

Submitted to About the Act and Code Review
Submitted on 2024-07-22 23:41:55

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 as an individual

4 How did you hear about this consultation?

Select from the following options:

Social media

If you selected other, please specify below:

Questions for individuals

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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:

Primary care

Share 'one big thing' or upload a file

5 Are you here to tell us your 'one big thing'?

Your one big thing::

Yes, my one big thing I wanted to know...

If HDC watches the health providers, who watches the HDC?

While we understand that HDC acts as an advocate to the consumer, I would like to know if there was any protection whatsoever if HDC makes a mistake...

A complaint, particularly a vexatious, groundless one, is all but helpful in the health system. What protects the good intentions of the health providers who are currently under threat in the crumbling health system?

In any good self regulating system, there has to be a good check and balance. What is the system that supports the HDC from error?

6 Upload a file

File upload:

No file uploaded

Not Answered

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:

There is no balance.

All it is, is giving a free hand to the complainant, without an adequate counterweight in protecting health providers from frivolous vexatious complaints (which are, unfortunately, very real)

If HDC is not the agency to provide such counterweight, then at least be clear on this Act or document who does!

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:

If equitable meaning, a fair and square process, then it should help render voice to the consumer while at the same time providing assurance to the health provider that appropriate process was followed, without undue trauma (i.e. a delay) which can adversely affect the provision of services by well meaning providers

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:

Ensuring a proper process of advocacy to the consumer and protection to the provider. Balanced equitable process on both sides

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:

no suggestions

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:

no suggestions

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:

no suggestions

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:

no suggestions

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:

no suggestions

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:

no suggestions

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:

Should be a clear, if not an external party outside HDC to make it clear that a check and balance exists

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:

reassurance to health providers that appropriate processes are followed

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:

external watchdog for the processes of HDC,

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:

no suggestions

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

Please add your response below:

no suggestions

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:

Equity issues on those who do not have access to this

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

Please add your response below:

no suggestions

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::

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: :

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?