

## Client Engagement

### 1. INTRODUCTION

The purpose of this policy is to ensure that Ngati Whatua Tikanga will be preeminent in all interactions with clients and that potential clients of the Runanga have their requests acknowledged and the type of service they can expect to receive as a client of the Runanga described for them at first contact.

### 2. POLICY

- 2.1 As the service provided by the Employer is optional for the client, all clients will be given the option of choosing to have the service provided by the Employer.
- 2.2 Where a potential client is given the option to choose, this must be an informed choice and therefore the Employee who has first contact with the potential client will ensure that is aware of:
- a The fact that the service will adhere to the principles of the Tikanga of Ngati Whatua.
  - b Their right to refuse service from the Employer
  - c The fact that the Employer will wherever possible endeavour to match the clients stated cultural preference with and Employee with the same or similar stated cultural preference.
  - d That where this is not possible the Employee will ensure that the client clearly understands that whoever is allocated to work with the client will;
    - i ensure that they make all reasonable attempts to understand the clients cultural norms;
    - ii behave in a manner designed to respect those norms; and
    - iii failing this being so, the client can choose to no longer receive the service from the Employer.
- 2.3 At no time in respecting the clients cultural norms will the Employee compromise the Employer's position that the interests of the client are to be paramount.
- 2.4 All referrals, including those received by telephone and electronically, must be recorded on the appropriate form by the person receiving the referral/s, at the time the request is received.
- 2.5 The person completing the referral form will place the completed form in the filing system within 24 hours of receiving the referral.
- 2.6 The Practice/Team Leaders will review all referrals to ensure criteria for entry are met.
- 2.7 Where the criteria for entry are met the Practice/Team Leaders will allocate the referral to the appropriate Employee within 24 hours of receiving the referral.

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**Responsibility for Procedure:**

Managers

**Approving Authority:**

Chief Executive

**Reference:**

Operations

2.8 For all referrals (both internal, external) these will be acknowledged the referral and forward to the referrer. A copy of this will be placed in the.

2.9 Where the service is declined by either party a reason will be provided, and documented, and wherever possible alternative options suggested.

**3. RESPONSIBILITY**

3.1 Employees are responsible for following this policy.

3.2 Managers are responsible for ensuring this policy is followed

**4. COMPLIANCE**

4.1 Any established breach of this policy may constitute serious misconduct and will be dealt with in accordance with the Employer's Policy on Discipline and Dismissal Procedures for Serious Misconduct.

**5. REFERENCES**

5.1 The Code of Health and Disability Services Consumers' Rights

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