

KIA ORA WELCOME TO OUR SERVICES

ABOUT US

Poutiri Trust use a kaupapa Maori framework to assist you to identify your health goals and support you to achieve these goals. Throughout your journey you are in control of the planning of your wellness goals and our role is to support you to achieve these goals. You and your whānau are encouraged to provide feedback on our services, such as how you thought the process went and if any improvements are needed. There are several activities we use to gather this feedback including:

- Feedback forms and surveys;
- Satisfaction surveys; and
- Complaints process.

YOUR RIGHTS

As a client of our services you have rights, we endeavour to uphold those rights by ensuring you are:

Treated with Respect: This includes your culture, values, beliefs, sexual orientation, gender and personal privacy

Treated Fairly: No one should discriminate against you, pressure you into something you do not want to do or take advantage of you in anyway.

Treated with Dignity and Independence: Our services are there to support you to live a dignified and independent life.

You have the right to be treated with care and skill to receive services that reflect your needs, all those involved in your goals should be working together to assist you. To ensure this happens we will listen to you and ensure we have understood and received the information in a respectful way. When necessary and practicable an interpreter will be available.

If you feel like you have been treated unfairly, you have the right to complain. The complaints process will be explained to you when you register with the service. A copy of the complaints process is attached to this pack. You can also view your code of rights online at <https://www.hdc.org.nz/disability/the-code-and-your-rights/>.

CLIENT CONSENT, PRIVACY AND CONFIDENTIALITY

Any information provided is confidential between Poutiri Trust and yourself. You can request to read your notes at any time and/or request to have these notes as your personal property and request for other personnel/ organisations to sight your notes at your request.

Your information will be used for collating statistical data, improving this service, evaluation, meeting contractual obligations, for my own safety and for the safety of others.

INFORMATION DISCLOSURE

Your information will only be shared with your consent and to the extent that is necessary for your general health and wellbeing. If we do need to share your health information with others we will endeavour to inform you before doing so. We will disclose/share your information to others only when:

- You say we can, e.g. to other workers, friends, family and/or caregivers; or
- We are concerned that you are at risk of causing serious harm to yourself or others or being harmed by someone else.

POUTIRI TRUST COMPLAINTS PROCESS

