

ENCOURAGING CLIENT VOICE



New Zealand
Tertiary College

TERTIARY COLLEGES GROUP

Document and report all client concerns
or queries to management

Provide clients with access to and information
on the Code of Health and Disability Services
Consumers' Rights

Let clients know they have a right to complain

Foster an inclusive care planning process,
allowing clients to voice opinions, ask questions
and aid in decision-making

Work in partnership with clients' families to
provide optimum care and support

