

Tongan

*Everyone has rights*

*It's not easy to complain  
but you can*

*Support is available*

*You're not alone*



Health and Disability Commissioner  
*Te Toihau Hauora, Hauātanga*

The Code of Health and Disability  
Services Consumers' Rights

**The Code of Rights means  
that you should have**

- 1 *Respect and Privacy*
- 2 *Fair Treatment*
- 3 *Dignity and Independence*
- 4 *Appropriate Standards*
- 5 *Effective Communication*
- 6 *Information*
- 7 *Choice and Consent*
- 8 *Support*
- 9 *Rights During Teaching & Research*
- 10 *Your Complaints Taken Seriously*

For support and information, contact your local advocate or the Health and Disability Commissioner on:

Auckland Ph (09) 373 1060 Fax (09) 373 1061  
Wellington Ph (04) 494 7900 Fax (09) 494 7901  
Other Areas 0800 11 22 33 (TTY)

**'Oku 'uhinga 'a e Tu'utu'uni ki he  
Ngaahi Totonu ke ke ma'u 'a e:**

- 1 *Faka'apa'apa*
- 2 *Ngaohi Totonu*
- 3 *Ngeia moe Tau'ataina*
- 4 *Ngaahi Tu'unga Totonu*
- 5 *Fakafetu'utaki Lelei*
- 6 *Fakamatala*
- 7 *Ngaahi fili moe Fakakaukau*
- 8 *Pouaki*
- 9 *Ngaahi Totonu lolotonga 'a e Faiako moe Fakatotolo*
- 10 *Tali Fakafiemalie ki ho'o Ngaahi Launga*

Ki ha poupou mo ha Fakamatala, fakafetu'utaki ki ho'o Komisiona ki he Mo'ui moe Faingata'a'ia. ' I he fika telefoni:

'Aokalani Ph (09) 373 1060 Fax (09) 373 1061  
Uelingatoni Ph (04) 494 7900 Fax (09) 494 7901  
Ngaahi feitu'ukehe (telefoni ta'etotongi) 0800 11 22 33