**Video Three: Improving your Support**

**Captioning and Slide Transcript**

[Narrator] Kia ora and welcome. This video is about receiving support while living with others. This group of people want to have more choices about the meals they eat. If you are unhappy with your support, the Nationwide Health and Disability Advocacy Service can help you resolve this. Let's see how this group solves this problem.

[Jane] Hi everyone! My name is Jane and I'm the Advocate. Sam called and he let me know that you’ve been unhappy with the meals lately. Is that right?

[Everyone in the group] Yes, yeah, absolutely.

[Jane] Okay so why doesn’t everyone have a turn and let me know what is making you unhappy with those meals? Sam, why don’t you start first?

[Sam] My parents have told my Support Worker I should eat meat every day. I want... I want days where I can choose just to eat vegetables instead.

[Jack] And I want takeaway fish and chips on Fridays, but the Support Worker says it's too hard to do this.

[Amy] I don't always want fish and chips because it's not good for my diet. I’d like to get other takeaway food instead.

[Sam] There are a few take-away shops down the road. We could go for a walk to get our dinner on Fridays.

[Jane] So the problem is your parents are telling the Support Worker what to cook and the Support Worker's not listening to you when you let her know that you don't like the food?

[Sam] Yes.

[Jack] That’s right.

[Amy] We don’t like it.

[Jane] What you cook and eat is a choice that you get to make, and your Support Worker and your parents should be helping you to make those choices. I think we should have a meeting with your Support Worker and let her know how you feel. Is this something you all want to do?

[Everybody] Yes!

The next day…

[Jane] Amy, would you like to tell Jo what we talked about yesterday?

[Amy] We talked about our meals. Sam would like vegetarian options. We also would like takeaways on Fridays.

[Jo] I didn't realise you were unhappy with your meals. Your parents wrote them down on your support plan so I thought you liked them. If you want to change what you eat, then maybe we could all sit down together and make a new meal plan.

[Everyone agrees] Mmhmm.

[Sam] Could you please make some meals without meat in them?

[Jo] Sure. If you tell me what it is that you want to eat and help me to find some recipes I can try and make them for you.

[Sam] I like that idea! I know a few easy dishes we can try.

[Jack] And on Fridays, we could all go for a walk and get takeaways.

[Jo] Okay. So let's try this new meal plan for a few weeks, and see how everyone’s feeling.

[Jane] It sounds like you’re all happier with the new plan. I'll leave you all to decide what meals you want.

[Sam] Thank you for helping us, Jane!

[Jane] It’s no problem, Sam. Helping you to solve your concerns with your service provider is part of my role as an Advocate.

[Narrator] The Advocate was there to help the flatmates speak to the Support Worker. Advocates help people to make sure their voices are heard and find a solution to the problem. If you're not happy with a service you can phone the Nationwide Health and Disability Advocacy Service.

Advocates can:

* Help you speak to your support provider about any concerns you have
* Ensure your voice is heard
* Assist you to find solutions with your support provider.

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