



Health and Disability Commissioner  
*Te Toihau Hauora, Hauātanga*

When you use a health  
or disability service

# You have rights

All people in New Zealand  
have these rights



# What are my rights?

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

## **This book:**

- tells you about your rights
- tells you how to make a complaint if you are not happy with a service you receive.

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

# **1** You have the right to be • treated with respect

**This means:**



**You should be  
treated well**

**You should be  
listened to**





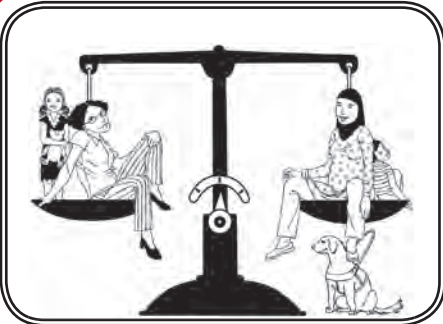
**Your beliefs  
and ideas  
should be  
respected**



**Your privacy  
should be  
respected**

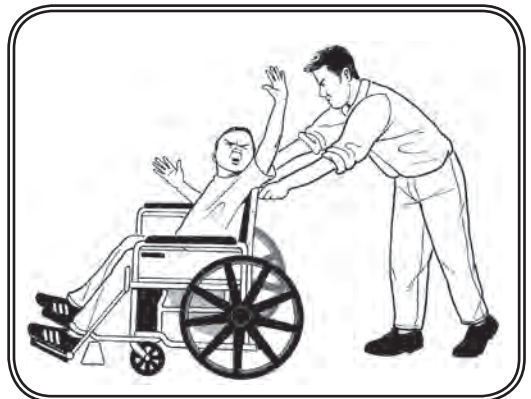
# **2. You have the right to be treated fairly**

**This means:**



**You should be treated the same as others**

**You should not be abused or taken advantage of when receiving care and support**



**No-one should use your things or take your money without asking you first**



**You should not be made to feel you have to do things you don't want to do**

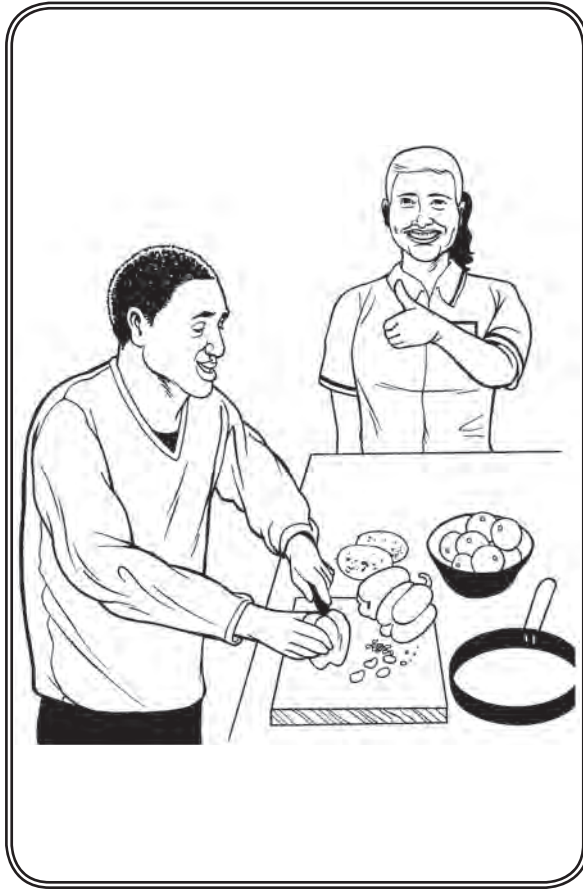
# **3** • You have the right to dignity and independence

**This means:**



**You should be treated in a way that values you as a person**





**You should be supported  
to do as much as you can  
for yourself**

**4.**

**You have the right to receive good care and support that suits your needs**



**This means:**



**All the care and support you receive should be right for you**

**You should be provided with good care and support**





**You should receive care and support that is safe for you and helps you live a good life**

**People should work together to help you**



# 5 • You have the right to be told things in a way you understand

**This means:**



**You should be spoken to in a way you understand**

**People should check that you have understood**





**People should use different ways to explain things to you - for example;**

- use pictures
- write things down
- use sign language
- get help from someone who understands you



**You should be able to talk freely, ask questions and be told the truth**

**6.** You have the right to be told everything you need to know about your care and support

**This means:**

**You should  
be told:**



**What is happening  
to you**



**What choices you can make, and the effect of your choices**



**When you can expect to receive services**



**Results of any tests or treatment**



**How much it will cost you**

# 7. You have the right to make choices about your care and support

This means:



You should be supported to make your own choices

Sometimes other people may help you make your choices







**You can say  
'no' to  
receiving care  
and support**



**You may be stopped from making  
choices that are dangerous or may  
hurt others**

# **8. You have the right to have support**

**This means:**



**You can have someone with you when you receive care and support**



**You can choose who will support you when you receive care and support**

**9.** You have the right to decide if you want to be part of training, teaching or research

**This means:**



**If you are asked to be part of training or research, it should be explained to you so you can decide if you want to take part or not**



**If you decide to take part in training, teaching or research you should be treated the same as everyone else**

# 10. You have the right to make a complaint

This means:



You can complain if you are not happy with the care and support you receive

People should listen to your concerns, worries or complaints





**People should tell you what they will do about your complaint and by when**

**If they do not help you with your complaint there are other people you can contact**





**More about  
making a  
complaint**





## Who can I ask?

**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 a friend to help you make a complaint**
- **Call 0800 55 50 50 and ask for a Health and Disability Advocate to help you**
- **Call 0800 11 22 33 to make a complaint with the Health and Disability Commissioner**



# Why should I make a complaint?

## If you make a complaint:

- People should tell you what they did and why, and they may say 'sorry' if they were wrong
- Things can be changed so that the wrong things that happened to you will not happen to others
- It will help people who support you to learn and do a better job



# Will I be in trouble if I make a complaint?

- You will not be in trouble if you make a complaint because it is your right to make a complaint
- You should not be treated differently if you make a complaint
- If someone treats you differently or tells you off for making a complaint, you can ring 0800 55 50 50 and someone will help you



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## **Health and Disability Commissioner**

**Te Toihau Hauora, Hauātanga**

**Freephone: 0800 11 22 33**

**Fax: 09 373 1061**

**Email: [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)**

**Website: [www.hdc.org.nz](http://www.hdc.org.nz)**

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## **Nationwide Health and Disability Advocacy**

**Ngā Kaitautoko**

**Freephone: 0800 55 50 50**

**Fax: 0800 27 87 76**

**Email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)**