

# Quality and Safeguarding

Quality improvement means doing things in different ways that work better for everyone.

* What is quality?
* What is safeguarding?
* Whaikaha approach to quality and safeguarding
* How Whaikaha checks quality and safeguarding
* We all contribute to quality and safeguarding
* Expected behaviours for Whaikaha staff and providers

## What is quality?

Whaikaha contracts disability support providers to deliver disability supports to almost 50,000 disabled people each year.

To make sure these services are working well, Whaikaha checks the quality of the services to make sure:

* people have access to high-quality disability supports;
* services and supports keep disabled people and tāngata whaikaha Māori safe from abuse and neglect.

High-quality and safe disability supports will:

**1.** support disabled people, tāngata whaikaha Māori, family and whānau to achieve good life outcomes;

**2.** safeguard disabled people and tāngata whaikaha Māori from abuse and neglect;

**3.** be experienced positively by disabled people, tāngata whaikaha Māori, family and whānau;

**4.** have strong organisational policies and practices

**5.** be good value for money;

**6.** be based on Te Tiriti o Waitangi, Enabling Good Lives and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

## What is safeguarding?

Safeguarding protects a person’s right to make decisions about their life, including decisions about their safety and wellbeing.

Safeguarding means acting to prevent, identify, and respond to situations where a person is at risk of or experiencing abuse, neglect, violence or harm.

We know that disabled people and tāngata whaikaha Māori are much more likely to experience violence, abuse, or neglect than other New Zealanders.

This means that safeguarding is particularly important for disabled people and tāngata whaikaha Māori if:

* they cannot remove themselves from a risk of serious harm and keep themselves safe;
* their human rights are not upheld;
* they are at risk of or experiencing harm, violence, abuse, and neglect.

Help is available if you or someone you know is currently feeling unsafe or experiencing violence, abuse, or neglect: [Help and support for violence, abuse or neglect | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/support-and-services/health-and-wellbeing/help-and-support-for-violence-abuse-or-neglect) and <https://tinyurl.com/yh4e3fs8>

## Whaikaha approach to quality and safeguarding

Whaikaha is working towards quality and safeguarding by doing things to:

* **Prevent** – Prevent issues from happening;
* **Identify** – Identify issues when they do happen;
* **Respond** – Respond to issues that are found;
* **Develop** – Develop and improve disability supports.

For a more information about ways Whaikaha currently checks quality and safeguarding, please download the document: [How-Whaikaha-ensures-the-quality-of-disability-supports-quality-framework.docx (live.com)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.whaikaha.govt.nz%2Fassets%2FHow-Whaikaha-ensures-the-quality-of-disability-supports-quality-framework.docx&wdOrigin=BROWSELINK)  
and <https://tinyurl.com/2ptezhvu>

Whaikaha knows there are gaps in the systems and policies to safeguard people and check the quality of disability supports. We aim to learn, improve, and develop ways to address those gaps.

Whaikaha is working on its quality and safeguarding framework to improve it. Information about how you can be part of this work is available here: [Improving quality and safeguarding project | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/about-us/programmes-strategies-and-studies/programmes-and-strategies/quality-and-safeguarding/improving-quality-and-safeguarding-project) and <https://tinyurl.com/34d86c45>

## Want to know more?

If you would like to know more about the Quality and Safeguarding Framework, you can contact: [quality@whaikaha.govt.nz](mailto:quality@whaikaha.govt.nz) or

Please visit our Contact us webpage for all our contact information: <https://www.whaikaha.govt.nz/contact-us/>

You can also contact us on:

**Phone:** 0800 566 601  (Monday, Tuesday, Thursday, Friday: 8am - 5pm.   
Wednesday: 9:30am - 5pm)

**Text:** 4206

 If you are Deaf, hard of hearing, deafblind, speech impaired or find it hard to talk, you can use the New Zealand Relay Service. [www.nzrelay.co.nz](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.nzrelay.co.nz%2F&data=05%7C02%7CSue.Sherrard012%40whaikaha.govt.nz%7C2fc9ff04e14143fe9d0808dcba4ed572%7Ce40c4f5299bd4d4fbf7ed001a2ca6556%7C0%7C0%7C638590094953605510%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=ZCYppanTX4JlNqjNt0f3OPyP9eJ38wTvAd9C1bFM6Qs%3D&reserved=0)

End of information: Quality and Safeguarding

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