|  |  |
| --- | --- |
| **Purpose** | To ensure that staff have the knowledge and skills to provide services in accordance with ‘Consumer Rights’ related legislation. |
| **Scope** | All name of service persons that are involved in providing services to persons using the service. |
| **Performance Indicators** | Consumer rights training will be implemented according to the services training plan.Any adverse events involving the violation of client rights will be addressed effectively.  |

name of service **service users** **receive services in accordance with consumer rights legislation.**

**Processes:**

**Employee Induction – All Staff**

**Within 6 weeks of employment**

**Team leader/manager**

* Familiarisation with service users rights related policies and procedures.
* Knowledge of the [Health and Disability Commissions ‘Code of Consumer Rights’](http://www.hdc.org.nz/utilities/your-rights).
* Knowledge about [independent advocacy](http://advocacy.hdc.org.nz/resources/advocacy-guidelines).

**Workforce Development and Training – All Staff**

**Specific Training**

**Yearly training plan/ongoing monitoring**

**Team leader/manager**

* If complaint/adverse event investigations indicate additional support or training in consumers rights is required this will be included in the yearly training plan.
* Any other way the need for further training/knowledge in consumer rights is identified.
* Ongoing training in consumer rights occurs as reflected in individual staff’s training plan.

**Supervision/peer review –**

**Review of service delivery**

**Supervisor/supervisee/peers**

* If service user’s satisfaction surveys indicate consumer rights are not consistently implemented.
* Includes observation and feed-back on implementation of consumers rights when delivering services

|  |  |
| --- | --- |
| **Purpose** | To ensure that service users at name of service are supported to have an understanding of their rights. |
| **Scope** | All name of service service users and their families/whānau and other supports. |
| **Performance Indicators** | Posters, pamphlets and internet access to’ Consumer Rights’ information are facilitated by name of service and utilisation is reflected in the service users satisfaction surveys.  |

**Service users are informed of their rights.**

**Processes:**

**Service user orientation/induction**

**During the service entry processes**



**First contact staff**

* Service users will receive written information that includes [‘Consumers’ Rights’](http://www.hdc.org.nz/) and ‘[Independent Advocacy’](http://advocacy.hdc.org.nz/).
* The information is discussed with the service user.
* The [audio ‘Health and Disability Commission, Code of Consumer Rights’](http://www.hdc.org.nz/the-act--code/the-code-of-rights/listen-to-your-rights-in-different-languages) is made available to service users in their preferred language
* The ‘Code’ is made available in [sign language](http://www.hdc.org.nz/media/183885/nzsl%20code.pdf).
* Provide advocacy information for specific needs.
* Provide access to [advocates](http://advocacy.hdc.org.nz/find-an-advocate.aspx).

**Ongoing Provision of Information**



**Throughout service delivery**

**Service users and staff**

The ‘rights’ are discussed with service users when:

* They have made a complaint.
* Service delivery is reviewed.
* Treatment options are discussed.
* During service users meetings.
* When requested by the service user or their family/whānau/supports.
* Some service users will have access to a computer and the internet including information on ‘[Consumers’ Rights’](http://www.hdc.org.nz/publications) and on

 [Health Advocacy Services](http://advocacy.hdc.org.nz/) .

**Consultation**

|  |  |
| --- | --- |
| Group/Role | Date |
|  |  |
|  |  |
|  |  |
|  |  |