

Your rights when you use a health or disability service



You have the right to:

- be treated with respect
- be treated fairly
- dignity and independence
- have good care and support that fits your needs
- be told things in a way you understand
- be told everything you need to know about your care and support
- make choices about your care and support
- have support
- decide if you want to be part of training and research or not take part
- make a complaint

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

Talk to the person you are not happy with

Ask a family member or friend to help you make a complaint

Call **0800 55 50 50** and ask for a Health and Disability Advocate or email advocacy@advocacy.org.nz

Call **0800 11 22 33** or email hdc@hdc.org.nz to make a complaint with HDC

