Your Rights when receiving a Health or Disability Service

1. **Respect**
   To be treated with respect.

2. **Fair Treatment**
   To be treated fairly without pressure.

3. **Dignity and Independence**
   To respect your dignity and independence.

4. **Proper Standards**
   Service delivered with care and skill.

5. **Effective Communication**
   To have full access to communication.

6. **Information**
   To have full information and questions answered.

7. **It’s your decision**
   You can say no or change your mind at any time.

8. **Support**
   Family/whanau or friend to help you and support you.

9. **During Teaching and Research**
   All 10 rights apply.

10. **Complaints taken Seriously**
    It’s OK to complain. You can have help from a health and disability advocate.