

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



Health and Disability Commissioner
Te Toihau Hauoro, Hauātanga



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
9. 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

