

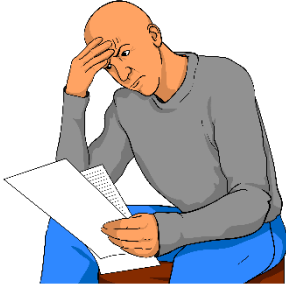


Our Social Work Services: What you need to know



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:

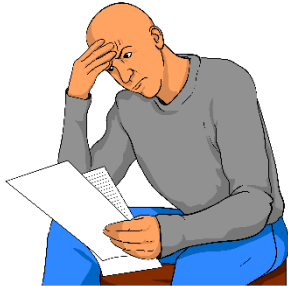


- whānau / family
- friends.



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

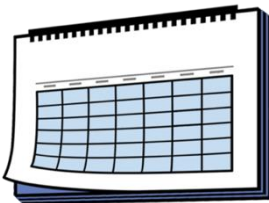
Page number:



About this document5



What happens when you see a social worker?10



What happens if you miss an appointment?13



When is our office is open?.....17

Code of Practice19



Privacy and confidentiality22



Client records.....27



Supervision30

Reviews and evaluations32



Social media35

Bad behaviour.....37



Our other services.....39

Consent to using our services40



Contact us45

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 the rules you need to know when using our social work services
- has a **consent** form for you to sign if you want to use our social work services.



Consent means you:

- agree to take part in something like using our services
- and**
- understand what it means to take part.

What happens when you see a social worker?



You will work with a social worker when you are using our services.



Your social worker has been trained to support people who have experienced sexual violence.



They will work with you to find out what:

- you are worried about
- things can be done to stop your worries
- support you need.





Things to support you can be like:

- **emotional support**
- **advocacy**
- sending you to a different agency for support if we are not the right service for you.



Emotional support is when a person shows care for someone when they are having a hard time.



Here **advocacy** is where a person:

- speaks up for another person
- supports someone to speak up for themselves.



We will give you the information you need.



You will work with your social worker to decide:

- your goals
- what we need to **focus** on to support you.



Focus means looking closely at 1 thing at a time.

What happens if you miss an appointment?



Sometimes you will not be able to come to an **appointment**.



An **appointment** is when you make a plan to meet someone like the:

- time
- day / date
- place.

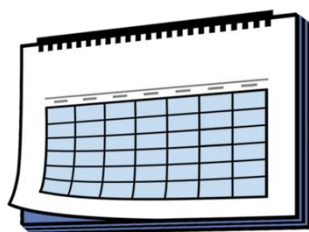


We would like you to tell us as soon as you can if you are going to miss an appointment.



We may have to stop working with you if you do not:

- go to appointments
- get back to us if we try to contact you.

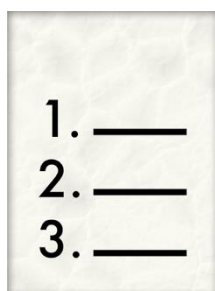


We will stop working with you if we have not heard from you in a long time.



We will tell you if this is going to happen.

We will also tell the agency that told you to use our services.



We will also take your name off the list to see our **counsellors**.



Counsellors are people who:

- have done a lot of training
- and**
- support people who have problems with their:
 - thoughts
 - emotions.



If you want to stay on this list you will have to tell us.



We understand it might not be the right time for you to work with us.



You can decide if you want to use our services again.



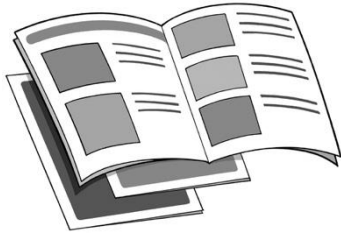
You are welcome to come back if you decide to use our services again.

When is our office open?



The ARCS Manawatū office is usually open from:

- **9.00 am to 5.00 pm**
- **Monday to Friday.**



Go to **page 46** to find out where our 3 Manawatū offices are.



Please leave a message if we do not answer your call.



Your social worker can only answer calls / texts when our offices are open.



Your social worker will get back to you as soon as they can on the next day our office is open.

Code of Practice



Code of Practice is like a set of all the rules telling our staff how they should:

- do their work at ARCS
- behave when they are doing their work.



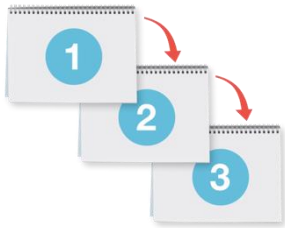
Our social workers follow our:

- **policies**
- **procedures**
- Code of Practice.



Here **policies** tell our staff about:

- the rules they need to follow
- and**
- why they need to be followed.



Procedures tell staff the steps to take to do a job in the right way.



It is important social workers follow the rules of their **profession**.



A **profession**:

- is a job a person gets paid to do
- and**
- means a person has done a lot of training to learn how to do the job like being a social worker.



Our social workers must follow the rules set out by the **Social Workers Registration Board**.



The **Social Workers Registration Board** is a group that makes sure social workers are doing their job in the right way.

Privacy and confidentiality



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



Confidentiality means:

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



We will keep the information you share with your social worker safe.



We will ask for your consent if we need to give your information to somebody else.



You will need to say yes before we do this.



You do not have to say yes.

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



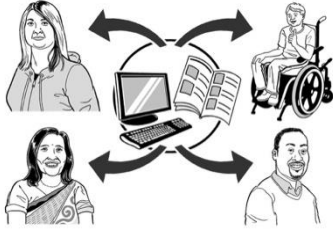
- you are in danger
- somebody else is in danger
- a **law** tells us we have to do this.



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



We will try to talk to you first if we need to do this.



You can give us consent to share your information with another agency you are working with.



If you have worked with us before your social worker might ask you if they can:

- look at the information we have about you
- talk to another social worker about you.



ARCS is a member of the **Integrated Safety Response** to family violence in our area.



The **Integrated Safety Response** is a group of organisations working together to support people in danger.

It is made up of organisations like:

- the Police
- Oranga Tamariki
- the Ministry of Social Development.

It supports a person / people:

- to get out of danger to a safe place
- to stay safe.



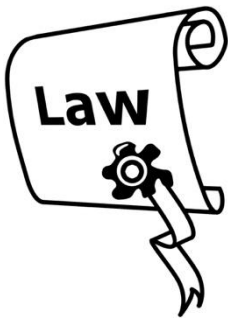
We may have to tell the Integrated Safety Response team if we think:

- you are in danger
- you have experienced family violence.



This information will only be shared to keep you safe.

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.

Client records



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



Here **records** are the information we hold about you.



Our social workers will make notes about their contact with you.

Your social worker will keep records about things like:



- your goals
- your plans
- calls you have made with them
- meetings you have had.





Sometimes the agencies that give us money to run our services need to see some information about you.



Agencies are like:

- Oranga Tamariki
- Ministry of Social Development.



The information is to show them we are doing the right things with the money they have given us.



Our manager at ARCS may also look at records to make sure everything is working in the right way.



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



To find out how to look at your records ask:

- your social worker
- the manager.

Supervision



Here **supervision** is when an experienced social worker checks in with our social workers to make sure they are:

- doing their job in the right way
- following ARCS:
 - Code of Practice
 - policies
 - procedures.

Our social workers have supervision meetings.



Supervision is a way to make sure our social workers are:

- following our rules
- keeping our clients safe
- doing the best work to support our clients.



Sometimes a social worker will talk to their supervisor about your experiences.



If this happens they will not tell their supervisor your name.



Your name will only be given to someone if your social worker thinks:

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

Reviews and evaluations



A **review** is checking something carefully to find out if any changes can be made to make it better.



An **evaluation** is having a good look at something to see how well it is working.



We want our services to be very good.



Your social worker will review how things are going after every 8 to 12 sessions with you.



They will check in to see if you are going to reach your goals.



When you stop working with us your social worker will:

- review all the work you have done together

and

- make an evaluation of this work.



The evaluation can be something like writing up the story about what happened when you were working with us.



Your story can have the most important changes that happened for you.



We will not share your story with anyone else unless you say we can.





You can talk to us at any time if you have worries about our services.

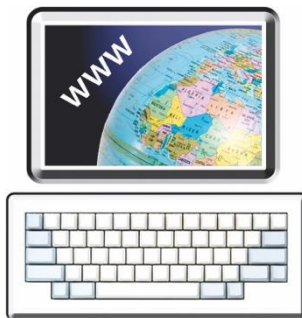
You can talk to:



- your social worker
- the manager.



If you are not happy with our services you can make a complaint to us.



You can find information about how to make a complaint on our **website** at:

www.arcsmanawatu.org.nz

Social media



We work to make sure people are kept safe like our:

- clients
- staff.



It is important our social workers know about **boundaries**.



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



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



- Facebook
- Instagram.

Rules about boundaries are found in our Code of Practice.

Bad behaviour



We want ARCS Manawatū to be a safe place for everyone.



This includes our:

- clients
- staff.



We will not let anyone:

- abuse our people
- use bad language
- break things that belong to us.





If somebody behaves very badly we:

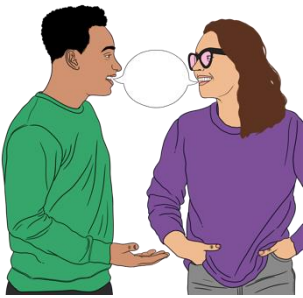
- will ask them to leave
- may have to stop giving them our services.



Our other services



We have other services that might be able to support you.



Please talk to your social worker to find out if our other services might be useful for you.

Consent to using our services



This part of the document is about giving your consent to work with ARCS Manawatū.



Filling out this form tells us you consent to using our social work services for:

- you
- or
- your child.



You need to tell us you understand:

- what you have been told about our services
- the information in this document.





When you have filled in this form give it to:

- your social worker
- a manager at ARCS Manawatū.



Tick the box next to the choice that is right for you.

I consent to using ARCS Manawatū social work services:



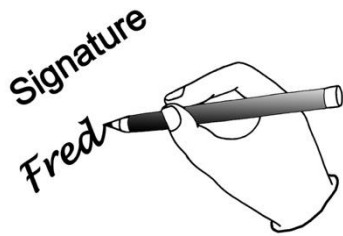
for me



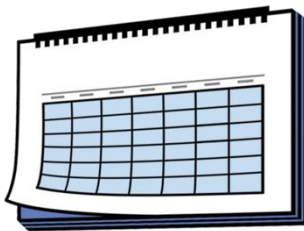
for my child.



Write your name in this box.



Sign your name in this box to consent to using ARCS Manawatū services.



Write the date in this box.



Write in these boxes if you are giving consent for your child to use ARCS Manawatū services.



You do not need to write in these boxes if you do not need ARCS services for a child.



Write the name of your child in this box.



Tell us how you are related to your child in this box.

This can be something like:

- parent
- aunty / uncle
- **guardian.**



A **guardian** is a person who has been given the care of a child.

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 Manawātū.



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

10 Linton Street

Palmerston North



58 Bath Street

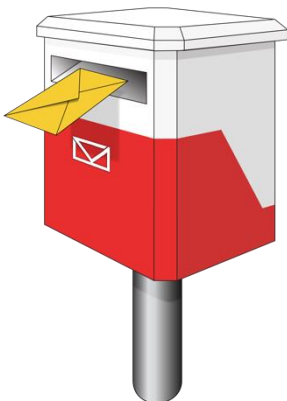
Levin



13 Ward Street

Dannevirke

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



PO 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.



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