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# YOUR RIGHTS & OUR COMPLAINTS PROCESS POLICY



**FSM**

Family Success Matters

Whanau manaaki tangata



# Your Rights

This document explains what you should expect before joining the Family Start programme, and your rights once you have signed up.

Before joining the Family Start programme you expect to:

- Have the Family Start programme clearly explained to you and your family and be advised of the level of support that Family Success Matters can provide.
- Have the role of the Family Success Matters Social Worker clearly explained to you.
- Be informed of how Family Success Matters protects your information.
- Be informed of what is expected of you and your family when you join the programme.
- Be required to show your consent to joining to the programme by signing a consent form.
- Have the next steps explained to you once you have agreed to receive the service.

## Your rights on Family Start

Once you have joined the programme your rights are:

- To always be treated with respect and dignity.
- To have open and honest communication with your allocated Social Worker.
- To have the needs of your baby and family assessed accurately from a strengths-based approach.
- To be listened to without judgements being made.
- Have home visits on a regular basis and the frequency of these communicated to you.
- Receive Parenting Resources delivery throughout your engagement with Family Success Matters.
- Be clearly supported by your allocated Social Worker.
- Have your information protected and not shared with others without your consent.
- To have your complaints and concerns taken seriously and acted on promptly.
- Be provided with contact details of the Social Worker allocated to you, so that you know how to contact them during work hours.
- Be informed about the complaints process (as detailed to the right), and how to make a complaint.
- Be informed about the process of changing workers if you are not happy with the Social Worker assigned to you.
- Be aware of the information that is kept about you and your family and how you can access this.

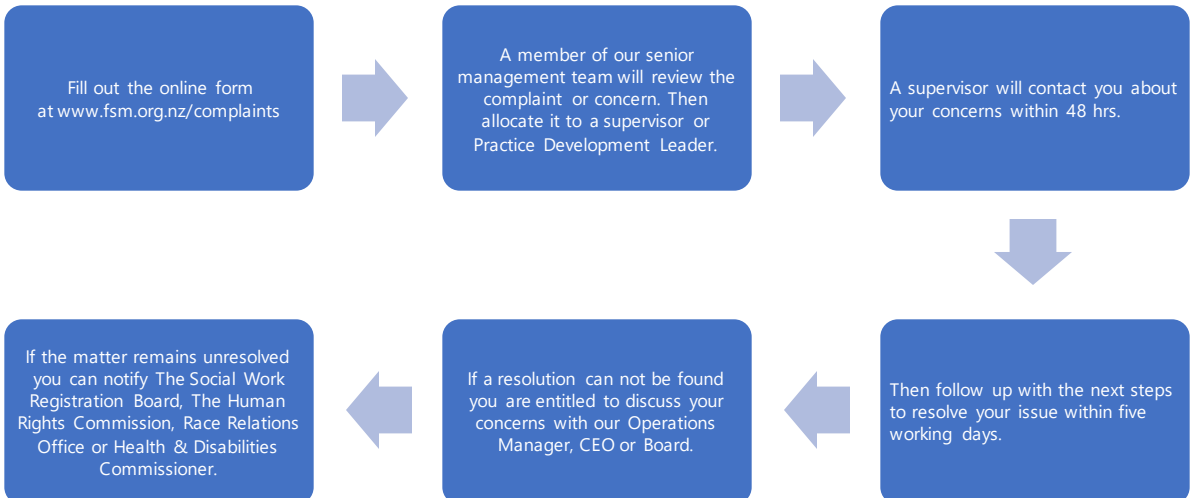
# Family Start Expectations

The expectations that Family Start has of you during the programme are:

- Being open and honest with your allocated Social Worker, so they can provide you with the right support.
- Advising your allocated Social Worker if you are unable to make an arranged home visit.
- Allowing your allocated Social Worker to see and interact with your baby during home visits.
- Letting your allocated Social Worker know if you are unhappy with the programme so that possible solutions can be found to make the programme work for you.

## Complaints Process

If you have concerns or complaints regarding our programmes or the conduct of our staff, please follow the steps below.



fsm.org.nz

# Thank you for your time

**Need further information?**

Please visit our website or call 0800 FAM START



# FSM

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