

Policy Document

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Service delivery Category

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Client-centred services

"My wishes, needs and preferences are respected and responded to."

*He aha te mea nui i te ao? He tangata he tangata he tangata.
What is most important? The people past, the people present, the people future.*

Intent

We will promote and uphold rights and support people/whānau to be self-determining.

Respect for rights will be addressed in staff training. It will reflect in our policies and procedures and in all interactions with clients/whānau. "Nothing about us (clients) without us (clients)" will guide our mahi.

Strategies will be deployed to encourage client/whānau participation in and input to organisational planning, review and improvement processes.

Responsibilities

The Missioner will ensure:

- kaimahi are made aware of and understand this policy and procedure, including any associated documents
- staff/volunteers participate in relevant training and development
- a record of rights training is kept
- people are informed of their rights in ways that meet their diverse abilities and needs (eg audio, visual, different languages)
- client records are periodically reviewed to ensure compliance with this and related policies.

Kaimahi and volunteers will:

- implement and comply with this policy

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- complete rights-based training
- honour and support the human rights of those we work with.

Requirements

Legal and human rights will be reflected and supported through our policies, procedures and practices. This includes the following rights:

- Right to be treated with respect
- As a child/rangatahi - respect for mana tamaiti including whakapapa and the whanungatanga responsibilities of whānau
- Right to freedom from discrimination, coercion, harassment, and exploitation
- Right to dignity and independence
- Right as tangata whenua to rangatiratanga and to exercise mana Motuhake
- Right to services of an appropriate standard
- Right to effective communication
- Right to make an informed choice and give informed consent
- Right to support and advocacy
- Rights in respect of teaching or research
- Right to participate - "Nothing about Us without Us"
- Right to give feedback and make a complaint.

Kaimahi will take all due care to communicate in ways that are understandable to those they are talking to. They will not make assumptions about literacy, culture etc.

Tangata Whaiora will not be involved in research or teaching without their knowledge and consent.

Tangata Whaiora will be supported to self-advocate and to access informal and formal support options if needed.

Training

Kaimahi training will, when relevant to roles, include:

- legal and human rights relevant to our mahi with people/whānau
- rights of Māori under Te Tiriti o Waitangi
- where practicable, relevant international human rights instruments (eg UNCRPD; UNCROC)
- communicating about rights in ways that are appropriate to a person's age, culture and abilities
- privacy rights and processes
- conflict of rights
- for health and disability services - rights in the Code of Health and Disability Services Consumers' Rights 1996
- advocacy and support options in the local community.

Information and support

People will be informed when they engage with Anglican Action about their rights and about what to do if their rights are breached. The Feedback and Complaints policy/processes will apply.

Health and disability services will ensure Tangata Whaiora are informed of their rights in the Code of Health and Disability Services Consumers' Rights 1996.

Tamariki care services will ensure tamariki/rangatahi are informed about their rights under the National Care Standards (Statement of Rights, Schedule 2)

Clients/whānau will be supported to exercise their rights either directly or through referral to another agency or advocate (eg National Health and Disability Advocacy Service; VOYCE-Whakarongo Mai.)

Feedback

Anglican Action welcomes suggestions about how we can do things better.

We will provide ways for Tangata Whaiora/whānau to offer suggestions, provide feedback and contribute to decisions that affect them.

Participation

Anglican Action will encourage broad-based participation in the organisation. When applicable, we will:

- allow time for Tangata Whaiora/whānau to have proper and considered input to decisions and plans

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- encourage the involvement of whānau/support people in decisions and processes
- support/tautoko Tangata Whaiora representation and input to governance and other areas
- carry out periodic client surveys
- use interpreters; Plain English when communicating; disability supports; accessible venues and resources
- give clear guidance for client advisory roles and groups (eg by setting Terms of Reference)
- ensure we convey how we value lived experience
- consider and respond to the feedback we receive.

Conflicting rights

When conflicting rights and interests arise for those we are working with and supporting, we will:

- be guided by the law, relevant tikanga/cultural protocols, our policies and practice framework
- prioritise the best interests and wellbeing of a child/rangatahi actually or potentially affected
- safeguard the rights of any actual or potential victim(s)
- support people to make their own choices and decisions:
 - ensure they have access to the information they need to make a decision
 - support them to access external advocacy and advice as appropriate
 - support them to identify and resolve the conflict with the other person where appropriate.

Record

A record will be kept of:

- kaimahi training events including record of attendance
- client/whānau feedback and input we receive
- organisational responses to feedback
- any information, advice etc we provide.

Compliance

Social Sector Accreditation Standards Level 2, Client-centred services 1.0, 4.0; Client services and programmes 2.1, 3.0, Community wellbeing 4.0

Social Sector Accreditation Standards Level 3 & 4, Client-centred services 1.0

NZS 8134: 2021 Service Management Criteria 2.3; 1.1-1.7

Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996

NZ Hospice Paerewa 7: Te ahurea o te tari/Standard 7: Culture of the organisation 7.2; Standard 3: Providing the care 3.5, 3.7; Standard 1: Assessment of needs 1.1-1.2

Helpful links

[Please visit this policy on our policy to view these links.](#)

Te Tiriti o Waitangi

United Nations Convention on the Rights of the Child

United Nations Convention on the Rights of Disabled Persons

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Review

Date: July 2023

Next review: by June 2025