



Code of Residents' Rights and Responsibilities

This Code of Residents' Rights and Responsibilities has been prepared to provide you with guidance on the values that are respected by New Zealand Aged Care Association. The Code of Health and Disability Services Consumers' Rights sets out your legally enforceable rights as a consumer of health and disability services.

You have a right to:

- Personal and health care according to your need.
- Be treated as an individual and with dignity and respect.
- View a copy of the Code of Health and Disability Services Consumers' Rights.
- Privacy when, for example, attending to hygiene, making and receiving telephone calls, receiving mail, receiving visitors, and holding personal conversations with staff, residents and visitors.
- Treat the facility as your home and to regard yourself as a member of a family consisting of other residents and staff.
- Expect that your safety will be catered for in and around the facility.
- Choose and maintain contact with individuals and groups from the community through visitors to the home and outings.
- Be consulted about all matters affecting you.
- Be asked to choose from a range of activities both in the facility and in the community.
- Socialise with whomever you choose, whenever you choose.
- Be addressed by your preferred name.
- Maintain your personal independence.
- Ensure that your possessions are not shared without permission.
- Confidentiality of any records staff may keep.
- Control over all personal matters regarding your own possessions and clothes, financial matters, and when you sleep.
- Be involved in decision-making about activities of daily life and have information provided in a format best suited to your needs so informed consent is assured.
- Intimacy and sexuality as long as the personal rights of others are maintained.
- Continue with cultural and religious practices and value systems which have determined your life in the past.
- Vote and participate in jury service should you be required. Our staff will assist you at these times to ensure that you make informed choices.
- Complain about anything that upsets you and if necessary have an independent person to advocate on your behalf.
- Participate in setting any house rules.

You have a responsibility to:

- Treat fellow residents as members of your family.
- Remember that other residents have the same rights as you.
- Treat staff as individuals and with dignity and respect.
- Assist staff in looking after your health.
- Inform staff when you are leaving the home, who will be with you and when you plan to return.
- Treat the facility with care and respect.
- Keep any financial matters current.
- Adhere to any house rules.

Consumer Rights

The Code of Health and Disability Services Consumers' Rights is a regulation under the Health and Disability Commissioner Act which outlines the rights of consumers of health care and the duties of providers.

Under the Health and Disability Services Code, the resident has the right to:

1. Be treated with respect.
2. Freedom from discrimination, coercion, harassment and exploitation.
3. Dignity and independence.
4. Services of an appropriate standard.
5. Effective communication.
6. Be fully informed.
7. Make an informed choice and give informed consent.
8. Support.
9. Respect with regard to teaching or research.
10. Complain.

The nationwide Health and Disability Advocacy Service (0800 555 050) is available to assist consumers in resolving complaints that arise under the Code of Health and Disability Services Consumers' Rights.