



SUPPORT AND COUNSELLING SERVICES



Client Information

As a client of Central Connect we aim to provide quality support and counselling to you. In doing so and in line with the Health & Disability Code of Rights you are entitled to:

- **Respect and Privacy**
Mana
- **Fair Treatment**
Manaakitanga
- **Dignity and Independence**
Tū Rangatira Motuhake
- **Appropriate Standards**
Tautikanga
- **Effective Communication**
Wakawhitihitanga Whakaaro
- **Information**
Whakamōhio
- **Choice and Consent**
Whakaritenga Mōu Ake
- **Support**
Tautoko
- **Rights during Teaching and Research**
Ako Me Te Rangahau
- **Have Your Complaints taken Seriously**
Amuamu

*Notes may need to be taken during your session, however you are entitled to read these notes.

www.centralconnect.co.nz

Confidentiality:

What is talked about is completely confidential with four exceptions:

- Consultation with the counsellor's clinical supervisor.
- An auditing process by Child Youth and Family Contracting (applies to written notes only).
- If keeping that confidentiality would mean you or someone else may be harmed.
- Where there is concern for a child's safety this will be referred to Child Youth and Family and / or the Police.

Complaints:

We are committed to providing professional service to you. If you feel at any time we have not lived up to your expectations we would encourage you to make us aware of this.

If you wish to make a complaint:

- Discuss the matter with your case worker if appropriate.
- You can lodge a complaint verbally or in writing either by letter or completing a complaint form and returning it to the Service Manager.
- Your complaint will be handled in a fair and speedy manner and you will be kept informed for an efficient resolution.

We endeavour to ensure a satisfactory outcome at all times however if you are not happy with the resolve of your concerns you may also contact your local Health & Disability Advocate by phoning 0800 11 22 33.

You may wish to have a support person(s) with you at any or every step of the process.

Cancellations:

Please contact us as early as possible if you are not able to make your appointment time. With early notification we can arrange to pass this appointment onto another client.

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