





Who to Contact for Help

Support services, complaints bodies, and advocacy contacts that can help when something goes wrong or you need extra support.


Health & Disability Commissioner (HDC)

- ◆ Helps with complaints about health or disability services.
- ◆ Supports fair and safe treatment.
- ◆ Visit: www.hdc.org.nz
- ◆  0800 11 22 33

Office of the Ombudsman


- ◆ Deals with complaints about government services like WINZ, ACC, or Housing NZ.
- ◆ Makes sure people are treated fairly.
- ◆ Visit: www.ombudsman.parliament.nz
- ◆  0800 802 602

Health and Disability Advocacy Service

- ◆ Free, independent help to speak up about health or disability services.
- ◆ Helps you understand your rights and make a complaint.
- ◆ Visit: www.advocacy.org.nz
- ◆  0800 555 050



IHC Legal Services

- ◆ Provides legal support for people with intellectual disabilities and their families.
- ◆ Can help with housing, education, and disability rights.
- ◆ Visit: www.ihc.org.nz/legal
- ◆  0800 442 442



NASC (Needs Assessment & Service Coordination)

- ◆ Connects disabled people to support services such as home help or personal care.
- ◆ They assess your needs and link you to the right providers.
- ◆ Visit: www.health.govt.nz/disability-services



People First New Zealand

- ◆ A self-advocacy group led by and for people with learning disabilities.
- ◆ Supports leadership, peer support, and speaking up.
- ◆ Visit: www.peoplefirst.org.nz
- ◆  0800 20 60 70




Community Law Centres

- ◆ Free legal help for people on low incomes or who are treated unfairly.
- ◆ Help with legal advice, letters, and sometimes court support.




- ◆ Visit: www.communitylaw.org.nz

Disability Rights Commissioner – Human Rights Commission

- ◆ Supports fairness and equal treatment for disabled people.
- ◆ Can help if you are treated unfairly or discriminated against.
- ◆ Visit: www.hrc.co.nz
- ◆  0800 496 877

NetSafe


- ◆ Helps keep people safe online from bullying, scams, and harm.
- ◆ Gives advice about online safety and what to do if something goes wrong.
- ◆ Visit: www.netsafe.org.nz
- ◆  0508 638 723

Aotearoa Disability Law

- ◆ Provides free legal help for disabled people in some parts of Aotearoa.
- ◆ Helps with legal problems like discrimination, housing, or support access.
- ◆ Visit: www.communitylaw.org.nz/your-local-centre/aotearoa-disability-law



Citizens Advice Bureau (CAB)

- ◆ Free information and advice on your rights and how to access services.
- ◆ Can help with filling out forms, writing letters, and finding support.
- ◆ Visit: www.cab.org.nz
- ◆  0800 367 222