

What if things don't go well?

- ✓ If you're not happy with something a VOYCE staff member has said or done, let them know as soon as you can.
- ✓ You could also speak to someone else at your local VOYCE office or you can get in touch with us using any of the contact details below:

0800 4 VOYCE/ 0800 486923
complaints@voyce.org.nz



Informed Consent - Working with VOYCE



Do I have a choice?

- ✔ It's your choice whether to spend time with your Kaiwhakamana and you can change your mind at any time.
- ✔ You get to decide what to talk about and what you want the Kaiwhakamana to help with.

Who will know what I say?

- ✔ Whatever you talk to your Kaiwhakamana about will be kept private.
- ✔ Your Kaiwhakamana will help you decide what to share with the other people in your life.
- ✔ If there are safety issues though, your Kaiwhakamana has to do the right thing and tell someone who can help to keep everyone safe.



What can VOYCE do for me?

- ✔ While you're in care, you're allowed to get support from a VOYCE Kaiwhakamana or advocate.
- ✔ Your Kaiwhakamana can help you have a say on whatever is happening in your life.
- ✔ Your Kaiwhakamana can support you until you're 25 years old.

What happens to my info?

- ✔ Your Kaiwhakamana will write some things down to help keep track of your work together
- ✔ These notes will be stored safely at VOYCE and you can ask to see them whenever you want.
- ✔ VOYCE keeps track of the work our Kaiwhakamana do, so we can speak out where we notice bigger issues and so we can show funders how we're spending their money, but we'll never use your personal info or identify you.

Why should I get involved with VOYCE?

- ✔ Your Kaiwhakamana will try to make sure you have a say on whatever's happening in your life. Sometimes things might not go your way, but it's always worth speaking up!
- ✔ There are other ways to get involved with VOYCE too! Fun events and activities, youth councils, and heaps of projects to improve the care system.