



SERVICE DELIVERY MANUAL

SD102 CLIENT RIGHTS POLICY

PURPOSE

Pirirakau Hauora 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 Pirirakau Hauora, and clients.

2. DEFINITIONS

Choice	Means a decision: <ul style="list-style-type: none">• To receive services• To refuse services• To withdraw consent to services.
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">• Means all matters of privacy in respect of a consumer/client• other than matters of privacy that may be subject of a complaint under Part VII or Part VIII of the Privacy Act 2020, or• matters to which Part X of that Act relates.
Provider	<ul style="list-style-type: none">• Means an organisation that delivers health care and/or disability services• Can also mean an individual working in health care and/or disability service delivering services to clients.
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 as attached.



HDC Consumers
Rights online.pdf

Pirakau Hauora Expectations

Pirakau Hauora 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 Pirakau Hauora.

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Clients' Expectations

Pirirakau Hauora will ask clients to:

- Treat Pirirakau Hauora staff with respect, courtesy and consideration.
- Provide accurate and complete information to Pirirakau Hauora regarding their current condition/s and to inform Pirirakau Hauora 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 Pirirakau Hauora.
- Consent to Pirirakau Hauora to provide these services.

Other Services

In cases where clients are receiving other services internally or externally, Pirirakau Hauora 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

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

5. RELATED DOCUMENTS

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

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