

# We can all contribute to quality and safeguarding

Disabled people, tāngata whaikaha Māori and their families and whānau are central to Whaikaha quality and safeguarding approach.

The disability community, disability providers, Whaikaha and other Government organisations have a role in improving the quality of disability supports and safeguarding of disabled people. These roles are explained below:

* **Disabled people and their families and whānau** - bring their knowledge, experiences and expectations about high-quality supports. They can talk with their disability support provider or connector about things that work well and things that could improve. People accessing support through Personal Budgets or Individualised Funding are responsible for checking the quality of the supports that they purchase.
* **Organisations that provide disability support** - are responsible for delivering high-quality disability supports. They agree to do this in the contracts they have with Whaikaha.
* **Whaikaha** - is responsible for checking that the services we fund deliver high-quality and safe supports, as described in the relevant contracts, legislation, regulation and policies.
* **Needs Assessment Service Coordination (NASC) and Enabling Good Lives (EGL) sites** - work with disabled people and their families to access disability supports that enable a good life. This includes reviewing supports for the disabled person if quality or safeguarding concerns indicate a need for change.
* **Other government agencies** also have a role. Whaikaha does not check the quality of services funded by other organisations (such as services in the health, education or social support system). For example, the Health and Disability Commissioner is responsible for complaints relating to the Code of Rights, the Ministry of Health checks providers against Ngā Paerewa standards, and the Police investigates crimes.

Whaikaha whakataukī supports that we all have a role in improving the quality of disability supports and safeguarding of disabled people:

Me he aka rātā ka tipu-tahi, ka puāwai-tahi kia tū kaha I ngā hihi ō Tamanuiterā.

Like the rātā vines constantly growing and flourishing together to stand strong in the warmth of the sun.

Further information can be found here: [Who we are | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/about-us/who-we-are#scroll-to-5) and <https://tinyurl.com/ycxkanf9>

## End of information: Expected behaviours for Whaikaha staff and providers

All Whaikaha staff and disability providers are expected to manage quality and safeguarding concerns and processes in the following ways:

**1.** We act according to good quality management principles:

* 1. we uphold the rights of disabled people;
  2. we are responsive;
  3. we treat all parties fairly;
  4. we take responsibility for what we do;
  5. we learn and improve.

**2.** Our work is underpinned by our obligations to **Te Tiriti o Waitangi**:

* 1. **Kawanatanga** – partnering and shared decision making: We work together to improve the quality of disability supports and safeguard tāngata whaikaha Māori.
  2. **Tino rangatiratanga** – self-determination: We enable tāngata whaikaha Māori me ō rātou whānau to have greater choice and control over their lives and the things that are important to them.
  3. **Ōritetanga** – we ensure our approach is equitable for Māori and ensure our safeguarding and quality systems and processes are culturally responsive and anti-discriminatory.
  4. **Wairuatanga** – we acknowledge the importance of cultural and faith-based values and beliefs in people’s lives.

**3.** We act in line with the **EGL principles**:

* 1. **Self-determination:**we respect the choices disabled people and tāngata whaikaha Māori make about the quality of their support and their safety.
  2. **Beginning early:** we respond and act quickly to quality and safeguarding concerns.
  3. **Easy to use:** we ensure quality and safeguarding processes are accessible.
  4. **Person centered:** we ask for and value the perspectives and rangatiratanga of disabled people and tāngata whaikaha Māori.
  5. **Ordinary life outcomes:** we support disabled people and tāngata whaikaha Māori to live a good life.
  6. **Mainstream first:** quality and safeguarding concerns are managed by the right organisation (including police and family violence organisations).
  7. **Mana enhancing:** we treat quality and safeguarding concerns seriously. We value the mana of the person/people we engage with.
  8. **Relationship building:** we build trusting relationships with all parties to address quality and safeguarding concerns and restore relationships.

## 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: We can all contribute to quality and safeguarding

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