

AROHA SENIORS CHARITABLE TRUST PUBLIC POLICIES

TO SERVE WITH AROHA

Our commitment to the mana, dignity, privacy, safety and wellbeing of kaumātua.

These policies explain the principles that guide our community support and how members of the public can contact us.

1. Our Kaupapa and Commitment

Aroha Seniors Charitable Trust (ASCT) is committed to supporting kaumātua with dignity, respect, compassion and aroha. Our kaupapa is grounded in manaakitanga, whanaungatanga, kaitiakitanga and the belief that every kaumātua deserves to feel safe, valued, connected and supported.

Our services may include social connection and community programmes, home visits and wellbeing checks, home help and house cleaning, shopping assistance, transport support, laundry assistance, foot pampering and personal wellbeing support, advocacy and assistance navigating health, housing and government services, and kai or food support where available.

Services depend on available resources, volunteer capacity, individual needs and current programme arrangements.

2. Privacy and Confidentiality

We respect the privacy and dignity of everyone who uses our services. We collect personal information only where reasonably necessary to provide support, coordinate services, communicate with clients or meet legal obligations. Information may include contact details, emergency contacts, support needs and relevant information a person chooses to share.

We aim to:

- Explain why information is being collected where appropriate.
- Keep personal information secure and limit access to authorised people.
- Not disclose personal information without consent unless disclosure is permitted or required by law, or necessary to address a serious safety concern.
- Respect individuals' rights to request access to and correction of their personal information.

We handle personal information in accordance with the New Zealand Privacy Act 2020 and applicable privacy principles. Privacy enquiries can be directed to ASCT using the contact details at the end of this document.

3. Client Rights and Respectful Support

Everyone receiving support from ASCT has the right to:

- Be treated with dignity, kindness and respect.
- Have their culture, identity, beliefs and tikanga respected.
- Be involved in decisions about their support.
- Have their privacy and personal information respected.
- Ask questions and receive clear information about our services.
- Raise concerns without fear of unfair treatment.
- Decline a service or withdraw consent.

We aim to uphold the mana of every kaumātua and to provide support in a culturally respectful and safe manner.

4. Safeguarding and Elder Abuse Prevention

ASCT takes the safety and wellbeing of older people seriously. Elder abuse may include physical, emotional, financial or sexual abuse, neglect, intimidation, or improper use of an older person's money or property.

When concerns arise, we aim to respond sensitively, listen without judgement, respect the person's wishes wherever possible, and help them access appropriate support. Information may be shared with relevant services or authorities where consent is provided or disclosure is otherwise

permitted or required by law.

If someone is in immediate danger, call 111.

Specialist support: Elder Abuse Response Service — phone 0800 32 668 65 or text 5032. Please confirm these contact details before publication.

5. Advocacy and Practical Support

ASCT provides its own advocacy and practical support to help kaumātua navigate services and access assistance. Depending on individual needs, this may include help with health and wellbeing services, housing matters, MSD and other government services, appointments, and understanding available options.

We aim to help kaumātua have their voices heard and participate in decisions affecting them. Where appropriate and authorised, we work respectfully alongside whānau and other support services.

For information about health and disability consumer rights in New Zealand, contact the Health and Disability Commissioner (HDC): phone 0800 11 22 33 or visit hdc.org.nz. This is a specialist information resource; ASCT continues to provide its own advocacy and support.

6. Donations and Koha

Our kaupapa is founded on aroha, not on a person's ability to pay. Donations or koha are not a condition of receiving our services. We believe kaumātua should be able to seek support without feeling pressured to contribute financially.

Donations are welcome from individuals, whānau, businesses and community supporters who wish to help sustain our kaupapa. Contributions support our work towards stronger, healthier and more connected communities. If a particular activity has a genuine cost or specific eligibility requirements, these will be explained clearly beforehand.

7. Feedback, Concerns and Complaints

We welcome feedback because it helps us improve our services. Anyone wishing to raise a concern or make a complaint about ASCT can contact us using the details at the end of this document.

We aim to listen respectfully, treat concerns fairly and confidentially, consider the information provided, communicate with the person raising the concern where possible, and use feedback to improve our services. People will not be unfairly treated for raising a genuine concern.

8. Health, Safety and Volunteers

ASCT is committed to promoting a safe environment for kaumātua, volunteers, staff and visitors. We aim to identify and respond to foreseeable risks, respect personal boundaries, maintain appropriate confidentiality, encourage respectful conduct, and ensure volunteers understand their responsibilities and the limits of their roles.

Our services provide community support and wellbeing assistance. They do not replace professional medical care, specialist clinical services or emergency assistance.

9. Website Terms of Use

Information on this website explains our kaupapa and services. We aim to keep it accurate and up to date, but service availability, programmes and eligibility may change depending on resources and circumstances. Website information is general and is not a substitute for individual medical, legal or financial advice. Please contact ASCT to confirm current services or discuss your needs.

10. Contact Aroha Seniors Charitable Trust

For service enquiries, privacy questions, feedback or complaints, please contact:

Amelia K. — Kaiārahi / Senior Advocate

Phone: 022 178 0876

Korina G. — Kaiārahi / Kai Manager

Phone: 022 605 2361

We welcome enquiries from kaumātua, whānau, community organisations, volunteers and supporters.

Aroha Seniors Charitable Trust — To Serve with Aroha.

11. Policy Review

These public policies describe the principles that guide our work. ASCT will review its policies and practices as services develop and responsibilities change. The trustees should review and approve this document before it is published and whenever significant changes are made.