



YOUR RIGHTS

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When Receiving a Health or Disability Service

1. **Respect**

You have the right to be treated with respect, to retain your personal privacy and to have your cultural, religious, social and ethnic needs, values, and beliefs respected.

2. **Fair Treatment**

You have the right to be treated fairly. You should not feel pressured or taken advantage of in any way.

3. **Dignity & Independence**

Services should be provided in a way that respects your dignity and independence.

4. **Proper Standards**

Services should be provided with care and skill and be consistent with your needs. All those involved in providing care should work together to ensure that you receive quality care.

5. **Communication**

You have a right to be listened to, and to understand fully the services you will receive.

6. **Information**

You have a right to have your condition explained to you and to know the choices available to you.

7. **It's Your Decision**

You have a right to choose not to receive treatment or to change your mind at any time.

8. **Support**

You may have a support person(s) of your choice with you, as long as it is safe and other consumers' rights are not unreasonably affected.

9. **Teaching & Research**

All of these rights apply when you are participating (or being asked to participate) in teaching and research.

10. **Complaints**

You may make a complaint in any form appropriate to you, and a copy of the complaints procedure is available to you.

This is an outline of the rights guaranteed by the law known as the Code of Health and Disability Services Consumers' Rights. They apply to all health and disability services, whether you pay for them or not. A full copy of the Code of Rights is available from us at Purapura Whetu, the Health and Disability Commissioner or Bennetts Government Bookshop. If you need help, ask one of us. Local advocacy services and the Health and Disability Commissioner can be reached on 0800 11 22 33 (TTY).