

Your rights

At Real, we're committed to working with you and your whānau in ways that actively encourage autonomy, empowerment, and decision-making, and upholding your rights. Rights are all about respect: people respecting your rights and you respecting theirs.

While receiving services from Real, you have the right to:

1. Be treated with honesty, respect, and dignity, and have your needs met reflecting your circumstances, language and culture.
2. Explore and express your own personal identity, culture, religion, and sexuality.
3. Receive safe services and live in a safe environment.
4. Have access to language (including New Zealand sign) interpreters for yourself and your whanau.
5. Receive a service designed to support you to live a full life, hopeful and connected to what matters to you.
6. Have all your rights met under the Health and Disability Consumer Code of Rights and any other relevant codes or regulations.
7. Take part in discussions relating to the service you receive and to choose who will be involved in your support.
8. Be treated with skill and care by staff, and where possible, to choose staff members of your preference.
9. Raise a concern or make a complaint and be supported to do so.
10. Have access to and contribute to your health information and plans.



You can also contact an independent advocacy service at any time. This includes:

Health and Disability Advocacy Service

0800 555 050 advocacy@hdc.org.nz

Children's Commissioner

0800 224 453 advice@occ.org.nz

Health and Disability Commissioner

0800 11 22 33 hdc@hdc.org.nz

The Human Rights Commission

0800 496 877 infoline@hrc.co.nz – text 021 0236 4253

Privacy Commissioner

0800 803 909 enquiries@privacy.org.nz

Youth Law

0800 UTHLAW 0800 884 529 info@youthlaw.co.nz

real
ahakoa te aha

Contact us

Real National Office

04 473 9009

contactus@real.org.nz

For regional contact details visit our website

www.real.org.nz

   @realNZyouth

RE 241125

Please tell us how we're doing

Concerns, compliments, questions or complaints - we want to hear from you



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Your views make a difference

Our services have always been shaped by the needs of the people we serve – people using our services, their whānau and friends. We welcome your input and really value your ideas and perspectives. Sharing your feedback – both positive and negative – helps us to continually improve our services. At Real we believe that young people are active in creating the future; their voices have magnitude!



Sharing your experiences

At Real, we are proud to provide taiohi with spaces to land, learn and grow - and our kaimahi are a vital part of that support. We love to hear feedback about services or staff making a difference. We also know that sharing personal stories of hope, can inspire others. If you have positive feedback, or a story you would like to share - we would love to hear it.

Some feedback we've had from taihoi include:

"It's helpful having someone to talk to about my life."

"It's good to talk to somebody who listens."

Voicing your concerns

If something doesn't feel right or it's causing you concern, let's discuss it! Solutions can usually be found if we listen, talk and work together. It can feel difficult and sometimes scary to let people or organisations know you're not happy about something. But it's worth doing. It's important to us that we're providing you with the best possible service. If we're not, we want to know about it so we can make things better. If you have concerns about a service being provided by another organisation, or you wish to access information they hold about you, we can support you through this process too.

How to raise your concerns

If you're worried about something at Real, usually the best place to start is by talking directly with the people involved. You're always welcome to bring a support person with you when you talk with us – this could be a friend, family member or advocate. If the person you talk with does not address your concern, or if you don't feel comfortable talking to the person involved, there's always someone else you can talk with at Real to escalate your concern (See diagram below for suggested people to contact). Alternatively, you can raise a query through our website and someone will call you.

