

Submitted to About the Act and Code Review
Submitted on 2024-07-09 17:14:46

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:
Internet

If you selected other, please specify below:

Questions for individuals

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

[Redacted]

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[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.

I very much support incorporating the concept of health and disability services being mana-enhancing. As well as being appropriate for Māori, it also aligns well with Enabling Good Lives principles.

Gender inclusive language is essential and it is appropriate for cultural responsiveness to extend to being inclusive of LGBTQIA+ identity.

I support the shift from using the term independence. The suggested replacement of autonomy is good, other terms that could be considered are self-determination, person-led, agency.

All suggested language changes to align with the CRPD are appropriate.

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 opportunity to use both hui ā-whānau and hohou te ronga are good.

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:

The times I have used the service I found it very bureaucratic and impersonal and it was quite uncomfortable given I was sharing quite personal information. I also found the online form categories constrained the way I shared my experience in a way that reduced my ability to communicate what had happened.

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 very much support incorporating the need for services to be mana-enhancing and upholding the right for Māori to bring te ao Māori perspectives into health and disability services.

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:

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:

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 think there is room for improvement for adding more accessibility to how the complaints process is access for tāngata whaikaha. I found that the process was very opaque and impersonal and hard to navigate as an autistic person.

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:

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.:

Yes

I think these parts of my submission should be withheld, for these reasons: :

Withhold personal details from OIA requests - name, gender, ethnicity, disability status. It is OK to include these aggregated as statistical results.

If needed, can we to contact you to follow up for more detail on your submission?

No, do not contact me

Would you like to receive updates about the review?

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