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6 April 2022

9(2)(a)



RE Official Information Act request CDHB 10837

I refer to your letter dated 10 March 2022 and received in our office on 18 March 2022 requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

1. CDHB Staff Codes of Conduct for clinicians, doctors and other health assessors.

We have attached our Staff Code of Conduct as **Appendix 1**. However, we note, health practitioners are bound by Professional Standards aligned with their practice area. These are held by their relevant organisation (i.e. Nursing Council, Social Workers Registration Board NZ, Medical Council of NZ) and we do not hold these documents. This information is publicly available on their websites.

2. Rights of recipients of CDHB Services.

Please find attached as **Appendix 2** the Canterbury DHB 'Your Rights' document.

I trust that this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

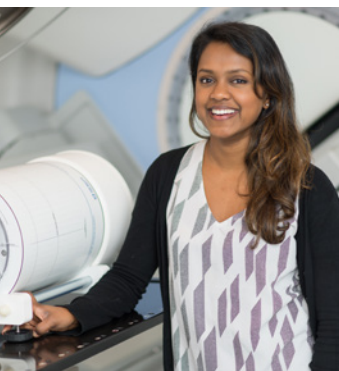
Yours sincerely



Ralph La Salle
Senior Manager, OIAs
Canterbury DHB & West Coast DHB

Doing the Right Thing

Our Code of Conduct



Canterbury

District Health Board

Te Poari Hauora ō Waitaha

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Kaihautū - Navigator

The design captures the narrative of Te Waka o Aoraki, a central narrative for local iwi Ngāi Tahu, the idea of the waka is the organisation as the waka and the role of navigator is to ensure the wellbeing of the crew, vision and guidance towards their destination.

The design also has elements of puna (spring of water), the design is reflected to show balance and stability.

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Introduction to our Code of Conduct

At Canterbury DHB, we're focused on creating healthy communities, communities where people know how to care for themselves and their whānau and receive timely healthcare and disability support when they need it.

Te Tiriti o Waitangi is the foundation of the partnership between the Crown and Māori and is at the centre of all our work in health and wellbeing. At Canterbury DHB, we recognise our obligations as a Treaty partner and acknowledge our ongoing challenge to enact the intent of the Treaty.

The ability to deliver the highest quality of care starts here: with you and your experience at work.

What is Doing the Right Thing – Our Code of Conduct?

Our Code sets out what's expected from everyone working in our health system. It confirms our commitments to you, our stakeholders, our patients and service users in creating a culture in which everyone can thrive.

How do you use the Code of Conduct?

Our Code provides information, guidance and examples to enable us all to be clear about expectations of behaviour and to hold ourselves and each other to account for our behaviour.

While our Code provides core principles and guidance on the standards expected of all of us, it doesn't attempt to address every situation you might experience. Our Code will help you head in the right direction on what's expected and valued, and the key principles to guide your behaviour and decision making.

Everyone makes mistakes and we know that we don't always show up as our best selves. It's important for all of us to reflect on our own behaviour and support each other to grow and learn from our experiences. We're all responsible for the culture in our team and at our DHB.

Our Code applies to all of us

Our Code applies to everyone working within, or contracted to, Canterbury DHB including all employees, board members, contractors, volunteers, visiting health professionals and students.

It's also expected that our suppliers, service providers and business partners work in the same way.



Our Values

Our values are what's expected of us and our attitude towards our work and relationships with our colleagues, patients and external partners.

They are:

Care and respect for others

Manaaki me te kotua i ētahi

Integrity in all we do

Hāpai i ā mātou mahi katoa i ruka i te pono

Responsibility for outcomes

Kaiwhakarite i kā hua

Bringing our values to life

Thousands of people in our Health System were asked what these values look like to them in action and three behaviours emerged.



Doing the Right Thing – He tika te tika

These are the standards of behaviour and performance expected of all of us. Some examples of what this looks like are: Acting professionally and with integrity, being truthful and transparent, honouring your commitments, voicing concerns in a constructive way, being responsible for outcomes and mistakes, and using our initiative to get things done.



Being and Staying Well – Oranga tonutanga

It's important that we look after our wellbeing, health and safety, so we can be our best at work and provide the most effective care for our patients and service users. Some examples of what this looks like are: Keeping yourself and others safe and well, checking in with your colleagues in times of pressure, voicing your concerns about the wellbeing, health or safety of yourself or others, taking leave in a consistent and planned way and encouraging others to do the same.



Valuing Everyone – Mana tāngata

This is about creating a positive workplace where people are valued for their contribution and for who they are, and accepting and respecting everyone's diverse backgrounds, experience, perspective and skills to innovate and deliver even better care. Some examples of what this looks like: Acknowledging those you work with when they do something well, accepting and embracing diversity, valuing the opinion of others, genuinely listening to what others have to say, being considerate of others and being respectful.

These behaviours will guide us toward making work, work better for everyone.

Living the Code – Our Responsibilities

We're all expected to live out these values and 'do the right thing' in our daily work and actions. We're all responsible for:

- ▲ Meeting minimum standards of behaviour set out in our Code and all applicable laws, regulations, policies, processes and guidelines.
 - ▲ Assisting others to meet minimum standards of behaviour set out in our Code and all applicable laws, regulations, policies, processes and guidelines.
 - ▲ Speaking up if you're concerned that minimum standards of behaviour set out in our Code and all applicable laws, regulations, policies, processes and guidelines are not being met.
-

Our leaders have additional responsibilities under the Code.

Leaders are responsible for:

- ▲ Championing and role modelling desired workplace behaviours.
- ▲ Holding their people to account for demonstrating the minimum standards of behaviour expected of them in their employment.
- ▲ Supporting people to meet these minimum standards of behaviour.
- ▲ Acting fairly, reasonably and consistently when dealing with breaches or potential breaches of minimum standards of behaviour.
- ▲ Encouraging team members to ask questions and raise any concerns by:
 - Creating a culture where everyone feels safe to raise concerns, give feedback and support each another.
 - Dealing with conflict, issues and poor behaviour in a timely and appropriate way.
 - Developing the skills needed to support positive workplace culture and help teams to reach their potential.
 - Taking all reasonable steps to ensure anyone who voices a concern is treated fairly and without retribution.

A portrait of a smiling man with a beard and short brown hair, wearing blue V-neck scrubs. He has a grey lanyard around his neck with a badge and a pen. The scrubs have "Intensive Care" printed on the left chest. A large, diagonal watermark across the image reads "RELEASED UNDER THE OFFICIAL INFORMATION ACT". The background is a blurred clinical setting.



Having a Voice

We all have a part to play in making this a great place to work. An important part of this is recognising when we do things well, being honest about our mistakes and voicing our concerns when something isn't right.

It is important to make every effort to voice concerns and bring them to the attention of our organisation as soon as possible so there's an opportunity to resolve them.

You can get independent support or advice from organisations and people such as, but not limited to:

- EAP (Employee Assistance Programme)
 - Your union
 - A trusted colleague
 - Family/whānau
-

Voicing concerns and challenging inappropriate behaviour takes courage and is not always an easy thing to do. The Canterbury DHB is committed to creating a safe environment where people can confidently voice their concerns knowing they will be treated respectfully and fairly.

How to Voice a Concern:

It's not always easy to voice your concerns, especially to those involved. However, open and honest communication is valued and addressing concerns quickly creates a better workplace culture for everyone.

There are three ways that concerns can be raised:

1. Provide feedback directly

Have a chat to those involved in a constructive way, calmly and with compassion. Although this is often the hardest action to take, it's often the one that leads to the best outcome for everyone – and an actual change in behaviour! If you need some guidance on how to have the conversation, have a look at our Having Harder Conversations online module or join us on the next Courageous Conversations Workshop.

2. Raise it with your manager

If you can't provide feedback directly, you should discuss any issues or potential issues with your manager. You can also raise it with your manager's manager if it's not appropriate to raise the concern with your own manager.

3. Raise it with the People and Capability team

If you don't feel you can discuss the concern with your manager or their manager, you should raise it with your People and Capability team by using Send a Question on max. If there is a risk to patients, whānau, or staff, please ensure feedback is provided directly, as soon as possible.

If you're faced with a concern, ask yourself:

- ▲ Is it consistent with our values and principles?
- ▲ Is it legal and professional?
- ▲ Can I explain it comfortably to family, friends or colleagues?
- ▲ Will I be comfortable if it appears in the media?
- ▲ And perhaps the most important question of all... **does it feel right?**

If the answer is “No” or “Not sure” to any of these questions, you should always voice your concern.

Helpful links:

- ▲ [Having Harder Conversations online module](#)
- ▲ [Courageous Conversations Workshop](#)
- ▲ [Active Bystander online module](#)
- ▲ [Maintaining a Bullying, Harassment and Discrimination Free Workplace Policy](#)

Diversity and Inclusion

Our organisation and community are diverse. It's important for all of us to value the diversity of everyone and recognise the importance of reflecting our communities to deliver the best care to them.

We're expected to embrace and support our colleagues - regardless of who they are, and where they are from.

What does “Doing the Right Thing” look like?

- ▲ Always acting in a way that values everyone in line with our Diversity and Inclusion policy.
- ▲ Committing to providing equitable outcomes for everyone including our patients and service users - take all reasonable steps to eliminate bias in your actions.
- ▲ When making decisions, considering - and seeking - a diverse range of viewpoints. Ensure you include those affected in designing changes and new initiatives, especially representatives from minority groups. Remember: “nothing about us, without us”.
- ▲ Always respecting and valuing everyone's differences.
- ▲ If you overhear comments that isolate or marginalise, bringing it to the attention of the person saying them and reminding them that's “not how we do things around here”.

Helpful links:

- ▲ [Diversity and Inclusion Policy](#)
- ▲ [Why Diversity Matters online module](#)
- ▲ [Health Equity Online module](#)
- ▲ [Active Bystander online module](#)

*We're expected to embrace and support
our colleagues - regardless of who they
are, and where they are from.*

””



Recruitment, Development and Progression

Having a workforce with the right skills and experience that represents our communities, will deliver the best possible outcomes for the people we care for.

We're committed to supporting you to become successful in your role by investing in your success, development and progression. We encourage you to have regular feedback conversations with your manager to develop and work to your strengths.

.....

What does “Doing the Right Thing” look like?

- ▲ Participating fully in success and development conversations.
 - ▲ Being prepared for these conversations by looking at what you need to be successful, what goals you want to achieve, and what progression opportunities you'd like to work towards.
 - ▲ Seeking support or professional development that enables you to be successful in your role.
-

What this looks like for those involved in recruiting, leading or developing our people:

- ▲ Considering all candidates in a way that's free from bias and prejudice.
- ▲ Making decisions in accordance with the principles of fairness, equity, equal employment opportunities, and in alignment with our organisational vision and values.
- ▲ Having an understanding and appreciation of cultural differences.
- ▲ Having regular success and development conversations with your team members and checking in regularly about their progress.
- ▲ Making sure everyone in your team can seek, access, and apply for development and progression opportunities.



We're committed to supporting you to become successful in your role by investing in your success, development and progression.

We encourage you to have regular feedback conversations with your manager to develop and work to your strengths.



Helpful links

- ▲ [Recruitment and Selection Policy](#)
- ▲ [How we Hire Around Here online module](#)
- ▲ [How We Hire Around Here Workshop](#)
- ▲ [Leading Success and Development Conversations online module](#)
- ▲ [Success and Development](#)

Maintaining a Workplace free from Bullying, Harassment and Discrimination

A positive workplace culture can significantly improve care outcomes for patients. Everyone has the right to work in an environment free from bullying, harassment and discrimination and any behaviour that undermines respect and dignity at work and won't be tolerated.



What does “Doing the right thing” look like?

- ▲ Building and maintaining good working relationships with others.
- ▲ Addressing issues with colleagues directly where you feel safe to do so and avoid talking negatively about people.
- ▲ Recognising the value of everyone’s contributions by acknowledging your colleagues when they do something well.
- ▲ Always making decisions and/or act in a way which prevents any harm, isolation, exclusion or disadvantage to others.
- ▲ Reflecting on your behaviour to ensure you are polite and respectful in the way you interact with or speak about others.
- ▲ Considering how others may interpret your behaviour and seek to avoid behaviour that may be unwanted, intimidating or offensive, including but not limited to, inappropriate jokes, behaviours of a sexual or racial nature, abusive or derogatory.
- ▲ Always treating everyone equally and with respect, regardless of a person’s sex, marital status, religious belief, ethical belief, race, ethnic or national origins, disability, age, political opinion, employment status, family status or sexual orientations.
- ▲ Never retaliating against anyone who speaks up about bullying, harassment or discriminatory behaviours or who co-operates in an investigation of a complaint.

Helpful links:

- ▲ [Having Harder Conversations online module](#)
- ▲ [Courageous Conversations Workshop](#)
- ▲ [Active Bystander online module](#)
- ▲ [Maintaining a Bullying, Harassment and Discrimination Free Workplace Policy](#)

Professional Standards and Obligations

It's important for us to always act professionally, in the best interests of our community and to comply with legal, professional, ethical and other relevant standards. It's our individual responsibility to maintain our ability to practice in accordance with our professional body if we're affiliated with or regulated by one.

.....

What does “Doing the Right Thing” look like?

- ▲ Acting in the best interests of our patients and service users.
- ▲ Maintaining necessary qualifications (i.e. registration, annual practising certificates etc.) to enable you to legally and competently perform your role.
- ▲ Making sure your most up to date annual practising certificate is uploaded to max.
- ▲ Letting your manager know immediately if any necessary qualifications are no longer valid or if there are any notified changes to your scope of practice.
- ▲ Always complying with legal, professional, ethical and other relevant standards set out by our organisation and/or professional bodies.
- ▲ Speaking to your manager immediately if you need further development and/or support to meet the requirements of your role.



*It's our individual
responsibility
to maintain our
ability to practice in
accordance with our
professional body.*







Representing our DHB

Our actions can harm our organisation's reputation or put colleagues and those we provide a service to at risk. It's important that we're mindful of how we act in and outside of work; especially when we're identifiable as a Canterbury DHB employee.

Social Media

Social media is a great tool for appropriate communications. However, we should be mindful of what we post online as it could have unintended consequences such as potentially damaging your own or the organisation's reputation.



What does “Doing the Right Thing” look like?

- ▲ Never discussing confidential information in a public setting.
- ▲ Seeking and gaining approval before sharing information on behalf of our DHB and/or engaging in any requests to share internal information.
- ▲ Modelling the behaviour expected of you in your role and as one of our people.
- ▲ Always declaring any changes in circumstances that could put trust and confidence in you at risk. For example: any charges or criminal convictions that occur during your employment with us.
- ▲ Remembering that what you share may be public for an indefinite period and will be associated to you and, possibly, the organisation.
- ▲ Never posting material considered to be illegal, abusive, discriminatory, defamatory or harmful.
- ▲ Always maintaining confidentiality and privacy by not discussing personal health information on social media (unless it's your own).
- ▲ Being mindful of when you are identifiable as a Canterbury DHB employee. It's best to cover or put away any items that would identify you as one of our people outside of work. For example; your lanyard, ID badge, uniform.
- ▲ Remembering that if you have issues or concerns regarding the workplace or your colleagues you should raise them through the appropriate channels rather than on social media.

Helpful links

- ▲ [External Communications Policy](#)
- ▲ [Canterbury DHB Communications Guide](#)

Conflict of Interest

As a large organisation with a people focus, our integrity is important. It creates trust between our staff and the community. Conflicts of interest are where personal, social, financial or political activities can interfere with work-related decisions and should always be disclosed immediately.

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What does “Doing the Right Thing” look like?

- ▲ Ask yourself the following question from the Conflict of Interest and Disclosure Policy:

Do I, or someone I’m related to stand to gain/lose financially or in any other way, from the Canterbury DHB’s decision or action on this matter?

Have I received a benefit or hospitality from someone who stands to lose or gain from the Canterbury DHB’s decision/action?

Might I be perceived as favouring an external third part because of a long-standing association?

- ▲ If you’re unsure if something is a conflict, refer to the Conflict of Interest and Disclosure Policy, speak to your manager or use [Send a Question on max.](#)

Helpful links:

- ▲ [Conflict of Interest and Disclosure Policy](#)

Technology Use

Any devices, tools or systems should be used safely, professionally and appropriately for the work you need to do. There may be times when we need to respond to a personal call, message, or email during work time – but personal use of technology should be occasional and limited.

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What does “Doing the Right Thing” look like?

- ▲ Always keeping your password confidential, changing it when prompted or if you suspect it's known by anyone else, and complying with the organisation's Password Acceptable Use Practice.
- ▲ Ensuring that devices are properly used, cared for, and safely stored when unattended in a physically secure area, preferably out of sight.
- ▲ Never letting your family members or friends use Canterbury DHB devices or equipment.

Helpful links:

- ▲ [Information Security Management Policy](#)

Privacy and Confidential Information

Many people in our organisation are responsible for collecting and protecting Personal Information and/or Personal Health Information confidentially.

- ▲ Personal Information is information which can be used to identify a person. This includes our employee information.
- ▲ Personal Health Information, relating to a person's health, disability or treatment, requires the greatest level of confidentiality.



What does “Doing the Right Thing” look like?

- ▲ Always complying with your legal obligations under the Privacy Act 2020 and Health Information Privacy Code 1994 when dealing with personal information and personal health information.
- ▲ Always protecting information assets, patient records and other confidential and sensitive information, from accidental or intentional disclosure, damage, modification, denial of use, or total or partial loss.
- ▲ Only accessing personal information and/or personal health information for yourself or others when it's work related.
- ▲ Always returning confidential personal information and/or personal health information that wasn't meant for you, to the sender or ensure it's deleted. If it's sent by email this means deleting it out of your deleted items folder.
- ▲ Always discussing or sharing personal information and/or personal health information in a private place.
- ▲ Reporting any breaches of privacy and/or confidential information to your manager.
- ▲ Being objective when making written comments about people, as all personal information may be disclosed. Personal information, including your opinions, should be relevant, appropriate, accurate and justifiable.
- ▲ Where possible, all computers should be placed so that PC screens can't be read except by people who should see the information. Screen savers should be used.
- ▲ Making sure you lock any computer you're working on when you're away from it.

Helpful links:

- ▲ [Privacy Policy](#)
- ▲ [Health Privacy module](#)

Working Safely, Responsibly and Reliably

Safety plays an important part in making sure we're able to deliver a safe and high-quality patient experience. Our wellbeing, health and safety, and the safety of our patients is important in everything we do. It's not just our physical safety that's important, but our psychological and emotional safety, too.

We're all responsible for keeping ourselves and others safe, and should speak up when something, physical or otherwise, is posing a risk.

.....

What does “Doing the Right Thing” look like?

- ▲ Striving to always be fit to work, sufficiently rested and alert enough to carry out your role.
- ▲ Ensuring you comply with all safety laws and procedures and know the requirements specific to your area or role.
- ▲ Never compromising on safety or knowingly create situations where the safety and wellbeing of any person is put at risk.
- ▲ Always acting with the intention of keeping each other and those we provide a service to safe and well.
- ▲ Voicing your concern if there's something that's putting our people or anyone at risk; including when your wellbeing is at risk. Prevention is critical - identify and report any hazards.
- ▲ Immediately reporting events where safety and wellbeing have been compromised, including any incident, injury, illness, unsafe or unhealthy condition.

Helpful links:

- ▲ [Health and Safety at Work Policy](#)
- ▲ [Wellbeing, Health and Safety Induction](#)

Alcohol and Drugs

Our organisation is a drug and alcohol-free environment. Being impaired by the effects of alcohol or drugs at work can;

- ▲ Pose a safety risk to our people, patients and/or visitors to our DHBs
 - ▲ Impair judgement, concentration, performance or behaviour
-

What does “Doing the Right Thing” look like?

- ▲ Remaining free of the influence of alcohol and drugs at all times while at work, including when you arrive at work or when you’re on call and could be required to work.
- ▲ Telling your manager if you’ve taken any drugs (prescription or otherwise) that could impair your judgement, performance, behaviour or ability to operate equipment (including driving if that’s part of your role).
- ▲ If you’re concerned about a colleague’s drinking or drug use, letting your manager know so that they can take the appropriate steps as set out in our Alcohol and Drug Policy. Never use your authority to access or prescribe drugs for personal use and/or for unauthorised purposes.
- ▲ Always appropriately returning, storing and discarding drugs (prescribed or otherwise) in line with policy, processes, legislation and relevant regulation.
- ▲ Never using, selling, distributing or being in possession of alcohol or other drugs while at work or working.
- ▲ Where there’s reasonable cause and/or if you’re returning to work following a breach of our Alcohol and Drug Policy, you’ll be required to undergo alcohol and/or other drug testing.

Helpful links:

- ▲ Alcohol and Drug Policy





Breaking the Code

If your behaviour or performance falls short of the minimum standards set out in this Code, this could lead to disciplinary action in line with our Disciplinary Policy.

How is a breach of our Code and the seriousness of the breach determined?

When considering if a behaviour is a breach of our Code and how serious it is, the factors that may be considered are:

- ▲ The nature and circumstances
- ▲ Intent – did you knowingly decide or act out of line with our Code or related policies and procedures?
- ▲ Your position, duties and responsibilities
- ▲ Your ability to fulfil your duties and responsibilities
- ▲ The impact on the organisation, its relationships and reputation
- ▲ The impact on the trust and confidence the organisation has in you

Helpful links:

- ▲ [Disciplinary Policy](#)

Privacy

Health information is collected in order to provide appropriate care and treatment, for internal clinical audit and quality improvement processes, for administration, and for teaching and research purposes.

We require information from you so that we can provide good and safe care.

It is our policy to share that information with others who provide you with health care and/or disability support, where the information will help them, in their turn, to provide you with good and safe care. Other providers would include, for example, your GP, District Nurses who visit you and any specialist health or disability service with which you are actively engaged.

If you have any concern regarding this policy, perhaps because of special circumstances we may not know about, please discuss it with the person who is caring for you, so that further advice and/or explanation may be given.

WE WILL

- Respond to your complaint(s) with regard to your care and/or treatment if your privacy has not been maintained.
- Give you or your legal representative access to your medical information.
- Process requests for correction to your file.

For further information, contact a privacy officer for Canterbury DHB through the hospital's telephone office, listed on this pamphlet.

You may however, take your concerns directly to the Privacy Commissioner's Office
PO Box 10094
The Terrace, Wellington 6143
Telephone: 0800 803 909 or (04) 474 7590

Our Vision

Ta Matou Matakite

To promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.

Ki te whakapakari, whakamaanawa me te whakahaere i te hauora Mo te orakapai o ka takata o te rohe o Waitaha.

Our Values

A matou uara

*Care and respect for others
Manaaki me te kotua i etahi*

*Integrity in all we do
Hapai i a matou mahi katoa i ruka i te pono*

*Responsibility for outcomes
Kaiwhakarite i ka hua*

Canterbury DHB staff are committed to working in partnership with you to achieve the best possible outcome.

It is expected that you will:

- Be involved in your treatment and care whenever this is possible
- Inform us if you believe your rights are not being considered
- Be sensitive to the needs of others
- Respect the privacy of others and keep in confidence any information gained about them
- Provide information that could assist with your care and treatment
- Respect the staff and property of Canterbury DHB.

Issued By:
Quality & Patient Safety Department
Canterbury DHB

Date of Issue: June-2016
Authorised By: CEO
Ref: 0208

MEDISTOCK 125576

APPENDIX 2

YOUR RIGHTS

Canterbury
District Health Board
Te Poari Hauora o Waitaha

Making a verbal or written complaint

Some of the ways you can make a complaint.

- Approach the person(s) caring for you or the person in charge of the ward or department.
- Speak to the person at the hospital or service who manages complaints, by contacting the telephone Office of the hospital or service you are attending, or call a number below:

Ashburton & Community Health Services 307 8450
Burwood Hospital 383 6836
Christchurch Hospital 364 0843
Hillmorton Hospital 339 1160
The Princess Margaret Hospital 339 1160
Christchurch Women's Hospital 364 4699

Contact the General Manager of the hospital or service, or write to the Corporate Quality and Patient Safety at:

Canterbury DHB
 PO Box 1600
 CHRISTCHURCH

YOUR RIGHTS when receiving services from Canterbury DHB

This is an outline of the rights guaranteed by the law known as the Code of Health and Disability Services Consumer's Rights. They apply to all health or disability services, whether you pay for them or not.

- 1. Respect**
 You should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.
- 2. Fair Treatment**
 No-one should discriminate against you, pressure you into doing something you do not want or take advantage of you in any way.
- 3. Dignity and Independence**
 Services should support you to live a dignified, independent life.
- 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.
- 5. Communication**
 You have the right to be listened to and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available.
- 6. Information**
 You have the right to have your condition explained and 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 be fully informed.
- 7. It's Your Decision**
 It's up to you to decide, you can say no or change your mind at any time.
- 8. Support**
 You have the right to have someone with you to give you support in most circumstances.
- 9. Teaching and Research**
 All these rights also apply when taking part in teaching and research.
- 10. 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.

A full copy of the Code of Rights is available in English on request. The Canterbury DHB provides an interpreter service; please ask.

• Te Reo Māori

Kei te wātea atu i roto i te reo Māori te katoa o te tārua mō Te Mana Tikanga, mēnā ka tono mai. Whakaratohia ai Te Pori Hauora A-Rohē o Waitaha i tētahi ratonga whakamāori, me pātai koa noa mai.

• Gagana Sāmoa

Ua mafai ona maua le ata atoa o Faamatalaga faatulaga i Aia Tatau ua tusia i le gagana Sāmoa, pe afai e molimana'o mai i ai. Ua saunia e le Komiti Faale-itumāliō a le Sōifua Malo'iōina (District Health Board) i Canterbury ni tagata faamatala upu, ia ē malle, fesili mai.

• 中文 / Chinese

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• 日本語 / Japanese

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• عربي / Arabic

نرجو نسخة كاملة من قائمة الحقوق متوفرة باللغة العربية عند الطلب. إن مجلس الصحة في مقاطعة كاتيربري يوفّر لكم خدمة المترجم الفوري. نرجو التواصل عن كيفية الحصول على هذه الخدمة.

• Русский / Russian

По Вашей просьбе, Районный Отдел Заболеваний (Canterbury District Health Board) Вам предоставит полную копию Закона о Правах на русском языке или переводчика.

• 한국어 / Korean

권리 조항 - 한국어로 된 문서가 준비되어 있습니다. 캄터베리 지역 의료국은 통역 서비스도 제공합니다. 필요하시면 요청하십시오.

Health & Disability Commissioner

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