

# Your

# Rights when receiving a Health or Disability Service

## ■ Respect

You should be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.

## ■ Fair Treatment

No one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.

## ■ Dignity and Independence

Services should support you to live a dignified, independent life.

## ■ Proper Standards

You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.

## ■ Communication

You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available.

## ■ Information

You have the right to have your condition explained and to be told what your choices are. This includes how long you may have to wait, an estimate of any costs, and likely benefits and side effects. You can ask any questions to help you to be fully informed.

## ■ It's Your Decision

It is up to you to decide. You can say no or change your mind at any time.

## ■ Support

You have the right to have someone with you to give you support in most circumstances.

## ■ Teaching and Research

All these rights also apply when taking part in teaching and research.

## ■ Complaints

It is OK to complain – your complaints help improve service. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

**If you need help, ask the person or organisation providing the service.  
You can contact the local advocacy service on 0800 555 050 or the  
Health and Disability Commissioner on 0800 11 22 33 (TTY).**