



# SERVICE USER POLICY

<b>Summary</b>	Service User policy covers service user right and responsibilities, consultation, and incorporation of feedback.
<b>Applies to</b>	The Organisation
<b>Policy Status</b>	APPROVED by BoG

Policy Review		
Frequency	Responsible Officer	Authorisation
3 years	CEO	Board of Directors
Version tracking		
Review	Date Authorised	Next Review Due
1	08 06 2022	June 2025
2		
3		

Policy context	
Legislation, clinical guidelines or other requirements	<ul style="list-style-type: none"> <li>• ASES Guidelines</li> </ul>
Contractual obligations	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Supporting documents	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Privacy and Confidentiality Policy</li> <li>• Complaints, Disputes and Grievance Policy</li> <li>• NUAA Constitution</li> <li>• Discrimination, Bullying and Harassment Policy</li> <li>• Service User Rights and Responsibilities Poster</li> <li>• Service User Survey</li> </ul>

## PURPOSE

This policy outlines NUAA's commitment to providing clients with quality services and resources whilst being inclusive and responsive to client needs. It provides guidelines on encouraging Service User participation in service design and delivery, to achieve optimal health outcomes for the community of people who use drugs.

## SCOPE

It is the responsibility of the Board of Directors, staff, and volunteers to foster an inclusive culture that values feedback.

The policy applies to all activities associated with the normal operation of the organisation, including those that happen offsite, as far as is reasonable. Services provided in partnerships with other organisations are subject to this policy and all other relevant policies i.e. Code of Conduct and will be referenced when developing Service Level Agreements.

## DEFINITIONS

**Service User:** refers to people interacting or participating in NUAA services, on or offsite and remotely

**Service user participation:** refers to the active participation of people who because they have used services, can bring their knowledge and experience to contribute to the design, planning, delivery, and evaluation of these services

**Consultation:** refers to the method of collecting feedback. This includes but is not limited to surveys, focus groups, advisory committees peer to peer qualitative feedback etc

## ROLES AND RESPONSIBILITIES

Position	Responsibility
NUAA Board of Directors	<ul style="list-style-type: none"> <li>• Endorse this policy as being broadly in line with organisational aims and operational objectives.</li> <li>• Comply with this policy and be informed of its purpose and application.</li> </ul>
NUAA Executive	<ul style="list-style-type: none"> <li>• Comply with this policy and be informed of its purpose and application.</li> <li>• Undertake reasonable measures to empower all staff to comply with this policy.</li> </ul>
NUAA Policy Committee	<ul style="list-style-type: none"> <li>• Ensure that this policy is maintained and reviewed.</li> </ul>
NUAA Leads	<ul style="list-style-type: none"> <li>• Comply with this policy and be informed of its purpose and application.</li> <li>• Undertake reasonable measures to empower all reporting staff to comply with this policy.</li> <li>• Ensure new staff are oriented to the policy at the time of their induction</li> </ul>
NUAA Employees	<ul style="list-style-type: none"> <li>• Comply with this policy and be informed of its purpose and application.</li> <li>• Contribute to the dissemination of this policy</li> <li>• Provide feedback on the policy as required</li> </ul>
NUAA Volunteers	<ul style="list-style-type: none"> <li>• Comply with this policy on instruction from NUAA employees</li> </ul>
NUAA Associates	<ul style="list-style-type: none"> <li>• Comply with this policy as directed by conditions of contract</li> </ul>

## **POLICY DETAIL**

NUAA is welcoming of feedback and encourages participation via a broad range of tools, including but not limited to:

- Service User/Stakeholder surveys
- Suggestion boxes
- Feedback forms
- Focus groups
- Service user representatives on committees
- A clear complaint process

NUAA Service Users will be informed of their rights, and responsibilities including how to provide feedback. The feedback process will ensure Service Users privacy, confidentiality and anonymity will be protected when providing feedback. Service Users participating in consultations will be informed of the intent of the consultations, offered reimbursement when appropriate for their time and expertise, and provided with the outcome of the consultation process. NUAA will provide a safe and respectful process and environment when holding consultations.

When feedback is received, it is evaluated and incorporated into service delivery in a timely manner. NUAA will inform Service Users how their feedback has been incorporated if appropriate.

From time-to-time NUAA will identify programs to evaluate and Service User feedback will be used to identify areas of NUAA's work that may need to become more responsive.

### **Promoting and Supporting Service User Participation**

All staff, volunteers and Service Users are informed of NUAA's feedback, evaluation and complaints processes and are encouraged to participate in providing feedback. Staff, volunteers, and Service Users who express their interest in becoming more involved in the feedback process are encouraged, and where possible provided with training, to assist with NUAA program evaluation when needed.

## **Service User Rights and Responsibilities**

Users of NUAA services have rights and responsibilities. NUAA staff and volunteers will make these rights clear to all service users in a way that is accessible and appropriate to context.

Service Users have a right to a safe and respectful environment, free from discrimination, intimidation, abuse and harassment. Service Users have a right to ask questions and to receive accurate information about NUAA's services and have their personal information treated as confidential in line with NUAA's privacy policy and legislation.

Service Users have a right to give and refuse consent including withdrawing participation at any time without adverse consequences. Where appropriate, NUAA staff and volunteers will make this right clear by using consent forms. Service Users have the right to refuse or withdraw consent to safeguard their own wellbeing.

Service Users have a right to participate in consultations regarding NUAA's services, and to have their feedback considered and addressed. NUAA staff and volunteers will encourage participation by making a range of mechanisms available without prejudice. Service Users have a right to contribute to the development of the organisation through engagement and participation.

## **OUTCOMES**

NUAA is recognised for its transparent open and respectful service, and ability to address Service User needs in a fair and equal way. All members of the community can access NUAA's services.

Service Users, NUAA staff and volunteers are aware of the full range of NUAA services and can contribute to their development and maintenance, creating a collaborative engagement culture.