

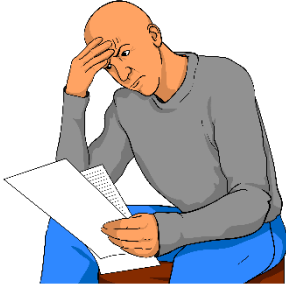


What you need to know about Abuse and Rape Crisis Support Manawatū services



Published: April 2025

Before you start



This document talks about abuse.

This information may upset some people when they are reading it.



This information is not meant to scare anyone.

If you are upset after reading this document you can talk to your:

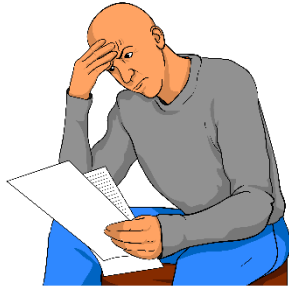


- whānau / family
- friends.



This is a long document.

It can be hard for some people to read a document this long.



Some things you can do to make it easier are:



- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



What is in this document

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Whakataukī



A whakataukī is a Māori saying that shares an important message.



Me noho tahi tena pea ka tika.

With you I will find the way.

About this document



This Easy Read document is made by **Abuse and Rape Crisis Support Manawatū**.



Abuse and Rape Crisis Support Manawatū supports people who have experienced **sexual violence**.



In this document **Abuse and Rape Crisis Support Manawatū** is called ARCS for short.



Where it says **we / our / us** in this document it means ARCS.



Sexual violence is when a person:

- **rapes** you
- **forces** you to do a sex act
- **hurts** you in a sexual way.



Rape is when a person **forces** you to have sex with them.



Here **forces** is when somebody makes you do something bad you:

- do not want to do
- have not agreed to do.



Here **abuse** is when a person:

- hurts you
- treats you very badly.

Abuse can also be **sexual abuse**.

Sexual abuse is when a person does something to you that you do not want them to like:

- touching your body or private parts
- kissing you
- raping you.



Here **crisis** is a mental health **emergency**.

A crisis is where you need support right now.



A crisis can be when you:

- are very upset
- cannot cope with your:
 - emotions
 - thoughts.



Emergency is when someone:

- is in danger
- and**
- needs support right now.





This Easy Read document tells you how ARCS:



- works
- can support you.

Te Tiriti o Waitangi



Te Tiriti o Waitangi / The Treaty of Waitangi is an important agreement between:

- Māori
- the Government.

It is called **Te Tiriti** for short in this document.



We understand Māori are the **tangata whenua** of Aotearoa.

Tangata whenua are Māori who were the first people to live in Aotearoa New Zealand.



The work we do follows what Te Tiriti says.



We are a **tauiwi** organisation.



Here **tauiwi** means people who came to Aotearoa New Zealand after Māori.



Being a tauiwi organisation means we are learning to have **te ao Māori** as part of the work we do.



Te ao Māori is the Māori world view.

We will work with Māori to make sure we follow what Te Tiriti says.

Your rights



Rights are things that everyone should have to be able to live a good life like:

- having a safe place to live
- being kept safe
- getting the services they need.

Your Rights when receiving a health or disability service
Ōu Tika me to whiwhinga ratonga haora, haoranga raari

The Code of Rights means that you should have:
 Mā tēnei Ture Tika i Ōu Tika, ka ahei kia u nga tikanga:

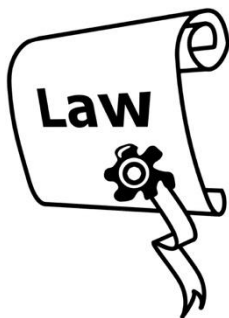
1. Respect Hono	6. Information Whakomohia
2. Fair treatment Haurokianga	7. Choice and consent Whakohirianga meho ake
3. Dignity and independence Te rangatira motuhake	8. Support Tautoko
4. Appropriate standards Tautokanga	9. Rights during teaching and research Ako me te rangahau
5. Effective communication Whakawhirihiranga whakairo	10. Your complaints taken seriously Amanau

For support and information, contact your local advocate or the Health and Disability Commissioner:
 Mō nga haurokianga, awhiwhanga, whakapā ake ki te rangahau meho ake, ki te Tuhono Haora, Haoranga

HDC Te Tuhono Haora, Haoranga
 hdc.org.nz | 0800 11 22 33

Advocacy Ngā Kaitiaki
 advocacy.org.nz | 0800 555 050

Our work follows what the **Code of Health and Disability Services Consumers Rights** says.



The Code of Health and Disability Services Consumers Rights lists the 10 rights people have under Aotearoa New Zealand **law** when using:

- health services
- disability services.

The Code of Health and Disability Services Consumers Rights is called **the Code** for short in this document.

A **law** is a rule that everyone must follow made by the Government.

If you would like a copy of the Code **email** us at:

admin@arcsmanawatu.org.nz

We treat everyone equally



Equally means treating a person the same way as everyone else.



Any person can use our services if they are:

- **survivors** of sexual violence
- whānau / family of survivors of sexual violence.



Here **survivors** means people who have been through abuse.



We do not treat a **client** in a different way because of things like their:

- disability
- age
- **gender.**

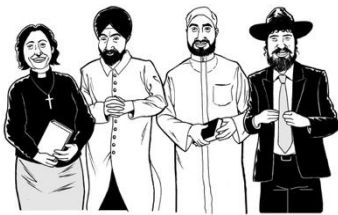


Here a **client** is a person who is using our services.



Gender is if you are:

- a man
- a woman
- another gender like nonbinary.



We do not treat clients differently because of other things like:

- their **ethnicity**
- the language they speak
- their **sexual identity**
- what they believe in.

Ethnicity is the things a group of people share like their:

- language
- religion.



Here **sexual identity** is the kind of person you would like to:

- date
- have sex with.



We do not work with people who do things like:

- speak in a hateful way to other people
- abuse other people.



Our values



Here **values** are the important things that guide how we behave in our work at ARCS.



Our goal is to support:

- our clients
- the communities we work in.



In our work we show:

- **empathy**
- hope
- **integrity**
- quality
- respect.





Empathy means:

- trying to understand how somebody feels

and

- thinking how we would feel if we had the same experience they had.

Integrity means doing the right thing:

- all the time
- even if nobody is looking.

About our services



We work to make sure our services work in the best way for:

- our clients
- our staff.



Our staff are trained to support people in the right way.



We check in with our staff to make sure they are keeping safe.



Our staff will work with you to tell you:

- about our services
- how our services can support you
- what we can do
- what we cannot do.



Our staff will tell you the things you need to know so you can decide what services you would like to get.



Our staff will tell you about their experiences supporting people who have survived sexual violence.



We work with our clients so they get the support they need.



If our staff do not think their skills are the right ones to support you they will:

- tell you
- tell you about other services that can support you.



We will tell you when we think our services need to stop for you.



The reasons can be things like:

- your problem has been sorted out
- our services have stopped working for you
- our services can no longer support you.





We will close our services if we believe they are no longer:

- needed by our community
- working for our community.



If we decide to close our services we will tell you:

- in a caring way
- about other services that will be able to support you.



Boundaries



Here **boundaries** are the rules we put in place to keep our people safe.



We put boundaries in place to make sure our people are kept safe like our:

- clients
- staff.



For example our staff will not contact you using their personal social media like:

- Facebook
- Instagram.



Privacy and confidentiality



Here **privacy** means keeping information about you safe.



Confidentiality means:

- keeping your information safe
- not giving your information to someone else.



ARCS knows it is important people who use our services know they have a right to privacy.



We will talk to you if we think we need to give your information to somebody else.



You will have to say yes before we do this.



We will only tell another organisation about you if we think:

- you are in danger
- somebody else is in danger.



Staff will look after your information to keep it safe.



You can ask to look at the information we have about you.



If you are a **guardian** of a child under 16 years old you can ask to look at the information we have about them.



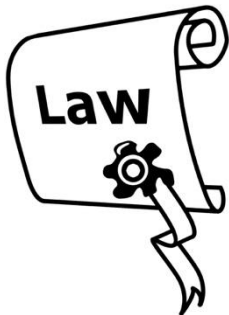
Here a **guardian** is a person who:

- cares for a child
- makes decisions for the child in their care.



We will decide if we can give you the information you have asked for.

We follow what the **Privacy Act** says about keeping your information safe.



The **Privacy Act** is a law that tells organisations how to keep information about you safe.

How to tell us what you think



We like to hear what you think about our services.

You can tell us about things like:

- what we can do better
- what we did well.



If you are unhappy with how you are treated you can make a complaint to us.





You can tell us what you are unhappy about by:

- writing us an email
- writing us a letter
- calling us.



Find our contact information on **page 31.**



There is more information about making a complaint on our **website** at:

www.arcsmanawatu.org.nz

Contact us



If you would like to contact us you can:



- **call us:**

06 356 5868



- **email us:**

admin@arcsmanawatu.org.nz



- visit our **website:**

www.arcsmanawatu.org.nz



- visit our **Facebook** page:

ARCS Manawatū.



We have 3 offices you can **visit**.

10 Linton Street

Palmerston North



58 Bath Street

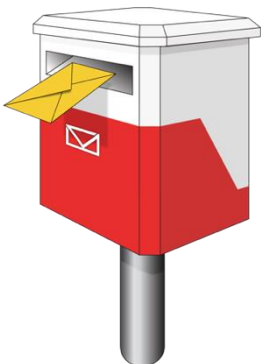
Levin



13 Ward Street

Dannevirke

You can send a **letter** to us at:



P O Box 673

Palmerston North 4440



This information has been written by Abuse and Rape Crisis Support Manawatu.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



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