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| --- | --- |
| **Purpose** | The processes described seek to ensure that name of service will communicate effectively with service users and provide an environment conducive to effective communication. |
| **Scope** | All name of service service providers/staff. |

**Communication with service users and their families/whānau**

**All staff – all services**

j0440504

Display a poster identifying the persons responsible for:

* + Health and Safety
  + Complaints Management
  + Privacy
  + Harassment
  + Quality
  + Service Management
  + Clinical Matters
  + Emergency/fire

The name and role of each staff member is communicated to each service user and their family/whānau supports.



Meeting times are communicated to service users and their families in advance to provide opportunities for participation. 

Interpreters are made available.

# Consultation

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| Group/Role | Date |
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