



Takapuna Grammar School
International Department

HEALTH SERVICES

Your rights in regard to Health Services and Disability Support Services

The Code of Health and Disability Services Consumers' Rights

A consumer is a person who uses a product or service.

As a consumer using any health or disability service you have protection under the 'Code of Health and Disability Services Consumers' Rights'.

Every consumer has rights under this code and every provider of health or disability services must carry out their duties following this code.

A summary of the rights are as follows-

Right 1 Right to be treated with respect. This includes a right to privacy and the right to have your values and cultural, religious, ethnic group and social beliefs respected.

Right 2 Right to freedom from discrimination, coercion, harassment, and exploitation

Right 3 Right to dignity and independence

Right 4 Right to services of an appropriate standard

Right 5 Right to effective communication Information should be provided in a form, language and manner that can be understood by the consumer. Where necessary and practical this includes the right to have an interpreter present.

Right 6 Right to be fully informed A consumer has the right to expect information such as an explanation of their condition, options available (with an explanation of risks, side effects, benefits and costs), timeframes, the results of tests and procedures etc

Right 7 Right to make an informed choice and give informed consent including the right to refuse services and withdraw consent

Right 8 Right to support Consumers have the right to bring along a friend/s or family member/s

Right 9 Rights in respect of Teaching or Research

Right 10 Right to complain

For the full version of the Code see the website www.hdc.org.nz

Your rights as detailed in the 'Code of Health and Disability Services Consumers' Rights' are protected and promoted by the Health and Disability Commissioner. The commissioner is independent which means there is no interference from the government.

FACT SHEET 8 Health Services

There is a free service that you can access if you wish to have support and advice to uphold your rights. This is the 'Health and Disability Consumer Advocacy Service'. It operates independently of government or any health service provider. You can contact them on **0800 555 050** or free fax **0800 2 7877678** (0800 2 SUPPORT)

An advocate
Listens to your concerns
Provides information about your rights
Helps you identify and clarify issues
Helps you explore options to solve the problem
Supports you in the action you decide to take

The advocacy service is free, independent of health or government agencies and on the side of the consumer.

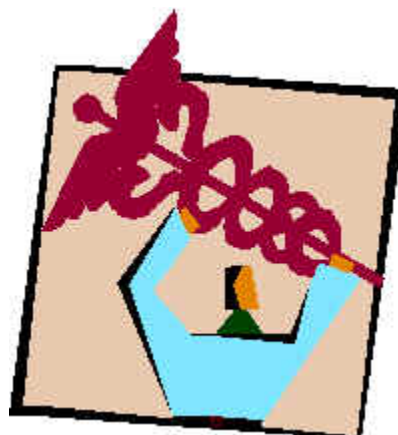
What to do if you are unhappy about the service you received from a health or disability service provider.

Options are-

Take your concerns to the person or organisation that provided the service

Get help from friends and family to raise your concerns with the health provider

Contact the Advocacy Service



For health issues at Takapuna Grammar School you should talk to

**The School Nurse
The Guidance Department
Peer Mentoring Students**