**Accessible transcript: What is the code of expectations and are we achieving what’s required?**

Link: <https://www.youtube.com/watch?v=nt_651dEJ1o>

**[Visual] The video opens with a blue and purple gradient. The words ‘What is the code of expectations and are we achieving what’s required?’ appear in white writing.**

[Audio] Thinking about the code of expectations it's actually not too long to read so I…

**[Visual] The video changes to show Mary Schnackenberg speaking. She has shoulder-length blonde hair and a red jacket on. She sits in a meeting room with windows behind her overlooking other high-rise buildings. Over her left shoulder are some plants in a pot.**

[Audio] … do encourage you if you haven't had a look at it, have a read have a general think and then think…

**[Visual] As Mary speaks, a title appears from the left of the screen beside her. It says ‘Mary Schnakenberg, consumer and disability advocate’. As Mary speaks, the camera cuts between different angles, sometimes showing a close-up of Mary’s face and other times a wide shot that shows Mary from the waist up.**

[Audio] … actually I'm doing a lot of that already but I need to do a bit more to see if I can get the consumers to help me do a slicker, faster job so I can move on to the next person more quickly and leave the person behind that I've just left with more power to do what they need to do for themselves. I hope the code of expectations will help you work in partnership and collaboration.

It's basically about taking people with you. If we all could walk along this journey together learning from each other then it will become a much healthier journey for everyone. Recognise that actually there's quite a lot of stuff that you're doing anyway and build on your strengths, be proud of your strengths. I really want to praise the health system for trying as best they can to do what they can and there are some good things happening and there will be more good things happening.

**[Visual] The image of Mary fades and is replaced by a dark blue screen. On the left side of the screen, the Te Tāhū Hauora Health Quality & Safety Commission logo appears. On the right side of the screen, the New Zealand Government logo appears.**

**[Video ends]**