

## Contact details for the Nationwide Health & Disability Advocacy Service

Free phone: 0800 555 050

Free fax: 0800 2787 7678

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

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Kaitaia	09 408 0006
Whangarei	09 430 0166
North Shore	09 441 9001
Central Auckland	09 525 2700
West Auckland	09 838 8068
South Auckland	09 273 9549
Thames	07 868 5318
Hamilton	07 834 3960
Tauranga	07 577 1715
Rotorua	07 349 0182
Turangi	07 386 5207
Gisborne	06 868 3590
Napier	06 835 1640
New Plymouth	06 759 2111
Wanganui	06 348 0074
Palmerston North	06 353 7236
Porirua	04 237 0418
Lower Hutt	04 570 0850
Wellington	04 389 2502
Nelson	03 544 4116
Christchurch	03 377 7501
Timaru	03 687 2291
Dunedin	03 479 0265
Invercargill	03 214 0415

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## Nationwide Health & Disability Advocacy Service

*Free support or guidance with resolving your concerns about a Health or Disability Service.*

**Free phone  
0800 555 050**

*A service provided under the Health & Disability Commissioner Act 1994*

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

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## ***Nationwide Health & 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:*

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

by contacting **0800 555 050**

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

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