Health & Disability
Advocacy Service
Ngā Kaitautoko

Nationwide Health & Disability Advocacy Service

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Free help if you have a problem with a health or disability service

ihc
IN YOUR COMMUNITY

Health & Disability
Advocacy Service
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Nationwide Health & Disability Advocacy Service is a free way to get help if you have a problem with a **health or disability service.**

A **health or disability service** is anywhere you get health care or disability support.

For example:

- Hospitals
- Doctors
- Disability services
- Home-based support.

We help you speak up about any worries or problems.

Our Service is Independent

The Nationwide Health & Disability Advocacy Service is:

- **Independent**
- Free
- Not part of the Health and Disability Commissioner
- Not part of any health or disability service
- Here to support you.

Independent means we work for you, not for the people who gave you the service.

What We Do

You can get support from an **advocate**.

An **advocate** is a person on your side.

They can:

- Listen to your concerns
- Help you explain what happened
- Support you to talk with the service
- Help you understand your rights.

When to Contact an Advocate

Contact us if you have a problem with a health or disability service.

We can help if you:

- Feel worried, unsafe, or confused
- Want help to speak up
- Want support in a meeting
- Want support to make a complaint
- Want to understand your rights

You can talk to us about any concern, big or small.

The Code of Rights

Everyone has rights under the Code of Health and Disability Services Consumers' Rights.

These rights help make sure you are treated well and safely.

No one can take these rights away from you.

Your Rights

When you use a health or disability service, you have the right to:

- Respect
- Fair treatment
- Dignity and independence
- Good and safe care
- Communication you can understand
- Clear information
- Make your own decisions
- Have support people with you
- Ask questions about teaching and research
- Make a complaint

These rights belong to you.

How Advocates Help

An advocate can support you to:

- understand what your rights mean
- talk to the service
- make a complaint if you want to
- write letters or emails
- prepare for meetings
- understand what the service must do
- look at your options
- choose what happens next

You stay in charge of your choices.

How Complaints Work

If you want to make a complaint, an advocate will:

- listen to what happened
- help you explain your concerns
- support you to talk with the service
- help you work towards a solution
- keep you updated
- support you until the issue is finished

Advocates cannot make decisions for you. They support you to make your own choices.

Free Education

Advocates also teach people about their rights.

You can get free education about your rights in health and disability services.

We help everyone understand the Code of Rights.

Contact Us

Call: 0800 555 050

Email: advocacy@advocacy.org.nz

Website: www.advocacy.org.nz

Call us to talk to an advocate.

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About this Easy Read

This is an Easy Read translation of the Nationwide Health & Disability Advocacy Service brochure.

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Jessica Goodman translated this information in Easy Read at IHC.

Kaye McMurray checked this information to make sure it is easy to read.