

# How to call your local advocate

**Free Phone: 0800 555 050**

**Free Fax: 0800 2 SUPPORT / 0800 2787 7678**

**Email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)**

Kaitaia: (09) 408 0006

Kaikohe: (09) 405 2262

Whangarei: (09) 430 0166

North Shore: (09) 441 9001

Auckland Central: (09) 525 2700

West Auckland: (09) 838 8068

South Auckland: (09) 273 9549

Thames: (07) 868 5318

Hamilton: (07) 834 3960

Tauranga: (07) 577 1715

Whakatane: (07) 307 0646

Rotorua: (07) 349 0182

Gisborne: (06) 868 3590

New Plymouth: (06) 759 2111

Turangi: (06) 386 0943

Napier: (06) 835 1640

Wanganui: (06) 348 0074

Palmerston North: (06) 353 7236

Masterton: (06) 370 8870

Porirua: (04) 237 0418

Lower Hutt: (04) 570 0850

Wellington: (04) 389 2502

Nelson: (03) 544 4116

Christchurch: (03) 377 7501

Timaru: (03) 684 1594

Dunedin: (03) 479 0265

Invercargill: (03) 214 0415



**Health and Disability Commissioner**

Ph/TTY: 0800 11 22 33

Web: [www.hdc.org.nz](http://www.hdc.org.nz)

## Advocacy code of practice

Our mission is to promote and protect the rights of health and disability consumers through empowerment advocacy.

### Purpose of Health and Disability Advocates

Advocates aim to assist consumers to achieve consumer-centred health and disability services and resolve complaints by:

- providing advocacy services that focus on the resolution of consumers' concerns and complaints;
- promoting respectful relationships, whanaungatanga and communication;
- empowering and supporting consumers/complainants to take their own action to improve health and disability services;
- providing services that are responsive to the needs and aspirations of tangata whenua;
- educating both providers and consumers on consumer rights.

### Independence and accessibility

Health and Disability Advocacy services will:

- be easy to contact;
- be well linked to their community and local networks;
- provide advocacy that is free and independent;
- provide independent information about consumer rights and options for dealing with complaints, including how an advocate can assist.

### Confidential and ethical practice

Health and Disability Advocates will:

- be trustworthy, act in a non-judgemental way and treat others with respect;
- listen, encourage and validate the consumer's

- views, taking into account cultural values, beliefs, and the unique place of tangata whenua;
- avoid conflicts of interest, and act honestly and in good faith at all times;
- provide consumers with access to their advocacy record, keep information confidential and not disclose information without the proper authority unless safety is compromised;
- be reliable and follow through on actions agreed between the consumer or the consumer's representative;
- provide a level of stability, safety and clarity in meetings and other resolution processes.

### Quality improvements and professional practice

Advocates will:

- work to continuously improve quality of service to consumers through ongoing training, professional development and quality improvement activities;
- use appropriate support, such as mentoring, peer support and supervision;
- be accountable, seek consumer feedback, take part in regular review of their practice, and participate in monitoring and evaluation of their work;
- demonstrate commitment to the vision, values and standards of the Nationwide Advocacy Service and the principles of the Code of Health and Disability Services Consumers' Rights.

### Comments and complaints

Comments about the service and an advocate can be directed to the Manager of the Service or the Director of Advocacy. Telephone 0800 555 050 or email [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz).



Nationwide  
Health & Disability Advocacy  
Nga Kaitautoko

# Having a problem with a health or disability service?

Call us on  
**0800 555 050**



A service provided under the Health & Disability Commissioner Act 1994.  
[www.hdc.org.nz](http://www.hdc.org.nz)

## E ngā mana, e ngā reo, tena koutou.

Tena koutou e kawē nei i o tātou whānau ki te oranga, ki te pai. A rā kia kitea te kanohi ora e te kanohi ora. Kia ora.



Kia orana, Talofa lava, Malo e lelei, Fakaalofa, Taloha ni, Nisa bula vinaka, Fakatalofa, Greetings.

### The Code of Health and Disability Services Consumers' Rights

Everyone using a health and disability service has the protection of the Code of Health and Disability Services Consumers' Rights. An independent Commissioner promotes and protects these rights under the Health and Disability Commissioner Act 1994. Independent Advocates are also available to support consumers to uphold their rights under this Act.

## You can take action!

If you are unhappy about the service you received from a health and disability service provider you can:

- Take your concerns directly to the person or organisation that provided the service.
- Get help and support from friends, family or whānau to raise your concerns with the provider.
- Seek the support of an Advocate to help you to resolve your complaint.

### What does an Advocate do for you?

- Listens to your complaints.
- Gives you information about your rights.
- Helps you identify and clarify issues.
- Helps you to explore the options available to assist you to resolve each issue.
- Supports you in the actions you take to resolve your concerns.

### He aha ngā mahi ka āhei kia mahia e ngā kaitautoko?

- āwhina i te hunga pā pouri ki ngā mahi o te ratonga Hauora, Hauātanga ki a rātou
- whakamōhio atu i ngā tika
- whakamōhio i ngā huarahi whakatakoto amuamu, me pēhea hoki te whakapā atu ki te Toihau Hauora, Hauātanga
- tautoko i te hunga e whakapono ana kua takahia rātou i raro i te 'Ture Tiaki i Ōu Tika'
- whakatinana i ngā whakaritenga ki tāu e whakahau ai
- āwhina tāngata kia pakari ai i roto i te tiaki i a rātou ake.

## The advocacy service is:



- **Free**  
There is no charge. The service is funded under the Health and Disability Commissioner Act 1994. An independent Director of Advocacy contracts for advocates to provide the Nationwide Health and Disability Consumer Advocacy Service. The Director oversees and monitors the quality of the advocacy service.
- **Independent**  
Advocates are independent of health and disability service providers and funders and from government agencies.
- **Confidential**  
Advocates will keep your information confidential.
- **On the side of the consumer**  
An Advocate will assist consumers who believe their rights under the Code of Rights have been breached.
- **Available to give presentations**  
Advocates are available to give free presentations to both consumer and provider groups, on Advocacy, the Health and Disability Commissioner, and The Code of Rights.

## Your Rights When Receiving a Health or Disability Service

- **Mana Respect**
- **Manaakitanga Fair Treatment**
- **Tū Rangatira Mohutake Dignity and independence**
- **Tautikanga Appropriate Standards**
- **Whakawhitiwhitinga Whakaaro Effective Communication**
- **Whakamōhio Information**
- **Whakaritenga Mōu Ake Choice and Consent**
- **Tautoko Support**
- **Ako Me Te Rangahau Rights During Teaching and Research**
- **Amuamu Have Your Complaints Taken Seriously**

More information about the Code of Rights is available from a Health & Disability Advocate as well as any health or disability service provider.