



Health and Disability Commissioner  
Te Toihau Hauora, Hauātanga

9 August 2024

Sarah Brodrick

By email: [fyi-request-27610-5b94efd0@requests.fyi.org.nz](mailto:fyi-request-27610-5b94efd0@requests.fyi.org.nz)

Tēnā koe Ms Brodrick

**Re: Information request**  
**Our ref: E24HDC00979/NRO**

Thank you for your request of 14 July 2024 through FYI.org.nz for information relating to HDC's processes to support "Māori, people and service providers within the complaint management process."

We have considered your request under the Official Information Act 1982.

Please find the information requested **below**.

### **Hui ā whānau and hohou te rongo**

*Any official information about hui ā whānau and hohou te rongo*

We do not have any specific policies or documents about these processes, but relevant information is included in the following documents:

- 2022 Annual Report - <https://www.hdc.org.nz/media/gu5l4iid/hdc-annual-report-2022.pdf>
- 2023 Annual Report - <https://www.hdc.org.nz/media/wzpdch0g/hdc-annual-report-2023.pdf>
- 2023/24 Statement of Performance Expectations - <https://www.hdc.org.nz/media/kmgvawu/statement-of-performance-expectations-2023-2024.pdf>
- Case study - <https://www.hdc.org.nz/decisions/case-studies-nga-matai-take/culturally-appropriate-care-making-recommendations-and-tailoring-our-approach-to-meet-the-needs-of-whanau/>
- Media release - <https://www.hdc.org.nz/media/si1goudc/20hdc00719media-release.pdf>

*How hui ā whānau and hohou te rongo are "facilitated by Māori"*

In May 2022 HDC introduced a new role to the organisation's leadership team, Kaitohu Matamua Māori – Director Māori. Since its introduction, this role has been filled by Ikimoke Tamaki-Takarei. Mr Tamaki-Takarei leads the Māori Directorate, which also

includes two Senior Advisors, to provide cultural support to the Health and Disability Commissioner and her employees to ensure the organisation meets its obligations under Te Tiriti O Waitangi. In doing so, the Māori Directorate facilitates hui ā whānau to support HDC and Māori consumers and complainants to access and navigate the complaints process in a way that is culturally appropriate. They also help to facilitate hohou te rongo, which is an approach that focuses on bringing peace between the consumer and provider to complaints resolution.

*What date HDC commenced hui ā whānau and hohou te rongo*

As previously mentioned, the Kaitohu Matamua Māori was a role introduced in May 2022. HDC has an ongoing objective to provide Māori-focused complaints resolution where possible and appropriate, and prior to 2022 we did so by facilitating whānau meetings and promoting culturally appropriate care in the health sector. The recruitment of a Kaitohu Matamua Māori furthers this objective as it enables us to provide more effective and appropriate processes that are facilitated by Māori.

The Kaitohu Matamua Māori began facilitating hui ā whānau and hohou te rongo as the need arose, rather than on a specific date.

*Whether hui ā whānau and hohou te rongo are permanent changes and, if not, how long they will be available to Māori and their whānau*

As above, these processes have been facilitated by the Māori Directorate team. That team are all employed on a permanent full-time basis and their support is greatly valued by both HDC, and complainants and their whānau.

## **Clinical Navigators**

*Any official information about the Clinical Navigator role*

Please find enclosed a copy of the Clinical Navigator position description. This details the responsibilities and qualities of the position.

*What qualifications or experience does a Clinical Navigator require, and why has the HDC chosen to call them “Clinical Navigators”*

HDC's Navigators are required to have healthcare experience in the Aged Care environment, or with a lot of experience working with older people. Both of HDC's current Navigators have nursing experience. HDC calls them Clinical Navigators as they have experience in the healthcare industry and are able to help HDC staff, consumers and complainants to understand aspects of the healthcare system because of their experience working in it. Navigators may be asked to reach out to a complainant to clarify the issues complained about, and are well equipped to ask effective questions and to explain aspects of the care provided. Navigators also assist HDC staff to identify any concerning clinical aspects of complaints. For example, they are involved in our 'triage' process to identify issues which may not be as clear to someone with limited or no clinical experience.

*What date were Navigators commenced*

HDC's first Navigator was employed on 17 October 2022.

*Any specific qualifying factors for a complainant to access a Clinical Navigator*

There are not any "qualifying factors" for a complainant to access a Clinical Navigator, but they are not available by request. Navigators may reach out to a complainant when HDC identifies that they would benefit from talking to someone with the experience required to understand and discuss clinical issues, as opposed to a complaints assessor who may not have the requisite clinical experience.

*Whether Clinical Navigators are a permanent change and, if not, how long they will be available to Māori and their whānau*

HDC currently has two Clinical Navigators who are both employed on a permanent full-time basis. Their presence has been greatly valued by HDC. Support of a Clinical Navigator is available on all complaints where it is identified as beneficial, including on complaints laid by Māori or their whānau.

### **Complainant and provider surveys**

*Copies of all surveys including the questions that have been asked of complainants*

The surveys are a quality improvement tool which assists us to make our process more people-centred. It allows us to both identify quality improvement initiatives and monitor the impact on people's experience of any initiatives implemented.

Please find the enclosed copy of the complainant survey.

*Which date each complainant survey went live and how they are communicated*

The complainant experience survey was first introduced in February 2021. The complainant experience survey is sent on a 3-4 monthly basis to complainants who have had a complaint closed with HDC in that time period.

The survey is communicated through the medium which the person has chosen to communicate with us. For example, if a complainant has had all their correspondence with HDC via email, then they will be emailed a link to a digital version of the survey. Those who have primarily corresponded via mail will be posted a paper survey with a stamped, self-addressed envelope so there is no cost for them to send it back. If someone wants support to fill out the survey, or to answer the survey in a different medium, we can accommodate that. Some people have chosen to give their answers over the phone or on Zoom.

*Whether the complainant survey requested identifiable information*

The surveys are designed to be anonymous. Whilst they do ask questions about general demographics (age, gender, etc), they do not *require* input of identifiable information. The survey data is also analysed by a team who is not directly involved in complaints resolution. The only time identifying information is requested in the survey is where it asks if the complainant would be happy to be contacted about their experience. If they are completing the survey online and answer 'yes' to being

contacted, they are then prompted to fill in contact details. If they answer “no”, no such prompt to enter those details comes up.

In the paper version of the survey, there is a part which asks for contact details immediately after the question asking whether they would like to be contacted. However, the absence of an asterisk on the part of the survey which asks for those details illustrates that answering that part of the survey is voluntary. The surveys do not ask for complaint reference numbers.

*Copies of all surveys including the questions that have been asked of providers*

Please find attached the provider surveys. There are three different provider surveys depending on if the provider is an individual provider, a small group provider (like a GP clinic), or a large group provider (like a hospital).

*What date the provider survey went live and how they are communicated*

The provider experience survey was introduced December 2021. The provider experience survey is sent on a 3-4 monthly basis to providers who had a complaint closed with HDC during that time period.

As above, these surveys are sent in the provider’s preferred method of contact, which is determined and handled in the same way complainants surveys are (see above).

*Whether the provider survey requested identifiable information*

The provider surveys take the same approach to identifiable information as the complainant survey. See answer above for “*Whether the complainant survey requested identifiable information*” and the attached copies of the surveys for details.

You may seek a review of this decision from the Office of the Ombudsman.

Nāku iti noa, nā

**Juliette Manning**  
**Senior Legal Advisor**

Enc Navigator position description July 2022  
Complainant and provider surveys