

1. Purpose

This policy affirms Men's Health Trust NZ commitment to a client-centred approach, ensuring all individuals, young people, and family are respected, empowered, and actively involved in decisions that affect their wellbeing, development, and pathways.

2. Scope

This policy applies to all related parties, including board, management, personnel, contractors, volunteers, and service delivery partners across all programmes and services.

3. Policy Statement

Men's Health Trust NZ is committed to delivering services that are:

- Client-led and strengths-based
- Culturally responsive and family-inclusive
- Safe, respectful, and empowering

This policy underpins how we engage with participants across all stages of their journey and should be read alongside operational policies relating to engagement, assessment, planning, and service delivery.

4. Core Principles

4.1 Respect

- All clients are treated with dignity, fairness, and compassion
- Cultural identity, values, and lived experiences are recognised and respected
- Privacy and confidentiality are upheld at all times

4.2 Empowerment

- Clients are supported to make informed decisions about their participation
- Strengths, capabilities, and aspirations are recognised and built upon
- Clients are encouraged to express their views and advocate for themselves

4.3 Participation

- Clients are actively involved in shaping their goals, plans, and experiences
- Participation is inclusive, accessible, and meaningful
- Feedback is encouraged and valued as part of continuous improvement

4.4 Collaboration

- Strong, trusting relationships are built through open communication
- Families, caregivers, and family are engaged where appropriate
- Partnerships with other services support holistic outcomes

4.5 Safety and Wellbeing

- Physical, emotional, and cultural safety is prioritised
- Environments are maintained in line with Health & Safety and Child Protection policies
- Risks to wellbeing are recognised and responded to appropriately

5. Client Voice & Feedback

We are committed to ensuring client voice informs our work by:

- Providing accessible opportunities for feedback (formal and informal)
- Regularly reviewing feedback to identify improvements
- Communicating how feedback has influenced service delivery

6. Capability & Support

All related parties will:

- Receive training in client-centred practice and engagement
- Be supported with tools and guidance to work effectively with clients and family
- Be expected to apply these principles consistently in their roles

7. Monitoring & Continuous Improvement

We will:

- Monitor client experience and participation
- Use feedback and outcomes data to improve services
- Review practices regularly to ensure alignment with best practice

Policy Review Schedule

This policy will be reviewed annually, or more frequently if significant legislative or organisational changes occur, to ensure ongoing compliance and relevance. Below is the policy review schedule.

Version: 20-03-26 [The latest policy version is identified by the most recent review date]

Last Review Date: 20 March 2026. Reviewed by CEO

Board Approved Date: 23 March 2026

Next review date: By 31 March 2027, aligned with the Annual Plan cycle.

Any enquiries can be directed to:

Ina Michael, CEO - Men's Health Trust NZ

Email: ina@menshealthnz.org.nz

Mobile: 021 418 301