

Kia ora,

This confirms your appointment and provides you with some general information about Southern Cross Wellness Partners (formerly Raise).

Purpose and scope of service

Your assigned practitioner will explain the service you are being provided and any modalities, theory, techniques, or approach that will be used. Your practitioner will work with you on identifying and setting your goals. Not all goals or concerns may be able to be addressed within your service provision so the practitioner will work with you on identifying what can be addressed and providing you with a referral or referral suggestions for further support if needed. Each session usually lasts 50 minutes. If sessions are longer or shorter the reason will be explained to you, and you will need to agree with the change in the duration of the session. A change in the duration of the session may affect your session allocation.

Your Rights

As a client, you can expect to:

- be listened to and treated with respect
- have your cultural identity and needs acknowledged and supported
- feel physically and emotionally safe
- ask questions at any time, stop or leave a session at any time
- request a different practitioner
- receive clear information about your options and support
- request access to, or correction of, the personal information we hold about you

Youth (13+): Confidentiality applies in the same way as for adults unless a safety concern requires involving a parent or guardian. For youth under 16, a parent(s) and guardian(s) will need to consent to the services along with the client's consent. To learn more about your rights, visit the Health and Disability Commissioner: www.hdc.org.nz

Privacy

We collect limited personal information needed for safe care, which may include your date of birth and address. This is used to confirm your identity by linking you to your NHI number. Your NHI numbers allows our team to check your eligibility for services and supports continuity of care by acting as a unique identifier in our system. We cannot see any of your personal health information through your NHI, and this number is never shared with your organisation.

You will receive a case ID used only for invoicing and additional session requests. This protects your personal information, such as appointment dates, fees for late cancellations, and general presenting themes (e.g., "pressure/stress"). Sharing your case ID with others may inadvertently disclose sensitive information. Southern Cross Wellness Partners (SCWP) provides only aggregate, anonymised information to your organisation. Your name, contact details, presenting concerns, session content, and clinical information are never shared.

Organisations may receive high-level usage numbers (e.g., total number accessing the service). In smaller organisations or teams, there is a small possibility that someone could infer who accessed the service from overall usage numbers. To reduce this risk, we apply strict reporting safeguards, including suppressing or combining small data groups so individuals cannot be identified. No personal, clinical, or identifying information is ever shared without your consent.

For full details about how personal information is handled, please refer to our: [Raise Privacy Statement](#) and [Privacy Statement - Southern Cross Healthcare](#)

Exceptions to Privacy

Everything you share with Southern Cross Wellness Partners is confidential. However, information **may be shared without your permission** in the following situations:

- Serious or imminent risk of harm to yourself or others
- Serious concerns relating to child abuse or neglect
- When required by law (e.g., court order or lawful request)
- When emergency or protective services must be contacted to support immediate safety

Clinical Notes

Your practitioner keeps clinical notes securely in accordance with their legal and professional obligations. These notes are private, confidential, not accessible to SCWP, and never shared with your organisation. You may request your notes directly from your practitioner.

Payment

Your wellbeing service is supported by an agreed number of sessions, which may be funded by your employer or through your membership organisation. If you find that further sessions are required beyond the initially agreed upon number, your assigned practitioner will help you facilitate this process by submitting an additional session request form to SCWP. SCWP will use this form to anonymously request more sessions from your organisation or relevant approver.

Cancellation

Should you need to cancel or postpone your appointment, a minimum of 24 hours' notice is required. Appointments cancelled or postponed with less than 24 hours' notice will result in the missed appointment being included as one of your allocated sessions. If you are unwell with a respiratory infection, please let your assigned practitioner know as soon as possible to reschedule your appointment. You can request a virtual or phone appointment instead of a face-to-face appointment if you feel well enough to continue with the appointment. If your respiratory symptoms are mild and you agree with your practitioner to proceed with a face-to-face session, please wear a mask to reduce the spread of infection as appropriate.

Quality Assurance

When you come to SCWP you can be assured of receiving a professional quality service. As part of our quality assurance process, you may be sent a link to a survey via SMS or email within a month after your first session. You can decline to complete this evaluation if you wish. Alternatively, you can fill out a form at any time on our website home page under "Feedback/Evaluate your session" or by going to this link: [Feedback](#)

SCWP is committed to ensuring you receive the best service possible. If during your sessions, you are unhappy with any aspect of that service, please contact our team on 0800 SELF HELP (0800 735 343) so we can ensure your experience is at our expected level. You may also contact your practitioner's professional body or the Health and Disability Commissioner (www.hdc.org.nz). If you have concerns about how your information is handled, you may contact the Office of the Privacy Commissioner (www.privacy.org.nz).

Consent:

Your practitioner will discuss this form and gather any consent needed with you before or during your first session. Rongoā Māori practitioners may have their own form and processes in accordance with their tikanga.

Consent may be given to your practitioner verbally, or texted, however for some referrals signed consent may be preferable or needed for best practice for your practitioner. Your practitioner will discuss this with you. If you have any questions, please discuss them with your assigned practitioner or call our team on 0800 735 343.

Signed Consent:

I understand my rights and the process, and I agree to treatment/service with Southern Cross Mental Health.

Date: _____ Client or Family signature: _____

As needed for couples' or whānau session or a session with a Youth (ages 13+):

Date: _____ Client or Guardian(s) signature(s): _____

Date: _____ Youth signature: _____

I have explained the client and family rights and limits of confidentiality to the above-named client.

Date: _____ Practitioner signature: _____