

# Course Information Sheet

## Code of Rights

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| <b>Course Code</b>              | AOC17024RNZ  | <b>Course Series</b> | Rights and Responsibilities |
| <b>Learning Pathway</b>         | Fundamental  |                      |                             |
| <b>Course Description</b>       | <p>People who use a health or disability service are protected by the Code of Rights. This course explains the Code and outlines the obligations and duties that organisations are required to adhere to.</p> <p>Filmed in New Zealand, this course provides an example of each of the 10 rights. It shows how each right applies to consumers using a health or disability service in New Zealand, and the obligations and duties of service providers to comply with the Code.</p> |                      |                             |
| <b>Subjects covered include</b> | Code of Health and Disability Services Consumers' Rights — Health & Disability Commissioner — Advocacy — Health and Disability Services — Complaints Process   |                      |                             |
| <b>Target Audience</b>          | All Staff  |                      |                             |

### Learning Outcomes

After viewing this course, participants should be able to:

- Identify the 10 Rights that make up the Code of Rights
- Recognise the role of the organisation in complying with the Code of Rights

### Did You Know?

- The Code of Health and Disability Services Consumers' Rights applies to all health and disability providers (including hospitals and disability institutions) who are providing health and disability services to consumers. This applies regardless of whether those services are paid for or not.
- Every service provider is subject to the duties in the Code and must ensure that consumers are informed about their rights and enabled to exercise their rights.

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## Subject Matter Expert

**Rhonda Sherriff** is a registered nurse who is the co-Owner of Chatswood Rest Home and Retirement Village in Canterbury. She also oversees it operationally on a part-time basis. Rhonda has worked in the sector for over 25 years in quality coordination, management and operational management roles. She is also the New Zealand Aged Care Association's Clinical Advisor. Rhonda has a strong interest in aged care and the welfare of residents and staff. She has been involved at local levels on committees endeavouring to improve the industry's profile and looking at unique ways of improving the base workforce.

## Key Definitions

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| Code of Health and Disability Services Consumers' Rights | <p>The Code of Health and Disability Services Consumers' Rights (the Code) establishes the rights of consumers, and the obligations and duties of providers to comply with the Code. It is a regulation under the Health and Disability Commissioner Act [1994].</p> <p>The Code has 10 rights:</p> <ol style="list-style-type: none"> <li>1. The right to be treated with respect.</li> <li>2. The right to freedom from discrimination, coercion, harassment, and exploitation.</li> <li>3. The right to dignity and independence.</li> <li>4. The right to services of an appropriate standard.</li> <li>5. The right to effective communication.</li> <li>6. The right to be fully informed.</li> <li>7. The right to make an informed choice and give informed consent.</li> <li>8. The right to support.</li> <li>9. Rights in respect of teaching or research.</li> <li>10. The right to complain.</li> </ol> |
| Health and Disability Commissioner                       | <p>The purpose of the Health and Disability Commissioner is to promote and protect the rights of consumers as set out in the Code of Health and Disability Services Consumers' Rights. This includes resolving complaints in a fair, timely and effective way.</p>   |

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## Resources to Support Your Learning

The Code and your rights

<https://www.hdc.org.nz/your-rights/the-code-and-your-rights/>

Health & Disability Commissioner

<https://www.hdc.org.nz/about-us/>

Nationwide Health & Disability Advocacy Service

<https://www.advocacy.org.nz/>

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## Active Learning Hours

This course and the accompanying assessment may require up to three hours of active learning. It is the learner's responsibility to calculate how many hours of active learning have taken place. The course viewed must be relevant to the care worker or nurse's context of practice for it to be considered continuing professional development. Certificates are available from your coordinator.

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