# Survivor Experiences Service

### For people who experienced abuse in care

## Wellbeing Support Information and Consent Form

This document is about the wellbeing support provided by the Survivor Experiences Service. Wellbeing support can help you cope, and to feel safe and comfortable while you are involved with the service. It could include:

* + - Counselling - counselling involves talking with a trained person (a counsellor) about issues that affect you. It can help you find ways to cope and to heal from your experiences.
    - Mirimiri - Mirimiri is similar to massage. It is a Māori healing treatment. It includes aspects of wairua (spirituality).
    - Other things that help you to cope, to feel safe and comfortable.

If you have a learning disability, are neurodiverse, or have cognitive impairment, our specialist wellbeing service can help you choose wellbeing support that will suit you.

The first part of this document is about the wellbeing support that we provide. The second part of this document explains what to do if you want to use the wellbeing support service.

### Part 1 – Wellbeing support services

#### Why do we provide wellbeing support?

If you take part in the Survivor Experiences Service, you will be sharing your experience of abuse in care. This can be difficult. It might make you feel strong emotions. You might feel good that you have been heard. You might feel proud, or relieved. You might feel angry, sad, or have other emotions. We want to make sure that you are ok, and that you feel safe and comfortable while you are involved in the service.

We can provide free well-being support while you are involved with the service. We usually provide 4-6 sessions of wellbeing support. We will also do our best to help you find long-term wellbeing support if you need that.

If you are worried about your mental health, contact your local GP (family doctor) or mental health service. If you, or someone else, is in danger, contact the police on 111.

#### What is involved?

If you decide to use our wellbeing support, these things will happen:

* + - We can work with you to find the right wellbeing service to meet your needs.
    - We can give your contact details to the wellbeing service, or you can choose to contact them yourself. We will tell them about any extra support needs that you have.
    - The wellbeing service will make a time to meet with you. This could be kanohi-ki-te-kanohi (face to face), by video call, or by phone.
    - The wellbeing service will make a plan with you about what will happen in your sessions. If you need extra support (for communication, understanding, concentration, or memory) they will help to arrange this. They will also help to arrange transport, if this is needed.
    - The wellbeing service will follow your plan.
    - You can change your mind or stop using the wellbeing support service at any time.
    - The wellbeing service will contact the Survivor Experiences Service if:
* It is not good for you to continue.
* They cannot contact you.
* You do not attend the sessions.

#### Confidentiality

* + - Your information and everything that you say will be confidential.
    - The wellbeing support service will have to share your confidential information if:
* You tell them about a serious risk to you or someone else. If this happens the service will tell the police or a mental health service. The service will only share the information that is needed.
* You say that you are involved in, or planning, serious crimes. If this happens the service will tell the police. The wellbeing support service will only share the necessary information.
* A court orders the service to give them the information. The wellbeing support service will only share the necessary information.

### Part 2 – Agreement to take part in a wellbeing support service

If you understand the information in this document, and want to use a wellbeing support service, please tell us, or tick the box on the form.

If you want to use the wellbeing support service, we need to know some information about you. You can tell us that information by filling in this form and returning it to us by post or email, by phoning us, or emailing us a video or audio message that includes all of the information that we need to know. Our contact details are at the end of this document.

#### Please tell us:

* + - Your full name:
    - Your date of birth:
    - Your address:
    - Type of wellbeing support you would like to use (for example, counselling, mirimiri, not sure, other):
    - Specific preferences or needs for your wellbeing support. This could include things like specific gender or location or access needs:
    - Types of wellbeing supports that have worked well for you in the past (if any):
    - Types of wellbeing supports that have not worked well for you in the past (if any)
    - Supported decision making – if relevant, please tell us about any support you had that helped you understand this information or choose to use the wellbeing support service:
    - Support needs – is it ok for us to tell the wellbeing support service if you have a disability or any extra support needs? This will help them to support you well. Yes | No

Please tell us which wellbeing support service you would like to use. If you are filling in the form, please circle your choice:

* + - Tautoko Mai. Tautoko mai will link you with a wellbeing provider in your area who can meet your needs.
    - Personal Advocacy and Safeguarding Adults Trust. They specialise in supporting people with learning disabilities, neurodiversity, and cognitive impairments.
    - I want to use a wellbeing provider of my choice. Please tell us the name of the service, what type of support they provide, and their contact details.

If you are filling in the form, please add your signature below and the date that you filled this in:

* + - Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    - Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## How to contact us

You can contact us in these ways:

* + - Phone 0800 456 090. In Australia the phone number is 1800 456 032. The phone line hours are 8:30am-4:30pm New Zealand time.
    - Text 8328
    - Email [contact@survivorexperiences.govt.nz](mailto:contact@survivorexperiences.govt.nz)
    - You can write to us at Survivor Experiences Service | Ratonga Wheako Mōrehu, PO Box 805, Wellington 6140
    - If you are Deaf, hard of hearing, deafblind, speech impaired or find it hard to talk, you can use the New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz)

## End of information: Wellbeing Support Information and Consent Form

This Large Print document is adapted by Blind Citizens NZ from the standard document provided by the Department of Internal Affairs | Survivor Experiences Service