



# Making Decisions: Your Choices, Your Support





People with intellectual disability have the right to make their own decisions and have those decisions respected.



People with intellectual disability must have opportunities to make their own decisions.



People with intellectual disability must have:

- Enough time
- The right information
- The right support

To make and communicate their own decisions.



The first part of this document gives you some tools for **supported decision making**.



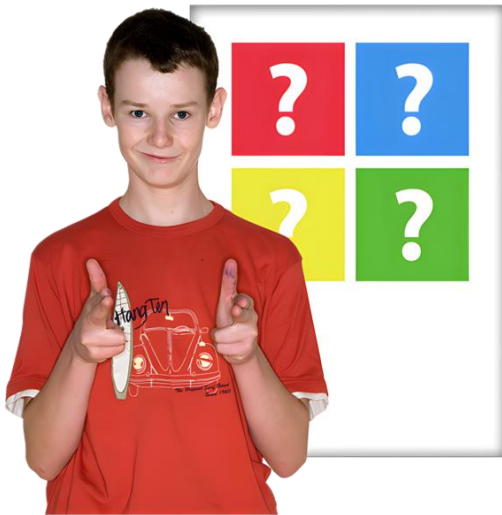
**Supported decision making** is when someone has support to make and communicate their own decisions.

The second part of this document tells you how you can choose someone to do things for you at:



- The bank
- Work and Income
- Inland Revenue

Without getting the court involved.



When someone else does things for you they should only act on your decisions.



If you choose to have someone do things for you, you are giving them power to do good or bad.



Make sure anyone who does things for you is a person you trust.



Someone who does things for you can take advantage of you by doing things like:

- Taking your benefit without you knowing.
- Taking money from your bank account without you knowing.
- Making decisions without asking you.



# Supported decision making



Supported decision-making is when you make your own decisions with any support you need.

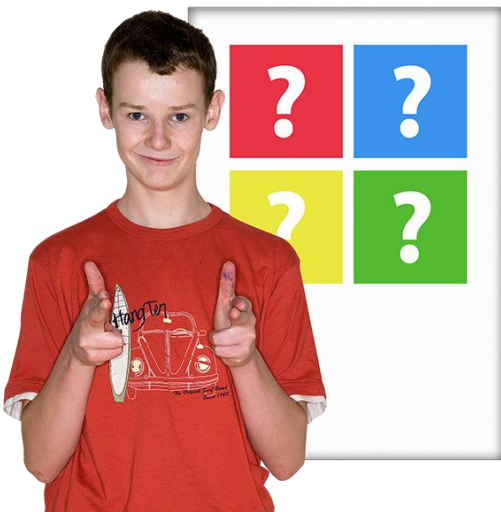


Supporters cannot make decisions for you.

You choose who supports you.

Here are some ideas:

- Whānau or family
- Friends
- Support worker
- Volunteer.







Supported decision making gives you more control over your life.



It helps you:

- Be more independent
- Understand **risk**.



**Risk** is the chance that something bad could happen.

For example, if you walk on a slippery road, there is a risk you could fall.



**It is important that your supporter:**

- Knows how you communicate.



- Understands your right to make your own decisions.



- Gives you information that is easy for you to understand.





- Helps you think about what will happen if you say “yes” and what will happen if you say “no”



- Takes action.

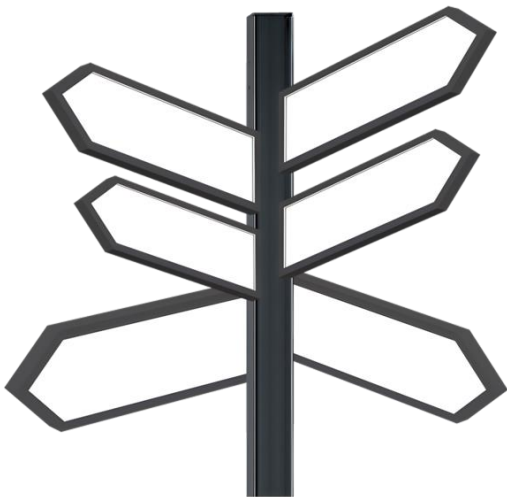


- Helps you look at the decision again from time to time to see if you still want the same thing.

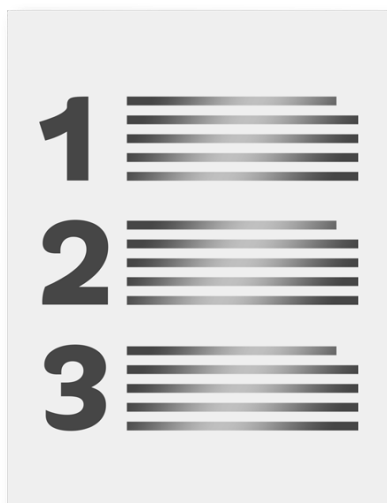


Here are some ways you can find out more about what **options** you like best:

**Options** are the different choices or possibilities you can pick from when you make a decision.



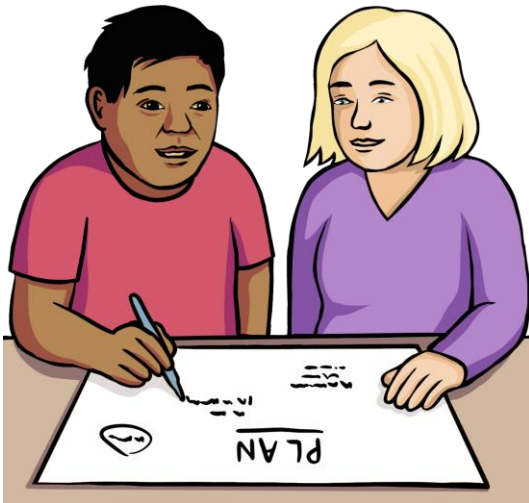
- Trying something out or having a go.



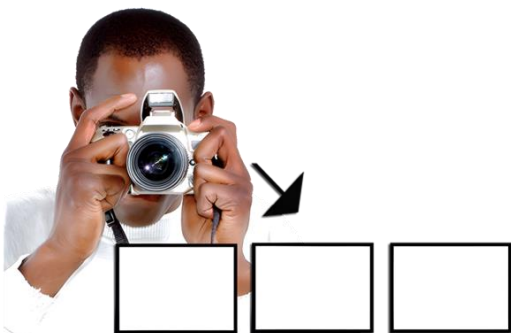
- Making a list of pros and cons.



- Using a talking mat.



- Creating a mind map or a poster.



- Using pictures.



Here are some things that can make it easier to make decisions.

You can tick the “yes” box or the “no” box to say if you have had these things or not.



I have information that is easy for me to understand.

☐

Yes

☐

No



I have had time to find out about my options.

☐

Yes

☐

No



I have had time to think about what could be difficult when I make this decision.

☐

Yes

☐

No



I have had times to practice making decisions before.

☐

Yes

☐

No



People have supported me to make my own decision.

☐

Yes

☐

No



I have the people I choose supporting me.

☐

Yes

☐

No



I have had a chance to tell people about my decision.

☐

Yes

☐

No



People have listened to me tell them about my decision.

☐

Yes

☐

No

# Telling people who support you how you decide



Who do you want to support you  
with making a decision?

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How do you want your supporters to show you or tell you about the options and choices?

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How do you want your supporters to help you understand the information?

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What are the best and worst times to ask you to decide?

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How do you want to  
communicate your decision?

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# Health decisions



You have the right to give:

- **Informed consent**
- **Active consent**

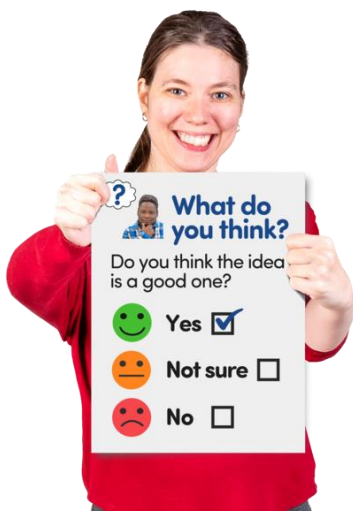
When you make health decisions.



**Informed consent** is when you fully understand a decision before you say “yes” or “no.”

It means you understand:

- The risks
- The options
- What could happen if you say “yes” and what could happen if you say “no.”





**Active consent** is when you say “yes” to something because you want to do it. It means you show your agreement clearly.



If you need medical treatment and it is in your **best interests**, then it could still happen even if you cannot give consent.



Your **best interests** means someone else thinks you need medical treatment and it is right for you.





The person or people deciding to give you medical treatment must think about:

- Your wants
- Your feelings
- Your beliefs
- Your values

To make this decision.



Your rights to:

- Give informed consent
- Have your best interests looked after



Are both part of Right 7 in the **Code of Health and Disability Services Consumers' Rights.**

# Getting more support



Here are some places that can give you more support to make a decision. They are all free.

## Citizens Advice Bureau (CAB)



The CAB gives free information to everyone. They can tell you about your rights and how to get the help you need.

There is a CAB in most cities and towns. You do not need an appointment to get help.



Call: **0800 FOR CAB**  
(0800 367 222)

Or visit the website

**[www.cab.org.nz](http://www.cab.org.nz)**.



## **Aotearoa Disability Law**

Aotearoa Disability Law is a community law centre that helps disabled and Deaf people with legal problems about their disabilities.



**Call: 09 257 5140**

**Email: [info@adl.org.nz](mailto:info@adl.org.nz)**

**Text: 027 457 5140**

Or visit the website

**[www.aucklanddisabilitylaw.org.nz](http://www.aucklanddisabilitylaw.org.nz)**



You will need an appointment to talk with a lawyer.



## MoneyTalks

MoneyTalks can help you if you have a question about money.

They can also connect you with someone in your area who teaches people about money.

Call: **0800 345 123**

Email: **help@moneytalks.co.nz**



Text: **4029**

Or visit the website  
**www.moneytalks.co.nz**

Free health advice  
when you need it



**Healthline**  
0800 611 116

## Healthline

Call Healthline on  
**0800 611 116.**



Free and available 24/7.



For trusted health advice and  
information about what to do  
next.



If you are concerned or not sure about something, cannot access a **GP**, or don't have one.



**GP** means a general practitioner. It is the doctor you normally see.



**You can call Healthline or...**  
**Healthline can call *you***

Anyone can call Healthline for free health advice and information, anytime on 0800 611 116.





If you do not need help or advice straight away, rather than calling Healthline, you can ask *them* to call *you*.

To do that:



- go to [healthy.org.nz](https://healthy.org.nz)
- click 'request a call back'
- enter a few details

and a Healthline nurse or **paramedic** will call you back.



A **paramedic** is a healthcare professional who deals with medical emergencies.

# Choosing someone to do things for you



Some people choose for someone else to do things for them in places that are hard to access.



A person who does things for you may:

- Help keep you safer



- Explain things better



Other reasons some people choose for someone else to do things for them could be:

- Some people do not feel like places are listening to them



- Some places have lots of waiting or lots of forms



- Some places are hard to get to or hard to cope with when you get there.

# Banking support



Anyone can choose for someone else to be able to use their bank account.

This person is called a:

- **Co-signatory**, or
- **Authorised signatory**.



A **co-signatory** is a person is a person who is allowed to use your bank account with you.



An **authorised signatory** is a person who is allowed to use a your bank account for you.

If you choose for someone else to be able to use your bank account they may be able to:



- Look at what money goes in and out of your account
- Take money out of your account
- Only let you spend money on things they agree with
- Other things the bank lets them do.



Learn more about choosing for someone else to be able to use your bank account for you on the Banking Ombudsman website.



Account mandates | Banking Ombudsman Scheme  
([bankomb.org.nz](http://bankomb.org.nz))



# Work and Income support



Work and Income clients can choose for someone else to be able to work with Work and Income for them.



Work and Income calls this person an **agent**.

Other people might call them an advocate or a support person.



You can choose what your agent can and cannot do for you.

An agent can:



- Give or get information about you
- Fill in forms for you
- Be paid all or part of your benefit.



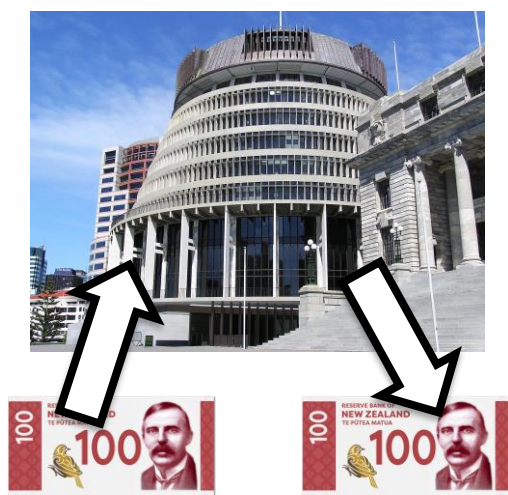
You can still talk to Work and Income and act for yourself even if you have an agent.



Learn about having an agent on the Work and Income website.

Having someone act on your behalf - Work and Income

# Inland Revenue support



**Inland Revenue** collects money for the government and pays money to some people.

Anyone can choose for someone else to be able to work with Inland Revenue for them.



Inland Revenue calls this a **nominated person**.

A nominated person can:



- Talk to Inland Revenue for you
- Fill in and sign forms for you
- Get information about you.



You can still talk to Inland Revenue and do things for yourself even if you have a nominated person.



Learn more about a nominated person on the Inland Revenue website.

[Nominated person \(ird.govt.nz\)](http://ird.govt.nz)



This document was written by the  
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Nicolina Newcombe translated this  
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David Corner checked this  
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