

## Counselling Information

Asking for help can be a big step. At PGF Services our counselling is free, professional and confidential. We are funded by the Ministry of Health to support anyone affected by gambling harm, including whānau or friends affected by another person's gambling.

### Your well-being is important to us

Every person, and every journey, is different. It is our hope that you feel respected, safe and comfortable with us every step of the way.

Our approach in counselling sessions is to encourage and inspire individuals and whānau towards well-being, and to be mana enhancing in all we do; caring for your spiritual, emotional, physical and intellectual needs.

Your counsellor will regularly check on your progress and your experience of counselling. This is an opportunity to give us feedback so that we can make any changes necessary.

### Counselling sessions

Counselling usually begins with weekly sessions, reducing in frequency as your situation improves.

Counselling sessions are free and we recommend completing four to six sessions before reviewing the way forward in your plan.

We encourage you to:

- Bring a support person with you. We welcome whānau, relationship partners, and friends.
- Attend a support group if there is one nearby.
- Ask us for an interpreter if you need one.

### Appointments

You'll get a text reminder for your appointment. **Please come at the agreed time, or contact us if you need to change an appointment.**

### Contacting others involved in your care

Sometimes, involving other people or services from your network can help you achieve the most positive outcomes from your treatment.

Budget advisors, cultural or familial support, or your doctor are just a few examples of people we can collaborate with if it is helpful for you.

We can facilitate meetings with your support people, and/or accompany you to agency appointments, and assist with transport.

***We will not talk to others involved in your care unless you give us written consent to do so.***

### Support between sessions

We have duty counsellors available by phone or email between 8.30am and 5.00pm Monday to Friday to answer your questions and provide immediate support.



### Confidentiality and privacy

PGF Services staff sign and adhere to a confidentiality agreement and the information we gather is handled in accordance with the rules of the Health Information Privacy Code 1994 and the Privacy Act 1993.

What you discuss at PGF is confidential, unless there is a risk to your safety or the safety of others. Counsellors may break confidentiality to reduce risk, but will always seek your agreement first and act ethically in your best interests. Where safety is an issue, a plan can be developed with your counsellor.

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## Confidentiality and privacy

All client information is stored on a secure server, and you have the right to see your personal information following 21 working days notice to your counsellor.

The data we report to the Ministry of Health to meet contract requirements is unidentifiable, and we keep your information on file for ten years after your last contact with us, then it is deleted.

Our counsellors are supervised regularly by specialists in clinical and cultural practice.

Additional supervision by peers and practice leaders support our aim to deliver the best service.

## Follow-ups

Many clients tell us that follow-ups are really helpful once they've stopped counselling.

Your counsellor will contact you via the phone number or email you specify, and follow-ups usually occur after one, three, six, and twelve months, or can be tailored to suit your needs.

## Code of client rights

All clients have:

1. The right to be treated with respect.
2. The right to freedom from discrimination, coercion, harassment, and exploitation.
3. The right to dignity and independence.
4. The right to services of an appropriate standard.
5. The right to effective communication.
6. The right to be fully informed.
7. The right to make an informed choice and give informed consent.
8. The right to support.
9. Rights in respect of teaching or research.
10. The right to complain.

## Complaints procedure

PGF Services recognises that a complaint is a valuable source of feedback to improve the services we offer. We follow the Health and Disability Commission (HDC) guidelines when responding to a complaint:

We encourage people to raise concerns and resolve issues with the staff member in question or their Practice Leader in the first instance.

If this is unsatisfactory, a formal complaint can be lodged in writing or verbally to a Practice Leader or member of the National Management Team.

The complaint is acknowledged in writing within five working days of receipt, unless it has been resolved to the satisfaction of the person within this period.

Within 10 working days of acknowledging the complaint, PGF will respond by either:

- a. providing a written response, or;
- b. requesting further time to investigate.

Should the estimated additional time exceed 20 working days, a reason will be provided.

At any time during this process the complaint can be directed to a personal advocate, to the Health and Disability Commission (HDC) office, or to PGF Group's CEO.

Further information on the HDC Code of Health and Disability Services Consumers' Rights can be found online at [hdc.org.nz](http://hdc.org.nz) or by contacting their office on 0800 11 22 33.

**Freephone 0800 664 262 • email [help@pgf.nz](mailto:help@pgf.nz)**

For more information and fact sheets visit [www.pgf.nz](http://www.pgf.nz)

