

Client Rights Ngā Mana o te Kiritaki

OUR CHARTER FOR
WORKING WITH CLIENTS
HE TŪTOHINGA MŌ TE
MAHI TAHI KI TE KIRITAKI



**MALE
SURVIVORS
AOTEAROA**

NGĀ MŌREHU TAITOKAI O AOTEAROA

“A client is the most important visitor we receive, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our service. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so.”

— AFTER THE WORDS OF
MAHATMA GHANDI

“Ko te kiritaki te tino o ngā manuhiri katoa ka tau mai ki a tātou. Kāore ia e whakawhirinaki mai ki a tātou. Ko tātou kē ka whakawhirinaki atu ki a ia. Ehara ia i te pōrearea ki ā tātou mahi. Ko ia kē te pūtake. Ehara ia i te rāwaho i tā tātou ratonga. He wāhi kē ia nō roto. Kāore ia i te waimarie i tā tātou whakarato atu ki a ia. Nō tātou kē te whiwhi i a ia, i whai ara ai tātou ki te whakarato atu.”

— NŌ NGĀ KUPU A
MAHATMA GHANDI



WELCOME TO MALE SUPPORT SERVICES

Whenever you use our services, you are protected by the Code of Health and Disability Services Consumers' Rights.¹ This Code of Rights gives you the right to be treated with respect, to receive appropriate care, to have proper communication and to be fully informed so that you can make informed choices about the services we offer.

THE TREATY OF WAITANGI / TE TIRITI O WAITANGI

We are committed to the Treaty of Waitangi/Te Tiriti o Waitangi as a core value underpinning all of our services and our relationships with iwi, hapū & whānau.

We recognise our Treaty/Tiriti obligations and responsibilities by seeking to provide services that are responsive to the needs and perspectives of Māori; in a manner that is culturally appropriate and culturally safe; and in a way that enables and supports Māori engagement in the development and delivery of services that respect Māori values and processes.²

NAU MAI KI NGĀ RATONGA TAUNAKI I TE TĀNE

Ka whai wāhi ana koe ki ā mātou ratonga, ka tiakina koe e ngā waeture i te tānga Code of Health and Disability Services Consumers' Rights.¹ E ai ki tēnei Rārangi Mana, nōu te mana kia whakautengia koe, kia tika tō taurimatia, kia kounga ngā whakawhitinga kōrero ki a koe, otirā, kia whaimōhio mārika koe, e taea ai tō whiriwhiri whakatau mō ā mātou ratonga i runga i te mōhio.

TE TIRITI O WAITANGI / THE TREATY OF WAITANGI

E ū nei mātou ki te noho o Te Tiriti o Waitangi/the Treaty of Waitangi hei tūāpapa mātāpono matua mō ā mātou ratonga katoa, tae atu hoki ki ō mātou whanaungatanga ki ngā iwi, ki ngā hapū, otirā, ki ngā whānau.

E whakaae nei mātou ki ō mātou here me ō mātou haepapa nā runga i Te Tiriti/the Treaty, me te aha, ka whai kia tukuna he ratonga e aro tika atu ana ki ngā hiahia me ngā tirohanga Māori; mā tētahi ara e tika ana e ai ki ngā tikanga Māori; otirā, mā tētahi ara e taunakitia ai tā te Māori whai wāhi atu ki te whanaketanga me te tukuhanga o ētahi ratonga e hāngai ana ki ngā mātāpono me ngā tukanga Māori.²

¹ Refer to the Code of Rights: <https://www.hdc.org.nz/disability/the-code-and-your-rights/>

² Working with Māori: <https://malesurvivor.nz/resources/>

RESPECT

We value all of our clients as unique and independent individuals who deserve to be treated with respect and dignity. We will always try to provide our services in a manner that is **respectful of cultures, beliefs, values, age, abilities, gender, sexuality and personal circumstances.**

We ask that our clients reciprocate this respect by being mindful of how they treat our staff.

COMMUNICATION AND DECISION MAKING

We understand it is our clients' right to receive **adequate information to make informed decisions** regarding the services they choose to access. We expect our clients to be actively engaged in decisions about their services; and we are always open to the involvement of family/whānau, supporters, carers, and/or cultural advisors and interpreters in the decision-making process.

It is important to us that our clients never feel pressured or taken advantage of when making decisions about the services they choose to access and that they understand that they can withdraw from our services whenever they choose to do so.

TE WHAKAUTE

E whakanui nei mātou i ā mātou kiritaki katoa hei tangata ahurei, hei tangata motuhake anō, e tika ana kia whakautengia, kia whakarangatiratia anō hoki. Ahakoa pēhea ka ngana mātou ki te tuku i ā mātou ratonga i **runga i te ngākau whakaute ki ngā ahurea, ngā whakapono, ngā mātāpono, ngā pakeketanga, ngā āheinga, ngā ira, ngā hōkakatanga, ā, me ngā tūāhua whaiaro katoa.**

E tono nei mātou kia noho tauutuutu tēnei whakautetanga i te āhua e aro mai ai ā mātou kiritaki ki ā mātou kaimahi.

TE WHAKAWHITI KŌRERO ME TE WHIRIWHIRI WHAKATAU

E mārama nei mātou, nō ā mātou kiritaki te mana kia riro ai i a rātou **ngā mōhiohio e tika ana e taea ai tā rātou whiriwhiri whakatau i runga i te mōhio** mō ngā ratonga ka kōwhiria e rātou hei whai mā rātou. He mea mātuatua ki a mātou kia whai wāhi nui mai ā mātou kiritaki ki ngā whakatau mō ō rātou ratonga; ka mutu, e tuwhera ana ō mātou ngākau kia whai wāhi mai ai ko ngā whānau, ko ngā kaitaunaki, ko ngā kaitaurima, otirā, ko ngā pou tikanga me ngā kaiwhakamāori anō/rānei ki te tukanga whiriwhiri whakatau.

He mea nui ki a mātou kia kua ā mātou kiritaki e rongō i te wairua pēpēhi, i te wairua makihuhunu rānei i a rātou e whiriwhiri ana ko ēhea ngā ratonga hei whai mā rātou, ka mutu, kia mārama anō rātou, nō rātou te mana ki te whakarere i ā mātou ratonga e ai ki tā rātou i pai ai, ahakoa hei āwhea.

PERSONAL INFORMATION AND CONFIDENTIALITY

Our clients must give their informed consent to the collection, recording and disclosure of personal information and they are entitled to withdraw that consent at any time.

Our clients can expect that their personal information will be collected, stored, used and disclosed in accordance with the relevant privacy laws and that **this information will remain strictly confidential** unless the law requires disclosure or our client directs us to release the information.³

Our clients are entitled to access the personal information that we hold about them. We prefer that requests to access this information are made in writing.

INFORMED CONSENT

Clients giving their informed consent for a service must be competent to make the decision, participate voluntarily, have received full information and comprehended it, and have understood the implications of agreeing to the service.⁴

NGĀ MŌHIOHIO WHAIARO ME TE NOHO MATATAPU

Me mātua whakaae ā mātou kiritaki i runga i te mōhio, e kohia ai, e rekoatahia ai, e whākina anō ai ō rātou mōhiohio whaiaro, ka mutu, nō rātou te mana ki te unu i taua whakaaetanga, ahakoa hei āwhea.

E tika ana kia whakapono ā mātou kiritaki, ka kohia, ka tiakina, ka whakamahia, ka whākina anō ō rātou mōhiohio whaiaro e ai ki ngā ture matatapu e hāngai ana, me te aha, **ka noho matatapu mārika ēnei mōhiohio**, atu i ngā wā e whakahaua ai mātou e te ture, e tā mātou kiritaki tonu rānei, kia whākina aua mōhiohio.³

Nō ā mātou kiritaki te mana ki te whātoro i ngā mōhiohio whaiaro mō rātou kei a mātou e mau ana. Ko te painga atu kia tukuna ā-tuhitia mai ngā tono whātoro ki ēnei mōhiohio.

TE WHAKAAETANGA WHAIMŌHIO

Ko te kiritaki e tuku nei i te whakaaetanga whaimōhio ki tētahi ratonga, me mātua mātau ki tāna i whakatau ai, me whai wāhi ki te whakatau i runga i tōna anō hiahia, me riro i a ia ngā mōhiohio katoa e tika ana, otirā, me mārama atu, ka mutu, me mārama ki ngā āhuatanga ka hua ake i tāna whakaae ki te ratonga.⁴

³ Confidentiality Policy: <https://malesurvivor.nz/resources/>

⁴ Informed Consent Policy: <https://malesurvivor.nz/resources/>

FEEDBACK AND COMPLAINTS

We value feedback from our clients in relation to the services they have received, including the manner in which they have been treated, and we welcome their comments, both positive and negative, at any time.

We may occasionally ask our clients to complete a simple services questionnaire that **helps us to evaluate the quality and effectiveness of the services** we offer. Participation in these surveys is voluntary and can be anonymous.

Whenever our clients feel that they have not been treated in accordance with the principles or intent of this Charter, they have **the right to make a complaint about their service experience**. That complaint, which must be made in writing, will be taken seriously and responded to in a timely manner and in accordance with our Complaints Policy.⁵

RESEARCH AND ADVOCACY

Client's personal information cannot be used for research or advocacy purposes without the express permission of the clients concerned. Any client participation in advocacy or promotional events, or in the production of marketing collateral, requires the express permission of the clients involved.

NGĀ WHAKAHOKINGA KŌRERO ME NGĀ AMUAMU

He mea nui ki a mātou te whai whakahokinga kōrero i ā mātou kiritaki mō ngā ratonga kua riro i a rātou, tae atu ki ngā pāhekohekotanga ki a rātou, me te aha, e tuwhera ana te ngākau ki ā rātou kōrero, ngākau reka mai, ngākau kawa mai anō, ahakoa hei āwhea.

Arā pea he wā e tono ai mātou ki ā mātou kiritaki kia whakautua ai e rātou he patapatai ngāwari mō ngā ratonga, hei **āwhina i tā mātou arotake i te kounga me te whai take o ngā ratonga** ka tukuna e mātou. Nō te kiritaki te mana whakatau mēnā rānei ia ka hiahia ki te whai wāhi mai ki ngā patapatai nei, ka mutu, he pai hoki te tuku whakahoki tautangata mai.

Ki te whakapono ā mātou kiritaki kāore i tika te āhua o ngā pāhekohekotanga ki a rātou e ai ki ngā mātāpono me te whāinga matua o tēnei Tūtohinga, nō rātou **te mana ki te tuku amuamu mō tā rātou i wheako ai i ā mātou ratonga**. Me mātua tuku ā-tuhi mai te amuamu nei, otirā, ka āta arongia, ka whakautua wawetia hoki, e ai ki tā mātou Kaupapa Here Amuamu.⁵

TE RANGAHAU ME TE WAHA KŌRERO

Tē taea te whakamahinga o ngā mōhiohio whaiaro o te kiritaki, mō ngā kaupapa rangahau, mō ngā take waha kōrero rānei, me te korenga o te whakaaetanga mārama pūahoaho a te kiritaki nōna ērā mōhiohio. E whai wāhi ai te kiritaki ki tētahi kaupapa waha kōrero, whakatairanga rānei, ki te waihangatanga mai rānei o ētahi rauemi whakatairanga, me mātua whai te whakaaetanga mārama pūahoaho a te kiritaki tonu e whai pānga ana.

OUR CHARTER

Our purpose is **enabling the wellbeing of male survivors of sexual violence**; to ensure that all male survivors in Aotearoa have access to a sustainable network of appropriate, high-quality support services.

If you are a male who has experienced sexual abuse, you are not alone.

1 in 6 males under the age of sixteen have experienced sexual abuse.

We are here to support you in creating a happier, healthier future. Our services offer you the opportunity for:

Confidentiality

No judgement

Self-determination

Focus on hope and recovery

Moving forward together.

TĀ MĀTOU TŪTOHINGA

Ko tā mātou kaupapa matua ko te **manaaki i te ora o ngā mōrehu taitōkai tāne**; ko te mātua whakarite kia wātea ai ki ngā mōrehu tāne katoa o Aotearoa he whatunga ratonga taunaki e tika ana, e kounga ana, otirā, e toitū ana.

Mēnā he tāne koe kua rongu i te taitōkaitanga, kāore koe i te tū ko tō kotahi.

O ngā tāne katoa i raro iho i te 16 tau, ka kotahi i ia tokoono ka rongu i te taitōkaitanga.

Kei konei mātou ki te taunaki i tō waihanga i tētahi āpōpō pai ake. E rārangi iho nei ētahi o ngā hua ka tūpono wātea ki a koe i ā mātou ratonga:

Te noho matatapu

Te whakawā-kore

Te mana motuhake

Te aro ki te tūmanako me te whakaoranga

Te koke ngātahi.

⁵ Complaints Policy: <https://malesurvivor.nz/resources/>

“There is a great deal of strength gained from knowing someone who has walked where you are walking and now has a life of their choosing.”

“He oranga ngākau te mōhio ki tētahi kua takahi kē i te ara e takahi nei koe, otirā, ko tōna nāianeī, ko tāna i pai ai.”

– ANONYMOUS
HE KUPU TAUTANGATA

