

Code of Care & Clients Rights

Client Responsibilities

In accordance with its mission of:
“Supporting People through Quality Care”,
Presbyterian Support South Canterbury seeks
the co-operation of clients, residents, their
families and other significant persons in:

- Respecting the rights of others including the right to hold differing beliefs.
- Refraining from physical, sexual, emotional or verbal harassment or abuse of others: Presbyterian Support South Canterbury is committed to the safety of its clients, residents, employees, volunteers and contractors and any harassing or abusive behaviour occurring within the context of any of its operations will be regarded as a breach of trust, and legal or administrative remedies will be pursued where such breach of trust can be established.
- Maintaining confidentiality regarding personal information relating to other persons which is in any way obtained through association with services provided and acknowledging the privacy of others.
- Acceding to all reasonable requests of employees, volunteers or contractors within the context of the delivery of any supportive, therapeutic, educational, administrative or domestic service and maintaining any appointments or paying any fees agreed.
- Informing employees, volunteers or contractors of any change of circumstances which may affect the method, scope or timing of the delivery or provision of any form of service or care.
- Treating with respect the property, facilities and possessions of PSSC and other clients or residents and not deliberately destroying, misappropriating or damaging any such property, facilities or possessions. All individuals are expected to treat the property, facilities and possessions of other residents and clients with respect and will not deliberately damage, misappropriate or destroy any such items within such property, facilities or possessions.



Presbyterian Support South Canterbury

Presbyterian Support
12 Park Lane, Timaru 7910
(PO Box 278, Timaru 7940)

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www.pssc.org.nz



Family Works
26 North Street, Timaru
7910

03 688 5029
familyworks@pssc.co.nz
www.pssc.org.nz/family-works/



Presbyterian Support South Canterbury





Code of Care & Client Rights

In accordance with its mission of “*Supporting People Through Quality Care*”, Presbyterian Support South Canterbury, in all its dealings, relationships and services will:

- Treat all people fairly, recognising the value and dignity of every human being irrespective of age, sex, sexual orientation, ethnic or national origin, disability, employment, marital, family or social status, religion, political or ethical opinions and beliefs.
- Provide information and explanation and any access to advocates or interpreters that may be necessary to encourage full participation in decision making regarding care, therapy, or education in relation to any of its activities, programmes or services, so that free and informed consent or refusal by users or potential users may be given.
- Respect the rights of individuals and their families and supporters, whether clients, employees or volunteers to confidentiality and to the privacy of personal information and make no unauthorised disclosure of any personal information whatsoever. Offer support, counsel and encouragement should this be necessary, to members of families, whānau and friends to manage, trauma or adjustments when those persons who are significant to them become clients or residents of any service provided by Presbyterian Support.
- Ensure that Presbyterian Support’s service providers, whether employees, volunteers or contractors, are properly equipped for the performance of their professional or administrative duties and seek the informed consent of clients whenever students or trainees are to be deployed within a caring or therapeutic relationship.
- Develop, maintain and provide services which meet contemporary standards of quality that are physically and psychologically safe, easy to access and take into account the needs of the persons with disabilities.
- Encourage users of services to provide feedback on and evaluation of services received and consider seriously the comments of service users in seeking to improve, upgrade, develop or modify any service to meet actual or potential needs.
- Take all reasonable steps to ensure compliance with the Health & Disability Commissioner (Code of Health & Disability Services Consumers’ Rights) Regulations 1996 including recognition of every client’s right to freedom from discrimination, coercion, harassment and exploitation and to services of a high standard which minimise harm and optimise the quality of life.
- Treat seriously, investigate and seek to resolve all complaints about standards of care or service with special regard to any breach of client rights by employees, volunteers or contractors or failure to uphold such rights. Where any complaint is not immediately resolvable by the persons directly concerned, the formal complaint must be referred to the Manager of the relevant service/rest home within three working days and a thorough and fair investigation will be conducted. All practical steps will be taken to resolve the issue confidentially, promptly and impartially. Complainants will be advised of the outcome of any such investigation. A full copy of the complaints procedure will be displayed in each service base or rest home. The Code of Care is available in Te Reo Māori.



Presbyterian Support
South Canterbury