In New Zealand, when you use a health or disability service you have rights.

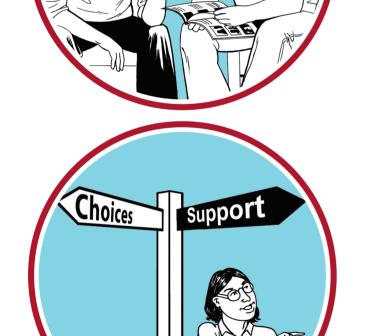




You have:

- 1. the right to be treated with respect
- 2. the right to be treated fairly
- 3. the right to dignity and independence
- 4. the right to have good care and support that fits your needs
- 5. the right to be told things in a way you understand
- 6. the right to be told everything you need to know about your care and support
- 7. the right to make choices about your care and support
- **8.** the right to have support
- the right to decide if you want to be part of training, teaching or research
- 10. the right to make a complaint





If you are not happy with the services and support you receive, you can:

- Talk to the person you are not happy with
- Ask your family member or friend to help you make a complaint
- Call 0800 55 50 50 and ask for a Health and Disability Advocate
- Call 0800 11 22 33 to make a complaint with the Health and Disability Commissioner

