

Submitted to About the Act and Code Review  
Submitted on 2024-05-10 21:24:36

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:  
Social media

If you selected other, please specify below:

Questions for individuals

[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::

I have used HDC but found it unfavourably for consumers. Often, health professionals do not adhere to any code of compliance, competence and communication and do not get red flagged.

More cases of medical and unprofessional negligence are overseen, need to be consumer only focussed.

I would recommend for unfairly treated Health consumers to sue in court.

## 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:

Protect against retaliation is NOT working  
Marginalised treatment is common  
Again, let consumers have a voice.  
The codes are often not adhered,  
Services are culturally inappropriate, western only world view

#### 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:

Māori world view not often considered by health practitioners.

#### 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:

Listen and serve Māori better.

#### 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:

Work in close partnership with Māori

### 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:

Often disabled people don't have a voice.  
Please listen to their whanau

#### 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:

As long as whanau is involved and can complain

#### 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:

HDC is too one sided and does not benefit the health consumers, indigenous and Māori.

I would prefer to use health lawyers as they would be able to be more consumer friendly.

### 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:

I would not think it matters.

Private health lawyers for consumer voice should be acting for the health consumers

### 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:

Stricter rules for health practitioners

If found incompetent or harmful, do not let them continue

## 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:

Family members and friends cannot complain if their whanau member deceased due to a health practitioners fault without their consent.  
Disabled people often don't like complaint but no consent for a family member should be needed

### 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:

Unfortunately HDC is not a voice for a health consumer.

Health practitioners often hide behind their legal departments and are still practicing even if incompetent

### 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