



SERVICE USER GUIDE

Welcome

Welcome to Men's Health Trust NZ. We work alongside families, caregivers, and whānau to support the wellbeing, development, and positive pathways of children and young people. We value the role you play and see you as an important partner in this journey.

Our Commitment to Your Child

Your child's safety and wellbeing is our highest priority.



We are committed to providing:

Safe, supportive, and inclusive environments
Culturally respectful and responsive care
Positive experiences that support growth and confidence

Keeping Children Safe

We take our responsibility to protect children seriously.

This means:

- All staff and related parties are trained in child protection
- We follow the Children's Act 2014
- We respond to any concerns about a child's safety
- We will take action if we believe a child may be at risk

What You Can Expect From Us

As a parent or caregiver, you can expect:

- Safe and supervised programmes
- Respectful, trained, and trustworthy staff
- Clear communication about activities and expectations
- A commitment to your child's wellbeing at all times

Your Role as Family & Caregiver

We encourage you to:

- Share any important information about your child's needs
- Talk with your child about their experiences
- Raise any concerns early
- Support positive behaviour and participation

Working together helps us create the safest and best outcomes for your child.

If You Have Concerns

If you are ever worried about your child or another child:

- Speak to a staff member or programme lead
- Contact us through our website
- If there is immediate danger, call 111.
- You can also contact Oranga Tamariki if you are concerned about a child's safety.

Respectful Behaviour

- We promote environments where everyone:
- Feels respected and included
- Is safe from bullying or harm
- Follows guidance from staff / representatives

Privacy and Participation

- Participation in our services is voluntary
- Your child's information is handled with care and confidentiality
- You are welcome to ask questions at any time

Accessing This Guide

This guide is provided when you engage with our services and is available on our website:
www.menshealth.org.nz

Our Commitment to You

We are committed to working in partnership with families and caregivers to create safe, supportive spaces where children and young people can thrive.

For more information: contact Ina Michael,
021 418 301 or email: ina@menshealthnz.org.nz