

## Your RIGHTS

The Code of Health and Disability Services Consumers' Rights states that you have the right to:

- Be treated with respect
- Freedom from discrimination, coercion, harassment and exploitation
- Dignity and independence
- Services of an appropriate standard
- Effective communication
- Be fully informed
- Make an informed choice and give informed consent
- Support
- Rights in respect of teaching or research
- Complain

For more information on the Code of Health and Disability Services Consumers' Rights and other relevant information, please visit the Health and Disability Services website: [www.hdc.org.nz](http://www.hdc.org.nz)

## Advocacy

An advocate encourages and supports an individual to speak for themselves to ensure their rights are upheld.

When a person lacks the ability to speak for themselves, an advocate can speak and act on their behalf - always with their best interests in mind. If you need to contact us:

Manager:

**Sharlene Clements 021 234 1294**

or email: [info@kindhands.co.nz](mailto:info@kindhands.co.nz)

Alternatively, you can contact a Health and Disability Consumer Advocacy by telephone:

**0800 555 050**

or email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)

## Our Vision

"To provide a trusting caring environment for children with additional needs that encompasses specialised health care and valuable education opportunities, in a home away from home environment embracing all individual whanau."

## Contacting Us

**Address:** 19 Morningside Rd, Whangarei

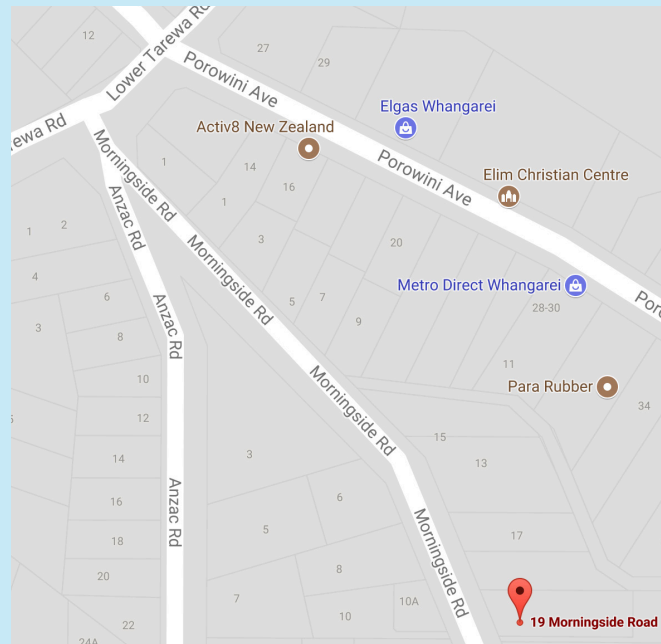
**Phone:** 09 459 7383

**Mobile:** 021 234 1294

**Email:** [info@kindhands.co.nz](mailto:info@kindhands.co.nz)

**Web:** [www.kindhands.co.nz](http://www.kindhands.co.nz)

Find us on  @KindHandsRespiteCare



## Respite Care Cottage

# Respite

**Kind Hands** provides structured respite care and support for children who:

- are aged under 6 years
- have a disability and/or
- are medically fragile and/or
- are technology dependent
- ACC
- Provide in-home carers

The respite service is also available for whanau and caregivers who need support and education during, or following, their child's transition from hospital to home.

## Who we are

**Kind Hands** is staffed by a team of registered nurses and trained carers on a 24-hours basis.

The facility is designed to accommodate children who have medical needs, while at the same time providing a homelike environment.

The team at **Kind Hands** works closely with other health professionals to ensure consistency of care for the children who use this service.

We also provide support and education for whanau to assist them in managing their child's specific needs at home.



# Kindness & Support

**Kind Hands** will accommodate the needs of whanau by supporting them with their child.

**Kind Hands** is a home away from home. The cottage has been designed to make it a child friendly home where whanau can leave their child to be cared for by staff who have accumulated many years of specialised care experience.

There is always a registered nurse on hand day and night to be able to attend to all medical requirements. The children are actively supported to reach their full potential and engage in activities specific to their needs.

## Kind Hands offers

- Individually planned respite care
- Intermediate care for the transition from hospital to home
- Home management of specific medical needs advice and support
- A home environment with wheelchair access
- Registered nurses and skilled caregivers
- Family networking opportunities
- Consultation and support by telephone

**“You’re braver than you believe,  
stronger than you seem,  
and smarter than you think.”**

- Winnie-the-pooh by A.A. Milne