**Video Four: Resolving a Concern**

**Captioning and Slide Transcript:**

[Narrator] Kia ora and welcome. This video is about resolving a concern with your support. Sam has met with the local Advocate and they have arranged to meet with the service coordinator. Let's see how Sam’s meeting goes.

[Kate] Sam, I'm really sorry to hear that you’re unhappy with your support.

Can you tell me what you think isn’t working?

[Sam] My Support Worker, Sally, is always late or she doesn’t come at all. That means I’ve been missing my hospital appointments and can’t do my food shopping. I like Sally but she is always turning up late. I don’t know what else to do.

[Kate] Yeah, I understand how frustrating that must be for you. Sally is usually a pretty good worker so, if you like, I can talk with her and try and find out what’s happening. How does that sound?

[Sam] That sounds good!

[Jane] Sam, when we spoke earlier, you suggested a replacement Support Worker. Do you still want that?

[Sam] Can I have another support worker if Sally can’t make it?

[Kate] Sam, that’s a really great idea. I can find a few people for you to meet and you can choose who you would like to support you when Sally can't do it.

[Sam] I like that plan.

[Jane] So, Kate will talk with Sally about the hours she’s missed and she’ll also find a backup staff member for the times that Sally can't make it.

[Kate] And Sam if things don't get better soon, then please do tell me so we can try to find a solution.

[Narrator] It’s important for people to speak up if they are unhappy with a service. By speaking up, things may change. A local Advocate can help you to talk through your options and find a solution.

Resolving your Concerns:

* Speak up if you are unhappy with your service
* By speaking up, things can change
* A local advocate can help you to speak up and find a solution.

To talk to an Advocate call 0800 555 050 (It’s free) or email: advocacy@advocacy.org.nz