

Consumer Rights Policy

Purpose

To ensure that every member receives appropriate and relevant information and access to advocacy services as appropriate.

To ensure every member receives quality services that are member focused and align with the Arvida Good Friends values and provided in accordance with consumer rights legislation.

Scope

This policy applies to all contractors, volunteers, members and their families/whānau and nominated representatives of choice.

The standard is met when

Member Information and communication

1. On agreement commencement, every member and their family/whānau/representative receives information on the Code of Health and Disability Consumers' Rights 1996 (Code of Rights) and the Nationwide Health and Disability Advocacy Service. Information and pamphlets are made available.
2. Information is provided in formats that the member and their family/whānau or representative can understand, recognising individual sensory loss or language differences and ensures appropriate and timely access to interpreter/support is made available as required. ¹
3. Every member is provided with information in a format and manner they understand regarding the nature of their medical condition, treatment options and care planning and delivery.

¹ The website www.hdc.org.nz provides the Code of Rights in Maori and other languages and with audio presentation. This can be accessed and made available to consumers as appropriate.

Interpreters are made available to facilitate effective communication, as far as is practicable.

Alternative formats will be made available depending on the members needs. This may include written language, audible tape, interpreter, braille and large print.

4. Every member is communicated with in an environment that maximises the effective exchange of information, ideas, and choices.
5. Every member is given the opportunity to be involved in the decision-making process and give informed consent based on the provision of adequate information.
6. The right of every member and/or their family/whānau of choice to receive full and frank information and open disclosure is upheld.
7. The right of every member to make their own choice, seek a second opinion and/or refuse services is respected and upheld.
8. On admission, members and their family/whānau of choice receive information on the complaints process and their right to make a complaint verbal and/or written regarding any aspect of the care and service they receive, and to expect that, where a complaint is made, this will be taken seriously, and the complaints process fully implemented.

Advocacy

9. Every member is informed of their right to an independent advocate of their choice. Management ensures appropriate access to advocacy/support is made available as required for members with impaired decision-making ability.
10. The contact details of local advocacy services are provided to members/their families/whānau/and visitors via noticeboards, information booklets and brochures accessible throughout the Village.
11. Advocates are able to visit and chat with members, their families/whānau of choice and contractors and will be provided with the information they require to enable them to carry out their role as an advocate.
12. Every members right to have an advocate/support person present if requested is upheld. If this is not possible or appropriate, management will provide member support.

Provision of Services

13. Every member receives services in a safe and timely manner that maximizes their independence and facilitates their participation and choice as partners in their care.
14. Every members right to personal privacy and dignity is upheld at all times.
15. The individual cultural values and beliefs of each member are acknowledged and respected and services are provided in a manner that takes into account their needs and choices.
16. Every members right to receive services without discrimination, coercion, harassment and sexual, financial, or other exploitation is upheld. Contractors maintain professional boundaries to ensure services are provided at all times that promote member well-being and safety.
17. The individual needs and preferences of every member are recognised, and appropriate and adequate resources are made available to meet these needs, wherever practicable.

18. Members are at no time subjected to any form of abuse and/or neglect by any person during their care.

Contractor Education

19. All contractors are provided with training and education on the Arvida Good Friend's Vision and Values and the Code of Rights with a specific focus on Arvida Good Friends' commitment to member focused quality care and the Attitude of Living Well.

20. Ongoing education in Consumer Rights is planned and implemented as part of the annual in-service education programme to ensure contractors maintain awareness and understanding.

Company commitment

21. All safety requirements in relation to environment and equipment are documented, enforced and monitored.

22. Systems and processes are established to monitor and measure member level of satisfaction and identified gaps are acted on to ensure improvement.

23. Any breach of a members rights is brought to the attention of management and is taken seriously by management to identify causative factors and prevent recurrence. Management will take the appropriate steps in line with the Complaints Policy.

Associated Documentation

Informed Consent Policy

Compliments, Concerns, Complaints Policy

Open Disclosure Policy

Cultural Safety Policy

Reference

HDSS 8134: 2008 1.1.1, 1.1.2, 1.1.3, 1.1.6, 1.1.7, 1.1.9, 1.1.11 - Consumer Rights

Consumers receive services in accordance with consumer rights legislation.

Consumers are informed of their rights.

Consumers are treated with respect and receive services in a manner that has regard for their dignity, privacy and independence.

Consumers receive culturally safe services which recognize and respect their ethnic, cultural, spiritual values and beliefs.

Service providers communicate effectively with consumers and provide an environment conducive to effective communication.

Consumers are free from any discrimination, coercion, harassment, sexual, financial or other exploitation.

Service providers recognize and facilitate the right of consumers to advocacy/support persons of their choice.

HCSS 8158:2012 1.1 Consumer Rights

Consumers receive services in accordance with their rights.