

# **Summary of findings – Monitoring of My Experiences My Rights: Disability Supports and Services**



## **Report 2: Consultation and Engagement**

**Published: May 2025**

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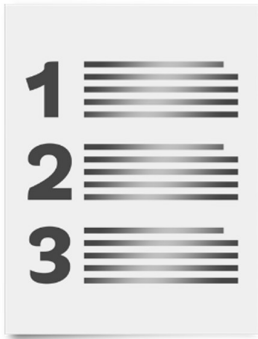


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# What this document is about



This Easy Read is a **summary** of findings from **research** done by the **Donald Beasley Institute**.



A **summary** is:

- shorter than the main document
- tells you the main ideas.



**Research** is when a lot of information about something is put together to learn about it.



The **Donald Beasley Institute** is a place that researches things to do with disability.

It is based in Dunedin in Aotearoa New Zealand.



In this document the Donald Beasley Institute will be called the **DBI**.



This is the second report of what the DBI found out.

This report is about what people thought about how the Government does:

- **consultation** with disabled people
- **engagement** with disabled people.





Here **consultation** is when the Government asks people what they think about things the Government is planning to do.



Here **engagement** is all the ways the Government tells people:

- what it is doing
- how to have their say about what the Government does.



This Easy Read talks a lot about Whaikaha – Ministry of Disabled People.



In this Easy Read Whaikaha – Ministry of Disabled People will be called **Whaikaha**.



In this report the DBI uses the **Kāi Tahu** way of speaking te reo Māori / the Māori language.



**Kāi Tahu** is an iwi / tribe in Te Waipounamu / the South Island.

Kāi Tahu words use the letter k instead of the letters ng.



For example tākata whaikaha Māori is said to mean Māori disabled people instead of tāngata whaikaha Māori.

## What was the research about?



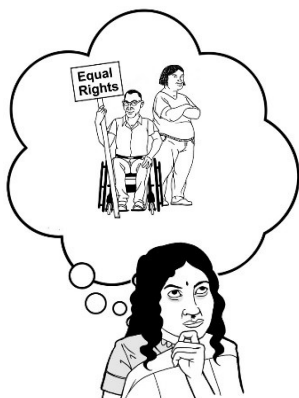
The **Disabled People's Organisations Coalition / DPO** asked the DBI to start doing research in 2021.



The **Disabled People's Organisations Coalition / DPO Coalition** is a group of people who come from different disability organisations.



A **coalition** is a group of organisations that work towards shared goals.



The DPO Coalition wanted to know how well the Aotearoa New Zealand Government was making the **United Nations Convention on the Rights of Persons with Disabilities** work in this country.



The **United Nations Convention on the Rights of Persons with Disabilities / UNCRPD** is a law lots of countries have agreed to.



It says what governments must do to make sure disabled people get the same **rights** as everybody else.





**Rights** are things everyone should:

- have
- be able to do.



Rights are things like:

- having a safe place to live
- being able to get married.



The DPO Coalition asked the DBI to research what disability supports and services are like in Aotearoa New Zealand.



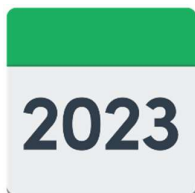
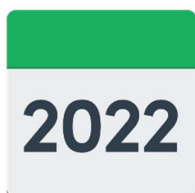
Many big changes started happening to disability supports and services when DBI was doing the research.



These changes included:



- Whaikaha starting in 2022
- changes to disability support services in March 2024
- changes to what Whaikaha can do in August 2024.



The research for this report happened between:

- late 2022
- and
- the middle of 2023.



The research was done through:

- interviews / talking to people
- **focus groups**
- **questionnaires.**



A **focus group** is a group of people who come together to talk about a thing they have in common.



A **questionnaire** is a type of survey where someone answers questions.



The people who were part of the research were:

- leaders in the **disability sector**
- disabled people
- whānau / aiga / family of disabled people
- support people.



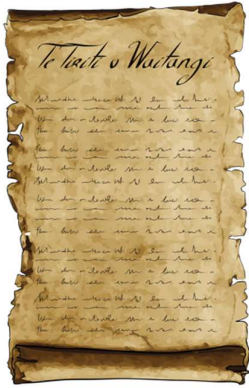
The **disability sector** includes:

- disability support services
- health services
- government departments.



In this Easy Read people who took part in the research are called **participants**.

## What the research found out



**Te Tiriti o Waitangi / The Treaty of Waitangi** says the Government has to consult with Māori about the decisions it makes.



**Te Tiriti o Waitangi / The Treaty of Waitangi** is an important agreement between:

- Māori

and

- the Crown.





The purpose of Te Tiriti is to:

- protect Māori:
  - rights
  - **taonga**
- keep **peace and order**
- set up government.

**Taonga** means treasures such as:

- land / rivers
- te reo Māori / the Māori language
- objects like  
pounamu / greenstone
- traditional food growing places
- spiritual ideas.



**Peace and order** means following laws / rules.

## Whaikaha



Whaikaha was started to be a **partnership** between:

- the Government
- disabled people
- tākata whaikaha Māori / disabled Māori.



Here a **partnership** means people working together to make things happen.



Leaders in the disability sector said the partnership worked well at first.



They said Whaikaha did a good job of making sure everyone:

- was listened to
- could take part in decisions.



Leaders in the disability sector said Whaikaha stopped listening to them after the changes in 2024.



The changes had a big effect on leaders in the disability sector from:

- the Māori community
- the Pacific community.







Participants said after the changes  
the Government decided:

- what disabled people needed
- how to meet those needs.



They said the Government often did  
not ask disabled people what they  
really needed.



Participants said it felt like the  
Government often:

- decided what it was going to do

**then**



- talked to people in the disability  
sector.



Leaders in the disability sector said that changes at Whaikaha should be:

- planned by disabled people
- led by disabled people.



They said real consultation only happens **before** decisions are made.

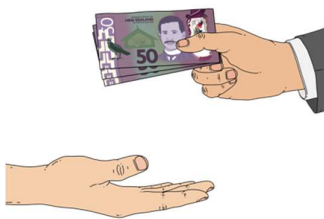


## Changes to Purchasing Rules

Some of the big changes Whaikaha made in March 2024 were to:

- **Purchasing Rules**
- **Equipment and Modification Services / EMS.**





**Purchasing Rules** say what people can buy with disability support funding.



## **Equipment and Modification**

**Services** support disabled people to pay for things they need like:

- equipment like wheelchairs
- **modifications** to their:
  - house
  - car.



Here **modifications** are changes made to something so a disabled person can use it more easily.



Participants talked about how there was no consultation about the changes to Purchasing Rules.



These changes made big problems for a lot of disabled people.



Participants said Whaikaha made changes to Purchasing Rules without thinking about:

- tākata whaikaha Māori / Māori disabled people
- Pacific disabled people.



Whaikaha said they consulted with some disabled people.



Whaikaha said there was not enough time to consult with:

- more disabled people
- disability service providers
- people who get disability support funding.



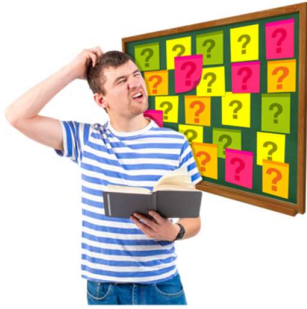
Participants said they did not have enough information about the changes to Purchasing Rules.



There was no accessible information about the changes to Purchasing Rules until late April 2024.



That was about 1 month after the changes happened.



Some disability service providers did not have enough information to understand the changes to Purchasing Rules.



Many participants said the only way they found out about the changes was on social media like Facebook.



A lot of disabled people said the changes were very upsetting.



Participants said the changes to Purchasing Rules made them feel:

- despair / hopelessness
- panic
- worry about their support needs.





After the changes to Purchasing Rules there was an **independent review** of Whaikaha.



Here **independent review** means that someone who is not part of the Government looked at:

- how Whaikaha is working
- what might need to change.



There was no consultation with the disability sector for the independent review.



Disabled people said they had lost trust in:

- Whaikaha
- the Government.



# What are the recommendations?



Participants gave **recommendations** on how the Government should do:

- consultation
- engagement.



A **recommendation** is something that would be good to do.



Participants said consultation should happen

- early
- often.







Participants said Whaikaha should listen to lots of different:

- disabled people
- disability organisations.



They said Whaikaha should:

- really want to listen to people in the disability community
- not do consultation just to make itself look good.



Participants said that people who work for the Government should get training about:

- consulting with the disability community
- the UNCRPD.





Participants said there should be training about how to do consultations with:

- tākata whaikaha Māori / Māori disabled people
- Turi Māori / Deaf Māori
- disabled people.



## More information

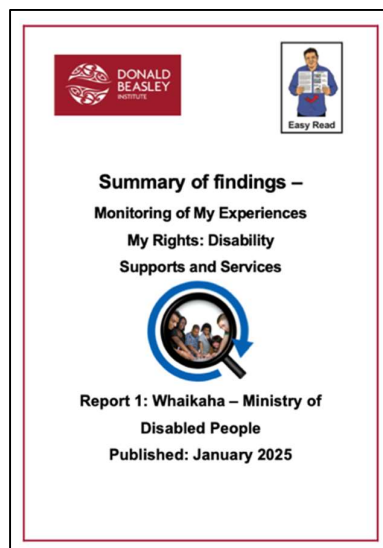


You can read the full report on the DBI **website** at:

<https://www.donaldbeasley.org.nz/projects/disabled-person-led-monitoring-of-the-uncrpd/>



The full report is **not** in Easy Read.



You can find an Easy Read of Part 1 of this report on the DBI **website** at:

<https://tinyurl.com/293aw9dv>



For more information about what DBI does you can go to the DBI **website** at:

**[www.donaldbeasley.org.nz](http://www.donaldbeasley.org.nz)**



You can contact DBI by **phone** on:

**03 479 2162**

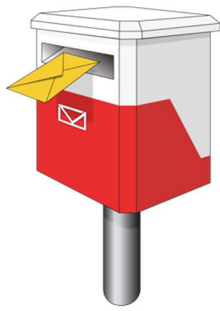


It may cost money to phone this number.



You can **email** DBI on:

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This information has been written by the Donald Beasley Institute.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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