



Outcome 3 - Health and Wellbeing



“We have the highest attainable standards of health and wellbeing.”

New Zealand Disability Strategy, 2016-2026

Everybody has the right to be treated with dignity and respect. The Strategy’s vision is that all individuals receive appropriate and timely support for all their health needs, not just those related to their impairment. Impairments should cause no barriers accessing mainstream health services.

Strategy In Action

Health Passport initiative

The Health Passport is for anyone who wants to help health professionals understand their support and communication needs. It’s a booklet the person fills in and takes with them to hospital or on a doctor’s visit.

From the perspective of a Health Passport holder: “I really like having a Health Passport as it means I can keep all my information in one place....It’s a pain to have to tell the doctor or a specialist what my situation is every time, and now I don’t have to.”

The Health and Disability Commissioner developed the Health Passport to help keep the consumer as the main focus of health services and ensure their rights are upheld.

The Health Passport is for anyone but it’s especially useful for people who communicate in different ways, disabled people and those who go to hospital a lot.

If someone chooses to have a Health Passport, they decide what information to put in it. This might be about communication or support needs. For example, someone might say they like to have a family member present when their treatment is explained.

Health Passports are good in emergencies when it can be hard to speak.

In hospital, the patient keeps the Health Passport close to their bed and they can ask staff to read it.

The Health Passport is used all over New Zealand and can be used in any hospital.

In Wellington, Hutt Valley and Wairarapa hospital staff have been focusing on how the Health Passport has been working since it was introduced in 2013.

Capital & Coast, Hutt Valley and Wairarapa District Health Boards are working with the Health and Disability Commissioner to revise and improve the Health Passport with input from clinicians and consumers. The revision is based on what people who have used it have said. This includes hospital staff who read what people have written.

These three District Health Boards are working together on many agreed actions to make sure disabled people have the best possible standards of health care.

Resources

Health & Disability Commissioner

For more information about Health Passports, you can contact the Health & Disability Commissioner.

- freephone **0800 11 22 33**
- email **healthpassport@hdc.org.nz**
- website **hdc.org.nz/about-us/disability/health-passport**
- to find out about your rights generally, visit the website **hdc.org.nz**

District Health Boards

For more information about Health Passports, and other hospital services in your area, visit your local District Health Board (DHB) website, where you will also find their contact details

- list of DHB websites **health.govt.nz/new-zealand-health-system/key-health-sector-organisations-and-people/district-health-boards/district-health-board-websites**

People First New Zealand

People First NZ provides information about disability rights in a range of accessible formats

- website **peoplefirst.org.nz/news-and-resources/easy-read-resources/**
- freephone **0800 20 60 70**
- email **mail@peoplefirst.org.nz**

Carers New Zealand

Carers NZ is a national not for profit organisation providing information, advice, learning, and support for family, whānau and aiga carers. A Guide for Carers – He Aratohu mā ngā Kaitiaki, which provides practical help, can be downloaded online or ordered in print over the phone.

- website **carers.net.nz**
- freephone **0800 777 797**

Financial resources

Ministry of Health's Disability Support Services Funding

The Ministry administers annual funding of \$1.2 billion. This is to support the delivery of disability support services through a network of providers.

- website **health.govt.nz/our-work/disability-services/about-disability-support-services**