



**Contact the Health & Disability
Advocacy Service:**

Freephone 0800 555 050

Email: advocacy@advocacy.org.nz

**We have advocates across the
North and South Island.**

**Please contact our 0800 call centre
team to engage with our service.**



www.advocacy.org.nz



**Free support to
resolve your concerns
about a Health or
Disability Service**



**To talk through your options
contact an advocate:**

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Email: advocacy@advocacy.org.nz

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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.

Your Rights when receiving a Health or Disability Service:

- Respect
- Fair Treatment
- Dignity and Independence
- Proper Standards
- Communication
- Information
- It's Your Decision
- Support
- Teaching and Research
- Complaints



More detailed information about the Code of Rights and Health and Disability Commissioner is available by visiting www.hdc.org.nz or by contacting the Health and Disability Advocacy Service.



The Nationwide Health and Disability Advocacy service operates independently of the Commissioner, the Ministry, purchasers, health care providers and disability services providers.

Advocates employed in the service provide a free complaint resolution service. The advocate will support or guide you to express, and try to resolve your concerns directly with the provider of the service.

Advocates promote awareness of the rights of health and disability service consumers by providing free education to consumers, those providing health and disability services, and community groups.

More detailed information about the Nationwide Health and Disability Advocacy Service and role of the advocates is available by visiting:

www.advocacy.org.nz

or by contacting **0800 555 050**