



# Have your say on future health services

## The code of expectations for consumer and whānau engagement

**It's important you have your say on how future health services should be designed so you have a positive experience and consistent care, no matter which service you are using.**

The code of expectations for consumer and whānau engagement is being developed to set out how health providers and organisations will work effectively in partnership with consumers and whānau and involve them in decision-making.

The code is being developed by the Health Quality & Safety Commission as part of the health and disability review.

The code has Te Tiriti o Waitangi at its foundation, which sets out the role of the Crown in its responsibilities with Māori. It is essential that health providers apply the principles of Te Tiriti in every engagement with consumers and whānau. Those principles include:

- tino rangatiratanga (self-determination)
- ōritetanga (equity)
- whakamaru (active protection)
- kōwhiringa (options)
- pātuitanga (partnership).

**Please tell us how you would like future health services to be designed.**

We would love to hear from you **before 31 March 2022**. You can contact us by:

- emailing your feedback to: **consumers@hqsc.govt.nz**
- filling out the online feedback form at: **www.hqsc.govt.nz/consumer-hub**
- sending mail to: Partners in Care, Health Quality & Safety Commission, PO Box 25496, Wellington 6146.

Once the code has been finalised we will develop a guide to help health services put the code into practice.



Scan here for the full version of the draft code of expectations



Scan here to sign up for the consumer health forum Aotearoa

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HEALTH QUALITY & SAFETY  
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**Te Kāwanatanga  
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