoming an approved client. While 95% had applied for funding only a small proportion had found the process difficult, and 50% found the level of funding not sufficient for their tasks.
- Nearly three quarters of participants felt the Trust was willing to negotiate funding and keep people informed of contract progress. Less agreement was noted about the promptness of milestone payments and an understanding of the claimant's environment.
- The majority of participants deal with the Wellington office. The most frequently discussed issues were funding followed by research and eligibility/capability.
- Participants generally gave favourable ratings for Trust staff across all areas of communication. Almost two thirds of participants agreed that it was important for them to be able to contact Trustees whenever they wished.
- Trust staff and publications were the two most frequently identified sources of information about the Trust. More than half of the participants had access to the Trust via the internet; who accessed the website for research reports and business plans. People were generally up to date with reading the Trust Annual Report and Booklet.
- While less than half the participants were able to recall the year the Trust was established, those who did recalled the date between 1987 and 1989.
- The most frequently mentioned purpose of the Trust was the provision of funds to claimant groups to support their claims. Some of the other roles people believed the Trust had were to: support the retention of Maori resources, help form direct relationships between the Crown and claimant groups and, the generation of rents and royalties while they hold funds until claims are sorted.
- The majority of participants were able to recall the name of at least one Trustee. Most frequently named was Sir Graham Latimer with people recalling Maryan Street even though she had resigned following her election to Parliament in September 2005.

- People varied in their belief about the Trust being an independent agency. They were more agreeable about the notion that the Trust exists to support Maori claims to Crown Forest and that Trust funding is necessary for effective engagement with Treaty claims.
- Two thirds of participants gave the Trust an above average (4) or excellent (5) rating.
- The majority of participants saw the Trust as professional and valued. Many participants strongly believed that the Trust was helpful to them. While some people felt they could not comment on how supportive the Trust was, those who did comment thought the Trust was supportive to them.
- Ways in which participants thought the Trust could provide their claimant group with better support was by looking at: improvements to Trust documentation, Trust staff, cluster group dynamics, and funding.

Conclusion

- Claimants that work with the CFRT Trust are aware of the organisation's policies and procedures. There are some areas where people have experienced difficulties in their relationship and these have been outlined in the current report. While the ratings overall suggest that people have been happy with the support and advice they have received thus far, there were areas noted throughout the report where the Trust could improve its services to claimant groups.
- Comments from claimants were consistent with regard to the areas where they felt the Trust could improve its services: CFRT documentation and staff turnover, cluster groupings and research, and the allocation of funding.

Acknowledgements

Ehara taku toa i te toa takitahi, engari he toa takimano.

A special thanks goes out to all those participants who took time out of their busy schedules to allow themselves to be interviewed, or took the time to complete and return the survey via email. Without your participation this report would not have been possible. Thank you also to those claimants who wanted to participate, but for various reasons, were unable to be involved.

Thanks goes to Shaun for his help with the report. The tight timeframe for this project meant that his help was invaluable for making sure that I was able to make the deadline. Thanks also to Tracey for offering me some work while I was on unpaid leave and for her continued support throughout the contract.

Nga mihi mahana

Bridgette

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Introduction

As part of its Communications Strategy the Crown Forest Rental Trust¹ (CFRT) proposed to conduct a claimant-focused survey each year.

The purpose of the survey was to:

- determine, firstly, how well the claimants know the Trust's business and what it does to support claimants, and secondly;
- provide an indication of how responsive the Trust has been to Maori claimants requests for assistance, and to determine what the Trust is doing well and where it can improve on a range of activities and services that the Trust provides in support of claimants.

Potential participants were randomly selected (by ballot) from a pool of CFRT claimant clients. The pool has been made up of claimants that have received funding, in the process of gaining Approved Client Status with the Trust and /or have been declined the assistance that they have expected from the Trust.

Tracey Tangihaere of Te Arai Consultants was commissioned to undertake the project. She brought in Bridgette Masters-Awatere as a sub-contractor to conduct the interviews and then analyse the results. The Trust had decided that having an external contractor provided independence and objectivity to the research process.

Method

The survey was designed by CFRT and used three forms of questions for data capture:

- Questions requiring dichotomous answers (yes/no)
- Metric level questions (eg number ratings); scores on 5 point Likert scale (eg 1= strongly disagree to 5=strongly agree), and
- Open ended questions to provide the interviewee an opportunity to express their views and suggestions.

Intended for administration over the telephone, the survey covered five aspects of relationship services with the Trust:

- Funding assistance,
- Contact with CFRT staff,
- Access to information,
- Understanding of the Trust's business, and
- Rating Trust performance.

Over a period of 3 weeks multiple attempts were made to contact each of the forty people listed on the spreadsheet. Where possible a message advising the contact about the purpose of each call with a request to let the interviewer know if they were willing to participate in an interview and an appropriate time to call was left on their answer machine. The interviewer found that contact details for 9 of the claimants on the list were either disconnected, a fax number, or were not being answered which meant leaving a message or making contact impossible. In some cases where it was difficult to reach a contact by phone an email address was given by reception as a means to reach the person. Out of the 4 email

¹ Throughout the report, Crown Forestry Rental Trust has been abbreviated as either CFRT or the Trust. Unless otherwise stated use of the term Trust refers to the Crown Forestry Rental Trust.

addresses received, 2 people returned their completed forms via this method. Three people said they were not able to participate because they were either busy with hearings, or would be over seas during the time of the research. By the end of the collection period a total of 20 interviews had been completed, resulting in a 50% response rate.

Table 1: Survey response rates

Survey Responses	N	%
Completed	20	50
Uncontactable	9	22.5
Email	2	5
Declined	3	7.5
No Response	6	15
TOTAL	40	100

Despite assurance from the interviewer that no identifying information would be linked between the participants and their information, some people were concerned that CRFT would “find out” what had been said. A small group of people (generally those who had a long relationship with the Trust) said they were more than happy for their names to be linked to their responses.

Participants who asked for a copy of their responses had them sent directly to their nominated address by the researcher to maintain their confidentiality and anonymity. While not all participants specifically requested a copy of the report, a recommendation was made during the submission of an interim report that all of the forty claimants selected in the pool be sent a copy of the final report (whether they participated or not).

Results

Before outlining the survey findings, a brief description of the type of relationship the participants had with the Trust is provided. While some of the relationships with the Trust were not recorded (15%), for the majority of survey participants they were either currently funded by the Trust (65%) or seeking funding (20%). Over half (55%) of the participants represented claimant groups that had decided on engaging in a Treaty Settlement Process with the Waitangi Tribunal. A smaller proportion (20%) represented groups that were negotiating with the Office of the Treaty Settlements to resolve their Treaty claims, or had not yet decided whom they would negotiate with (15%).

The survey responses have been presented under the five main data collection themes: Funding assistance, Contact with CFRT staff, Access to information, Understanding of the Trust’s business, and Rating Trust performance.

Funding Assistance

The first set of questions related to funding assistance, with a focus on finding out whether participants were familiar, or understood the process and policies involved with becoming an Approved Client of the Trust. While the majority of people were familiar with the process, had applied to become an Approved Client, and had applied for funding within the last year; almost one third of people noted difficulty with the process of becoming an Approved Client. A summary table outlining participant’s familiarity with the process of becoming an Approved Client of the Trust is displayed overleaf.

Table 2: Approved Client process

	n	Yes	%	No	%
Familiarity with processes & policies	20	19	95	1	5
Applied to become an Approved Client	20	19	95	1	5
Find it difficult becoming an Approved Client	19	14	73.7	5	26.3
Applied for funding within the last year	20	19	95	1	5

Participants were also asked to rate how strongly they agreed or disagreed with statements that said; 1)they understood the process, and 2) knew what was involved in becoming an Approved Client of the Trust. In both instances over 80 percent of participants agreed.

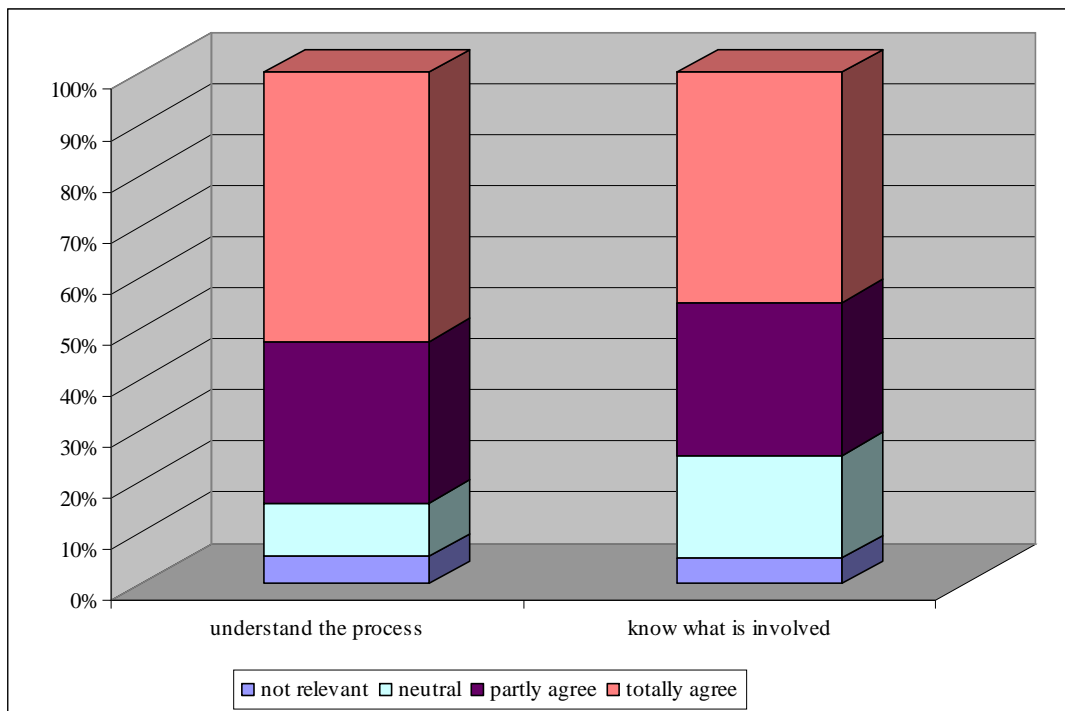


Figure 1: Becoming an Approved Client

In the following section, and at times throughout the remainder of the report, comments from participants have been noted. When noting comments from participants their statements have been noted in relation to their chosen settlement process, their relationship to the Trust and then by the regional office they primarily communicate with. These identification factors are present to give an idea of the type of relationship they have with the Trust rather than as a code for a single individual (as would be usual in research reports). Throughout the report there will be multiple references that may look the same. However, the reader should not confuse them as being from one participant.

There were 5 main themes to emerge around the difficulties noted by participants during their process of applying to become an Approved Client of the Trust. These included:

- a difficulty with understanding a new process
- changes in policy resulting in feelings of 'goal posts' being shifted,
- not being given the correct information or templates to aid groups
- high turnover of Trust staff, and
- enforcement of 'clusters' upon claimant groups.

The following are some of the statements noted by participants about the difficulties they had.

While the requirements of being an Approved Client were explained, they weren't clearly outlined. Once we met with [our relationship manager] it helped make the directions we were given on paper much clearer. Unfortunately a lot of time had passed before that process happened. (Waitangi Tribunal/Currently Funded/Wellington Office)

Because we were new to the process it was hard for us to know what was expected; if we had of been business orientated from the beginning it might have been easier for us. (Waitangi Tribunal/Currently Funded/Wellington Office)

Five years ago the Trust were hopeless at telling us about the process. Then a year ago when going through a second time we found it much easier. There were proposed changes of policy over this past 4 years which meant lots of to-ing and fro-ing. (Waitangi Tribunal/Currently Funded/Wellington Office)

CFRT kept changing the templates and kept shifting the goal posts in terms of the required information. (Waitangi Tribunal/Seeking Funding/Wellington Office)

We're having our natural groupings dictated to us by the Tribunal. (Office of Treaty Settlements/Seeking Funding/Northland Office)

There were [multiple] claimants in our cluster. Only 2 out of the total weren't happy with the amount offered, but the rest were. Because of the process enforced upon us it pitted the two groups against each other. (Waitangi Tribunal/Currently Funded/Northland Office)

While the majority of participants had applied for funding within the last year (95%), over fifty percent believed that the level of funding they received was insufficient to undertake some of work that had been proposed.

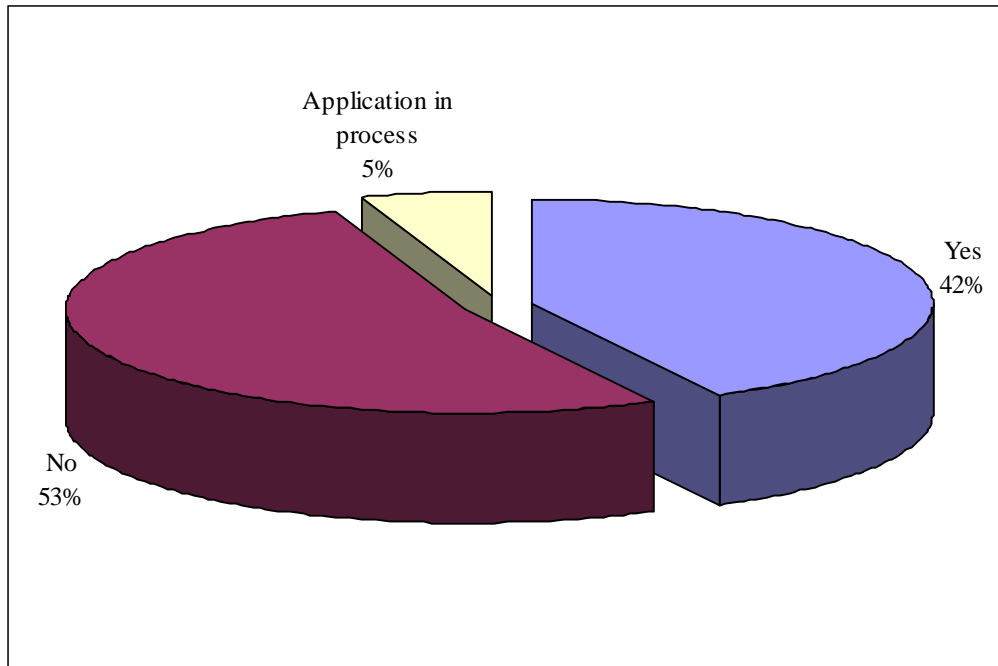


Figure 2: Level of funding sufficient

The inability to complete tasks satisfactorily for claimant groups revolved around being unable to employ staff, incurring unanticipated costs and an inability to undertake research. A selection of participants comments are noted below.

The ability to undertake proper employment of administrative staff and equip ourselves for communication was compromised because we didn't have enough funding. (Not marked/Wellington Office)

Not sure if there was a misunderstanding or we got the wrong information from the trust representative. Now we're able to do things reasonably ok - but costs and other things could have been better explained. (Waitangi Tribunal/Currently Funded/Wellington Office)

We were unable to undertake a series of projects leading up to research for claims. (Office of Treaty Settlements/Seeking Funding/Northland Office)

We were unable to complete all the hui in our cluster area because of a lack of funding... (Waitangi Tribunal/Currently Funded/Wellington Office)

More money would have been good. Budget constraints meant limitations on what we could do... (Not decided/Not marked/Northland Office)

Participants were asked to rate their views about the Trust; negotiating funding, keeping claimants informed of their requests and contracts, making prompt milestone payments, and understanding the environment that claimants are working in. The Trusts willingness to negotiate funding, and keep people informed of the progress of contracts was recognised by over 70 percent of respondents. People were more divided about prompt milestone payments and how understanding the Trust was about the environment claimants were working in (see Figure 3: Trust operations).

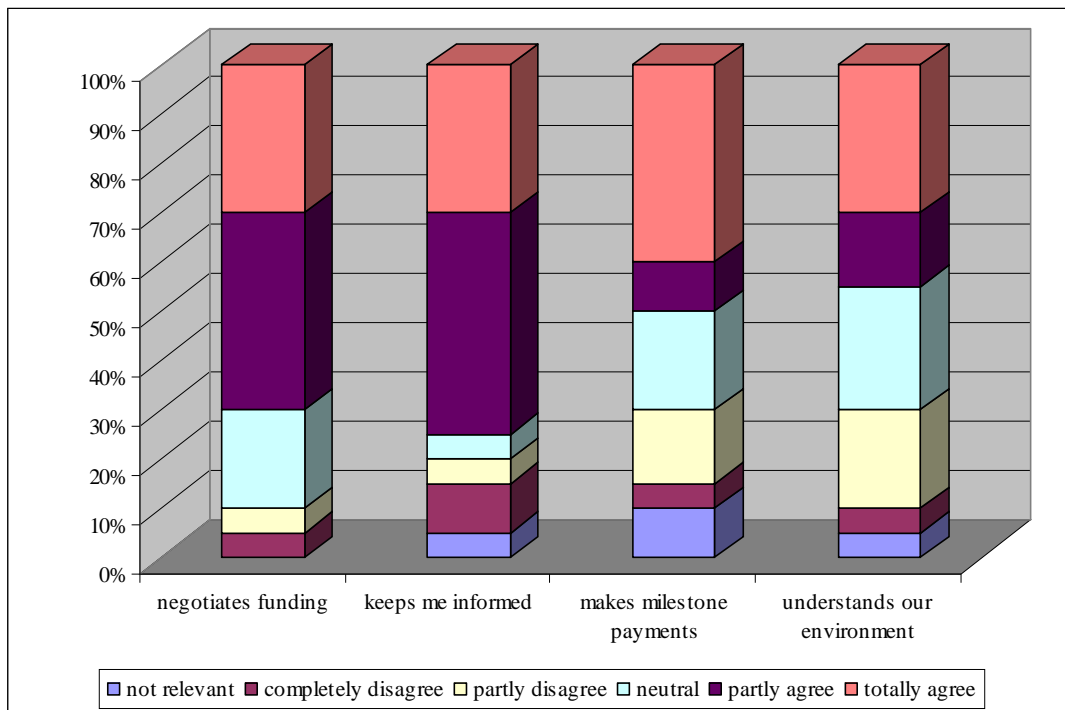


Figure 3: Trust operations

Section Summary

- People were aware of the processes & policies around becoming an Approved Client of the Trust.
- A small proportion had found the process difficult. Reasons they found the process difficult included: being new to the process, changes in policy and staff, being given the incorrect information, and the enforcement of clusters upon claimant groups.
- Nineteen of the twenty participants had applied for funding within the last year. Over 50 percent of them had felt that the level of funding was not sufficient for their claimant group to undertake all of its proposed tasks.
- Nearly three quarters of participants felt the Trust was willing to negotiate funding and keep people informed of contract progress. Less agreement was noted about the promptness of milestone payments and an understanding of the claimant’s environment.

Contact with CFRT staff

Participants identified the regional office that they had primary communications with, as well as the frequency of those communications. All participants had been in contact with a member of the Trust staff on a regular basis; 60% had contact at least once per week, while the remainder had contact once per fortnight. Wellington (75%) was most often identified by participants as the office they contacted; followed by Northland (20%) and Rotorua (5%).

When asked about the main issues that claimants discussed with Trust staff the most frequently noted was funding; followed by research and then eligibility and capability. Some of the 'other' issues claimants discussed were around cluster dynamics, issues with shareholders, and generally informing the Trust of where things were at for the group.

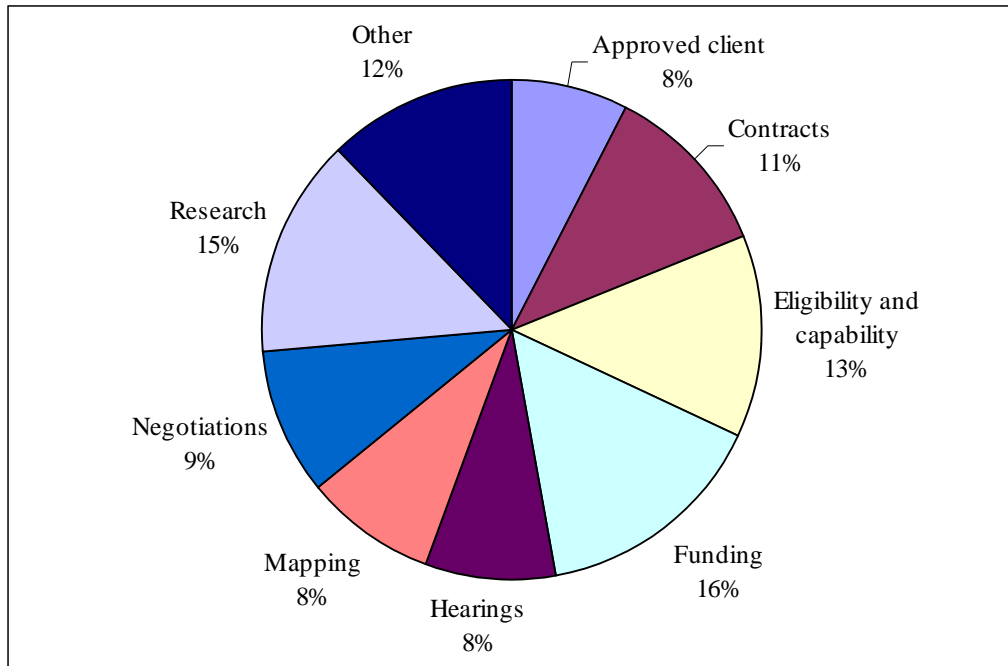


Figure 4: Main issues² discussed with Trust staff

Perceptions about Trust staff were generally positive with each statement about staff receiving more than fifty percent favourable ratings (completely agree or partly agree). The largest proportion of 'disagree' ratings was attributed to the ability of staff to explain the difference between Waitangi Tribunal and Office of Treaty Settlement processes (see Figure 5: Perceptions of Trust staff overleaf).

² Participants identified more than one issue.

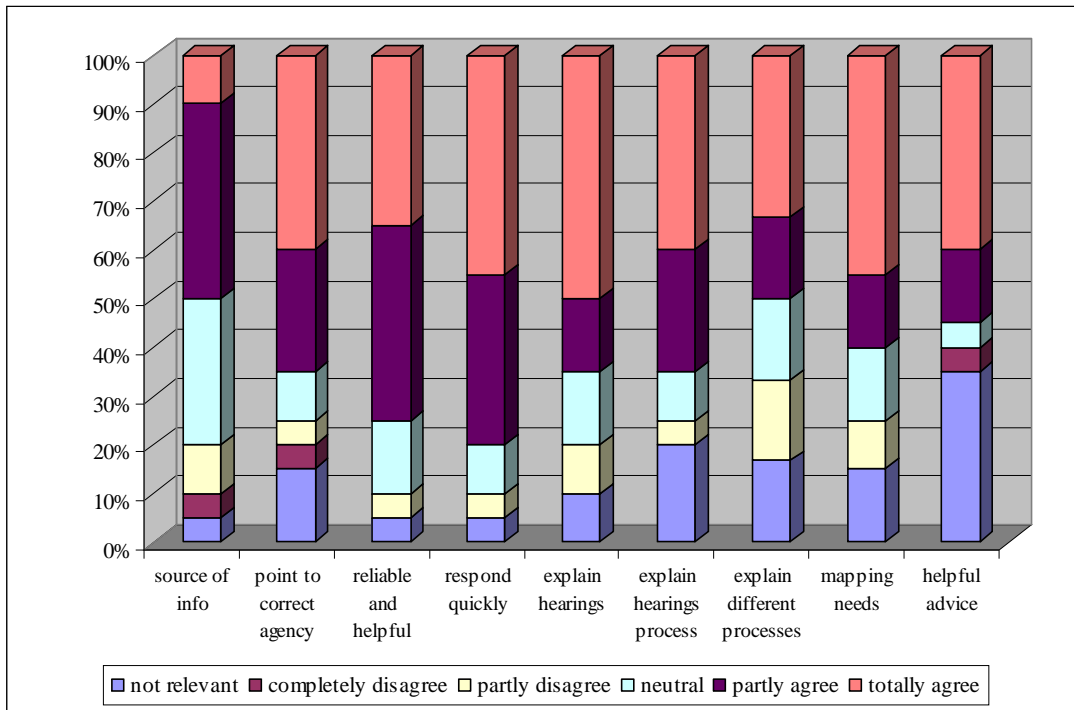


Figure 5: Perceptions of Trust staff

Sixty percent of respondents agreed that it was important for them to be able to contact Trustees whenever they wished.

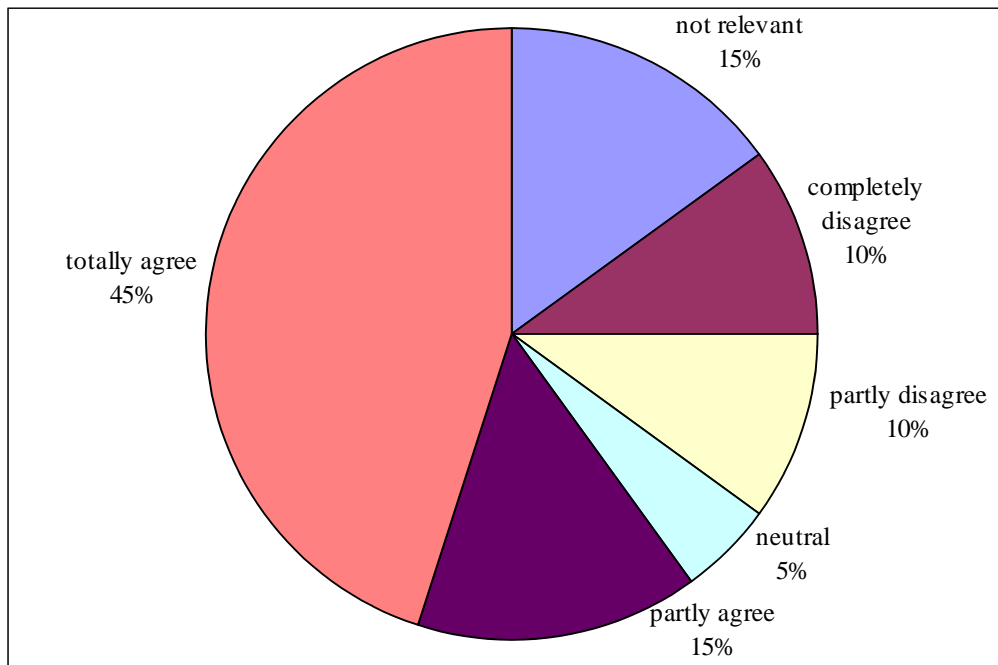


Figure 6: Ability to contact trustees

Section Summary

- Claimant groups maintain regular contact with Trust staff with a large proportion dealing with the Wellington office.
- The most frequently discussed issues were funding then research and eligibility/capability.
- Participants gave favourable ratings for Trust staff across all areas of communication. An ability to explain the difference between the Waitangi Tribunal and the Office of Treaty Settlement processes rated least favourably amongst participants.
- Almost two thirds of participants agreed that it was important for them to be able to contact Trustees whenever they wished.

Access to Information

While there was not much difference in terms of how participants accessed information about the Trust, the two most common ways were: from Trust staff and publications. Other ways not already identified in the survey were via claimant/legal council, a DVD resource and the local media. One participant had noted an extensive relationship with the Trust (over 15 years) and could not recall exactly how they accessed information.

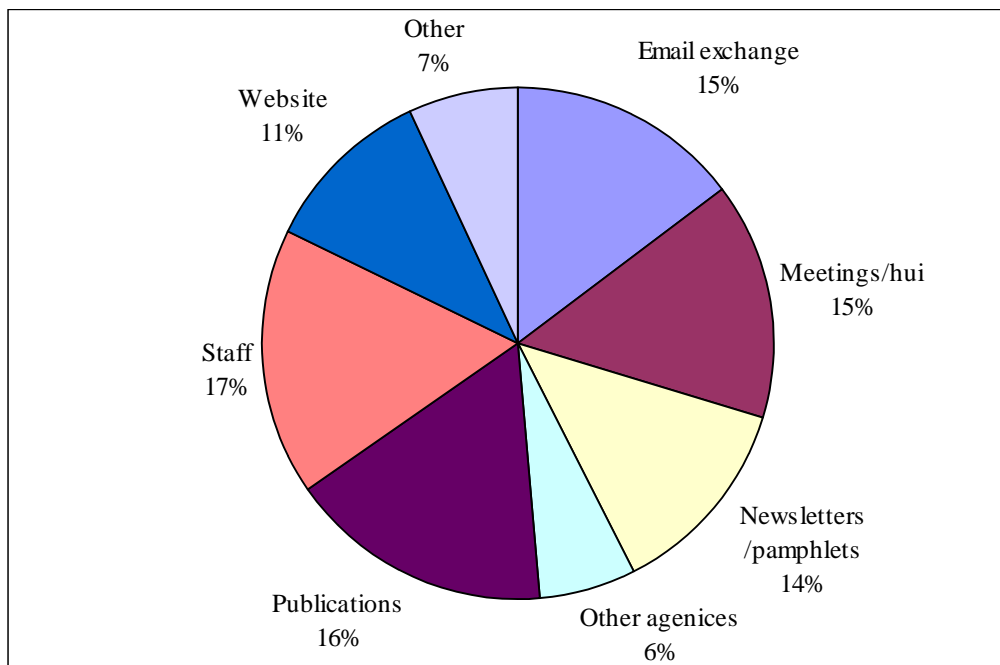


Figure 7: Information about the Trust

Trust Website

Just over half of interview participants had access to the Trust via the internet. Of those who did have access, over half (57%) went less than once per month, while 29 percent estimated that they visited the website 1-5 times per month. A small proportion (7%) of people noted visiting the Trust website more than 10 times per month.

The reasons that people visited the Trust website varied. The most frequently identified reasons were to access research reports the monthly newsletters. Respondents did not often go to the website for information about upcoming events or the business plans (see Figure 8: Perceptions of the website).

While discussing publications people generally noted receiving the business plans and research reports in hardcopy.

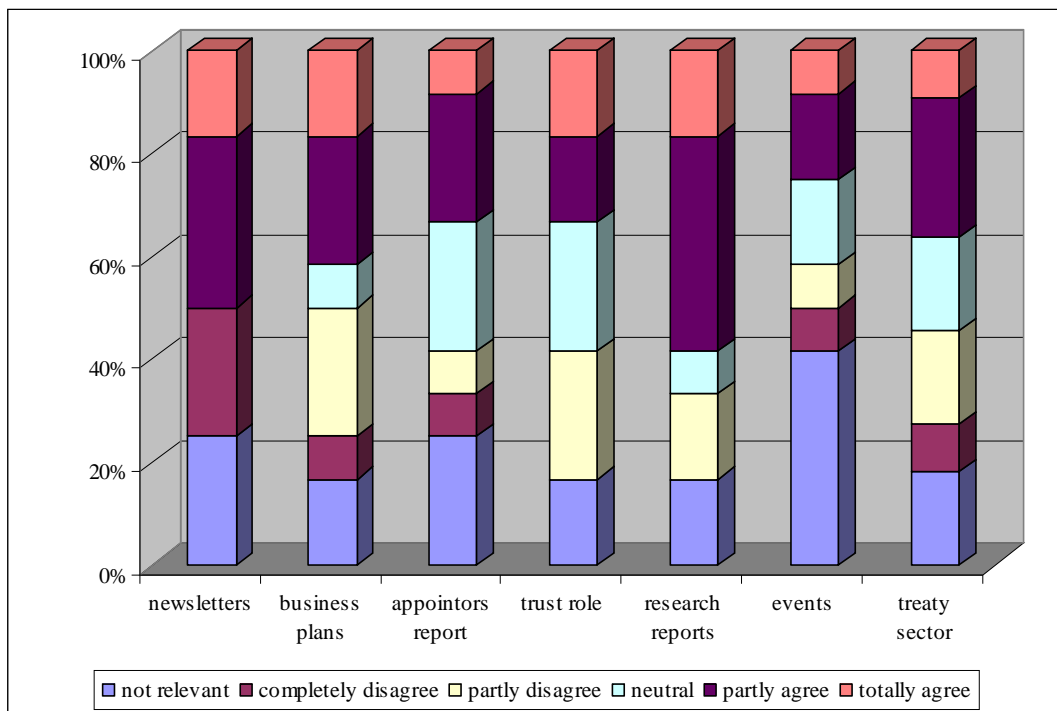


Figure 8: Perceptions of the website

People who accessed the website generally found it easy to navigate. A small proportion found it difficult to navigate noting that people needed to be knowledgeable about the area in order to know where to search to find the information or documentation they were searching for.

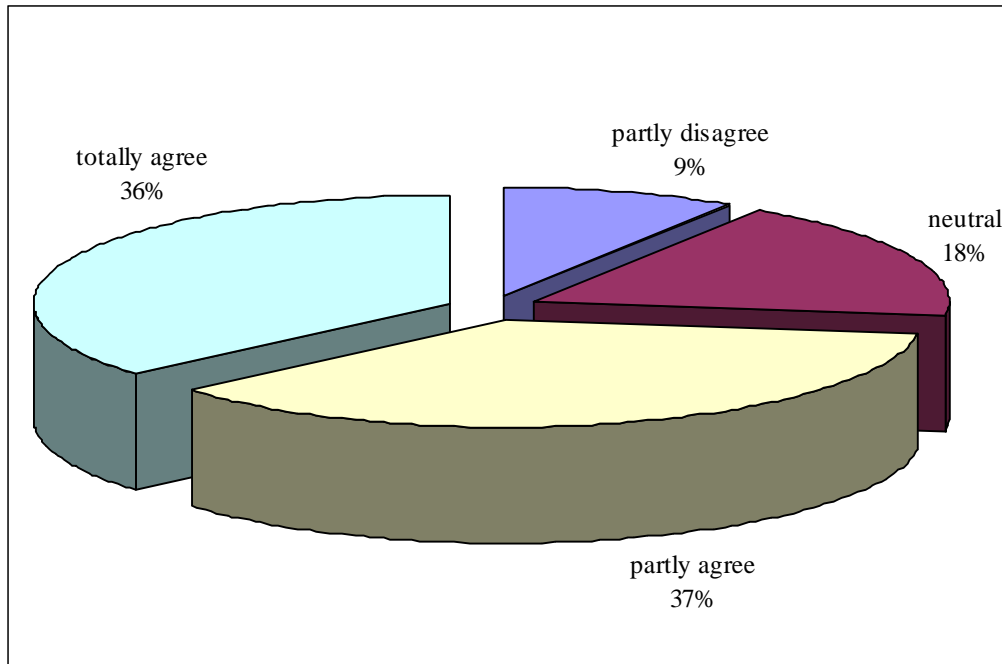


Figure 9: Ease of site navigation

Publications

Participants were asked if they had read the recently published Trust Business Plan and Claimant Assistance and Research Services Booklet. While the majority of people had read these documents, only half of the participants had seen or read a copy of the Trust Monthly Newsletter. When asked to identify other publications released by the Trust, there was a long list put forward by people. Some of the documents named by people were: reports to appointers, eligibility documents, funding policies, old business plans & reports, magazines, fliers, agendas for upcoming hui, guidelines on preparing claims, and a report that discussed claimants experiences. One participant had said that they had read information about the beneficiary database, which they had found quite informative.

Table 3: Awareness of Trust publications

	(Yes) n	%	(No) n	%
Business Plan	17	85	3	15
Booklet	15	75	5	25
Monthly Newsletter	10	50	10	50

Participants generally gave positive ratings for Trust publications. People rated the publications highly for being informative and explaining the role of the Trust. There was less agreement about the reliability of the publications. Half of the survey had not seen the monthly newsletter. Those who had seen it rated the publication positively.

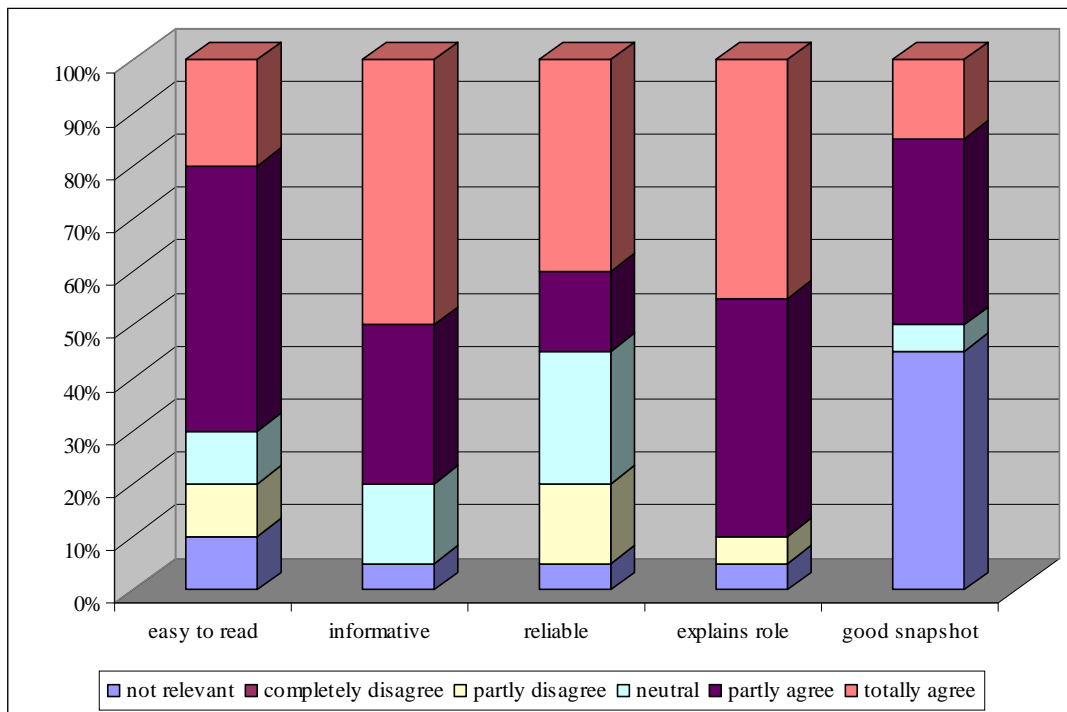


Figure 10: Perceptions of the Trusts publications

Section Summary

- Trust staff and Trust publications were the two most frequently identified sources for participants to access information about the Trust. Very few people noted other agencies as sources of information about the Trust.
- Just over half of the participants had access to the Trust via the internet (website). Of those who did; two thirds visited less than once per month, one third visited the site 1-5 times, and less than 10 percent of participants went more than 10 times per month.
- People generally went to the website for access to research reports and the monthly newsletters. People did not often visit the website for information about upcoming events. For business plans and research reports, participants noted a preference to receive these publications in hardcopy.
- People were generally up to date with reading the Trust Annual Report and Booklet. Only half of the participants had read the Monthly Newsletter.

Understanding Trust Business

Participants were asked if they knew what year the Trust was established. While over half said they could not recall off the top of their head the year, many of them felt if given enough time to think about the matter for a while they would have been able to recall the year. For those respondents who were able to recall a year, responses ranged from 1987 – 1989.

While there was general agreement about the main purposes of the Trust, the most frequently mentioned referred to the provision of funds to support claims (see Figure 11: Perceptions of the main purpose of the Trust). Other purposes noted by participants are listed below with example comments immediately following:

- to support the retention of Maori resources and assets
- help form direct relationships between Crown and claimant groups
- generating rents and royalties, then hold the money until claims are sorted.

The Trust look at ways to expedite the return of Crown forest to claimants by forming direct relationships between crown and claimant groups. (Office of Treaty Settlements/Currently Funded/Wellington Office)

...enforcing, and monitoring, cluster formations and forming policy to reflect criteria for clusters to achieve eligibility and capability to formulate and monitor cluster progress through the achievement of milestones. (Waitangi Tribunal/ Currently Funded/Wellington Office)

The main purpose is to take rents, fix those rents and have them paid into securities while the land dispute is being sorted. Then the interests allocated to claimants are determined by the extent of the breach. (Waitangi Tribunal/Seeking Funding/Wellington Office).

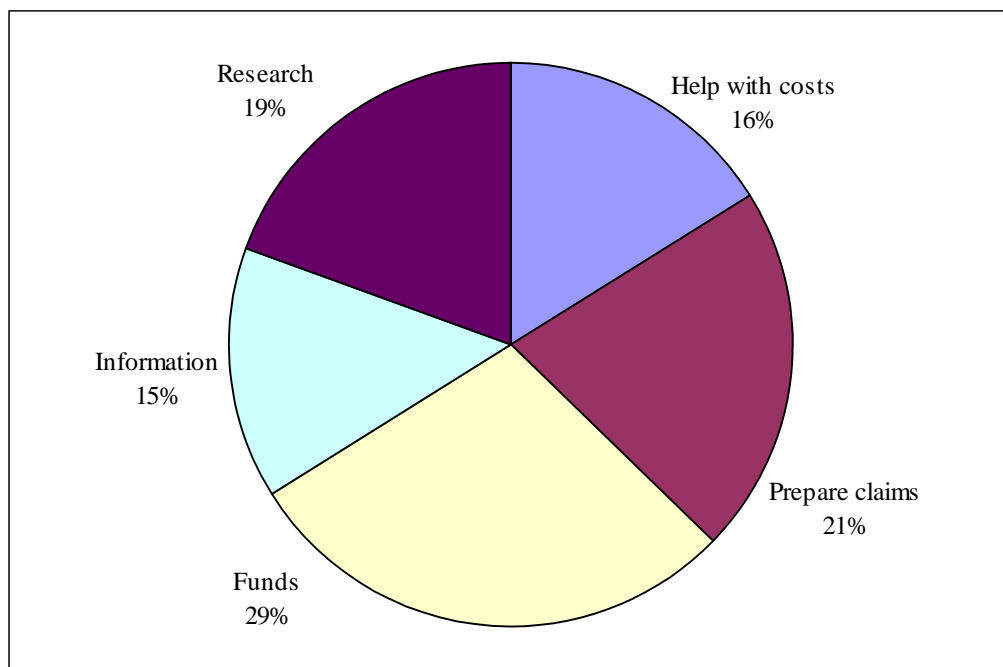


Figure 11: Perceptions of the main purpose of the Trust

Trustees

During the interview participants were asked to recall the names of the Trustees. While the majority of participants were able to recall at least one Trustee, some were better able to recall the names of former Trustees rather than the current ones. An even smaller number of participants could not recall the names of any trustees.

The most commonly recalled trustee was Sir Graham Latimer, followed by Gregory Fortuin, Paul Morgan and Kingi Smiler. People were less able to recall the names of the female trustees; but were still able to recall Maryan Street even though they were aware that she had stepped down because of parliamentary duties.

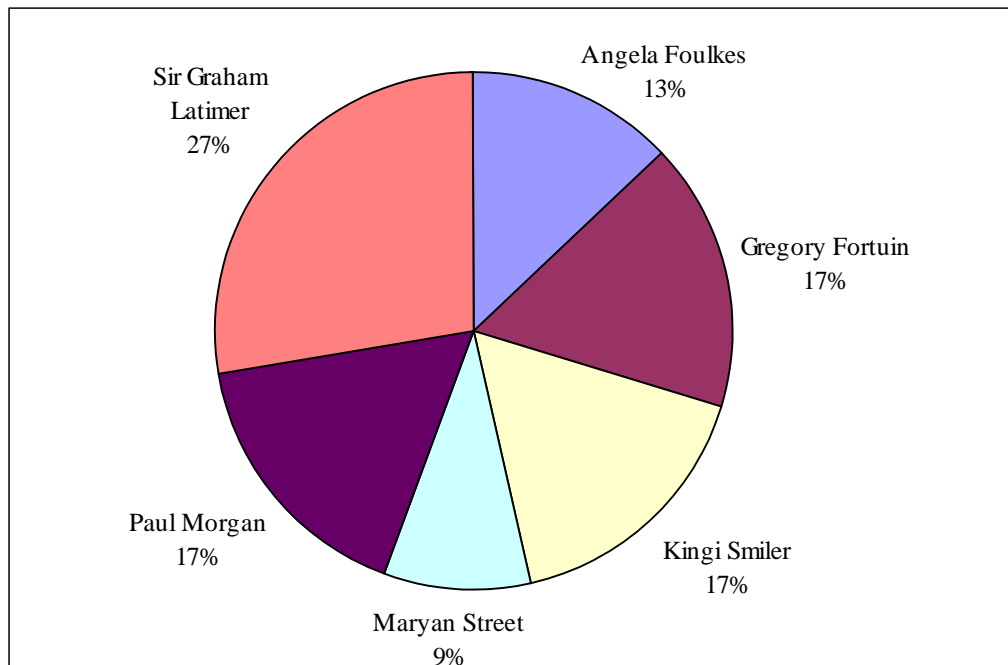


Figure 12: Awareness of Trustees

Participants were asked to rate their level of agreement to statements that focused on the business of the Trust. For example, people were asked to rate their level of agreement to the notion that “the Trust primarily exists to support Maori claimants with claims to Crown forest licensed land”; and that “Trust funding is necessary for effective engagement with the Waitangi Tribunal, or Office of Treaty Settlements, to resolve Treaty claims.” For both statements participants gave a high very rating of agreement (80% and over).

When asked whether people thought the Trust was an independent agency, the ratings were more varied. Almost thirty percent of people disagreed with the notion that the Trust was independent.

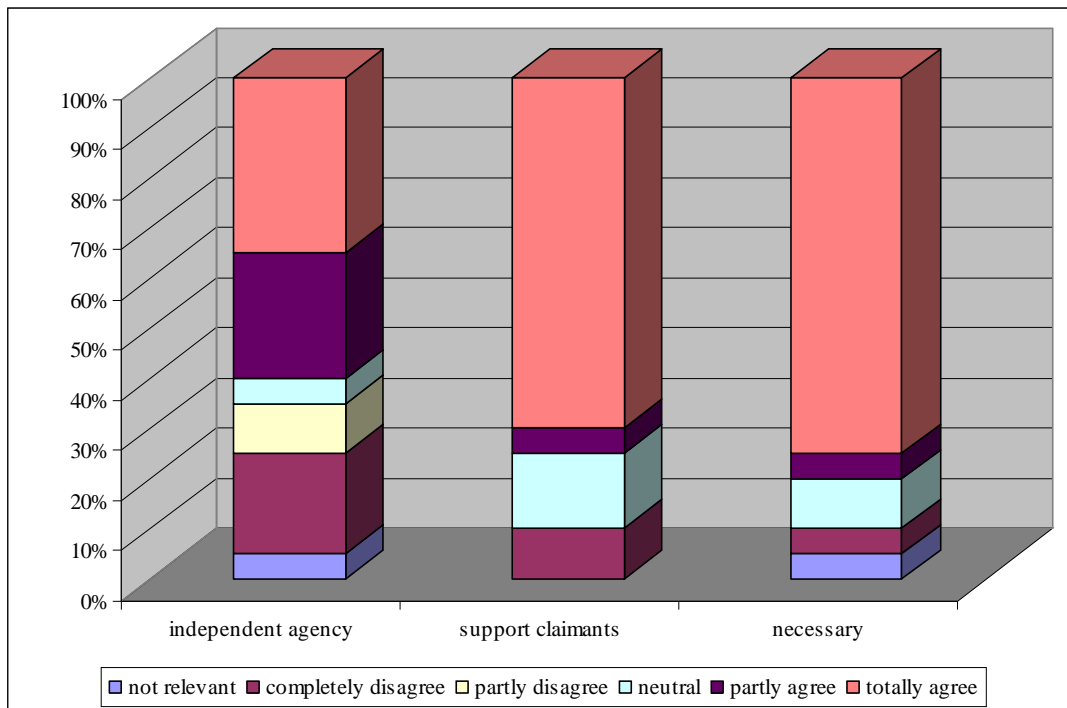


Figure 13: Perceptions of Trust business

Section Summary

- Less than half of the survey participants were able to recall the year the Trust was established off the top of their head. Of those who did, the years ranged from 1987-1989.
- The most frequently mentioned purpose of the Trust was the provision of funds to claimant groups to support their claims. Some of the other roles people believed the Trust had were to: support the retention of Maori resources, help form direct relationships between the Crown and claimant groups and, the generation of rents and royalties while they hold funds until claims are sorted.
- The majority of participants were able to recall the name of at least one Trustee. Most frequently named was Sir Graham Latimer with people recalling Maryan Street even though she had removed herself for parliamentary duties.
- People varied in their belief about the Trust being an independent agency. They were more agreeable about the notion that the Trust exists to support Maori claims to Crown Forest and that Trust funding is necessary for effective engagement with Treaty claims.

Rating Trust Performance

In the final section of the survey participants were asked to give an overall rating of the advice and support their claimant group had received from the Trust.

Two thirds of survey participants (65%) gave a rating of 4 or 5. One participant gave a zero rating because they did not feel that they had enough of a relationship with the Trust thus far in order to give a rating (see Figure 14: Overall rating of the Trusts advice and support).

Overall, there were more than 80 percent of participants who either 'agreed' or 'totally agreed' to the Trust being valued and professional (see Figure 15: Performance rating of the Trust). Almost 60 percent of people 'totally agreed' that the Trust was helpful; the highest rating of each of the four statements.

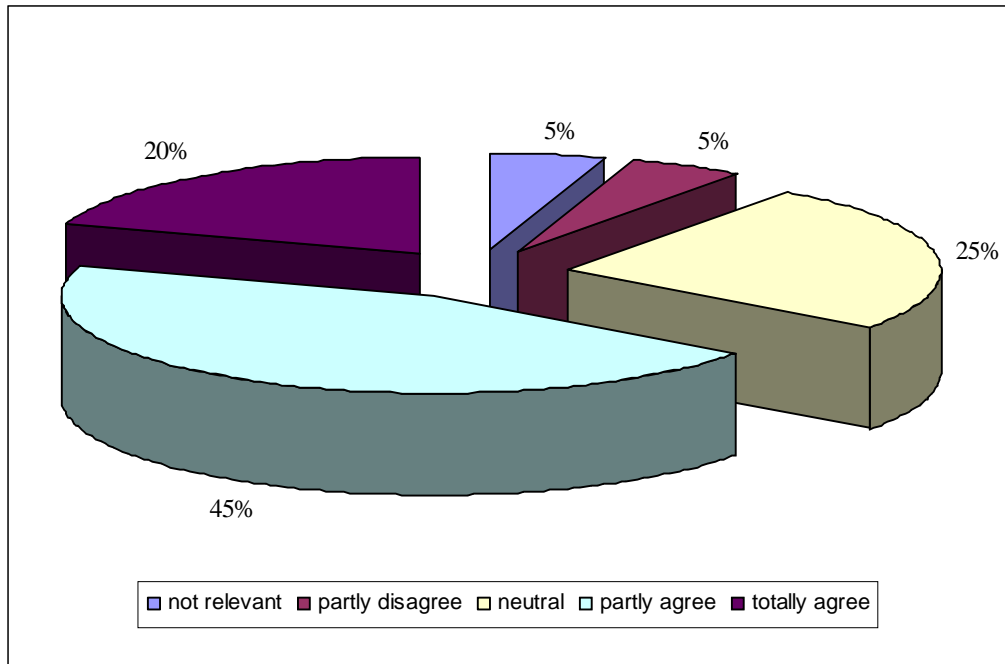


Figure 14: Overall rating of the Trusts advice and support

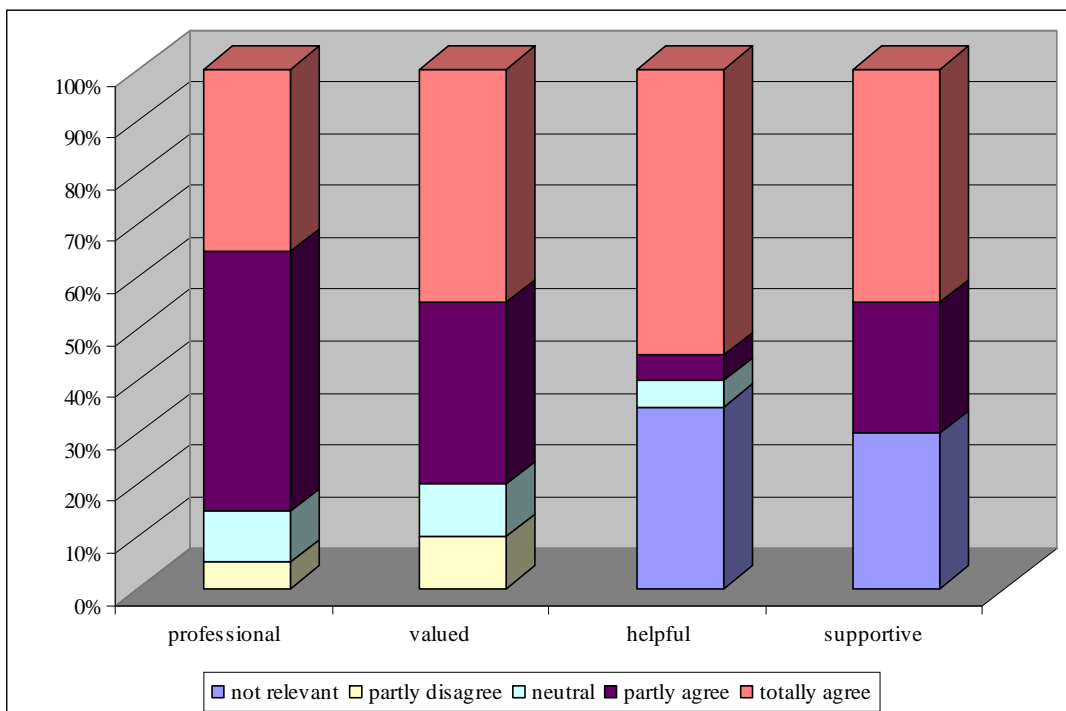


Figure 15: Performance rating of the Trust

Better Support and Services

At the conclusion of the survey, participants were asked if there were one or two comments they would like to make about ways in which the Trust could better provide them with support and services. While a few had no additional comments to make, the majority people had ideas of how the Trust could service them better. The comments from people covered a diverse range of issues from advising of internal issues within claimant groups to requesting additional resources from the Trust.

Section Summary

- Two thirds of participants gave the Trust an above average (4) or excellent (5) rating.
- The majority of participants saw the Trust as professional and valued. Many participants strongly believed that the Trust was helpful to them. While some people felt they could not comment on how supportive the Trust was, those who did comment thought the Trust was supportive to them.
- Ways in which participants thought the Trust could provide their claimant group with better support was by looking at the following issues:
 - Improvements to Trust documentation
 - Trust staff
 - Cluster group dynamics, and
 - Funding.

Conclusion

Crown Forestry Rental Trust contracted an external agency to contact a pre-selected pool of 40 claimant groups to be involved in a telephone survey. While the tight timeframe allowed for the research meant there was only a three week period allocated to the collection of data, repeated attempts to contact participants elicited a fifty percent response rate. Due to participation numbers being as low as they are caution is needed when considering future direction of the Trust business based on these results.

Claimants that work with the CFRT Trust are aware of the organisations policies and procedures. There are some areas where people have experienced difficulties in their relationship and these have been outlined in the current report. While the ratings overall suggest that people have been happy with the support and advice they have received thus far, there were areas noted throughout the report where the Trust could improve its services to claimant groups.

Comments from claimants were consistent with regard to the areas where they felt the Trust could improve its services: CFRT documentation and staff turnover, cluster groupings and research, and the allocation of funding.

Appendix 1: Claimant Client Survey

CLAIMANT CLIENT SURVEY

TELEPHONE SURVEY QUESTIONNAIRE June 2006

Date of interview:.....

Time Started:

Time finished:

Interview duration:

Personal details of interviewee (CFRT to complete)

Name.....

Phone No.....

Name of claimant group.....

Position in claimant group.....

Treaty Settlement process in which the claimant group is engaged
(circle one) WT / OTS / Not decided

Relationship (tick one)

<input type="checkbox"/>	Currently funded by the Trust
<input type="checkbox"/>	Seeking funding / Applying to become an Approved Client of the Trust
<input type="checkbox"/>	Early discussions with the Trust

A. FUNDING ASSISTANCE

A1. Are you familiar with the Trust's processes and policies for funding claimant groups?

Circle: Yes / No

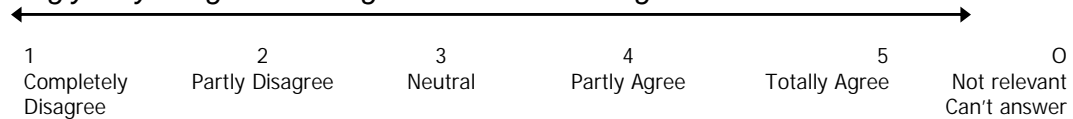
A2 Have you applied to become an Approved Client of the Trust over the last year?

Circle: Yes / No

If 'no' go to A5

Now I'm going to read some statements and I'd like you to rate them 1-5 according to how much you agree or disagree with them, 1 being that you totally disagree, 5 that you totally agree:

How strongly do you agree or disagree with the following statements:



How strongly do you agree or disagree with the following statements:

A3 I understand the process to apply to become an Approved Client of the Trust.

1 2 3 4 5 0

A4 Did your group find the process for becoming an Approved Client of the Trust difficult?

Circle: Yes / No

If "yes" please explain what you found difficult about the process?

A5 I understand what is involved in becoming an Approved Client of the Trust.

1 2 3 4 5 0

A6 Have you applied to the Trust for funding within the last year?

Circle: Yes / No

A7. Was the level of funding sufficient to allow you to undertake the work you proposed?

Circle... **Yes / No / Application in progress**

If "no" what activities were you unable to undertake to a satisfactory level?

- B8** Able to explain the research we are likely to require to engage effectively in Waitangi Tribunal hearings
1 2 3 4 5 0
- B9** Able to explain the research we are likely to require to engage effectively in Waitangi Tribunal hearings process
1 2 3 4 5 0
- B9** Able to explain the Waitangi Tribunal and Office of Treaty Settlement processes and their differences.
1 2 3 4 5 0
- B10** I discuss my research and mapping needs with the Trust's Research Facilitators in the first instance
1 2 3 4 5 0
- B11** The advice I receive from Trust staff assists our claimant group at Waitangi Tribunal hearings (or Office of Treaty Settlement negotiations)
1 2 3 4 5 0
- B12** It is important to me that I can contact Trustees when I need to
1 2 3 4 5 0

C. ACCESS TO INFORMATION

C1 What is the most common way that you get information about the Trust?

Tick based on freely mentioned answer than prompt:

	<i>Tick if freely mentioned</i>	<i>Tick if agreed with when prompted</i>
Website		
Publications		
Newsletters/pamphlets		
Email exchange		
Meetings/hui		
Other agencies in Treaty Sector (eg Waitangi Tribunal and Office of Treaty Settlements)		
From Trust staff		
Other ways not listed above (describe)		

Publications

C12 Have you seen a copy of the Trust's Business Plan? This is published in April and reports on the Trust's progress and financial situation for the previous year:

Circle: Yes / No

C13 The Trust publishes reports and brochures from time to time explaining the assistance that the Trust is able to provide claimants. The most recent publications were the *Claimant Assistance and Research Services* booklet published in January this year. Have you seen this or similar publications:

Circle: Yes / No

C14 Have you seen a copy of the Trust's Monthly Newsletter?

Circle: Yes / No

C15 Are there any other publications from the Trust you have seen, please say what they are:

How strongly do you agree or disagree with the following statements:



The Trust's publications generally are:

C16 Easy to read
1 2 3 4 5 0

C17 Informative
1 2 3 4 5 0

C18 Provide reliable information
1 2 3 4 5 0

C19 Explain the role of the Trust
1 2 3 4 5 0

C20 The monthly newsletter provides a good snapshot of progress of claimants
1 2 3 4 5 0

D. UNDERSTANDING THE TRUST'S BUSINESS

D1 Are you able to recall when the Crown Forestry Rental Trust was established?

Circle: **Yes / No** *If yes, please state year:*

D2 What do you believe are the main purposes of the Trust?

	Tick if mentioned
To provide funds to Claimants with claims that involve Crown forest licensed land	
To provide information about the Treaty process	
To help with research on Treaty claims	
To help with preparation and presentation of Treaty claims at Waitangi Tribunal hearings	
To help with the costs of Treaty settlement negotiations with the Office of Treaty Settlements	
Other:	

D3 There are six Trustees appointed – three by the Crown Appointor and three by the Maori Appointors. Are you able to recall any of the names of the Trustees?

