

Independence, privacy, dignity, and respect

Policy	We provide services and supports to people in a way that is inclusive and respects their identity and their experiences	
Purpose	To ensure that service users are treated with respect and receive services in a manner that has regard for their dignity, privacy and independence in line with the <u>Ngā Paerewa Health and disability services standard</u> , <u>Consumer Rights</u> , <u>UN Convention on the rights of persons with disabilities</u> and the <u>NZ Bill of Rights</u> .	
Scope	<ul style="list-style-type: none"> • Service users • Family/whānau and other supports • All staff • Visitors • Other providers supporting Totara Farm Trust service users 	
Standard	<ul style="list-style-type: none"> • <u>NZS 8134:2021 Ngā Paerewa Health and disability services standard 1.4 E whakauteia ana ahau</u> <u>I am treated with respect</u> 	
References		
Legislation	<ul style="list-style-type: none"> • <u>Human Rights Act 1993</u> • <u>New Zealand Bill of Rights Act 1990</u> • <u>UN Convention on the rights of persons with disabilities</u> 	
Resources	<ul style="list-style-type: none"> • <u>Challenging Stigma and Discrimination (Te Pou)</u> • <u>Changing attitudes and preventing stigma and discrimination (Te Pou)</u> • <u>Ministry of Ethnic Communities - resources</u> • <u>Real language – real hope</u> 	
Totara Farm Trust documents	<ul style="list-style-type: none"> • <u>Abuse and neglect</u> • <u>Advocacy and support</u> • <u>Communication</u> • <u>Complaints management</u> • <u>Informed consent</u> • <u>Interpreter services</u> • <u>Open disclosure</u> • <u>Recognition or Māori values and beliefs</u> • <u>Recognition of Pasifika values and beliefs</u> 	<ul style="list-style-type: none"> • <u>Service users rights during service delivery</u> • <u>Sexuality and relationships</u> • <u>Access to services</u> • <u>Planning and support</u> • <u>Service delivery review</u> • <u>Restraint minimisation</u> • <u>Medication management</u> • <u>Incident reporting and critical incident management</u>

Independence, privacy, dignity, and respect

We treat service users and their whānau with dignity and respect

Staff, other service users and any other service provider

At all times

- Totara Farm Trust will:**
- Address/naming the service user and members of the family/whānau in their preferred way.
 - Interact and communicate with the person and their family/whānau in a manner that respects their cultural, ethnic, religious, social and spiritual context.
 - Adhere to customs of the service user and their family/whānau during home visits
 - Facilitate independent interpreters as required.
 - Show by the language we use that we do not define or limit service users by their challenges, labels, or diagnoses or by a single aspect of who they are.

We provide support that is free from discrimination and coercion

Staff and any other service provider

At all times

- We do not tolerate discrimination for any reason including:**
- Ethnicity.
 - Culture.
 - Religion.
 - Gender.
 - Sexual identity or orientation.
 - Socio-economic status.
 - Disability
 - Beliefs.
 - Relationship status.
 - Social status.
 - Our demographic information will include a variety of gender options.

- We have measures in place to provide coercion-free support:**
- Open dialogue.
 - Waipiro me ngā Tarukino.
 - Mana motuhake.
 - Strengths based approach.
 - Engaging peers.
 - Self-determination and choice.

Intimacy and Sexuality

Staff and any other service provider

At all times

- Totara Farm Trust acknowledges service users have the right to intimacy and sexual expression, ensuring the relationship/contact is:**
- Consensual – both parties agree.
 - Private – not disturbing other service users or be disturbed.
 - Considerate – taking into account past experiences.
 - Safe – appropriate community resources will be utilised when required i.e. family planning or GP for advice.

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Mana motuhake

Privacy, dignity and respect informs our interactions and planning with service users

All staff

At all times

Service users will determine and participate in:

- Goal setting.
- Service delivery planning.
- Defining supports.
- Determining activities.
- Advanced directives.
- Treatment and support (as needed).

Service users will determine the supports they want to participate in support planning:

- Cultural support.
- Peer support.
- Family/Whānau.
- Welfare guardian.
- Advocate.
- Interpreter.
- Other service providers.

Service users may choose to sign off documentation as an indication of participation.

We respect service users privacy

All staff, visitors and other service providers

At all times

Privacy is ensured by the following means:

- Single bedrooms.
- No sharing of service users possessions.
- Bathrooms/toilets can be locked.
- Access to cordless phones.
- Internet access (where appropriate)
- Private space for discussions.
- Private space for visitors.
- Only visitors approved by the service user are able to visit.
- Staff/visitors/other service users will knock on doors before entering.
- Secure storage of electronic and paper records relating to service users.

Privacy is ensured during the following activities:

- Personal care such as washing, bathing, showering, toileting and dressing.
- Conversations with service users, other service providers, family, whānau, visitors.
- Treatment such as medication administration, wound care.
- Respect for the service users advanced directives.
- Praying, meditation and exercising.
- Any other activity the service user identifies.