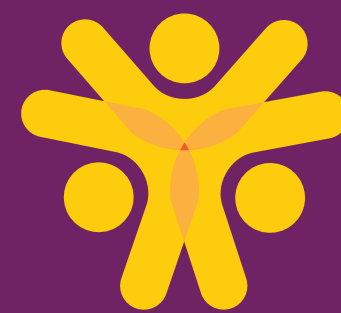




YOUR RIGHTS

When receiving a Health or Disability Service



Pukekohe
Family
Health
Care+

Ōu Tika mo to whiwhinga ratonga Hauora, Hāuatangā ranei.



1

Respect

You should be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.

Mana

E tika ana kia tiakina tōu ake mana tangata, ahakoa ko wai koe, no hea koe.



6

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.

Whakamōhio

E tiki ana kia whakamāramatia ngā āhuatanga katoa o tōu māuiuitanga me ngā kōwhiritanga mōu, tae atu ki te wā tatari utu, ngā kaitiaki ngā painga me ngā pōraruraru. Uia ngā pātai kia mōhio ai koe.



2

Fair Treatment

No one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.

Manaakitanga

Kaua tetahi e whakararu i a koe mo ōu whakaaro, whakahau rānei i a koe ki te mahi kore e pai ki a koe.



7

It's your decision

It is up to you to decide. You can say no or change your mind at any time.

Whakaritenga Mōu Ake

Kei a koe tōu ake tikanga, te whakaae, te whakakāhore rānei.



3

Dignity and Independence

Services should support you to live a dignified, independent life.

Tu Rangatira Motuhake

Ma ngā ratonga e tū rangatira motuhake ai koe.



8

Support

You have the right to have someone with you to give you support in most circumstances.

Tautoko

I te nuinga o te wā e āhei ana kia whai kaitautoko koe.



4

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.

Tautikanga

Ko te tikanga kia matatau ngā pūkenga manaaki, tiaki i o koe kia mahi tahi te katoa hei painga mōu.



9

During Teaching and Research

All these rights also apply when taking part in teaching and research.

Ako Me Te Rangahau

E hāngai ana te katoa o ēnei tika ki ngā mahi ako me te rangahau



5

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.

Whakawhitiwhitinga Whakaaro

Ma te whatarongo kia mārāma, me te tuku mōhiotanga whānui tau pai ōu whakaritenga. Ki te hiahiatia kia whakamāramatia ki teahi atu reo e āhei noa atu.



10

Complaints taken seriously

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.

Amuamu

E pai noa atu te amuamu. Ma te amuamu ka pai ake ngā ratonga. Me māmā te huarahi tuku amuamu kia kaua koe e tukinotia mo to tuku amuamu.

FREE PH: 0800 555 050

Nationwide Health & Disability Advocacy Service
Nga Kaitautoko