

Sample sequence

Applying the Code of Rights

This resource is a sample sequence for practising listening skills through Applying the Code of Rights.



HDC HEALTH & DISABILITY COMMISSIONER
TE TOIHAU HAUORA, HAUĀTANGA

Your Rights when receiving a Health or Disability Service

- Respect**
You should be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.
- Fair Treatment**
No one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.
- Dignity and Independence**
Everyone should support you to live a dignified, independent life.
- Proper Standards**
You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.
- Communication**
You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available.
- Information**
You have the right to have your condition explained and to be told what your choices are. This includes how long you may have to wait, an estimate of any costs, and likely benefits and side effects. You can ask any questions to help you to be fully informed.
- It's Your Decision**
It is up to you to decide. You can say no or change your mind at any time.
- Support**
You have the right to have someone with you to give you support in most circumstances.
- Teaching and Research**
All these rights also apply when taking part in teaching and research.
- Complaints**
It is OK to complain - your complaints help improve service. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

If you need help, ask the person or organisation providing the service. You can contact the local advocacy service on 0800 555 050 or the Health and Disability Commissioner on 0800 11 22 33 (TTY).



Health and Disability Advocacy Service

Your Rights when receiving a Health or Disability Service

- Respect**
To be treated with respect.
- Fair Treatment**
To be treated fairly without pressure.
- Dignity and Independence**
To respect your dignity and independence.
- Proper Standards**
Service delivered with care and skill.
- Effective Communication**
To have full access to communication.
- Information**
To have full information and questions answered.
- It's your decision**
You can say no or change your mind at any time.
- Support**
Family/whānau or friend to help you and support you.
- During Teaching and Research**
All 10 rights apply.
- Complaints taken Seriously**
It's OK to complain. You can have help from a health and disability advocate.

EMAIL: advocacy@hdc.org.nz FREE FAX: 0800 2787 7478. FREEDPHONE: 0800 555 050 www.hdc.org.nz



HDC HEALTH & DISABILITY COMMISSIONER
TE TOIHAU HAUORA, HAUĀTANGA

Ōu Tika mo to whiwhinga ratonga Hauora, Hauātanga rānei.

- Mana**
E tika ana kia tākinā tū ake mana tangata, ahakoa ko wai koe, no hoi koe.
- Manaakitanga**
Kaua tetahi e whakakāro i a koe mo tū whakaaoro, whakahaoro rānei i a koe ki te mahi koe e pai ki a koe.
- Tū Rangatira Motuhake**
Ma ngā ratonga e to ratonga motuhake ai koe.
- Tautikanga**
Ka te tikanga kia matatau ngā pūkenga maraaki, tāki i a koe, kia mahi tahi te katoa hei painga mōu.
- Whakawhitihitinga Whakaaoro**
Ma te whakaranga kia mārama, me te tuku mōhiohanga whānui ki tau pai tū whakaranga ki te hiahia kia whakamārama ki tetahi atu reo e ahei noa atu.
- Whakamōhio**
E tika ana kia whakamārama ngā whiwhinga katoa o tōu mōhiohanga me ngā kōwhiri kōwhiri mōu, me ana kōwhiri wa tahi, te utu, ngā kaitiaki ngā painga me ngā pērā pērā. Ua ngā pātai kia mōhio ai koe.
- Whakaritenga Mō Ake**
Kei a koe tū ake tikanga, te whakaaoro, te whakakāro rānei.
- Tautoko**
I te muinga o te wā e ahei ana kia whai kaitiaki koe.
- Ako Me Te Rangahau**
E hāngai ana te katoa o tōu tū ake ki ngā mahi ako me te rangahau.
- Amuamu**
E pai noa atu te amuamu. Ma te amuamu ka pai ake ngā ratonga. Me mōhio te huarāki tū amuamu kia kōwhiri koe e tukihōia mō to tōu amuamu.

Kōwhiri te whakaritenga o te "Ōu Tika" i raro i te mana o te Toihau Hauora, Hauātanga. E whai mana ana ēnei tikā ki ngā ratonga Hauora, Hauātanga katoa, ahakoa utu, kōwhiri, kōwhiri kaitiaki a-rohe o te ratonga Hauora, Hauātanga. Kei raro ngā kaitiaki pērā ki te wāhi, whakaaoro, whakahaoro rānei ki te Toihau Hauora, Hauātanga. He nama waaka.

Auckland (09) 373 1060, Wellington (04) 494 7900, other areas 0800 11 22 33 (TTY)

Why does everyone need to know about the Code?

Yvonne talks about 3 roles: Registered Nurse (RN), carer and cleaner. Why do these people all need to know about the Code?



What happens when someone complains to the HDC (Health and Disability Commissioner)?

Put the steps in order. Then watch Yvonne to check.

The provider investigates and reports back to the HDC.

Someone complains to the HDC.

The HDC writes to the provider.

The HDC make a decision.

The HDC identifies the right in the Code.



What happens when someone complains to the HDC?

Someone complains to the HDC.



The HDC identifies the right in the Code.



The HDC writes to the provider.



The provider investigates and reports back to the HDC.



The HDC make a decision.



Discussion

So, what's its purpose?
How many situations is it
used in? How is it used
and how would you
expect it to be written?

Formal

Legal

Clear and
precise

Contextualised



Summary

In the healthcare system, the professionals and providers hold the power.



Summary

The purpose of the HDC and the Code of Rights is to give power to the consumers of Health and Disability Services. Under the Code, it is the role of the provider to tell consumers about their rights and help them to exercise their rights.

Consumer (low power)

Non-expert
Receiver of care
Outside the health system
Inexperienced

Medical professional (high power)

Expert
Giver of care
Inside the health system
Experienced

