How to give feedback or make a complaint to the Ministry of Health about your disability support services
What you will find in this booklet

Page number:

What are disability support services?........3

Giving feedback about disability support services........................................6

What happens when I give a compliment?....................................................9

What happens when I make a suggestion?................................................10
What happens when I have a concern? .................................................. 11

How to give feedback ............................................ 13

Making a complaint ............................................. 16

How to make a complaint ................................. 17
The Ministry of Health looks after the **funding** for **disability support services**.

**Funding** is money the Ministry of Health uses to pay for disability support services.

**Disability support services** are things like:

- **home and community support services** which is support that assists disabled people with things around the home and in the community.

- **respite** which is when someone takes care of a disabled person so the person who cares for them can have a break.
Disability support services are also things like:

- support for people on the autism spectrum

- equipment for disabled people

- individualised funding which is when disabled people manage their own disability supports.

This may include things like choosing your own support workers.
Disability support services are also things like **community residential support services** which is when disabled people:

- live with other disabled people
- get up to 24 hours of support a day.

You can find out more about all the disability support services on the Ministry of Health website:

Giving feedback about
disability support services

This booklet is about how you can:

• give feedback to the Ministry of Health about your disability support service

• make a complaint to the Ministry of Health about your disability support service.

Feedback is telling someone what you think about something.
Feedback can be:

- compliments

- suggestions

- concerns.

Compliments are when you tell someone something nice.

Suggestions are ideas about how to:

- do something differently

- make something better.
**Concerns** are things that you might be not be happy about.

The Ministry of Health uses feedback to make disability support services better.

Any feedback you give us will be kept confidential.

**Confidential** means not sharing what you tell us with anyone who does not need to know about it.

When you give us your feedback you do not have to tell us your name.
When you give a compliment about disability support services the Ministry of Health will send your compliment to the right place or person.
When you want to make a **suggestion** about disability support services the Ministry of Health will send your suggestion to the right people.

Those people will talk about your suggestions.

They will decide if they will make changes.
What happens when I have a concern?

When you have a **concern** about disability support services you can make a **complaint**.

A **complaint** is when you:

- are not happy about something
- tell someone why you are not happy.

If you **do not** want to know what will happen about your concern or complaint the Ministry of Health will:

- look at your concern or complaint
- decide what should happen next.
If you **do** want to know what will happen about your concern or complaint we will contact you.

You can find out more about making a complaint on pages 15 to 19 of this booklet.
How to give feedback

Go to the Ministry of Health website to download the Feedback form:


The Feedback form looks like this.
The feedback form is **not** in Easy Read.

You may want to ask someone to assist you to:

- download the Disability Service Complaints form from the website
- fill out the complaints form.

If you fill in the feedback form online you will need to email it to this email address:

dsscomplaints@health.govt.nz
If you print out the feedback form to fill in you will need to post it to:

Disability Directorate

Ministry of Health

PO Box 5013

Wellington 6140
When the Ministry of Health gets a complaint about disability support services they will:

1. read your complaint to decide what will happen next

2. do what needs to be done to sort out the complaint

3. tell you within **20 working days** what is happening with your complaint.

**Working days** are the days Monday to Friday.

**20 working days** is the same as saying 4 weeks.
How to make a complaint

1. Go to the Ministry of Health website to download the **Disability Service Complaints form**:


The Complaints form looks like this.
The complaints form is **not** in Easy Read.

You may want to ask someone to assist you to:

- download the Disability Service Complaints form from the website
- fill out the complaints form.

If you fill in the complaints form online you will need to email it to this email address:

dsscomplaints@health.govt.nz
If you print out the complaints form to fill in you will need to post it to:

Disability Directorate

Ministry of Health

PO Box 5013

Wellington 6140

2. You can also email us at:

dsscomplaints@health.govt.nz

3. You can also phone us on:

0800 855 066
4. You can use the **New Zealand Relay Service**.

The New Zealand Relay services is for people who:

- are Deaf / Hard of Hearing
- are Deafblind
- find it hard to talk.

To use the New Zealand Relay Service phone:

0800 771 771

It does not cost any money to phone this number.

You can find more about the New Zealand Relay Service at the **website**:

www.nzrelay.co.nz
There is also an Easy Read booklet called **How to make a complaint about your disability support service.**

The booklet has more information about:

- how to make a complaint

- what happens when you make a complaint

- other places that can support you to make a complaint.

You can find this booklet on the Ministry of Health website:

www.health.govt.nz
This information has been translated into Easy Read by the Make It Easy service of People First New Zealand Inc. Ngā Tāngata Tuatahi.

The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.

Make It Easy uses images from:

- Changepeople.org
- Photosymbols.com
- Sam Corliss
- Steve Bolton