



# SERVICE DELIVERY MANUAL

## SD102 CLIENT RIGHTS POLICY

### PURPOSE

Te Rūnanga o Ngāi Tamawhariua (TRoNT) are committed to ensuring that all staff acknowledge and fully understand the rights of all people to whom they provide services.

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#### 1. SCOPE

This policy relates to the time a client and/or whānau accepts services until they are formally discharged and applies to all staff (paid or voluntary), individuals performing services on behalf of Te Rūnanga o Ngāi Tamawhariua, and clients.

#### 2. DEFINITIONS

Choice	Means a decision: <ul style="list-style-type: none"><li>• To receive services</li><li>• To refuse services</li><li>• To withdraw consent to services.</li></ul>
Code	Relates to the Code of Health and Disability Services Consumers' Rights brochure.
Consumer/Client	Means a person receiving health and/or disability services, and includes a person entitled to give consent on behalf of that person.
Discrimination	Is unlawful by virtue of Part II of the Human Rights Act 1993.

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Exploitation	Includes any abuse of a position of trust, breach of a fiduciary duty, or exercise of undue influence.
Privacy	<ul style="list-style-type: none"> <li>• Means all matters of privacy in respect of a consumer/client</li> <li>• other than matters of privacy that may be subject of a complaint under Part VII or Part VIII of the Privacy Act 2020, or</li> <li>• matters to which Part X of that Act relates.</li> </ul>
Provider	<ul style="list-style-type: none"> <li>• Means an organisation that delivers health care and/or disability services</li> <li>• Can also mean an individual working in health care and/or disability service delivering services to clients.</li> </ul>
Rights	Includes rights corresponding to the duties in the Code.
Services	Means health and/or disability service and includes health care procedures.

### 3. POLICY

#### Rights

Staff will ensure safe practice in compliance with the Health and Disability Code of Rights.

#### Te Rūnanga o Ngāi Tamawhariua Expectations

Te Rūnanga o Ngāi Tamawhariua will:

- Involve clients at all times in the development, planning and ongoing management of their care/treatment plan and support, except where it is considered that the client is at risk.
- Ensure that all staff (paid or voluntary) are properly trained to co-ordinate client support and/or care.
- Provide the Code of Health and Disability Services Consumers' Rights brochure at the initial visit.
- Advise clients of any financial interest or association which it has with any other provider of services to which clients are referred by TRoNT.

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### Clients' Expectations

Te Rūnanga o Ngāi Tamawhariua will ask clients to:

- Treat TRoNT Tamawhariua staff with respect, courtesy and consideration.
- Provide accurate and complete information to TRoNT regarding their current condition/s and to inform TRoNT of any changes in their condition(s).
- Participate in planning, evaluation and revision of their support and/or care plan.
- Notify the organisation prior to any scheduled visit if they are unable to attend, or do not wish to receive the service or want to discontinue the services of TRoNT.
- Consent to TRoNT to provide these services.

### Other Services

In cases where clients are receiving other services internally or externally, TRoNT will co-operate with such service providers to ensure the quality and continuity of care for the client. Client interests are paramount.

## 4. PERFORMANCE MEASURE

TRoNT staff ensure that client rights are paramount according to this policy.

## 5. RELATED DOCUMENTS

Legislation/ Regulations	<ul style="list-style-type: none"><li>• New Zealand Health and Disability Act 2000</li><li>• Privacy Act 2020</li><li>• Human Rights Act 1993</li><li>• Ngā Paerewa Health &amp; Disability Sector Standards 8134:2021</li></ul>
Resources	<ul style="list-style-type: none"><li>• Health and Disability Services Consumers' Rights brochure</li></ul>

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