

FACT SHEET

Your Rights as a Patient at Peke Waihanga



Knowing your rights

As a patient of Peke Waihanga, you are protected by the Code of Health and Disability Services Consumers' Rights. This Code outlines ten key rights that apply to all people using health or disability services in New Zealand. Providers, like Peke Waihanga, are legally required to respect and uphold these rights.

Your rights include

- **Respect and privacy** – You have the right to be treated with respect, dignity, and cultural sensitivity. Your privacy must always be respected.
- **Freedom from harm** – You have the right to services free from discrimination, coercion, harassment, or exploitation.
- **High-quality services** – You have the right to receive services that meet legal, professional, and ethical standards, and that meet your individual needs.
- **Communication and information** – You have the right to clear communication and to be fully informed about your condition, treatment options, and expected outcomes.
- **Choice and consent** – You have the right to make informed decisions about your care, including the right to refuse treatment or withdraw consent.
- **Support** – You may have a support person with you during appointments unless this affects others' rights or safety.
- **Complaints** – You have the right to make a complaint and have it handled fairly and promptly.

Making a complaint

If you are unhappy with any aspect of your care or service, you have the right to make a complaint.

You can raise your concerns with:

- The staff member involved
- A Centre Manager or another authorised person
- An independent advocate (free service)
- The Health and Disability Commissioner
- The Privacy Commissioner (for privacy-related concerns)

Peke Waihanga takes all complaints seriously. We are committed to responding in a fair, simple, and timely way. You will be updated regularly on the progress of your complaint, and we will work with you to find a satisfactory outcome.

Advocacy support is available

Free, nationwide Health and Disability Advocates are available to support you. Advocates can help you understand your rights, make a complaint, and work through the process. You may also choose your own advocate from your whānau or community. If you do, **let us know by completing an Advocate Confirmation Form** so we can communicate with them appropriately.

Information about advocacy services is available in all our centre waiting rooms or by speaking with a staff member.



For more helpful resources, please visit our website: www.pw.co.nz/resources

Contacts

Auckland Centre

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Mount Eden, Auckland 1024

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✉ auckland@nzals.co.nz

Wellington Centre

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Dunedin Centre

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National Office

☎ (04) 385 9410

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Learn more about Peke Waihangā

🖥 www.pw.co.nz

🖥 www.orthoticservice.co.nz

🖥 www.peersupport.nz

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Peke Waihangā
Artificial Limb Service



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