

Website Information Sheet

Thank you for your interest in the Nationwide Health and Disability Advocacy Service. We are a free service provided under the Health and Disability Commissioner Act 1994.

Advocates support people with concerns about their health or disability care to address the matter directly with their health or disability provider. When the parties involved communicate about the issues it is called a resolution process. There are many different ways you can raise your concerns.

Our Advocacy Service Brochure provides a brief overview of the Code of Health and Disability Services Consumers' Rights and the Advocacy Service. You can download a copy of the brochure from our website or read the code in more detail in the 'Your Rights' section.

If you would like the support of an Advocate, please do not hesitate to make contact using one of the options on the website or our freephone.

The advocate will consider the information you provide and explain what support is available. They will talk or email you about the outcomes you are seeking and whether the complaint process will help to achieve those.

Our process can involve supporting you to raise your own concerns, writing a letter about your complaint or requesting a direct response from the provider. We can talk about whether requesting a resolution meeting would be possible.

Some examples of achievable resolution outcomes might be:

- ♦ An acknowledgement of what happened and how it had affected you.
- ♦ Explanations or information about your health/disability concerns or decisions that have been made about you.
- ♦ Changes to practice to reduce the likelihood of something similar happening to someone else.

Please do not hesitate to contact us if you have any questions regarding the information detailed above. **Freephone 0800 555 050.**