

## Caregivers Commitment

In accordance with the Code of Health and Disability Services Consumer Rights, all clients have the right:

- To be treated with respect, dignity and cultural sensitivity.
- To be free from discrimination, harassment, coercion or exploitation.
- To have access to spiritual, emotional and cultural care of choice for self, family/whanau.
- To receive treatment and care delivered by appropriately skilled personnel.
- To receive consultation, examination and treatment in privacy.
- To be given information in a way that can be understood regarding diagnosis and treatment options and to take part in decisions regarding care and treatment
- To have access to personal health care records.
- To have a trained interpreter present when necessary.
- To have all personal written and verbal information treated confidentially and according to provisions of the Privacy Act 1993.
- To know that written or verbal consent must be given before any treatment/procedure/surgery. Verbal consent is acceptable for minor procedures where patient is conscious and able to call a halt to the procedure. Written consent is required for all circumstances where oral consent is not acceptable. It is necessary when either party requests it.
- To refuse treatment or to leave hospital against medical advice. These options may be limited by law in some instances.
- To refuse involvement in teaching sessions or to withdraw from a teaching session without care being affected.
- To know that no research will be undertaken unless prior written consent is given.
- To be free of restraints except in an emergency or when safety needs dictate.
- To question, seek advice or complain about the service. This may be to the person directly involved with care, the local area supervisor or:

The General Manager

**McIsaac Caregiving Agency** Phone: 09-414 4530

A representative from

**Patient Advocacy Services (Auckland) Ltd**

Phone: 09-623 5799

**Health and Disability Services Commission (Auckland)**

Phone: 09-373 3556

We provide caregiver teams throughout the North Island and upper South Island



For further information:

### McIsaac Caregiving Agency Limited

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Phone: 09-4144 530

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email: [caregiving@mcisaac.co.nz](mailto:caregiving@mcisaac.co.nz)

[www.mcisaac.co.nz](http://www.mcisaac.co.nz)

**Agency Accreditation**  
McIsaac Caregiving Agency Limited has been awarded Accreditation and Certification by IANZ.



# Partnership between Clients and Caregivers in Caregiving (Rights & Responsibilities)



McIsaac Caregiving Agency

LIMITED

Contracted to ACC for supply of home based services



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## Client's Personal Space

- Clients lounge is their own private space.
- When client is lying in their bed, that is their private space.
- When visitors or family arrive, that is their own private time with them, client will inform you when they need assistance.
- If needing to use kitchen when visitors or family are with client please respect their privacy and WAIT until they have gone or excuse your interruption.
- If client's door is closed, do not enter. KNOCK AND WAIT.

## A Guideline to Client's Job Satisfaction Requirements

Client expects his/her caregivers to be, observe, or have:-

- Dress appropriately for work
- Be alert and clear minded
- Good personal hygiene
- Good listening skills
- Able to use their own initiative
- Clean drivers license essential
- Appreciate that the clients personal papers and personal business are PRIVATE
- The ability to follow instructions without compromise
- The ability to work unsupervised to perform tasks effectively and efficiently
- Committed
- Reliable
- Punctual
- Honest

## Employment Matters

Any questions, concerns or matters concerning time off, or other employment matters are to be addressed directly with the agency or if there is an area supervisor, with that supervisor.

## Work Areas

Inside or outside of clients home, depending on where the client may be or what the client needs done.

Access into and out of clients home at all times by caregivers/ home-helpers is as directed by client

## Respect Client's Home

- Do not use vulgar or foul language.
- Take Care with client's property.
- Respect clients home and contents, inside and outside.
- Commitment where appropriate to kaupapa maori practice.
- Any damaged or broken items caused by caregiver/home-helper need to be replaced.
- All of clients equipment to be used for work purposes only, NOT FOR PERSONAL USE.
- Phone, computer, disability equipment, TV, stereo, etc. If you need to use phone please check with client.

## Family Caregivers

Family members may be employed but are subject to normal employment duties, government law and OSH regulations, particularly as regards maximum hours worked.

## Respect Working Hours

All personal business to be conducted out of work hours, not during. If an urgent matter comes up, obtain clients approval. When at shops or in town etc. during working hours remember that you are there on the client's business. DO NOT make client wait while talking to people you know.

## Caregiver Breaks

Caregivers are entitled to:-

- 10 mins break after 2 hours work
- 30 mins break after 4 hours work (in or on the work premises)

Caregivers to ensure client is comfortable and doesn't need anything before taking their break. Tea, coffee and sugar are provided. Remember to clean dishes when finished. Food or drinks to be consumed in areas specified by client.

Night shifts are entitled to same breaks as day shifts.

Sleepovers are a special allowance paid by ACC and not a wage. Caregivers are not expected to be up for more than 30 minutes three times per night.

## Client Commitment

- To be sensitive to the rights of others.
- To co-operate with health staff involved in treatment.

## Client Responsibilities

- Caregivers to be treated with respect, dignity and cultural sensitivity.
- Caregivers to be free from discrimination, harassment, coercion or exploitation.
- Caregivers to be given clear instructions and programme.
- Acceptance that caregivers are the employees of the Agency.
- Understanding that the premises are the legal workplace and subject to employment law and OSH regulations.



**Working as a  
Client Focused Team**