

Submitted to About the Act and Code Review  
Submitted on 2024-06-19 12:32:21

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:  
Through my job

If you selected other, please specify below:

Questions for individuals

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[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.

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:

Agree with the purpose to include the concept of mana enhancing.

Disagree with the use of the word 'speedy' which has connotations of haste, hurried and hassled. This sense of speed needs to be modified to avoid inappropriate pressure and rework. It must be recognized that some people need time to process things and come to terms with a situation.

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:

To replace the word 'speedy' I would prefer the use of a softer word such as timely, or well-timed, sensible or appropriate.

## 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:

No comment

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 comment

## 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:

Yes.

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 comment

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 comment

## 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.

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:

Option a. Statutory requirement for a review. While it is commendable to state that any provision would need to prevent an endless cycle of appeals by the complainant and provider on the same complaint, I doubt how this could be avoided. I do not agree with a statutory requirement for a review.

Option b. Lower the threshold for access to the HRRT. I do not agree with lowering this threshold.

#### 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:

Monitor the recent changes that have been implemented and allow time for them to be embedded before considering more changes. This links back in particular to the proposal to incorporate upholding mana in the purpose statement (Topic 1), strengthening the effectiveness and responses to the needs of Māori (Topic 2) and making it work better for tāngata whaikaha (Topic 3).

#### 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:

Yes.

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

Please add your response below:

No comment

##### 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:

No comment

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

Please add your response below:

No comment

#### 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: :

na

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