

Response ID ANON-C5F6-7WQA-M

Submitted to About the Act and Code Review
Submitted on 2024-08-02 16:16:04

Your details

1 What is your name?

Name:

[REDACTED]

2 What is your email address?

Email:

[REDACTED]

3 Are you submitting as an individual, or on behalf of an organisation or group?

I am submitting on behalf of an organisation/group

4 How did you hear about this consultation?

Select from the following options:

Through my job

If you selected other, please specify below:

Questions for organisations/groups

1 Name of your organisation or group (if applicable)

Organisation:

[REDACTED]

2 Type of organisation/group (if applicable)

Organisation - type of organisation/group/ropū :
Health and/or disability services provider (please specify below)

Please feel free to provide any further detail below:

[REDACTED]

Topic 1: Supporting better and equitable complaint resolution

1.1 Did we cover the main issues about supporting better and equitable complaints resolution?

Please add your response below:

Yes, but there is still a backlog and essentially, we should be moving to a more simple, speedy and efficient model.

1.2 What do you think of our suggestions for supporting better and equitable complaint resolution, and what impacts could they have?

Please add your response below:

Yes, we agree and the impacts would be more inclusive

1.3 What other changes, both legislative and non-legislative, should we consider for supporting better and equitable complaint resolution?

1.3 changes - supporting better and equitable complaint resolution:

No further suggestions

Topic 2: Making the Act and the Code more effective for, and responsive to, the needs of Māori

2.1 Did we cover the main issues about making the Act and Code more effective for, and responsive to, the needs of Māori?

Please add your response below:

Yes

2.2 What do you think about our suggestions for making the Act and the Code effective for, and responsive to, the needs of Māori, and what impacts could they have?

Please add your response below:

agree with your suggestions.

It will ensure we are meeting Māori needs in a holistic way and makes the language of the code more understandable to Māori.

2.3 What other changes, both legislative and non-legislative, should we consider for making the Act and the Code effective for, and responsive to, the needs of Māori?

Please add your response below:

Don't agree we need a deputy chair rather allocate additional resource to having more advocates services.

Consider the benefit of more resources locally so that the provider and complainant are both better supported.

Topic 3: Making the Act and the Code work better for tāngata whaikaha | disabled people

3.1 Did we cover the main issues about making the Act and the Code work better for tāngata whaikaha | disabled people?

Please add your response below:

Not applicable

3.2 What do you think of our suggestions for making the Act and the Code work better for tāngata whaikaha | disabled people, and what impacts could they have?

Please add your response below:

Not applicable

3.3 What other changes, legislative and non-legislative, should we consider for making the Act and the Code work better for tāngata whaikaha | disabled people?

Please add your response below:

Not applicable

Topic 4: Considering options for a right of appeal of HDC decisions

4.1 Have we covered the main issues about considering options for a right of appeal of HDC decisions?

Please add your response below:

Yes

We believe there are no issues

4.2 What do you think about our suggestions for considering options for a right of appeal of HDC decisions, and what impact could they have?

Please add your response below:

Do not support this.

The current investigation process is very robust, and a right of appeal would be a waste of resource.

4.3 What other options for a right of appeal of HDC decisions, both legislative and non-legislative, should we consider?

Please add your response below:

None

Topic 5: Minor and technical improvements

5.1 What do you think about the issues and our suggestions for minor and technical improvements, and what impacts could they have?

Please add your response below:

Some of them would make an impact

5.2 What other minor and technical improvements, both legislative and non-legislative, should we consider?

Please add your response below:

none

5.3 What are your main concerns about advancing technology and its impact on the rights of people accessing health and disability services?

Please add your response below:

Privacy and operator skills

5.4 What changes, both legislative and non-legislative, should we consider to respond to advancing technology?

Please add your response below:

Privacy and confidentiality

Publishing and data protection

May we publish your submission?

Yes, but please remove my name/my organisation

Please note any part(s) of your submission you do not want published::

Just my identity

Reasons to withhold parts of your submission

Yes, I would like HDC to consider withholding parts of my submission from responses to OIA requests.:

No

I think these parts of my submission should be withheld, for these reasons: :

NA

If needed, can we to contact you to follow up for more detail on your submission?

No, do not contact me

Would you like to receive updates about the review?

I'd like to receive updates about the review