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If you have any questions or concerns about this survey, or need help to fill it out, please contact us at research@hdc.org.nz.

Not at all knowledgeable Somewhat knowledgeable   Not so knowledgeable Very knowledgeable   Other (please specify)   u did have prior knowledge about the Code of Rights, where had that come from? our view, what would be the best way to improve professionals' understanding of the e of Rights and its application to their practice? ow much did you know about HDC before this complaint? Nothing at all A moderate amount A great deal A little	his section, we just ask y wledge of the Code of He e of Rights) prior to hea cation and promotion wo rior to this complaint, how	ealth and Disability Services Consumers' Rights (the aring from HDC. Your answers will help us improve ou ork.
Not so knowledgeable Very knowledgeable Other (please specify) U did have prior knowledge about the Code of Rights, where had that come from? U did have prior knowledge about the Code of Rights, where had that come from? U did have prior knowledge about the Code of Rights and the come from? U did have prior knowledge about the Code of Rights and the come from? U did have prior knowledge about the Code of Rights and the come from? U did have prior knowledge about the Code of Rights and the come from? U did have prior knowledge about the Code of Rights and the come from? U did have prior knowledge about the Code of Rights and its application to their practice? U did have prior knowledge about the Code of Rights and its application to their practice? U did have prior knowledge about the Code of Rights and the come from? U did you know about HDC before this complaint? U did have prior knowledge about the Code of Rights and the did have prior knowledge about the code of Rights and the did have prior knowledge about the code of Rights and the did have prior knowledge about the code of Rights and the did have prior knowledge about the code of Rights and the did have prior knowledge about the code of Rights and the code of Rights and the did have prior knowledge about the code of Rights and the did have prior knowledge about the code of Rights and the code of Right		les and describe and an about the Order of Display
Not so knowledgeable   Other (please specify)   ou did have prior knowledge about the Code of Rights, where had that come from? our view, what would be the best way to improve professionals' understanding of the e of Rights and its application to their practice? Iow much did you know about HDC before this complaint? Iow much did you know about HDC before this complaint? A moderate amount A great deal A little	🔵 Not at all knowledgeable	knowledgeable were you about the Code of Rights?
Other (please specify)		Somewhat knowledgeable Extremely knowledgeable
ou did have prior knowledge about the Code of Rights, where had that come from?  rour view, what would be the best way to improve professionals' understanding of the le of Rights and its application to their practice?  How much did you know about HDC before this complaint?  Nothing at all A moderate amount A great deal  A little A lot	○ Not so knowledgeable	O Very knowledgeable
A little     A lot	Other (please specify)	
rour view, what would be the best way to improve professionals' understanding of the le of Rights and its application to their practice?		
Nothing at all     A moderate amount     A great deal       A little     A lot		
A little     A lot		
Any comments?		

Your most recent experience with HDC

In this section, we want to know about the outcome of your last complaint. This helps us to understand if people's overall experience with HDC is influenced by our final decisions. In the next section, please think about this complaint when responding.

- \* What was HDC's decision on the most recent complaint you received?
  - $\bigcirc$  HDC closed the complaint with no action taken
  - () HDC took no action but made recommendations
  - $\bigcirc$  HDC referred the complaint back to me to resolve
  - () HDC referred the complaint to the Nationwide Advocacy Service
  - () HDC referred the complaint to another agency (eg. Privacy Commissioner)
  - () HDC referred the complaint to my Regulatory Authority (eg. Nursing Council)
  - () HDC investigated the complaint and found me in breach of the Code
  - () HDC investigated the complaint and did not find me in breach of the Code
  - Other (please specify)

	Help us learn from your experience	
complaints process. Plea statements by choosing	e thirteen statements about your experience with ase tell us how much you agree or disagree with a number that best reflects your experience. Th gree with the statement. You get a chance to ma	n these ne higher the
<u>Communication</u>		
HDC helped me to underst	and the complaints process and what is expected	
0 - Strongly disagree	10 - Strongly agree	
It was easy for me to provi	de HDC with the information they required	
0 - Strongly disagree	10 - Strongly agree	
HDC kept me informed abo	out the progress of my complaint	
0 - Strongly disagree	10 - Strongly agree	
HDC responded quickly to	my enquiries	
0 - Strongly disagree	10 - Strongly agree	
HDC understood what I ha	d to say	
0 - Strongly disagree	10 - Strongly agree	
Is there anything else you answers in this section?	want to tell us about the way we communicated with	ı you, or your

The time HDC took to resolve the complaint was reason	nable	
0 - Strongly disagree	10 - Strongly agree	
0		
The timeframes HDC gave me to respond were reason	able	
0 - Strongly disagree	10 - Strongly agree	
All relevant information was gathered and assessed by	HDC	
0 - Strongly disagree	10 - Strongly agree	
I felt that the complaint was dealt with fairly		
0 - Strongly disagree	10 - Strongly agree	
HDC is impartial and treats both sides equally		
0 - Strongly disagree	10 - Strongly agree	
HDC respected my cultural needs and preferences (if a	pplicable)	
0 - Strongly disagree	10 - Strongly agree	
Is there anything else you want to tell us about our con this section?	nplaints process or your	answers in
The outcome		
I understand the reasons for the HDC's decision about	the complaint	
0 - Strongly disagree	10 - Strongly agree	

Any recommendations HDC made were useful for improving quality and safety

0 - Strongly disagree

10 - Strongly agree

Is there anything else you want to tell us about the outcome of the complaint, or your answers in this section?

# Help us learn from your experience Final thoughts This section is about your overall experience with HDC. It is a chance for you to give us any feedback you want. If any part of your experience was particularly good or bad, please tell us. Suggestions are helpful so please let us know what would have worked better for you. If your friend had a bad experience with a health or disability service, how likely are you to recommend they contact HDC? 10 - I would be 0 - I am not at all likely extremely likely to recommend to recommend What is the main reason for the score you gave above? Is there anything else you want to tell us?

I	Help us learn from your e	xperience
bout you		
		for everyone. Because the survey
e do works better for so	-	is helps us to understand if what
How old are you?		
Under 18	35-44	65+
18-24	45-54	
25-34	55-64	
What is your gender?		
○ Female		
◯ Male		
I don't want to answer		
Another gender (please s	pecify)	
NZ European Māori Samoan Cook Island Māori	<ul> <li>Tongan</li> <li>Niuean</li> <li>Chinese</li> <li>Indian</li> </ul>	I don't know my ethnicity I don't want to state my ethnicity
Other/s (please specify)		
What is your occupation?		
How many other health/a	llied health professionals ar	e part of your usual team?
I am part of a small team	(fewer than 5 other health/allied h	nealth professionals)
I am part of a medium siz	ed team (more than 5 but fewer th	aan 15 other health/allied health professionals)
└ I am part of a large team	(over 15 other health/allied health	professionals)
-		

Less than a year	3-5 years	11-20 years
1-2 years	○ 6-10 years	Over 20 years
are you happy for us to	contact you about your exper	ience?
Yes		
No		

What's the best way for us to contact you?

First Name

**Email Address** 

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To help us improve, we'd like to ask you a few questions about your experience with HDC. It should only take about ten minutes. Your answers will help us to make our processes work better for people.

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mprove our education and promotion work. Tow knowledgeable do you think your staff are about the Code of Rights? Not at all knowledgeable Somewhat knowledgeable Extremely knowledgeable Not so knowledgeable Very knowledgeable Other (please specify) t does your organisation do to promote your staff's understanding of the Code of Rights its application to their practice? t would be the most helpful things HDC could do to help increase your	r organisation and the C	Code of Rights
rvices Consumers' Rights (the Code of Rights). Your answers will help improve our education and promotion work. How knowledgeable do you think your staff are about the Code of Rights? Not at all knowledgeable Somewhat knowledgeable Extremely knowledgeable Not so knowledgeable Very knowledgeable Other (please specify) at does your organisation do to promote your staff's understanding of the Code of Rights d its application to their practice?		
Not so knowledgeable     Very knowledgeable		
Not at all knowledgeable   Somewhat knowledgeable Not so knowledgeable Other (please specify) Int does your organisation do to promote your staff's understanding of the Code of Rights d its application to their practice? Int would be the most helpful things HDC could do to help increase your	s improve our education ar	nd promotion work.
Not so knowledgeable Very knowledgeable Other (please specify) Anat does your organisation do to promote your staff's understanding of the Code of Rights d its application to their practice?	How knowledgeable do you	think your staff are about the Code of Rights?
Other (please specify)  nat does your organisation do to promote your staff's understanding of the Code of Rights d its application to their practice?  nat would be the most helpful things HDC could do to help increase your	○ Not at all knowledgeable	Somewhat knowledgeable Extremely knowledgeable
hat does your organisation do to promote your staff's understanding of the Code of Rights d its application to their practice?	$\bigcirc$	Very knowledgeable
d its application to their practice?	Other (please specify)	
d its application to their practice?		

Your most recent experience with HDC

In this section, we want to know about the outcome of your last complaint. This helps us to understand if people's overall experience with HDC is influenced by our final decisions. In the next section, please think about this complaint when responding.

- \* What was HDC's decision on the most recent complaint about your organisation?
  - $\bigcirc$  HDC closed the complaint with no action taken
  - () HDC took no action but made recommendations
  - $\bigcirc$  HDC referred the complaint back to us to resolve
  - () HDC referred the complaint to the Nationwide Advocacy Service
  - () HDC referred the complaint to another agency (eg. Privacy Commissioner)
  - $(\hfill )$  HDC investigated the complaint and found us in breach of the Code
  - $\bigcirc$  HDC investigated the complaint and did not find us in breach of the Code
  - Other (please specify)

	Help us learn from your experience	
complaints process. Plea statements by choosing	e thirteen statements about your experience wil ase tell us how much you agree or disagree with a number that best reflects your experience. Th gree with the statement. You get a chance to ma	these e higher the
<u>Communication</u>		
HDC helps us to understan	d the complaints process and what is expected	
0 - Strongly disagree	10 - Strongly agree	
It is easy to provide HDC v	vith the information they require	
0 - Strongly disagree	10 - Strongly agree	
HDC keeps us informed ab	out the progress of complaints	
0 - Strongly disagree	10 - Strongly agree	
HDC responds quickly to e	nquiries	
0 - Strongly disagree	10 - Strongly agree	
HDC understands what we	have to say	
0 - Strongly disagree	10 - Strongly agree	
Is there anything else you this section?	want to tell us about communicating with HDC or yo	our answers in

The time HDC takes to resolve complaints is reasonable		
0 - Strongly disagree	10 - Strongly agree	
$\bigcirc$		
The timeframes HDC gives us to respond are reasonable		
0 - Strongly disagree	10 - Strongly agree	
All relevant information is gathered and assessed by HDO	C	
0 - Strongly disagree	10 - Strongly agree	
HDC deals with complaints fairly		
0 - Strongly disagree	10 - Strongly agree	
0		
HDC is impartial and treats both sides equally		
0 - Strongly disagree	10 - Strongly agree	
0		
HDC conducts itself in a culturally safe way		
0 - Strongly disagree	10 - Strongly agree	
0		
Is there anything else you want to tell us about our comp this section?	laints process or your a	answers in
The outcome		
I understand the reasons for HDC's decisions about comp	plaints	
0 - Strongly disagree	10 - Strongly agree	

0 - Strongly disagree

10 - Strongly agree

Is there anything else you want to tell us about the outcomes of complaints or your answers in this section?

	II.a	· ·····	
	Help us learn from your		
Final thoughts			
us any feedback you war	ur overall experience with nt. If any aspect of your e us. Suggestions are help ou.	ngagement with us is p	articularly
If your friend had a bad ex recommend they contact H	xperience with a health or di HDC?	isability service, how likel	y are you to
0 - I am not at all likely to recommend	,	10 - I would be extremely likely to recommend	
What is the main reason fo	or the score you gave above	?	
Is there anything else you	want to tell us?		

Help us learn	from your experience
-	hings works for everyone. Because the survey bout the people filling it out. This helps us to for some people than others.
nat is your role in your organisation?	
What sort of organisation do you work f	or? (please select all the apply)
DHB	Mental Health/Addiction Services provider
	Maternity Provider
Government agency	Dental clinic
Private hospital	Pharmacy
Kaupapa Māori provider	General practice
Charitable Trust	Diagnostic services provider
Disability Services Provider	Home care support
Aged Care provider	Rehabilitation provider
Specialist clinic	
Other (please specify)	
What is your gender?	
) Female	
◯ Male	
○ I don't want to answer	
<ul> <li>Another gender (please specify)</li> </ul>	
What is your ethnicity? (please select al	l that apply)
NZ European Tong	
Māori Niue	
Samoan Chin	ethnicity
Cook Island Māori India	

🔵 Less than a year	3-5 years	O More than 10 but less than 2
1-2 years	More than 5 but less than 10 years	years Over 20 years
Are you happy for us to	contact you about your experience	9?
◯ Yes		
O No		

What's the best way for us to contact you?

First Name

**Email Address** 

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H	Ielp us learn from your experi	ence
r organisation and the	e Code of Rights	
his section, we ask you anisation's knowledge	a few quick questions to get a of and training on the Code o	f Health and Disability
mprove our education	ts (the Code of Rights). Your a and promotion work.	nswers will nelp
How knowledgeable do	you think your staff are about the	Code of Rights?
O Not at all knowledgeable	Somewhat knowledgeable	Extremely knowledgeable
Not so knowledgeable	Very knowledgeable	
Other (please specify)		
	pful things HDC could do to help i Code of Rights and its application	
f's understanding of the (	Code of Rights and its application	to their practice?
Es understanding of the Control of t	Code of Rights and its application	to their practice?
Fs understanding of the C low much did you know a Nothing at all A little	Code of Rights and its application	to their practice?
Fs understanding of the C low much did you know a Nothing at all A little	Code of Rights and its application	to their practice?
Fs understanding of the C low much did you know a Nothing at all A little	Code of Rights and its application	to their practice?
Tow much did you know a Nothing at all	Code of Rights and its application	to their practice?
Es understanding of the Control of t	Code of Rights and its application	to their practice?
Fs understanding of the C low much did you know a Nothing at all A little	Code of Rights and its application	to their practice?
Es understanding of the Control of t	Code of Rights and its application	to their practice?
f's understanding of the of th	Code of Rights and its application	to their practice?

Your most recent experience with HDC

In this section, we want to know about the outcome of your last complaint. This helps us to understand if people's overall experience with HDC is influenced by our final decisions. In the next section, please think about this complaint when responding.

- \* What was HDC's decision on the most recent complaint about your organisation?
  - $\bigcirc$  HDC closed the complaint with no action taken
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  - $\bigcirc$  HDC referred the complaint back to us to resolve
  - () HDC referred the complaint to the Nationwide Advocacy Service
  - () HDC referred the complaint to another agency (eg. Privacy Commissioner)
  - $(\hfill )$  HDC investigated the complaint and found us in breach of the Code
  - $\bigcirc$  HDC investigated the complaint and did not find us in breach of the Code
  - Other (please specify)

	Help us learn from your experience			
Your experience with HDC In this section, there are thirteen statements about your experience with HDC's complaints process. Please tell us how much you agree or disagree with these statements by choosing a number that best reflects your experience. The higher the number, the more you agree with the statement. You get a chance to make any other comments you have at the end of each section.				
<u>Communication</u>				
HDC helps us to understan	d the complaints process and what is expected			
0 - Strongly disagree	10 - Strongly agree			
It is easy to provide HDC v	vith the information they require			
0 - Strongly disagree	10 - Strongly agree			
HDC keeps us informed ab	out the progress of complaints			
0 - Strongly disagree	10 - Strongly agree			
HDC responds quickly to e	nquiries			
0 - Strongly disagree	10 - Strongly agree			
HDC understands what we	have to say			
0 - Strongly disagree	10 - Strongly agree			
Is there anything else you this section?	want to tell us about communicating with HDC or yo	our answers in		

The time HDC takes to resolve complaints is reasonable		
0 - Strongly disagree	10 - Strongly agree	
$\bigcirc$		
The timeframes HDC gives us to respond are reasonable		
0 - Strongly disagree	10 - Strongly agree	
All relevant information is gathered and assessed by HDO	C	
0 - Strongly disagree	10 - Strongly agree	
HDC deals with complaints fairly		
0 - Strongly disagree	10 - Strongly agree	
0		
HDC is impartial and treats both sides equally		
0 - Strongly disagree	10 - Strongly agree	
0		
HDC conducts itself in a culturally safe way		
0 - Strongly disagree	10 - Strongly agree	
0		
Is there anything else you want to tell us about our comp this section?	laints process or your a	answers in
The outcome		
I understand the reasons for HDC's decisions about comp	plaints	
0 - Strongly disagree	10 - Strongly agree	

0 - Strongly disagree

10 - Strongly agree

Is there anything else you want to tell us about the outcomes of complaints or your answers in this section?

# Help us learn from your experience Final thoughts This section is about your overall experience with HDC. It is a chance for you to give us any feedback you want. If any aspect of your engagement with us is particularly good or bad, please tell us. Suggestions are helpful so please let us know what would work better for you. \* If your friend had a bad experience with a health or disability service, how likely are you to recommend they contact HDC? 10 - I would be 0 - I am not at all likely extremely likely to recommend to recommend What is the main reason for the score you gave above? Is there anything else you want to tell us?

Help us learn	from your experience			
bout you We want to make sure the way we do things works for everyone. Because the survey s anonymous, we need a few details about the people filling it out. This helps us to understand if what we do works better for some people than others.				
nat is your role in your organisation?				
What sort of organisation do you work f	or? (please select all the apply)			
DHB	Mental Health/Addiction Services provider			
	Maternity Provider			
Government agency	Dental clinic			
Private hospital	Pharmacy			
Kaupapa Māori provider	General practice			
Charitable Trust	Diagnostic services provider			
Disability Services Provider	Home care support			
Aged Care provider	Rehabilitation provider			
Specialist clinic				
Other (please specify)				
What is your gender?				
) Female				
◯ Male				
◯ I don't want to answer				
<ul> <li>Another gender (please specify)</li> </ul>				
What is your ethnicity? (please select al	l that apply)			
NZ European Tong				
Māori Niue				
Samoan Chin	ethnicity			
Cook Island Māori India				

🔵 Less than a year	3-5 years	O More than 10 but less than 2
1-2 years	More than 5 but less than 10 years	years Over 20 years
Are you happy for us to	contact you about your experience	9?
◯ Yes		
O No		

What's the best way for us to contact you?

First Name

**Email Address** 

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To help us improve, we'd like to ask you a few questions about your experience with HDC. It should only take about five minutes. Your answers will help us make our processes work better for people.

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If you have any questions or concerns about this survey, or need help to fill it out, please contact us at research@hdc.org.nz.

1.	How	did	you	find	out	about	HDC?
----	-----	-----	-----	------	-----	-------	------

2. How did you make your complaint to HDC? (Please tick all that apply)

Phone	HDC website
🔵 Email	○ Through the Advocacy Service
C Letter or fax	Through another agency (e.g. Ombudsman, Medical Council)

Other (please specify)

3. How easy was it for you to make a complaint to us?

0 - Very hard

10 - Very easy

4. What, if anything, could we have done to make it easier?

Help us learn from	your experience	
Your experience of the complaints process		
In this section, there are eleven statements, disagree with these statements by choosing experience. The higher the number, the mon a chance to make any other comments you h	a number that best reflects re you agree with the statem	your
5. HDC listened to what I had to say		
0 - Strongly disagree	10 - Strongly agree	
6. HDC understood what I had to say		
0 - Strongly disagree	10 - Strongly agree	
7. HDC kept me informed about the process of n	ny complaint	
0 - Strongly disagree	10 - Strongly agree	
8. HDC responded quickly to my enquiries		
0 - Strongly disagree	10 - Strongly agree	
9. HDC helped me to understand the complaints	process	
0 - Strongly disagree	10 - Strongly agree	
10. HDC explained things clearly when they com	municated with me	
0 - Strongly disagree	10 - Strongly agree	

11. I understand the reasons for the decision made	e about my complaint	
0 - Strongly disagree	10 - Strongly agree	
$\bigcirc$		
12. I felt that my complaint was dealt with fairly		
0 - Strongly disagree	10 - Strongly agree	
13. HDC is impartial and treats both sides equally		
0 - Strongly disagree	10 - Strongly agree	
0		
14. I folt the time taken to receive my compleint w	as reasonable	
14. I felt the time taken to resolve my complaint w	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
$\sim$		
15. HDC respected my cultural needs and preferer	(if appliable)	
10. The respected my cultural needs and preferer	ices (il applicable)	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	
0 - Strongly disagree	10 - Strongly agree	

#### Final thoughts

This section is about your overall experience with HDC. It is a chance for you to give us any feedback you want. If any part of your experience was particularly good or bad, please tell us. Suggestions are helpful so please let us know what would have worked better for you.

17. If your friend had a bad experience with a health or disability service, how likely are you to recommend they contact HDC?

0 - I am not at all likely to recommend

10 - I would be extremely likely to recommend

18. What is the main reason for the score you gave above?

19. Is there anything else you want to tell us?

	Help us learn from your experience
About you	
-	he way we do things works for everyone. Because the surve
	a few details about you. This helps us to understand if wha
we do works better for s	some people than others.
20. How old are you?	
21. What is your gender	r?
○ Female	
◯ Male	
🔵 I don't want to answer	•
Another gender (please	e specify)
* 22. What is your ethni	icity? (please select all that apply)
NZ European	Niuean
Māori	Chinese
Samoan	Indian
Cook Island Māori	I don't know my ethnicity
Tongan	I don't want to state my ethnicity
Other/s (please specify	7)
* 23. Do you have a disa	ability?
<ul> <li>Yes</li> </ul>	
○ No	
<ul> <li>I don't want to answer</li> </ul>	
$\bigcirc$	
* 24. Are you happy for	r us to contact you about your experience?
Yes	
○ No	
$\bigcirc$	

25. What's the best way for us to contact you?

First Name

Email Address

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