

Submitted to About the Act and Code Review
Submitted on 2024-08-13 19:33:17

Your details

1 What is your name?

Name:
Riki Nia Nia

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 as an individual

4 How did you hear about this consultation?

Select from the following options:
Word of mouth

If you selected other, please specify below:
Encouraged to complete by a kaimahi

Questions for individuals

[redacted]

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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 excellent suggestions. Enabling whānau to participate should be a priority for these changes. Ultimately the whole process while stressful at times is a prime opportunity for healing and improvement. At the very least process should hiki wairua and do no more harm or add to the trauma a whānau may be going through. Processes should be tikanga driven and should prioritise resolution.

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:

Excellent. If the approach has our whānau at the centre and steers away from protecting the system and focuses on improving the system we are heading in the right direction.

Manaakitanga should be the driving value in accordance with mana. The process should be mana enhancing for all concerned. Whānau, staff and investigators.

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:

Tikanga driven and led processes

Manaakitanga should be the value driving practice to ensure the approach is mana enhancing

Whānau should be at the centre and enabled to participate without fear of retaliation or their trauma being added to.

We also need to do a lot more preventative work with our health staff.

For example to ensure we get the right staff working in in our health system we should adopt a values based recruitment within a tikanga framework for all staff employed to work inside the NZ health system.

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 Whānau need to be enabled and supported to participate equitably in the Commissions processes.

For this to occur the commissions mahi needs to be underpinned by tikanga, kaupapa focused (whānau at the centre) and mana enhancing or values based (manaakitanga),

At the very least all process and approaches should do no harm. Should be uplifting and should not add to the trauma of whānau. Processes should always aim to Hiki wairua.

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:

This is your number one priority. Māori health is the primary marker for system performance. If Maori aren't being served appropriately or effectively, our system is failing to fulfil its obligations of care and its potential.

The wider impact of strengthening the commissions processes and approaches for Maori is that we are more likely to hold the mirror up to the system in areas that matter and therefore create grater opportunity for system improvement and to fulfil its potential.

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:

As previously stated;

1. Underpinned by tikanga
2. Guided by Te Tiriti
3. Whānau at the centre
4. Delivered with manaakitanga in a way that is mana enhancing for all - Hiki Wairua
5. Kaupapa focused (whānau at the centre / Lifting system performance.

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:

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:

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:

Publishing and data protection

May we publish your submission?

Yes, you may publish my submission

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

All good. It's a bit rushed as i've only just had a chance to complete parts of the review. Happy to kōrero about any of my submission and to add more detailed if necessary.

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: :

N/A

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

Yes, you can contact me

Would you like to receive updates about the review?

I'd like to receive updates about the review