

Your Code of Rights

As a user of Hospice Whanganui you are entitled by law, to the following rights:

✘ The right to be treated with respect

This right covers your right to privacy; and the requirement that our service takes into account the needs, values and beliefs of your culture, religion, social and ethnic group. There is more about your privacy rights later in this pamphlet.

✘ The right to freedom from discrimination, coercion, harassment and exploitation

Every user of our service has the right to expect they will not suffer the above abuses, in any form.

✘ The right to dignity and independence

You have the right to expect that our services will respect your dignity and independence.

✘ The right to services of an appropriate standard

You can expect that our services will be provided with reasonable care and skill; that they comply with legal, professional, ethical and other relevant standards, that they are consistent with your needs; that our services minimise potential harm to you and optimise your quality of life; and

that we will co-operate with other services to ensure the quality and continuity of service.

✘ The right to effective communication

You have the right to expect that we will communicate with you in a form, language and manner that you understand. Where necessary, practicable and reasonable, this includes the right to an interpreter.

✘ The right to be fully informed

You have the right to expect an explanation of your condition; the options available to you including the relative risks, side effects and benefits of any proposed action and the time frames within which services will be provided. You also have the right to expect that before consent is given, you are given all the information you might require for that consent to be informed and that you receive honest answers to your questions. This may include a written summary of the information if you request it.

✘ The right to make an informed choice and give informed consent

Under most circumstances, we may only provide services to you where your options have been clearly explained; you understand them and give what is called "informed consent". Usually this consent will be in writing.

✘ The right to support

You have the right to one or more people of your choice present when any of our services are delivered, except where safety of another person's rights might be affected.

✘ The right to expect this code to apply to teaching or research situations

All your rights as outlined above must apply if you agree to participate in any educational or research programme.

✘ The right to complain

You have the right to complain about any service you receive from us. This pamphlet outlines that process and to whom you can go about your complaints.

It is impossible to cover every detail of your rights in a pamphlet of this size. If you require any further information, please ask and we will make this information available to you.

More information concerning your rights to privacy

In order to assist you to the best of our ability, we will need to collect from you and record personal information. This information will be kept securely on your personal file, access to which is restricted to the team providing our services.

No protected information given to us by you will be divulged to any other person or organisation without your first having given us permission, usually in writing. The exception is where we believe in good faith there is a threat to your safety or that of the public.

You have the right to read your personal file and insist that the information contained in it is accurate. Where it is inaccurate, we must correct it. Where there is disagreement about whether it is correct or not, your opinion must be noted on the file. You have the right not to disclose and information. However, as a consequence, our ability to assist you as we might wish could be affected.

The Complaints Process

Where you are dissatisfied with any aspect of our service, or believe we are not acting in accordance with the law, you are entitled to make a complaint. The steps you might which to make are contacting any one of these listed below:

- You may make your complaint to the Chief Executive Officer (CEO), Hospice Whanganui, either by telephone, in person or in writing. The address is:
Hospice Whanganui
Kowhainui Drive
78 Virginia Road
PO Box 4284
Wanganui 4540 (06) 349 0080
- The Chairman of the Board of Hospice Whanganui, whose address or phone number will be made available to you by the CEO.
- The Advocacy Network
P O Box 782
Wanganui 4540 Phone (06) 348 0074
- The Health and Disability Commissioner
PO Box 12299
Wellington 6144 Phone (04) 495 6669

Where a complaint is made to our CEO you can expect:

- Your complaint to be acknowledged within five working days.
- That our actions concerning your complaint are documented.
- That you are given all relevant information concerning the complaint.
- To receive within ten working days advice as to whether we accept the complaint, or if you are dissatisfied, what your next step should then be.



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- **Your Rights**
- **Privacy**
- **Informed Consent**
- **Complaints Process**

Hospice Whanganui
Kowhainui Drive, 78 Virginia Road, Wanganui 4540
PO Box 4284 Phone 349 0080
www.hospicewhanganui.org.nz
Email: admin@hospicewhanganui.org.nz