

CENTRE 401 TRUST

TE WHARE WHAA RAU MA TAHI

OPENING HOURS

Mon – Thurs 9am – 4pm

Fridays 9am – 3pm

No referral required



PEER & SELF HELP CENTRE



Like us

www.centre401.co.nz

CENTRE START

306 Tristram Street, P.O. Box 1183, Hamilton 3240

Phone (07) 838 0199

Email: admin@centre401.co.nz

WELCOME TO CENTRE



Centre 401 is a Service for people who are either Past and/or Present users of mental health services (this includes G.Ps).



MISSION STATEMENT

To enable consumers of mental health services (this includes G.Ps) to achieve total inclusion in the community and full citizenship.

PHILOSOPHY



Consumer Owned and Operated

This means it is run entirely by people who experience or have previously experienced some form of mental illness - this includes the Trustees, Management and Staff.

Promote Recovery

Centre 401 recognises that Recovery is...

- **Individual** - what we seek and what works for each of us is different.
- **A Choice** - this choice cannot be made by any person but the person experiencing it.
- **A Process of Personal Development** - it is complex and hard work.

Support Self Help and Self Determination

It is up to each of us to take responsibility for our own wellness, and Centre 401 encourages you to own your own recovery.

Community Centred Peer Support

We are Community Peer Support Workers. Community Centre Workers apply wisdom from learned experience as providers of Peer Support services and participate in National Certificate level 4 Community Support Work Health and Wellbeing training.

CENTRE 401 CODE OF CONDUCT

Centre 401 is an adult peer and self help centre that is founded on a commitment to the belief that people with past/present experiences of mental illness are able to live full and meaningful lives. We value Centre 401 as a community where we all work together to support and nurture each other's unique journey. We believe in shared wisdom as a community; wisdom that has been gained through our individual and collective life experiences.

We seek to maintain our community by staff, members and visitors agreeing to uphold our values by:

Respecting others

- We respect others by using language and behaviour that supports the comfort and safety of all members, visitors and staff.
- We respect each other's space, belongings, opinions and journeys by being open minded and using behaviour and language that honours the uniqueness of us all.
- No put-downs, gossiping and 'isms' (sexism, racism, ageism, criticism)

Respecting property

- We respect the property of Centre 401 by using the resources provided in a thoughtful manner and for its intended purpose.
- We expect each other to be community minded by remembering the needs of others as well as ourselves.
- No sleeping at the centre or lying on the couches
- Computers: No downloading, nothing over R16

The Bottom Line/ Not @ The Centre

- Alcohol and drugs (non prescription drugs including synthetic legal highs)
- Being under the influence of alcohol and/or drugs
- Gambling of any type
- Illegal activities: if it's against the law, don't do it at the Centre
- Bludging (eg, tobacco, cigarettes, money)
- No animals (except service dogs)

Any Breach of the Code can result in any of the following:

Asked to leave for the day—2 Week Ban —3 month ban——

Police being called——-Trespass

Instant Trespass will occur for any of the following – Violence, Sexual Harassment, Drug Activity, & Theft.

YOUR PRIVACY



Privacy Act 1993

If you require information on the Privacy Act 1993 it is available via the internet and also the Centre 401 Privacy Officer.

Records about you

All information recorded about you is either scanned and saved on a password protected computer or locked in a filing cabinet. We record notes about the contents of our interactions with you and where we are specifically helping you with something. We record what your wanting to do and what we're doing to help. If you want to, you can write your own notes.

Only Centre 401 staff members can look at this information and only if they are helping you with your Quests. Your records are not shared with anyone else.

You can request access to any recorded information about you by asking the Manager.

Note: If you provide Centre 401's phone number as a contact, people will find out you are accessing a mental health service.

If someone asks for information about you

If someone asks us for information about you we will not give them any unless you have signed an Information Sharing Consent Form stating we can share information with that person.

Statistical Reports to Ministry Of Health and Ministry of Social Development

As we are funded by these agencies we are required to report statistical data to them.

Most reporting is statistical, that is numbers only. Please read the PRIMHD pamphlet for more information. SCR report to MOH: confirms if you have a wellness plan, if you are in work or study and your housing situation.

If you are working on a JOB Quest we are required to provide any relevant work information to Ministry of Social Development including if you get a Job. We also log our work with you into SORT.

PEER POWER



MEETING UP WITH THOSE IN THE KNOW

At Centre 401 we know how much work it takes to move forward in recovery. Whether we are helping someone else at Centre 401 or working on our own quest, we call this peer work. The work we do is important.

Centre 401 is a place where we have a good sense of humour and an accepting view of each other's struggles.

We help each other all the time and we also say what needs to be said in a kind way. This is peer support. It is much more helpful to encourage each other and celebrate what is going well than to be negative.

We all have gained wisdom through our life experiences and as a group we have a large pool of knowledge to share with each other

Wisdom through experience

SELF HELP WORKING WITH PEER HELP

Self Help is the work a person does to take care of their own wellbeing and responsibilities in life. In challenging times each person can activate strategies to help improve their situation. We all struggle at times and all have something we are working on.

Self Help is where we work to be experts in our own lives so that we have wisdom to share as fellow players in the game of life.

Peer Help is what we can offer to another person going through an experience we can relate to because of our own personal experience. Two heads are better than one!

Peer Help is grounded in the desire to help one another, but also the recognition that we need to look after ourselves as well. Believing in others does not mean we lose sight of where we are going ourselves. We honour our path and work with those who travel beside us. Self Help backs up the Peer Help.

CENTRE 401 MEMBERSHIP



MEMBERSHIP SIGN UP

Centre 401 operates on a basis of membership. This means that everyone who wants to access Centre 401 must become a member first. Becoming a member involves meeting with a Service Navigator to check that you are a past & or present user of mental health services. People who do not fit this description are linked with alternative options if this is possible. Once a person is accepted for membership they fill in a membership form, have a membership I.D photo taken and are given a membership card allowing them access to facilities and services.



USING THE FACILITIES

If you have come to Centre 401 just to use the **FACILITIES** and enjoy Peer Support with other members then we charge a fee of **\$1** for the day. This charge is paid to reception and a receipt is issued. Regular members can make arrangements to pay weekly. We only allow charges to amount to \$5 owing and then we ask you to pay before using Peer Support and facilities.

Days when you have an **APPOINTMENT** or go to a **WORKSHOP**, are **FREE** **VISITORS** are welcome on Wednesday only between 10am—12noon & 1:00pm—3:00pm. This is to ensure that our members get the time and space they require to continue their recovery journey. You are solely responsible for and must accompany your visitor at all times. Visitors are charged \$1.00.

CHILDREN are not permitted here at any time.



QUEST WORK

- Quest work is when you look at what you want your life to be like and start making steps towards achieving it.
- A Quest is something you want to do, be or have in your life
- If you are not sure what quests you want to do we can help you figure it out! - You can have more than one quest at a time.

QUEST HELP



- Centre 401 provides one to one individualised support to help you to complete your Quests
- A staff member can meet with you regularly to help figure out the tasks you need to do to complete your quest and support you in completing them.
- This means reflecting on what you have done as well as planning ahead.
- The team at Centre 401 can help you with any quest you have.

ONE TO ONE PEER SUPPORT



We meet with you regularly to support you to decide and achieve your quests.





QUEST WORK



EMPLOYMENT SERVICE

JOB QUEST



Job Quest workers will work with you to
Find, get and keep a job.

The Job Quest Employment service takes you through process which helps you to discover the career you want. Overcome challenges you are facing around gaining employment. Support to become a good employee. Help with CV's job applications, employment contracts. We can liaise with your employer if you want us to. Help to get into healthy habits and routines to support work life.

Make an appointment with A Job Quest worker to find out more.

JOB QUEST WORKSHOP *Tuesdays 1pm.* With these workshops, you will discover and learn effective tools of the trade that you need to ensure a greater chance of success in the employment market. These workshops are designed to give you up to date current knowledge and covers topics such as: motivation, interviews skills, career paths, money and much more. The workshop is designed to encourage discussion and for people to be able to gain support from a wider group of people on the same path.

HEALTH QUEST



Mental, Emotional and Physical Health Targets

Discuss how to stay well, Support at doctors appointments

Help to do your W.O.O.F, Finding a counsellor

Looking at diet and exercise, Self Help tips for Mental Health

Help to join a support group, Information on recovery

Access to the John Kirwan depression website

Help to find a GP

Help to look at drug and alcohol services



LIFE QUEST

We can help you with one thing or lots of things you want to achieve.

Things like:

Help with getting onto a course

Explore your hobbies and interests

Look for friends

Planning a holiday

Figure out better ways of doing things



We have tools to help you to Look at your whole life and find a sense of direction. Life EQUIP and recovery outcome planning.

HOME QUEST



If you are looking for a new place to live we can help you to look on trade me and real-estate companies. We can help you plan your move and figure out all those things like power, phone, tenancy agreements and WINZ. We can talk with you and help you figure out where you want to live and who with.

We don't have any housing available but we can help you go through the regular process of looking for and applying for a place to rent. If you already have a home we can help you to make sure you make your home safe and hygienic and of course homely.

APPOINTMENTS



If you need help with a Quest or general help with anything individually you will need to make an appointment.

If you want to meet with a staff member to get help, talk over a Quest or find out more about something at the Centre you are interested in then all you need to do is make a request at reception and book a time.

We are able to meet with you either at the Centre or a public space (eg, cafe, park, library...).

We are also happy to go with you to any appointments that you want support with.

We really want to help you....you just need to ask



MAKING APPOINTMENTS

Appointments can be made by calling or going to reception and asking.

You can also call your quest worker directly to make an appointment.

CANCELLING APPOINTMENTS



If you cant make it to your appointment please call reception to let us know ASAP.

VENTURE WORK



- Venture work is when enterprising people pool their efforts towards making something they want to see happen. This might be a group to help with an aspect of life or an event to display peoples talent. It involves planning, organising and participation.



FACEBOOK

Centre 401 has a facebook page. We post all of our events on this page.

MATARIKI



15 July 2020

Members organise Matariki celebrations through community EQUIP workshops and Te Reo class. The more you get involved the better it will be!



MEMBERS XMAS BBQ

16 December 2020

Members organise and of year Christmas BBQ through community EQUIP workshops. A budget is set and you decide what happens for the XMAS BBQ including choosing a theme—what we eat and competitions, entertainment etc. The more you

24th-25th JULY
2020



Tune up is a weekend with workshops on:
Comedy— run by a comedian &
Song writing -run by experienced musicians to help you complete your songs. This event happens in the middle of the year and the music and comedy that is created can then be preformed at Mad Pride. This is run at Houchens Retreat Centre.
Our information pack and rego forms will be available in May/ June.

MAD PRIDE

Every year Centre 401 celebrates mad culture and recovery through a Mad Pride gig. Mad Pride brings passion, hope and comical relief to all involved, using original music and comedy to celebrate Mad Culture. Putting the cool back into Madness, Mad Pride will show you a different side to recovery. Everyone can be involved in the planning of this event through community EQUIP workshops.

Performers write and produce songs and skits through the “Tune Up” weekend and the Cuckoo comedy workshop and Mad Jam.

“Recognising the talents of members of our community and providing a forum in which these talents can evolve and be shared as well as relaying experiences of hope and acceptance.”

22nd Oct 2020 theme MAD IN NZ

We have prizes for best dressed. Come along either to be part of creating the atmosphere or get involved as a performer!

INITIATIVES




W.O.O.F (WARRANT OF OK FITNESS)

Centre 401 has created a quick and easy way to check up and learn about your physical health. WOOF checklists and tools are available at reception or through a quest worker. You just need to answer a few simple questions and then find out which areas of your physical health you can improve on. Do it yourself or ask for some help.

PSYCOFFOGEE

Psycoffogee is a time and place to meet for a coffee at a local café with other peers. It serves as a supportive influence pit stop to assist with maintaining momentum during recovery.

- Psycoffogee goes for an hour and is held at a local café/bar.
- A Rubik's cube will be visible on the psycoffogee table to easily identify it to newcomers.



LOOK FOR THE CUBE!



Monday 10am - 11am
Epiphany Cafe, Casabella lane

Tuesday 1:30-2:30pm
The Coffee Studio, Barton Street

Wednesday 1:30-2:30pm
Feedzone, Fastlane fitness 800 Victoria St

Thursday 10am-11am
Momento Cafe, Hood st

Friday 1pm - 2pm
Epiphany Cafe, Casabella lane

Friday (under 30's) 2:30-3:30pm
Theobroma Chocolate Lounge, Centre Place

Planet 401 Magazine

Every month Centre 401 publishes a recovery based magazine. Members of Centre 401 can submit articles on the monthly theme, or recovery tips and interviews. If you need help with your article go to the Wordsmith workshop.



Recovery Magazine

Submit your articles to
reception or planet@centre401.co.nz

WORKSHOPS



Fridays at 9am if you are interested in giving up smoking come along to our giving up smoking support group. You just need to be thinking about giving up to join.

GIVE UP SMOKING



E.A.R CHATS

(EXIT & RECOVERY)

Centre 401 EAR Chats give Mental Health and Addiction Service Users who have stopped using a Mental Health Service the opportunity to discuss their experiences of that service and other recovery options within the Hamilton

community. EAR Chat participants do not need to be members of



GARDEN WISDOM

If you want to get in touch with your inner Gardener come along on Fridays. Centre 401 has a veg and herb garden which members plant and maintain. Between us all there is a huge amount of garden wisdom, come along and get involved. We can grow a good crop together. **FRIDAY 10am**



WAIATA 930 Fri

Come along and learn waiata with us. We are learning a collection of waiata to use when needed. There is nothing better to lift your spirits a Friday than half an hour of waiata.



SOME WORKSHOPS DONT RUN OVER
SCHOOL HOLIDAYS



WORKSHOPS

HEALTH WatCh WorkshOps



Occasionally we run Healthwatch Workshops. Experts from the community facilitate these workshops and can answer questions you have on their particular health area. Most topics relate directly to the .

Workshops are advertised on the Centre 401 notice board and in Planet 401 Magazine. It is important to register for these workshops.

If you've ever wanted to write - this is the workshop for you!



Whether you just want to know how to write a letter to the editor, or get your life story published; write an article for *Planet 401* or some other publication; write poetry, enter writing competitions or get help with essays & presentations... this workshop is totally focussed on providing you

with the tools, skills and opportunities to do all this and more. Two hours a week - all about you - in your own words!

Te Reo Classes

Our Te Reo classes teach from beginners to intermediate level. Tikanga and Kawa are also covered. This is a fun and supportive environment in which to explore the language and customs our country. *This workshop does not run during school holidays.*



of



WORKSHOPS



Equipping your voice to create change.

Citizen Say workshops are a forum to discuss topical issues and forward feedback in the best format appropriate. Topics can be anything from city council issues to nation mental health changes. The workshop includes a few activities to get you thinking and putting forward your opinions.

A workshop that takes ideas and starts the process of making them realities.

Community EQUIP workshops are where event and project planning happens. Each week one or more upcoming events or projects are developed. Workshops are attended by people who are interested either in the planning, research, development, promotion etc of an event. This workshop is also where the event day working group is established. **Thursdays 9:30am**



Musical Jam

Mad Jam is a chance to get together with other aspiring muso's to write, and practice original songs.

It is also a chance to just jam, hang out and enjoy creating amazing music. Slamming -Jamming -song writing.

Wednesdays 11am—1pm

Jamming & Song Writing

Fridays 1 - 3pm

Music Theory



WORKSHOPS



Share your thoughts at brainwave topic focus groups

Questions are asked to inspire discussion.

The answers and discussion points are recorded and used to inform the Centres services. We learn from each other.

Tuesdays 10:30am



A workshop to share and explore new ideas, resources, connections

Share community notices, brainstorm ideas for the centre to consider doing, celebrate milestones and achievements both individual and group projects. Get involved in fundraising projects and strategies, and assist with grant applications.



Comedy Workshop

A studio workshop in which we write record and edit funny skits. You can be a writer, an actor, a director an editor, camera crew, wardrobe or set design.

Fridays 11:00 am



Te Ioi a Māori

Explore, discuss & create methodologies and philosophies of Māori art you always wanted to know or share.

Rāapa ia (Wednesday)

1:00pm

This workshop does not run during school holidays.

STOP ROP N WRAP **Thursdays 1:30pm**

Plan for your future using the recovery outcome plan or life equip. We can also help you to develop a wellness recovery action plan. Do these with us in a group or you can make an appointment with a quest worker and work on it individually.



ART OCLOCK **Fridays 10am**

Get into some sketching and art with oil pastels and artists colouring pencils. Learn basic drawing and art skills or come along and doodle.

ALL workshops are FREE. You don't need to come every week. Just turn up at the right time and join in. However we do ask that you try your best to stay on topic and be supportive towards other people at the workshops. MOST WORKSHOPS Do not run over the SCHOOL HOLIDAYS

PLEASE CHECK OUR WEBSITE FOR NOTIFICATIONS ON ANY CANCELLATIONS OF WORKSHOPS EACH DAY



SCHOOL OF EMOTIONS

A series of 16 workshops on emotions and emotional intelligence.

Ask about when the next series starts.

SOE normally runs in the second half of the year. **10AM Thursdays**

HOME GROUP Monday 11:00 Support each other to figure out what you want in a home, Tenancy Agreements, Home Safety, Flatmate, Budgeting for rent, home routines, moving home. Groups will also discuss what comes up from its participants and we can help each other create a great place to live.

Starts FEB 2021. A 12 week challenge to improve your physical health. Choose your overall health goals and work out your weekly targets or pledges. A weekly record for you to tick will be created. Change challenge hub happens once a week on **Thursdays at 9:30** Change challenges include but are not limited to: losing weight, getting fit, walk to wellington, eat well, gym sessions, drink water, brush teeth, no fizzies. Make an Appointment with Mihaka to join.



STATE OF MIND

Hearing Voices Support group

Thursdays at 1:30 pm. – 2:30pm

People with personal experience of hearing voices, seeing visions or having other unusual sensory experiences.

- A safe and confidential space to meet and talk with other people with similar experiences.
- Relaxed and flexible, open to different ideas about voices and visions.
- Open to positive experiences, as well as distressing and difficult ones.
- We know that there is more to you than your voices or visions. In the group, you can talk about whatever's important to you.
- Sharing ways people live with the experiences and research on the subject.



CENTRE INFLUENCE



Influencing the Centre

Centre 401 has many ways that you can influence how we do things and what we do.

QUALITY FEEDBACK

Centre 401 holds 4 Peer Panels a year. These are focus groups where we ask a selection of members questions about how we are doing and get suggestions for change.

MAORI HEALTH IMPERATIVE

We have Maori Health imperative which people can influence Centre practices and give ideas to improve Maori health at the Centre. Ideas or concerns can be put forward via the Maori Health Peer Panel, TE reo workshop, Te Toi a Maori workshop or speaking with the Maori imperative worker.

WORKSHOPS WITH INFLUENCE

There are also workshops which members can attend to influence the centre – Community Equip for events, Generation for new ideas and brainstorming, Citizen Say for feedback, and Brainwave topic focus group for recovery ideas and reality checks.

CENTRE INFLUENCE



Got Ideas?

If you have an idea for a new venture or workshop, put it forward at Generator and a staff member will then help you through the Peer Initiative process in which you put a proposal together to present to the Manager. We also have an ideas box next to the notice board in the kitchen.

COMPLAINTS

**CONCERNED
ABOUT
SOMETHING?**

COMPLAINTS

They contribute to over all service quality improvement. If something is concerning you please let us know. I full description of the complaints process is on page 27

CENTRE MEETINGS

Centre 401 holds 4 centre meetings a year where we can talk as a group about how things are going and bring up things of concern or ideas for change. We also relay centre notices and announcement at Centre meetings and generation workshops.



PARENTING



RESOURCES



If you are the parent or guardian you can use the resources Centre 401 provide. Just ask a quest worker to go through them with you.

These include:

- My Kids Staying connected Journal for parents who have children in the care of others.
- Where to get help Parents, families pamphlet—brochure with services available
- Working with CYF brochure
- Kites kids plan—plan for kids when parents are admitted to hospital
- Parenting Plan—Parents guide to making plans for their children after separation
- Keeping in touch poster
- Baby care plan—information to be used in the care of baby if temporarily unavailable to care for him/her.
- Care plan for kids and young people - if my parent is unwell or I am worried about them
- Family Care plan
- Family talk tips
- Partners in parenting
- Piecing the puzzle together booklet—raising children with you have a mental illness
- Interactive flow charts—when CYF are involved
-parenting through separation & divorce

YOUR RIGHTS

You have rights when receiving any form of health or disability service, including when at Centre 401 Trust. This booklet provides an interpretation of these rights under the **Code of Health and Disability Services Consumers' Rights**.

For a detailed look at these rights refer to The Code of Health and Disability Services Consumers' Rights pamphlet which is available at the front desk.

HOW THIS SECTION OF THE BOOKLET WORKS

- ♦ *This means - an interpretation of your rights*
- ♦ *Self Help– tips to help you exercise your rights*
- ♦ *Centre 401 Responsibilities - questions you can ask yourself to learn about Centre 401's responsibilities and to keep an eye on us.*

RIGHT 1

RESPECT—MANA

You are important

This means:

You are a unique human being and services must take this into account and respect the culture, values and beliefs that make you the person you are today.

Centre 401 Responsibilities

- Do we provide an environment where you can have your own opinions on recovery?
- Do you feel like you are being put down when staff talk to you?
- Do we see everyone as equals?
- Is your personal privacy respected?

Self Help:

- When you show self respect it encourages others to respect you.
- Do you treat yourself with enough respect.?

RIGHT 2

FAIR TREATMENT—MANAAKITANGA

Discrimination isn't fair

This means:

You should not be treated differently than anyone else no matter what your position in life is.

Health providers should not use their position to take advantage of you or intimidate you.

Centre 401 Responsibilities

- Do you feel like you are being included?
- Do you feel like you have choices about what you want to do?
- Do we treat you the way we would want to be treated?

Self Help:

- No one can intimidate you unless you allow it. Do you believe you deserve to be treated fairly?
- Speak up if you feel that you have been treated unfairly.

RIGHT 3

DIGNITY AND INDEPENDENCE— TU RANGATIRA MOTUHAKE

It's your life

This means:

Being allowed to make your own decisions about what is best for you and live your life how you want to.

Centre 401 Responsibilities

- Do we treat you like an adult?
- Does this service value the fact that you have made it through your life up to this point ok without us?
- Are we recognising your strengths?

Self Help:

- Take self responsibility for your own life.
- When you know yourself and what you want in life it is easier to make decisions.
- When you stop putting yourself down you won't allow others to.

RIGHT 4

PROPER STANDARDS— TAUTIKANGA

This means:

You should receive a good quality service from staff with the skills and attitudes which are up to standard. The service should be looking at what you need and working with other services to provide this.

Centre 401 Responsibilities

- Do you get what you need ?
- Do we meet the National Mental Health Sector Standards?
- Are we organised?
- Is your time spent here useful?

Self Help:

- Find out what a good quality service is and what your entitlements are. The National Health & Disability Sector Standards outline what a good quality service should be like.
- Does the service fit into your recovery?

RIGHT 5

EFFECTIVE COMMUNICATION- WHAKAWHITIWHITINGA WHAKAARO

Do you get what we are getting at?

This means:

Information should be given in a form you understand, no matter what your circumstances.

Centre 401 Responsibilities

- Has this service explained things well?
- Do you know what this service is about?
- Do we really hear you?

Self Help:

- If you do not understand something ask for more information.
- Any question is a good question.

RIGHT 6

INFORMATION—WHAKAMOHIIO

Have you got enough info?

This means:

You shouldn't be kept in the dark about anything. Services must provide you with all the information you need.

Centre 401 Responsibilities

- Do you feel confident that you know what you need to know?
- Does this service welcome your questions and work hard at giving you the info you need?

Self Help:

- Be curious, find out everything you can about the service, recovery and yourself.
- Ask who, where, how, when, why?

RIGHT 7

CHOICES AND DECISIONS— WHAKARITENGA MOU AKE

Informed consent

This means:

When given all of your options you can make good decisions about managing your wellness. You can choose what service you use and can change your mind if you want. You don't have to come to Centre 401 or use our services.

Centre 401 Responsibilities

- Do you feel trapped?
- Do you know all of the options this service provides and are able to make decisions without undue pressure?

Self Help:

- Find out all your options and the benefits and risks of each.
- You are the only person who can exercise your freedom of choice, make sure you are the one making your decisions.

RIGHT 8

SUPPORT—TAUTOKO

You don't have to do it alone

This means:

You can have a support person of your choice with you as long as it is safe and other people's rights are not affected including yours. Your support person does not have to be a trained advocate or professional health worker.

Centre 401 Responsibilities

- Is Centre 401 a friendly welcoming service?
- Do we acknowledge that support can have many different faces?

Self Help:

- If fear is getting in the way of your life then you can help yourself by taking some support out there with you, until you get on your feet.

RIGHT 9

TEACHING AND RESEARCH— AKO MO TE RANGAHAU

You don't have to be a guinea pig

This means:

You do not have to take part in teaching or research, but if you do, all of these rights still apply.

Centre 401 Responsibilities

- Have we asked you if you want to be part of a Polytechnic assignment, focus group or other research?

Self Help:

- If you are not interested in taking part in research it is up to you to say *no*.

RIGHT 10

COMPLAINTS TAKEN SERIOUSLY— AMUAMU

Big or small we'll hear them all

This means:

Services must take you and your complaints seriously. The complaints procedure should be clear and the process should be easy and non-threatening. Advocates are available to help you as well as the Health and Disability Commissioner.

Contact details—0800 11 22 33.

We can't fix things if we don't know they are broken.

Centre 401 Responsibilities

- Do you know how to give feedback to 401 and does it feel ok to do it?

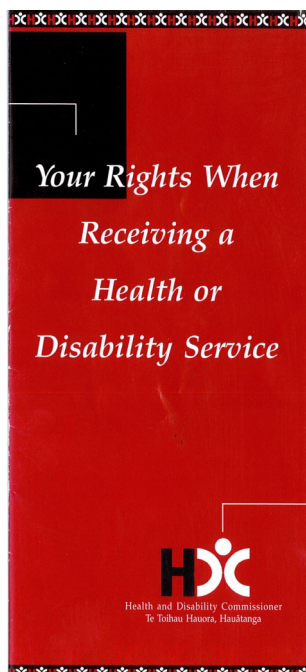
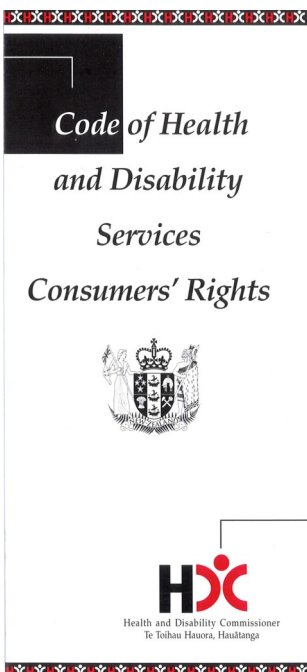
Self Help:

- Are you willing to give feedback to Centre 401.
- Your ideas can only be considered if you tell us.
- Silence implies everything is ok.

Want more information?

We have brochures available in front of our reception to provide you with comprehensive knowledge around exactly what your rights are.

Please look for the following brochures.



CENTRE 401 TRUST COMPLAINTS PROCESS

Centre 401 is committed to the continuous improvement of the services we provide. This is the process to enable people to have their concerns or feedback heard.

TIMELINES

DAY 1

Your complaint is received by a member of staff at Centre 401 Trust and given to the Manager. Staff involved with managing your complaint have a responsibility to help you wherever possible.

DAY 5

Your complaint will be acknowledged in writing, unless it has been resolved to your satisfaction prior to this time.

DAY 10

The Centre Manager will report back to you the outcome of your complaint.

WHAT IF I AM UNHAPPY WITH HOW MY COMPLAINT HAS BEEN HANDLED?

The way we manage complaints is designed so there is a good chance you will have your problem resolved however, we cannot guarantee this will happen in every case.

If you are not happy with how we handled your complaint, you can request your complaint be escalated to our Trust Board who will investigate and report back to you within a further 20 days.


* Days are considered as a normal business day

OTHER NOTES OF INTEREST

People can make a complaint regarding any part of this service and can do so without having the service withdrawn

If the member wishes to take their complaint outside Centre 401, they are entitled to send a complaint to the Health and Disability Commissioner. Ph 834 3960.

If you require a complaints form, these are available from reception along with lots of other information.

COMPLAINTS FORM			
WHAT IS YOUR CONCERN? (e.g. I was verbally abused by a member of staff)			
(Please tick one) <input type="checkbox"/> Environmental Concern <input type="checkbox"/> Personal Rights Issue: <input type="checkbox"/> Other			
HOW DID THIS EFFECT YOU? (e.g. I felt angry and belittled)			
WHO DID IT INVOLVE? Include Witnesses (e.g. Myself and Barbara (the receptionist))			
WHEN & WHERE DID THIS HAPPEN? Please state Time, Date and Place this occurred.			
WHAT STEPS HAVE YOU TAKEN TO RESOLVE THIS? (e.g. I asked for an apology)			
WHAT WOULD YOU LIKE US TO DO? (e.g. I want you to tell Barbara to apologise and never do it again)			
NAME (please print)		SIGNATURE	DATE
OFFICE USE SECTION			DATE RECEIVED
ACTIONS TAKEN BY CENTRE 401 TRUST AND/OR IT'S STAFF (please state details)			
NAME (please print)		SIGNATURE	DATE

AFTER HOURS SERVICES

CAT Team (Crisis Assessment & Treatment) 0800 50 50 50
Hamilton Women's Refuge (07) 855 1569

EXTERNAL ADVOCATES

Hamilton District Community Law Centre (07) 856 4667 or
021 243 3640
Health & Disability Commissioner 0800 11 22 33
Health & Disability Consumer Advocacy 0800 55 50 50
Service
Health Consumer Service 0800 801482

CULTURAL SUPPORT

Refugee Services Aotearoa Centre (07) 853 2195
Pai Ake Solutions (07) 847 2351
Hauora Waikato Traditional Healing (07) 839 9916

0800 HELPLINES

NEED TO TALK 1737

Barnados Parent Helpline 0800 227 627
Citizens Advise Bureau 0800 367 222
Quitline (smoking) 0800 778 778
Depression Line 0800 111 757
Healthline 0800 611 116

Gambling Problem Helpline Service 0800 654 655

Alcohol Drug Association 0800 787 797

Alcoholics Anonymous 0800 229 6757

Alcohol Hotline 0800 787 797

Rape Survivor Helpline 0800 88 33 00

Youthline 0800 376 633 *

Samartians 0800 726 666 (free call number for lower North Island)
Gay Line / Lesbian Line 0800 802 437 (HIV line staffed by Gay Line /
Lesbian Line counsellors)

No Bully Helpline—0800 no bully 66 28 55

Anxiety NZ Trust help line—0800 ANXIETY

Parent Helpline 0800 568 856

Family Violence Info line 0800 456 450

Cancer Helpline 0800 cancer (226 237)

Suicide prevention Helpline 0508 828 865 (0508 tautoko)
Safe to talk—sexual harm helpline 0800044334 txt 4334
or online chat www.safetotalk.nz

FREE

WORKSHOPS

AT THE CENTRE

MONDAY

9:30am Te Reo
11am Home Group
1:30pm Citizen Say

TUESDAY

10:30am Brainwave
IPM Tablet/smart-
phone Class

IPM Job Quest

WEDNESDAY

10am Generator
11am MAD JAM
1pm Te Toi A Maori

THURSDAY

9:30am Community EQUIP
10am School of Emotions
1:30pm STOP ROP & WRAP
1:30pm State of Mind,

FRIDAY

9am Quilt smoke
9:30am Waiata
10am Wordsmithery
10am Garden Wisdom
10am Art Oclock
11am Cuckoo
1pm Mad Jam

updated 8/07/2020

Psycoffogee

YOUR RECOVERY PITSTOP



LOOK FOR THE CUBE!



Monday 10am - 11am

Epiphany Cafe, Casabella lane

Tuesday 1:30-2:30pm

The Coffee Studio, Barton Street

Wednesday 1:30-2:30pm

Feedzone, Fastlane fitness 800 Victoria St

Thursday 10am-11am

Momento Cafe, Hood st

Friday 1pm - 2pm

Epiphany Cafe, Casabella lane

Friday (under 30's) 2:30-3:30pm

Theobroma Chocolate Lounge, Centre Place