**Consent**

I, …………………………………………………... (full name), understand that I am being asked to participate in research being conducted by staff from The Service Innovation Lab.

**I can withdraw at any time.**

I understand that my participation in this questionnaire is completely voluntary and I am free to withdraw at any time before or during the session.

**I can choose not to answer questions.**

I understand that I can choose not to respond to questions that I would rather not answer.

**Confidentiality, use and security of the information you provide us.**

I understand that the information I provide during this session:

* Will be made anonymous.
* Information such as quotes from this research may be shared among other government organisations without asking permission from you.
* All personal details will be kept confidential and in a secure environment.
* An electronic copy of this form will be kept for audit purposes but your personal details will not be kept for future use outside this research.
* The information you share will not jeopardise/impact your eligibility, entitlements or personal service.

**Consent to participate in the session**

I have read, or been read the information above and by signing below; I am consenting to participate in this session.

Full name Signature/Initials

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Date

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# **Template observation questions**

Name:   
Contact:

Why do you want to [Perform task]

How long do you expect the process it to take?

How many updates do you expect, and when?

What do you think need to know to be able to [do task]?

Rate your confidence in how much information be able to find out of 10.

What is confusing and unclear?

How do you go about finding information? (E.g. PC, tablet, cell phone, phone call, face to face/in person?)

When (e.g. time of day, weekends) do you seek this info?

What are some questions related to the process that you have been unable to answer?

What would you change about the process so far?

What are your favourite websites and apps? (E.g. Facebook, Stuff.co.nz, Reddit)  
This helps give us a little insight into what types of online interactions you are used to and find familiar.

**What are they saying? Thinking? Doing? Feeling?**