

Submitted to About the Act and Code Review  
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Name:  
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A horizontal bar chart titled "U.S. should take action to address climate change" showing the percentage of respondents who believe the U.S. should take action to address climate change, broken down by age group. The x-axis represents the percentage from 0 to 100. The y-axis lists age groups. The bars are black. The data is as follows:

Age Group	Percentage
18-29	94%
30-49	23%
50-69	70%
70+	41%
Don't know	1%
18-29	87%
30-49	35%
50-69	55%
70+	10%
18-29	94%
30-49	70%
50-69	70%
70+	4%

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:

I think you are on the right track here. I do think that Pacifica are missed out of the discussion and should be included as they make up a significant proportion of New Zealanders and have different cultural expectations and ways of operating that are not currently well accounted for.

The Advocacy service could look to offer mediation/ facilitated resolution services as well. In my experience, this would often result in a better outcome than just advocacy.

### 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:

### 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:

## 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:

I think so

### 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:

Very good

### 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:

## 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:

Generally, 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:

I agree that there needs to be a more current definition of disability, what it is and how it occurs to clarify how "Disability supports" can move from the current medical model informed services to ones better focused on the UNCRPD, Enabling Good Lives and Te Tiriti o Waitangi.

### 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:

As above and include the ability to complain about what services are commissioned on behalf of an individual or group of people. Very often, the selection of support available to a disabled person or to a whānau carer are very narrow and may not meet their needs. In these situations the service provider may well be the focus of a complaint when the real issue is the commissioning rules that dictate what that provider can provide.

## 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::

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?

I'd like to receive updates about the review