

# How Whaikaha checks quality and safeguarding:

### People for Us

People for Us will be delivered by community organisations and staffed by disabled people, tāngata whaikaha Māori, and Pacific disabled people. They will work with disabled adults who live in residential services to find out if they are safe, living a good life, and experiencing high quality support and services. They will assist those who have safety or wellbeing concerns to follow the relevant pathway to resolve them. [Growing Voice and Safety | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/about-us/programmes-strategies-and-studies/programmes-and-strategies/growing-voice-and-safety/)   
and <https://tinyurl.com/swuaysbb>

### Assisting Change

The Assisting Change service supports disability providers to improve the quality of their supports. It is being delivered by Te Pou Wairoa and will match the disability provider with advisors to assist them to address and resolve specific quality issues. Kaupapa Māori and Pacific advisors will be available for Māori and Pacific providers.  
[Growing Voice and Safety | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/about-us/programmes-strategies-and-studies/programmes-and-strategies/growing-voice-and-safety/) and <https://tinyurl.com/swuaysbb>

### Disability Abuse Prevention and Response prototype (DAPAR)

DAPAR is a team of disabled led and community led specialists in family and sexual violence for disabled people.

DAPAR will:

1. respond to situations where disabled adults are experiencing abuse or there are concerns. They work directly with the disabled person and may involve other organisations to assist. At the moment, DAPAR only accepts referrals from Whaikaha and NASC/EGL sites.
2. build capacity and capability across communities, agencies, and the health, disability, and violence prevention sectors, to identify and help with situations of abuse of disabled people.

Website information on DAPAR is currently being developed.

### Contract developmental evaluations and investigations

Each year Whaikaha evaluates a number of providers that they contract with. Evaluations check providers against their contracts, and investigations are conducted in response to serious complaints, incidents, deaths or concerns.  
[Audit and evaluation | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/get-involved/information-for-service-providers/audit-and-evaluation/) and <https://tinyurl.com/2925z5vy>

### Complaints

Whaikaha receives and manages complaints about the quality of Whaikaha contracted disability supports and services. [Complaints and feedback | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/contact-us/complaints-feedback/) and <https://tinyurl.com/2926urb3>

### Feedback

Whaikaha receives and manages feedback about the quality of Whaikaha contracted disability supports and services.

[Disability services complaints and feedback | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/contact-us/complaints-feedback)   
and <https://tinyurl.com/2926urb3>

### Critical Incident Reporting

Whaikaha receives and manages critical incident reports for all Whaikaha contracted services. [Reporting of critical incidents and deaths | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/get-involved/information-for-service-providers/critical-incidents-death/#what-is-critical-incident) and <https://tinyurl.com/tfn5c7uf>

### Death Notifications

Whaikaha receives and manages notifications of deaths of disabled people who lived in Whaikaha funded residential care. [Reporting of critical incidents and deaths | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/get-involved/information-for-service-providers/critical-incidents-death/#what-is-critical-incident) and <https://tinyurl.com/tfn5c7uf>

### Develop and publish quality data and insights (in development)

Whaikaha is collecting and analysing data and insights to improve the system. In the future these data and insights will be published on our website.

## 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: How Whaikaha checks quality and safeguarding

This Large Print document is adapted by Blind Citizens NZ from the standard document provided by Whaikaha | Ministry of Disabled People