

Submitted to About the Act and Code Review  
Submitted on 2024-07-17 12:13:42

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:  
Traditional media

If you selected other, please specify below:

Questions for individuals

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Share ‘one big thing’ or upload a file

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

Your one big thing::

The health system should be completely opened up to legal liability.  
An apology generated from an HDC complaint is not always enough. Too often the HDC does not refer complaints on to the Medical Council.  
In most cases it is rare for this to happen.  
It should be the opposite, that it is rare for the HDC to not refer complaints on to the Medical Council.  
The Medical Council website refers all complaints about health practitioners to the HDC, but the HDC rarely refers complaints to the Medical Council.  
Advocates minimise complaints to the HDC. I tried multiple times to complain to an advocate who continually minimised and dismissed my complaint.  
HDC staff and advocates should be trained to identify torture in the health system.

The HDC should investigate conservatorship / PPPR complaints.

## 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:

The HDC should be removed from having a monopoly on health system complaints.

Not all people want to deal with an advocate.

One advocate told me the system was broken and that a medical professional being struck off because of an HDC complaint was as rare as hens teeth.

### 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:

The health system needs to be completely opened up to legal liability.

To expect the public to wait for the HDC to investigate and close a complaint is completely unfair.

The whole system right now is unfair for the consumer.

The HDC works as a barrier to proper and effective health system discipline.

### 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:

An advocate systematically and consistently minimised and dismissed my complaints therefore protecting the medical practitioners and the health system.

It was extremely frustrating for me.

I tried to complain directly to the HDC but they kept referring me to an advocate.

I felt completely humiliated each time I spoke with the advocate who seemed to be promoting the health system and the medical practitioners identified.

## 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:

The right of appeal should start with advocates who have the ability to minimise and dismiss complaints right from the very beginning.

### 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:

## 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:

There should be an ability for a consumer to receive financial benefit from a complaint to the HDC.

The only method of resolving a complaint is an apology for the consumer.

The medical staff involved are totally protected by anonymity which is so unfair for the general public who should be informed.

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

Please add your response below:

Almost all complaints about negligence should be referred to the Medical Council.

It is rare for the HDC to do this now and this is wrong.

The HDC acts as a filter for the Medical Council and other medical groups and boards.

This is totally unfair and means genuine cases of medical malpractice are being missed by the HDC and medical councils.

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:

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

Please add your response below:

## 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?