

Service users' rights during service delivery

Policy	We provide services and support to people in a way that upholds their rights and complies with legal requirements.	
Purpose	<ul style="list-style-type: none"> To ensure that all service users at Totara Farm Trust are supported to have an understanding of their rights. To ensure that staff have the knowledge and skills to provide services in accordance with 'Consumer Rights' related legislation, the <u>Health and Disability Code of Rights</u> and the <u>UN Convention on the rights of persons with disabilities</u>. 	
Scope	<ul style="list-style-type: none"> Service users Families/whānau and other supports All staff. 	
Standards	<ul style="list-style-type: none"> <u>NZS 8134:2021 Ngā Paerewa Health and disability services standard 1.3 Aku motika i te wā e tukuna ana ngā ratonga My rights during service delivery</u> 	
Performance Indicators	<ul style="list-style-type: none"> Posters, pamphlets, and internet access to 'consumer rights' information is facilitated by Totara Farm Trust. Utilisation is reflected in the service user satisfaction surveys. Consumer rights training will be implemented according to Totara Farm Trust's learning and development strategy. Any incidents/critical incidents involving the violation of service users' rights will be addressed effectively and in a timely manner. 	
Code of Rights	<ul style="list-style-type: none"> <u>Health and Disability Code of Rights</u> <u>Audio/Video version Health and Disability Code of Rights</u> 	
Guidelines	<ul style="list-style-type: none"> <u>Te Tiriti o Waitangi</u> <u>HDC Advocacy</u> 	
Resources	<ul style="list-style-type: none"> <u>HDC Advocacy Education</u> <u>Health and Disability Commissioner</u> <u>UN Convention on the rights of persons with disabilities</u> 	
Totara Farm Trust documents	<ul style="list-style-type: none"> <u>Abuse and Neglect Identification and Response</u> <u>Advocacy and support</u> <u>Communication</u> <u>Complaints management</u> <u>Independence, privacy, dignity, and respect</u> <u>Informed consent</u> <u>Interpreter services</u> <u>Open disclosure</u> <u>Recognition of Māori values and beliefs</u> <u>Recognition of Pasifika values and beliefs</u> 	<ul style="list-style-type: none"> <u>Sexuality and relationships</u> <u>Access to services</u> <u>Service user entry</u> <u>Service delivery review</u> <u>Transfer and exit policy</u> <u>Incident reporting and critical incident management</u> <u>Orientation and induction</u> <u>Workforce development and training</u> <u>Professional conduct</u> <u>Totara Farm Trust code of conduct</u> <u>Staff levels and skills mix</u>

Service users' rights during service delivery

Service users are informed of their rights.

Service users orientation

During the referral and service entry process

Leadership Team

Service users will receive information that includes:

- Written information that includes the HDC code of rights and independent advocacy.
- Discussion about information provided.
- The audio HDC code of rights is made available to service users in their preferred language.
- The HDC code of rights is available in sign language.
- Information about access to advocates.

Ongoing provision of information

Throughout service delivery

Service users and all staff

The 'rights' are discussed with service users:

- At service entry.
- When they have made a complaint.
- During routine service delivery reviews.
- During service user meetings.
- When requested by the service user or their family/whānau/supports.

We ensure throughout these processes that service users are aware of their right to mana motuhake.

Service users' rights during service delivery

Employee Induction – All Staff

Leadership Team

Within 6 weeks of employment

- Knowledge of the Health and Disability Commissions "Code of Consumer Rights".
- Familiarisation with service user rights related policies and procedures.
- UN convention of the rights of persons with disabilities
- Knowledge about independent advocacy and how to support service users to access.

Core Training – All Staff

Property Specific Training

Training Plan

Coordinator / Service Manager

- Ongoing training in consumer rights is reflected in individual training plan.
- One on One's.
- Staff Meetings.
- Includes observation and feed-back on implementation of consumer rights when delivering services.

Ongoing monitoring

Leadership Team

We monitor that the code of rights is embedded in practice throughout:

- Reviewing Service Delivery Plans
- If complaint /critical incident investigations indicate additional support or training in consumer rights is required this will be indicated in the yearly training plan and actioned in an appropriate timeframe.
- Satisfaction surveys completed by service users.
- Any other way the need for further training/knowledge in consumer rights is identified.

Process Improvement

Leadership Team

Within one week after the need for improvement has been identified

- We identify further education and training requirements.
- We change our processes.
- We implement the solutions put forward by service users.