# Text for newsletters, websites, social media, etc

## Short version

**Whakamahia tō reo | Use your voice –** the Health and Disability Commissioner (HDC) is reviewing the Act and the Code. The Act sets out what HDC can do, including how complaints can be resolved, and the Code sets out people’s rights when using health and disability services. HDC wants to know how you think they can make the Act and the Code better in a public consultation which runs until 31 July 2024. Find out more, and have your say, at [review.hdc.org.nz](file:///\\hdc-fps01\data$\Review%20of%20Act%20&%20Code%202023\Communications%20and%20engagement\Communications\Assets%20and%20publications\review.hdc.org.nz).

## Medium version

**Whakamahia tō reo | Use your voice**

The Health and Disability Commissioner (HDC) is reviewing the Health and Disability Commissioner Act 1994 (the Act) and the Code of Health and Disability Services Consumers’ Rights (the Code). The Act sets out what HDC can do, including how complaints can be resolved, and the Code sets out people’s rights when using health and disability services.

Everyone who uses these services has rights and everyone who provides a service must uphold these rights, whether or not these services are paid for.

HDC wants to know how you think they can make the Act and the Code better. You can have your say in the public consultation, being held from 30 April to 31 July 2024, to help make sure HDC and the rights meet your needs and the needs of your whānau and communities.

Find out more, and have your say, at [review.hdc.org.nz](file:///\\hdc-fps01\data$\Review%20of%20Act%20&%20Code%202023\Communications%20and%20engagement\Communications\Assets%20and%20publications\review.hdc.org.nz). If you have any questions, you can email [review@hdc.org.nz](mailto:review@hdc.org.nz); or call or text 027 283 2219 or 6448975955 if you’re using the NZ Relay Service.

## Long version

**Whakamahia tō reo | Use your voice**

The Health and Disability Commissioner (HDC) is reviewing the Health and Disability Commissioner Act 1994 (the Act) and the Code of Health and Disability Services Consumers’ Rights (the Code). HDC is an independent Commissioner responsible for protecting and promoting people’s rights under the Code, including by resolving complaints when people feel their rights aren’t being respected.

The Act and Code were established to ensure that people are treated as partners in their care and have help to resolve issues and hold people accountable when this doesn’t happen. The Act sets out what HDC can do, including how complaints can be resolved, and the Code sets out people’s rights when using health and disability services. Everyone who uses these services has rights and everyone who provides a service must uphold these rights, whether or not these services are paid for.

A public consultation is being held from 30 April to 31 July 2024. This is your opportunity to shape these rights, and the way HDC protects and promotes them. By having your say, you can help make sure HDC and the rights meet your needs and the needs of your whānau and communities.

HDC want to know how you think they can make the Act and the Code better. You will be able to answer questions on five topics:

* Supporting better and equitable complaint resolution;
* Making the Act and the Code more effective for, and responsive to the needs of, Māori;
* Making the Act and the Code work better for tāngata whaikaha | disabled people;
* Considering options for a right of appeal of HDC decisions; and
* Minor and technical improvements.

You can answer all or some of the questions by completing the online survey at [review.hdc.org.nz](file:///\\hdc-fps01\data$\Review%20of%20Act%20&%20Code%202023\Communications%20and%20engagement\Communications\Assets%20and%20publications\review.hdc.org.nz) (or downloading and filling it in). Alternatively, you can send us your thoughts to [review@hdc.org.nz](mailto:review@hdc.org.nz) or by post to PO Box 1791, Auckland, 1140. Your submission could be as simple as a few words or a more in-depth response. It’s totally up to you.

HDC want anyone who wants to help improve the Act and the Code to have their say. You can help them by promoting the consultation and directing people to the consultation website, visit [review.hdc.org.nz](file:///\\hdc-fps01\data$\Review%20of%20Act%20&%20Code%202023\Communications%20and%20engagement\Communications\Assets%20and%20publications\review.hdc.org.nz). If you have any questions, you can email [review@hdc.org.nz](mailto:review@hdc.org.nz); or call or text 027 283 2219 or 6448975955 if you’re using the NZ Relay Service.