

In New Zealand, when using health or disability services, you have certain rights.



Health and Disability Commissioner
Te Toihau Hauoro, Hauātanga

These Rights are:

1. The right to be treated with respect.
2. The right to freedom from discrimination, coercion, harassment, and exploitation.
3. The right to dignity and independence.
4. The right to services of an appropriate standard.
5. The right to effective communication.
6. The right to be fully informed.
7. The right to make an informed choice and give informed consent.
8. The right to support.
9. Rights in respect of teaching or research.
10. The right to complain.

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

- Speak directly to the person you are unhappy with.
- Ask your family or friends to raise the issue on your behalf.
- Call **0800 55 50 50** and ask to speak with the Health and Disability Advocate
- Call **0800 11 22 33** to lodge a complaint with the Health and Disability Commissioner.

