



Service Delivery Policy

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Purpose

To set out the objectives and accountabilities for delivering services to tangata whaiora (client) within Presbyterian Support Upper South Island (PSUSI).

Scope

This policy applies to all levels of PSUSI employees, contractors, volunteers and students on placement.

Policy

1.0 Service Delivery

The business plan forms the basis for all service delivery planning, budget objectives and ongoing improvement. This is reviewed annually.

2.0 Referral to services

PSUSI aims to provide services tailored to meet the individual needs of tangata whaiora in a timely manner. This includes face to face engagement as well as via zoom meetings or [Telehealth](#).

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- 2.1 During the referral process or even after commencement of service delivery, it may be identified that the tangata whaiora may benefit from input from additional services (either internally or externally or both).
- 2.2 When identified, tangata whaiora should be provided with relevant information on the additional service being considered, including information regarding the referral process and likely timeframe involved.
- 2.3 Informed consent must be obtained from the tangata whaiora during the initial engagement.
- 2.4 Where the referral results in the tangata whaiora receiving support from more than one service, links will be maintained between the services through effective and regular communication, aiming for positive outcomes for the tangata whaiora.
- 2.5 Outcomes/decisions of multi-disciplinary meetings will be communicated to tangata whaiora, staff and external agencies as appropriate.
- 2.6 During the referral process and depending on the referral action (acceptance, waitlist, decline), the tangata whaiora and or referrer will receive an email / letter clarifying the outcome.

3.0 Service User Rights

- 3.1 PSUSI policies are supplemented by the [Health and Disability Code of Rights](#) which outlines consumer rights when receiving a health and disability service.
- 3.2 The rights are:
 - The right to be treated with respect
 - The right to freedom from discrimination, coercion, harassment, and exploitation
 - The right to dignity and independence
 - The right to services of an appropriate standard
 - The right to effective communication
 - The right to be fully informed
 - The right to make an informed choice and give informed consent
 - The right to support
 - Rights in respect of teaching or research
 - The right to complain

4.0 Information

- 4.1 Information related to service delivery and tangata whaiora rights will be available in different formats and languages as required and if available.
- 4.2 Tangata whaiora will be made aware of the [Health and Disability Code of Rights](#) upon entry to services.
- 4.3 Service specific information will also be provided upon entry to the services.

5.0 Advocacy

- 5.1 Prior to the onset of service all tangata whaiora will be advised of the right to have an advocate/support person present during service delivery.
- 5.2 Tangata whaiora will be supported to contact the advocacy service for free and independent advice. Phone 0800 555 050.

6.0 Interpretation services

- 6.1 Tangata whaiora for whom English is not their first language will be offered an interpreter (subject to availability). This also includes sign language interpretation.
- 6.2 Wherever possible trained interpreters will be used to ensure accuracy, neutrality and confidentiality is maintained.
- 6.3 Using family members as interpreters should be avoided as they often take on an advocacy role and the tangata whaiora may also not be happy to disclose all information.
- 6.4 [Interpreting NZ](#)
- 6.5 [Relay service](#) for hearing impaired

7.0 Meeting tangata whaiora cultural and spiritual needs

- 7.1 **Arohatanga:** PSUSI accepts and is supportive of the fact that everyone has their own Wairuatanga/beliefs and Kaupapa/practices. Tangata whaiora have a right to practice what they believe in, and they have the right to be respected by others no matter where they came from or how they represent themselves.
- 7.2 **Tikanga/culture:** In terms of our day-to-day engagement with Māori and non-Māori, PSUSI support the ongoing learning via Te Huarahi Whakamanatanga by adapting our own practice to include:
 - Seek to empower tangata whaiora.
 - Recognising the different values and beliefs of every individual.
 - Demonstrating PSUSI's values in daily practice.
 - Valuing and enabling diversity and equality.
- 7.3 Respecting the wairuatanga of tangata whaiora is an important part of establishing an effective relationship. Not understanding that these beliefs and/or values are important to the tangata whaiora can undermine the tangata whaiora ability to trust you. PSUSI's kaimana korowai (values/ways of working) provide guidance for staff working with tangata whaiora whether Māori or non-Māori.

8.0 Telehealth

Where service is provided via Telehealth (e.g. ACC sensitive claims services) the relevant staff and/or contractor will have a clear understanding of how to deliver service via telehealth. Managers and team leaders will ensure compliance with [ACC8331 Telehealth Guidelines](#) is maintained and ongoing training provided.

9.0 Links with other providers

- 9.1 This includes General Practitioners, medical centres, hospitals, allied health services, ACC, other health services as well as other social services including those provided by PSUSI.

- 9.2 Tangata whaiora will be provided with information regarding other relevant services at their initial assessment and if the need arises, during service delivery.
- 9.3 Any contact with other providers or support groups will be documented in tangata whaiora notes.

10.0 Family involvement and community resources

- 10.1 PSUSI will endeavour to involve family/whanau whenever requested by the tangata whaiora and when an advocate is required.
- 10.2 A list of community support groups is available from each service centre.

11.0 Requesting a new staff member or provider

- 11.1 Should a tangata whaiora request a change of staff member or service provider they will be supported to do so without the quality of their service being affected.
- 11.2 The tangata whaiora will be informed of their right to have an advocate present.
- 11.3 The Manager/Coordinator will speak with the tangata whaiora regarding any concerns and wherever possible will work with the tangata whaiora and staff member to resolve any issues.
- 11.4 Tangata whaiora will be advised of their right to change and also their right to lodge a formal complaint.
- 11.5 Tangata whaiora will be informed if another staff member is not available or if another provider is not available to deliver a similar service.
- 11.6 Where appropriate service will be continuous until any change occurs.
- 11.7 All details are noted in the tangata whaiora file.
- 11.8 Any training issues will be addressed with the staff member.

12.0 Change of staff member

- 12.1 Should a staff member no longer be available to provide service to a tangata whaiora (e.g. staff resignation) the tangata whaiora will be offered continuation of service via another staff member.
- 12.2 Wherever possible the current staff member will introduce the tangata whaiora to their new worker.
- 12.3 If a replacement worker is not available, the tangata whaiora will be informed and supported to access service through another provider.
- 12.4 Regarding the delivery of the ISSC service, if the usual Provider is not available/or services cannot be delivered, PSUSI will arrange alternative services as part of contingency planning for the tangata whaiora safety; this may include referring tangata whaiora to another Supplier who can respond to the needs of the tangata whaiora."

13.0 Decline of service

- 13.1 PSUSI will endeavour to provide a service within its usual range of service types, providing skills and staff are available.

- 13.2 In situations where appropriate skills and staff are not available, the referrer and tangata whaiora will be advised and efforts made to assist them to identify suitable alternatives.
- 13.3 Records detailing the reason service was declined will be kept. E.g. if tangata whaiora unsuitable for a specific service.

14.0 Informed choice and informed consent

- 14.1 PSUSI will ensure tangata whaiora are given all relevant information about the service they will receive, their rights before service delivery commences and that they are able to give informed consent appropriate to their age and level of understanding.
- 14.2 PSUSI will comply with the Code of Health And Disability Services Consumers Act (1996) the Children's Act (2014) and other relevant legislation.
- 14.3 Any records kept about tangata whaiora will be done so with their full knowledge and will be available to them in accordance with privacy legislation. See Privacy Policy
- 14.4 The tangata whaiora or the tangata whaiora advocate must give their permission before any staff member can make a decision on behalf of any tangata whaiora.
- 14.5 All referrals for any service must be done with the tangata whaiora consent.
- 14.6 Staff are to consult their manager/coordinator if they feel a tangata whaiora needs additional help e.g. from their family or GP, and the tangata whaiora declines this help.
- 14.7 Tangata whaiora are considered competent unless lack of competency has been identified or they are underage, in which case a guardian will have been identified, and staff should contact this person.
- Where services are provided for children or young people, decisions on whether informed consent is obtained from the child/young person or their parent/caregivers will take into consideration the age and level of understanding of the child/young person.
 - In general terms young people 14 years and over can make an informed choice and give informed consent to access services.
 - Children aged between 12 and 14 years will generally be able to make an informed choice and give informed consent.
 - Children under the age of 12 years should give informed consent to the extent they are able and, in most cases, parental agreement should also be obtained.
 - Parental agreement may be verbal but must be documented in case notes.
- 14.8 Where children and young people are participating in a group programme on school premises as part of the school's overall programme, specific consent for individual children and young people does not need to be obtained by PSUSI. This is because the school is legally able to involve children and young people in activity sanctioned by the school.

- 14.9 Where a tangata whaiora is required to sign any documentation but is unable to do so, their family/Whānau or advocate must be informed.
- 14.10 In all instances of any staff member conducting research, publicity and/or marketing involving tangata whaiora, [a consent form](#) must be approved by PSUSI and signed by the tangata whaiora or tangata whaiora advocate. Involvement Of Tangata whaiora For Publicity Purposes .
- 14.11 Staff will be provided with regular education on informed consent issues.

15.0 Promoting independence

- 15.1 PSUSI encourages and supports tangata whaiora to maintain their independence as much as is practicable for the services being provided.
- 15.2 Tangata whaiora are given all relevant information about the service they are accessing so they can make informed choices.
- 15.3 Tangata whaiora are involved in the entire process from initial assessment through to delivery of the service and exit from the service.
- 15.4 Service plans and agreements are created in full consultation with the tangata whaiora to ensure their choices and desires are included.