

## Response ID ANON-C5F6-7WJN-T

Submitted to About the Act and Code Review

Submitted on 2024-06-21 12:05:51

### 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:

Other (please specify)

If you selected other, please specify below:

[REDACTED]

### Share 'one big thing' or upload a file

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

Your one big thing::

My agreement is on Topic 1 - Supporting better and equitable complaint resolution in the section Legislative suggestions for change as listed in the file.

6 Upload a file

File upload:

Comments from [REDACTED] re FINAL ACR Full Document 29-04-24.docx was uploaded

This file is a submission

### 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::

Please do not publish my name, [REDACTED], so please remove this.

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: :

Personal privacy.

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

## Topic 1 — Supporting better and equitable complaint resolution | Kaupapa 1 — Te Tautoko kia pai ake te whakatatū amuamu, kia mana taurite hoki

In this section we set out and ask you questions about:

- Issues we have identified for **supporting better and equitable complaint resolution** and the case for change; and
- Suggestions for the Act and Code to address those issues.

### Legislative suggestions for change

We seek feedback on the following suggestions for changes to the Act and Code to support better and equitable complaint resolution for all New Zealanders.

Comment\changes [REDACTED] agrees with as below:

#### C Clarify the role of whānau

Therefore, we propose changes to the Code, supported by guidance, to clarify the role of whānau in the consumer–provider relationship and to help providers to enable whānau participation appropriately. We propose:

- Changing the wording in Right 3 (Dignity and Independence) from ‘independence’ to ‘autonomy’ to recognise the interdependence people often have with whānau and support networks;
- Strengthening Right 8 (Support) to include the right to have whānau involved even where they cannot be present physically; and
- Clarifying Right 10 (Right to Complain) to explicitly allow for complaints to be made by support people on behalf of the consumer.