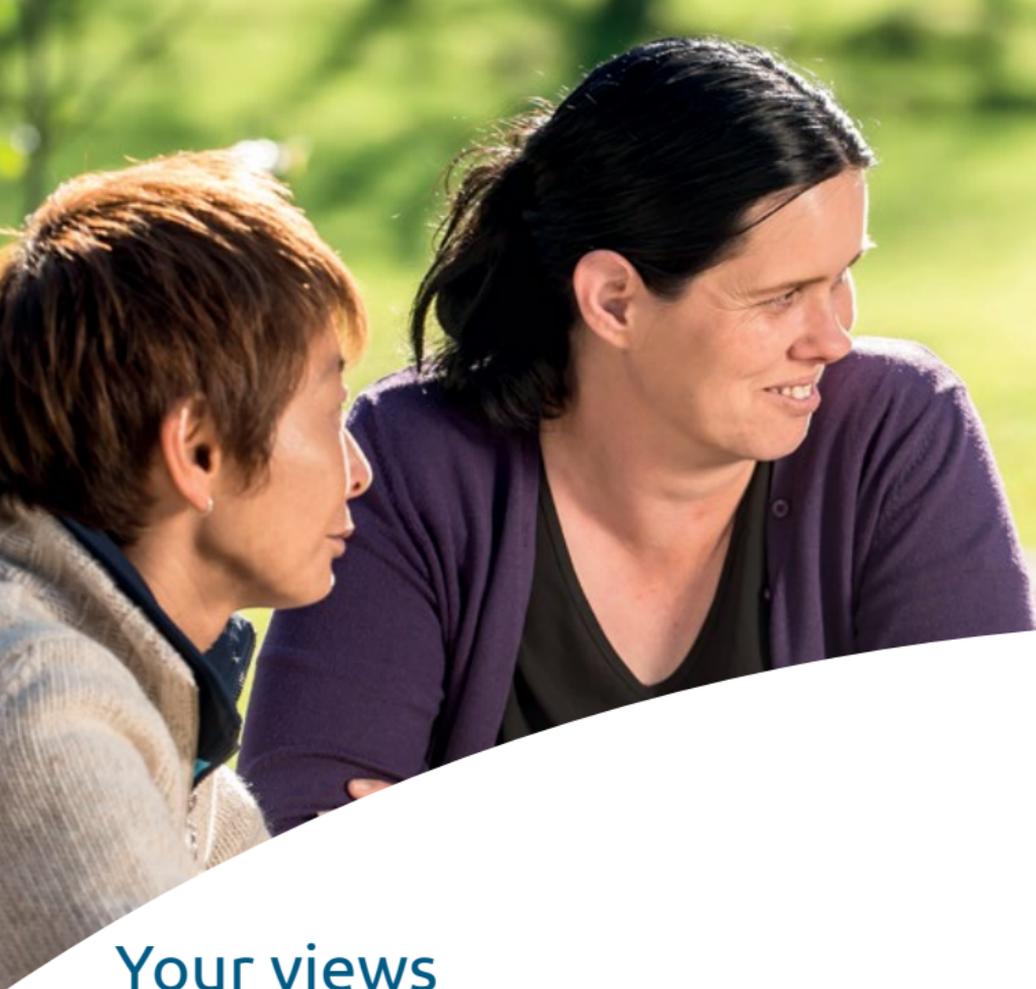




# Please tell us how we're doing

Concerns, compliments, questions  
or complaints – we want  
to hear from you.





## Your views make a difference

Our services have always been shaped by the needs of the people we serve – people using our services, their family, whānau and friends.

We welcome your input and really value your ideas and perspectives. Sharing your feedback – both positive and negative – helps us to continually improve our services.

We believe mental health services must be responsive, innovative and flexible - one size does not fit all!

*“Together we can make sure  
you’re getting the best support  
that’s right for you.”*



## Sharing your delights

We're proud of the wonderful work our staff do every day around New Zealand. We love to hear about special experiences you've had with our staff – where they have really made a difference in someone's life.

Each year we recognise staff who make an exceptional contribution through the Trish Glen Awards. We'll let you know when nominations are open for these awards.

We also like sharing personal stories of recovery and wellbeing – they can inspire others on their recovery journey. So if you'd like to share your story please let us know.

## Voicing your concerns

If something doesn't feel right or it's causing you concern, let's discuss it! Solutions can usually be found if we listen, talk and work together.

It can feel difficult and sometimes scary to let people or organisations know you're not happy about something. But it's worth doing. It's important to us that we're providing you with the best possible service. If we're not, we want to know about it so we can make things better.

If you have concerns about a service being provided by another organisation, or you wish to access information they hold about you, we can support you through this process too.

# How to raise your concerns

If you're worried about something at Pathways, usually the best place to start is by talking directly with the people involved. You're always welcome to bring someone to support you when you talk with us – this could be a friend, a family member or an advocate.

If the person you talk with does not address your concern, or if you don't feel comfortable talking to the person involved, there's always someone else you can talk with at Pathways to escalate your concern (See diagram below). It can also be a good idea to put your concerns in writing in an email or a letter at this point.



If you're still not satisfied with the outcome after escalating your concern, there are also external agencies you can contact for support. Please see the back page of this brochure for contact details.

\* Registered Health Professional



## Your rights

The rights of everyone who uses mental health and wellness services are formally covered under the Health and Disability Consumer Code of Rights.

This says you have the right to:

- be treated with respect and dignity, skill and care
- open, honest and effective communication
- receive support to enhance your independence
- be kept fully informed so that you can make informed choices
- participate in all discussion relating to your support
- choose people to be involved in your support
- information about advocacy services
- make a complaint
- have all your rights met under the Mental Health Act and any other relevant Acts of law.

At Pathways we use a system called Recordbase to record health notes. It also allows people to read their notes and write their own. You can ask to see this information at any time. To do this, talk with your Pathways support person.



# Useful contacts

## Consumer Advocates

North Island: Health Advocates Trust

0800 555 050

South Island: Advocacy Services South Island Trust

0800 377 766

## District Inspectors

The Ministry of Health's Rights and Protection Section  
Mental Health Directorate holds an up-to-date list.

04 496 2000

## Health and Disability Commissioner

0800 11 22 33 [www.hdc.org.nz](http://www.hdc.org.nz)

## The Human Rights Commission

0800 496 877 [www.hrc.co.nz](http://www.hrc.co.nz)

## Privacy Commissioner

0800 803 909 [www.privacy.org.nz](http://www.privacy.org.nz)

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# Contact us

## Pathways National Office

04 473 9009 [contactus@pathways.co.nz](mailto:contactus@pathways.co.nz)

[www.pathways.co.nz](http://www.pathways.co.nz)

For regional contact details visit our website or see  
your regional Welcome to Pathways brochure.



Part of the Wise Group.