

Response ID ANON-C5F6-7WEZ-1

Submitted to About the Act and Code Review  
Submitted on 2024-06-23 15:28:10

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:  
Yellow Brick Road

Questions for individuals

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

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[Redacted]

[Redacted]

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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 agree with the changes for the role of Whānau. It's important that whānau are involved, as unwell family members are often released back into the care of the family.

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 think protection from retaliation is important, but not sure how to make this happen. I was always afraid to complain in case that would impact on care in the future.

I think it is important to be able to contact a navigator in this instance, so a complaint is a supported process.

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:

As I said above: I think it is important to be able to contact a navigator in this instance, so a complaint is a supported process.

It would have been very helpful to have someone alongside me in this process. Once I made a complaint on behalf of my daughter (after inpatient mental health care) and ended up with a meeting with 8 people, including the managing director, which was quite daunting. I was told that if I wasn't happy with their support then I should not ask for help again.

### 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:

I believe you have covered the main issues. A clear definition of 'disability' across all services in NZ would be helpful.

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 you have done your best to support disabled peoples' rights to communicate informed choice and consent. This is challenging in many situations e.g. psychosis. So taking time to connect and gather consumer wishes is important, and would have a big impact for respectful care.

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:

Currently mental health services and disability services operate totally separately, which is challenging. My daughter has mental health challenges (and spent time in psych services) and disability support for autism. We have to navigate both as entirely separate spaces, which is difficult because in reality for us they are related. e.g. Lifelinks funding can only be related to goals about autism, and a mental health community support worker can not be working on goals linked to autism. It's quite frustrating, especially around medication, therapy and goal oriented supports. We get questions like "Are you most worried about her lack of social skills as an autistic person, or are you more worried about her anxiety disorder/depression?" and we have to choose. One support can be an occupational therapist, and the other support can be a psychologist. It feels very either/or

### 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:

I agree with your changes around 'aggrieved person'. This should be more broad.

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::

n/a

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: :

n/a

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