

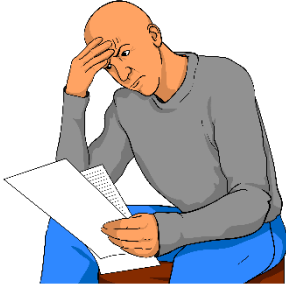


Our Counselling Services: What you need to know



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:

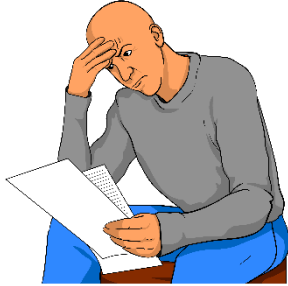


- whānau / family
- friends.



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

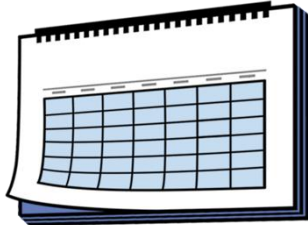
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About this document



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 information you need to know when using our **counselling** services.



Counselling supports you if you are having problems with your:

- thoughts
- feelings / emotions
- worries.



You work with a **counsellor** during your counselling sessions.



Counsellors are people who:

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

This Easy Read document also has a **consent** form for you to sign if you want to use our counselling services.

Consent means you:

- agree to take part in something like counselling
- and**
- understand what it means to take part.

What happens when you see a counsellor?



Our counsellors are trained to support people who have experienced sexual violence.



You may decide to use our counselling services.



If you say yes you will work with a counsellor to find out:

- what your main feelings are
- why you have these feelings
- how you want to feel when you have sorted out your feelings.





You can make a plan with your counsellor to:

- make **positive** changes in your life
- decide what your goals are for your counselling sessions.



Here **positive** changes mean doing some things different in your life to make it better.



A goal could be that you start to control your worrying thoughts.

Your goals will be the **focus** of your counselling sessions.



Focus means looking closely at 1 thing at a time.



The length of time a counselling session takes is:

- 1 hour / 60 minutes for adults
- 1 hour / 60 minutes for young people
- 30 to 60 minutes for children.



What happens if you miss an appointment?



Sometimes you will not be able to come to an **appointment** you have made for a counselling session.



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

- time
- day / date
- place.

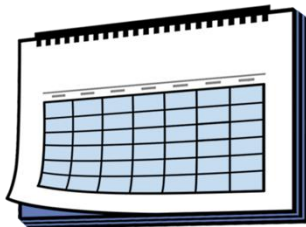


We would like you to tell us as soon as you can if you are going to miss an appointment.



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 counselling services.



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



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



You are welcome to come back if you decide to use our counselling 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 47** to find out where our 3 Manawatū offices are.



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



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



Your counsellor 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 that tell our staff how they should:

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

Our counsellors follow our:

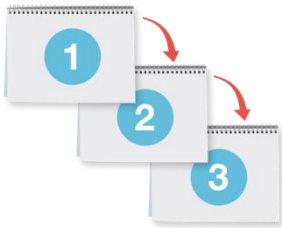


- **policies**
- **procedures**
- Code of Practice.



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 counsellors follow the rules of their **profession**.



A **profession**:

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



Our counsellors must follow the rules set out by the professional group they belong to like the New Zealand Association of Counsellors.



Each professional group has a **Code of Ethics** that counsellors belonging to the group must follow.



Here a **Code of Ethics** is a set of rules counsellors must follow telling them the:

- right way to behave
- wrong way to behave.



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 keep the information you share with your counsellor safe.



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

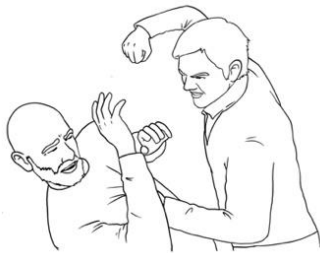


You need to say yes before we do this.

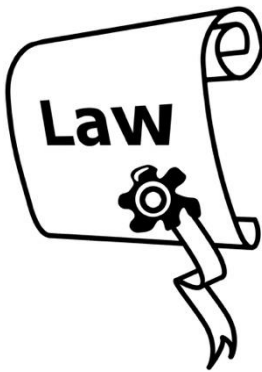


You do not have to say yes.

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



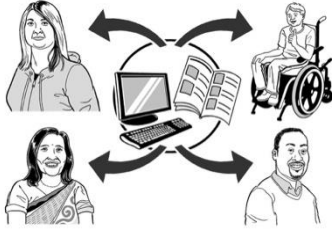
- you are in danger
- somebody else is in danger
- a **law** tells us we have to do this.



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 counsellor might ask you if they can:

- look at the information we have about you
- talk to someone else at ARCS Manawatū 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.



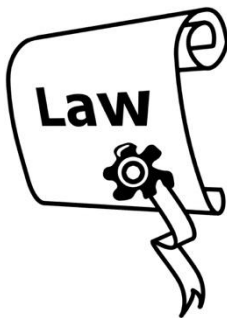
We may have to tell the Integrated Safety Response team if we think:

- 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 counsellors will make notes about their sessions with you.

Your counsellor will keep records about things like:



- your goals
- your plans
- how the sessions are going
- 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
- the Ministry of Social Development.



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



Other people at ARCS may look at your records to check counsellors are doing their job in the right way.



Other people who may look at your records are:

- ARCS Manawatū manager
- manager of your counsellor.



The Privacy Act gives you the right to ask for information we hold about you.



To find out how ask:

- your counsellor
- the manager at ARCS Manawatū.

Supervision



Here **supervision** is when an experienced counsellor checks in with our counsellors to make sure they are:

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

Our counsellors have supervision meetings.



Supervision is a way to make sure our counsellors are:

- following our rules
- keeping our clients safe
- doing the best work to support our clients
- learning about ways to make them better at their job.



Sometimes a counsellor 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 counsellor 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 counselling services to be very good.



Your counsellor 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 finish working with us your counsellor will review all the work you have done together.



This last evaluation can be 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.



Your story will sometimes be shared with our ARCS Manawatū staff to support them in their work.



If this happens there will be no information that says it is your story.



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

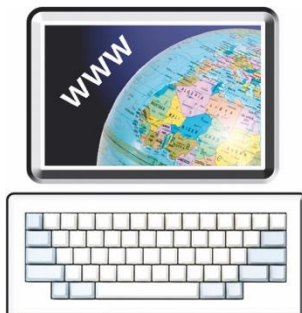


You can talk to:

- your counsellor
- 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.



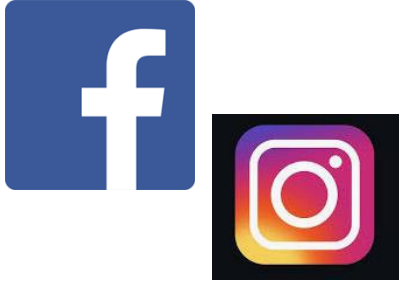
It is important our counsellors know about **boundaries**.



Here **boundaries** are 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 counsellor 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 counselling 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 counsellor

or

- a manager at ARCS Manawatū.



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

I consent to using ARCS Manawatū counselling services:



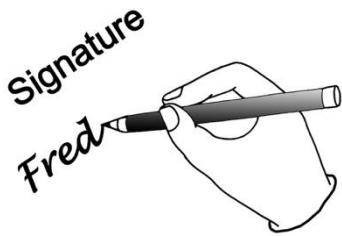
for me



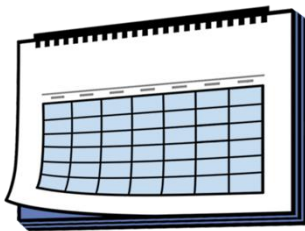
for my child.



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 Manawatū.



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

10 Linton Street

Palmerston North



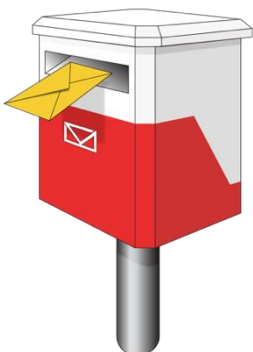
58 Bath Street

Levin



13 Ward Street

Dannevirke



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

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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