

## Client-centred services

The organisation treats people with respect and delivers services in a manner that has regard for their dignity, privacy and independence.

### 1. The organisation promotes client-centred practice as central to its service development and delivery.

#### 1.1 The organisation involves its clients and stakeholders in planning, implementation, and evaluation at all levels of the service to ensure services are current and responsive.

##### Guidance:

Evidence may include:

- policies and procedures relating to client participation in service development and review
- policies that support the rights of clients; for example, unimpeded access to personal items
- recognition of clients' views in governance and strategic planning
- client participation in organisational decision-making, such as recruitment or through sub-committee activities
- client participation in targeted evaluations and continuous improvement activities
- client engagement in planning and programming decisions
- choice of activities, programmes or individual package options, such as choice of key worker and development of personal goals
- training, education and staff development
- programme responsiveness to needs and trends of clients
- family/whānau engagement in the above processes, where applicable.

### 2. The organisation provides services that are accessible to people with disability.

##### Guidance:

Evidence may include:

- an accessible, barrier-free physical environment
- processes in place to facilitate access
- access to interpreters or tools to meet people's communication needs
- provision of client-accessible information; for example, using plain English, pictures or Braille
- appropriate supporting policies.

### 3. The organisation provides services that are free from any discrimination, coercion, harassment, and sexual, financial or other exploitation.

##### Guidance:

Evidence may include:

- references in policies and procedures, such as organisational values, code of conduct and anti-bullying
- staff training and development
- promotional and awareness-raising material

- diversity of staff and clients
- policies do not impede the rights of clients; for example, internet usage policies or agreements for services
- assessment of, and support for, clients' spiritual and cultural needs, such as supporting a client to attend their choice of church or marae.

If the organisation handles clients' money, policies and processes will ensure this is managed appropriately and ethically.

Evidence may include:

- clear and transparent financial systems to account for each client's money
- cash is appropriately receipted, stored and accounted for
- cheque books or cash flow cards are appropriately receipted, stored and all use is accounted for
- PINs are stored securely
- clients have choice of purchasing options.

Where the organisation places client money into a bank account in the organisation's name, it:

- makes all deposits into a trust account specifically established for the purpose
- accounts in writing for all money deposited into or withdrawn from the trust account
- clearly identifies funds belonging to each client within the accounting system
- has the trust account audited annually by an independent person with suitable qualifications for the role
- has processes in place to ensure all clients can receive full details of funds held on their behalf at any time, including deposits, withdrawals and the current balance of funds.

#### **4. The organisation recognises and facilitates the right of people to advocacy and/or support persons of their choice.**

**Guidance:**

Evidence may include:

- clients being informed of their rights
- links to advocacy groups
- links to available legal representation, such as counsel for child or youth advocates
- references in policy and procedures such as disciplinary processes
- staff training.