

Moviera client council

moviera
AANPAK HUISELIJK GEWELD



The Moviera client council participates

"I wanted to turn a negative experience into something positive. My work on the client council lets me focus on the interests of other clients. I also learn a lot myself, making it an investment in my future!"

Moviera aims to restore long-term safety in families and relationships, reduce the risk of recurrence of violence and abuse, and promote recovery to prevent relapse.

The Moviera client council stands up for the interests of Moviera's clients. The council participates in brainstorming, discussions and decision making with regard to improvements in Moviera's services, for now and in the future.

Visit our website for more information on how to file a complaint:
www.moviera.nl/over-moviera/klachten

Do you want to participate in brainstorming, discussing and decision making?

If you are or have been a client with Moviera, you know firsthand what is well-arranged and where there is room for improvement. You may also have an idea about how those improvements can be made. You can work on that as part of the client council. You will also have the opportunity to attend courses to better understand your work for the client council.

Meeting with the director

The client council meets once every four weeks, including the director. The client council gives solicited and unsolicited advice on topics that are important to Moviera clients, including:

- Housing/maintenance
- Childcare
- Safety
- Daytime activities
- Amenities in shelters and residential facilities
- Contact between social workers
- Information provision and clients
- Hygiene
- Privacy

Contact us

If you have questions or ideas, or if you wish to participate in the client council, send an email to the client council support at clintenraadondersteuner@moviera.nl. You can also talk to one of Moviera's employees first.

By and for clients

The client council includes current and former Moviera clients. They have also been taken care of by and received support from Moviera, so they know from experience what it is like to be a client and what is important in good counselling.

The client council regularly seeks contact with Moviera clients, by visiting Moviera facilities, for example. The client council asks clients for their opinion to learn what clients think about Moviera's services.

The client council is not there to solve personal problems.