



**Nationwide Health & Disability  
Advocacy Service**  
Ngā Kaitautoko

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

**TO TALK THROUGH YOUR OPTIONS  
CONTACT AN ADVOCATE:**

**Freephone 0800 555 050**

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

**[www.advocacy.org.nz](http://www.advocacy.org.nz)**

### **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](http://www.hdc.org.nz) or by contacting the Nationwide Health and Disability Advocacy Service.*



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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](http://www.advocacy.org.nz)**

by contacting **0800 555 050**

or calling one of the advocacy phone numbers listed on the next page.

**CONTACT DETAILS FOR THE NATIONWIDE  
HEALTH & DISABILITY ADVOCACY SERVICE:**

**Freephone 0800 555 050**

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

<b>Kaitia</b>	09 408 0006
<b>Whangarei</b>	09 430 0166
<b>North Shore</b>	09 441 9001
<b>Central Auckland</b>	09 525 2700
<b>West Auckland</b>	09 838 8068
<b>South Auckland</b>	09 273 9549
<b>Hamilton</b>	07 834 3960
<b>Tauranga</b>	07 577 1715
<b>Rotorua</b>	07 349 0182
<b>Turangi</b>	07 386 5207
<b>Gisborne</b>	06 868 3590
<b>Napier</b>	06 835 1640
<b>New Plymouth</b>	06 759 2111
<b>Whanganui</b>	06 348 0074
<b>Palmerston North</b>	06 353 7236
<b>Porirua</b>	04 237 0418
<b>Lower Hutt</b>	04 570 0850
<b>Wellington</b>	04 389 2502
<b>Nelson</b>	03 544 4116
<b>Christchurch</b>	03 377 7501
<b>Timaru</b>	03 687 2291
<b>Dunedin</b>	03 479 0265
<b>Invercargill</b>	03 214 0415