



Your Rights when receiving a Health or Disability Service



1 Respect
To be treated with respect.



6 Information
To have full information and questions answered.



2 Fair Treatment
To be treated fairly without pressure.



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



3 Dignity and Independence
To respect your dignity and independence.



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



4 Proper Standards
Service delivered with care and skill.



9 During Teaching and Research
All 10 rights apply



5 Effective Communication
To have full access to communication.



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