

Submitted to About the Act and Code Review  
Submitted on 2024-08-13 16:40:46

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:  
Word of mouth

If you selected other, please specify below:  
Disability Resource Centre

Questions for individuals

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[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 Code of Health and Disability Services consumers' rights was published on July 2012 but people’s rights haven't been taken into consideration which I will explain below. I don’t understand why anything needs to be worded differently in the code of rights when government organisations erase our rights as if they don't exist. What controls are in place if our rights are neglected or rejected as I feel that Health & disability organisations think our rights are temporary or optional.

covid no jab no job

Rights taken away for those who didn't get the jab or what some may call the lethal jab

Right 1 - to be treated with respect

Right 2 - Freedom from discrimination, coercion, harassment, and exploitation.

Right 3 - Dignity & Independence

Right 6 - be fully informed

Right 7 - to make an informed choice

Right 8 - support

I can't remember the year but it was between 2019 & 2023 where some of Mum's and my rights were taken away when I was at Waikato hospital cafe before or after an appointment. We were almost escorted off the premises and weren't allowed to order any food as we weren't wearing a mask due to both of us having mask exemptions but they wouldn't accept them & ignored them.

Enliven Individualised Funding purchasing guidelines is limiting how we use our funding. I don't think it's right for funding to stop for treatments that are going to help improve someones life just because it wasn't booked before 18.3.24.

When I was having surgery at Tauranga Hospital, they only allowed one parent to stay with me & support me & Dad had travelled from Waihi to support me but I needed mum's help for toileting so Dad went back home and a nurse had to help Mum with toileting me and using the portable sling as I wasn't able to weight bear after my feet surgery as Dad wasn't allowed to come in and help due to "covid" rules.

I would like to see the code of rights extended passed just Health and Disability services, so my rights are protected in all services across New Zealand.

The way the survey questions have been worded is very confusing. It's great that you have an easy to understand brochure of what the words mean but in future if possible, could the actual survey be in easy to understand language as well please?

We would like to know that a response to the complaint is always going to be forthcoming in a timely manner and details of the resolution are made clear to the complainant and the recipients

Topic 5: AI/technology:

If the chatbot can't answer then you have to type person or agent and they keep writing down a whole list of stuff that they think you might want to know which is really frustrating.

If it was a zoom call between neurologist and client /doctors/gp you know how they dont like you to go into the doctors if you're sick so you've got to do a phone consultation or a zoom call and then if you've got a rash you're not able to get them to test it or feel whereabouts you're sore. I find that not very helpful - I am always having to go in there instead. 'But doing a phone consultation would be easier because you don't have to go out into the rain but if you need them to check for something that's difficult for them to do that over the ph. I also feel that the price should be half of what it would be if you were going into the doctors as you're not taking up a room or a seat and they only have to talk to you for a shorter amount of time.

Making sure the code of rights is honoured is more important than rewording the rights. It doesn't sound like they are being acknowledged in many places.

Maybe extending the code of rights to include places like the airport and public meeting places such as cafe's, parliament grounds etc

March 2023?

Airport frisk search as my manual chair set off the metal detector. They explained it would be head to toe but I didn't realise they were going to touch certain areas. She did say she would use the back of her hands/gloves but that didn't make it less humiliating while everyone at the airport was watching & I didn't want to go in a room because I thought you had to be strip searched & people including the airport staff would possibly think I had something to hide.

The wording of the survey is too complicated and has made it hard for people to complete and put people off answering

A way that the advocacy service could improve on helping people is having their contact details displayed more visibly in the community.

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:

Adding the concept of upholding mana into the purpose statement is an essential part of being people focussed in any culture. Good idea.

Gender inclusion - God created man and woman.

Genesis 1:27-28

27 So God created humankind in his image, in the image of God he created them; male and female he created them.

Genesis 2:22-24

22 Then the LORD God made a woman from the rib he had taken out of the man, and he brought her to the man.

23 The man said, "This is now bone of my bones and flesh of my flesh; she shall be called 'woman,' for she was taken out of man."

24 That is why a man leaves his father and mother and is united to his wife, and they become one flesh.

Protect against Retaliation

This Code of Rights means nothing if people fear the very government who put it in place. Our government did not adhere to this document during the covid rubbish, nor did the police department. Nobody protected the peaceful protesters in Wellington. Why are we wasting time on this document if the powers that be ignore it completely?

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:

I have only just started to look at the questions in this document and already I feel too angry to answer them. It requires a lot of time and effort to answer these questions in a meaningful way and I don't believe anyone is going to take these matters seriously. I have seen firsthand what the leaders of this country are all about. Especially the Labour government. God help us if they ever get in again.

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:

Everyone deserves to have their voice heard and so if Tikanga is followed with opening and closing karakia at meetings and it makes them feel more comfortable, then this should be a process followed.

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:

I feel that it would be good outcomes. I feel it is good that you are involving Maori and all cultures to meet their needs.

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:

Everyone in New Zealand regardless of culture and disability should be given the opportunity to be heard. The complaints process needs to be easy so people can have more of a say.

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:

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:

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:

I feel it is good that there is a right of appeal. Complaints need to be processed in a timely manner, even if they are a small complaint. This will then ensure everyone is being listened to.

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:

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

Please add your response below:

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?

I'd like to receive updates about the review, I'd like to receive updates from the HDC about this and other mahi