

2024

Pūrongo ā-tau | Annual Report



Whaikaha
Ministry of
Disabled People



Scan for
NZSL name



**Te Kāwanatanga
o Aotearoa**
New Zealand Government

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Me he aka rātā ka tipu
tahi ka puāwai tahi
kia tū kaha i ngā hihi o
Tamanuiterā.

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

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Chief Executive foreword

Whakapuāwai rā, e whanake ana
Whakapuāwai rā, e tōnui ana
Kei runga ake, kei runga noa atu
Kia mau ki te aka matua
Kia mau ki te rākau rangatira.

Me he aka rātā ka tipu tahi
ka puāwai tahi
Kia tū kaha i ngā hihi
ō Tama-nui-te-rā.

Ka mutu
Kia whai ora
Kia whai hua
Kia whai kaha e.

E ngā manawa nui
E ngā manawa rahi
E te mea nui o tēnei ao
He tāngata, he tāngata
Tēnā koutou katoa.
Nāu mai haere mai ki te pūrongo-a-tau.

Flourish and thrive, onwards, upwards
Flourish and thrive, prosperous, prolific
Ascending skywards, commanding, prominent
Grasp the main vine, hold firm the chiefly tree.

We are like the rātā vines.
Growing together and flourishing
To stand strong in the warmth of the sun.

Furthermore, pursue these qualities
Live well, thrive abundantly, find strength.

To the steadfast, to the resilient
To the greatest thing in this world
It's people, it's people
Greetings to you all.

Welcome to this year's annual report.



Paula Tesoriero
MNZM PLY
Te Tumu Whakarae
Chief Executive

I am proud to present this Annual Report for the 2023/24 financial year, which outlines how in our second year of establishment, the Ministry of Disabled People – Whaikaha has continued to work with tāngata whaikaha Māori, disabled people, whānau, families, the wider disability sector and our colleagues across the public service to continue towards a non-disabling Aotearoa New Zealand.

As we reflect on the past year, I want to acknowledge the April 2024 passing of Sir Robert Martin, an important leader in our community who made an enormous contribution in New Zealand and globally. He was also the patron of My Home, My Choice, aiming to improve the way people in residential services are assisted. We continue to grieve his loss and hope that his legacy will continue through our ongoing work

This year we have focused on both improving the way disability supports are delivered and on stewarding change across government.

We strengthened our systems and built capability to better support the delivery of Disability Support Services (DSS) to 62,000 people and Equipment and Modification Services to over 47,000 disabled people.

This year we have responded to both the increased complexity and demand for disability supports, while balancing the need to manage delivery within our fiscal envelope.

Across government, we have continued to provide advice and input, invested in relationships and identified opportunities to advance the rights and interests of the disabled community.

Some of our key highlights for the year include:

- Drawing down transformation funding and establishing the Transformation Management Board to guide investments and reflect our commitment to work with the disability community to improve the disability support system.
- Strengthening community engagement mechanisms, with the establishment of the Strategic Advisory Group and the signing of a Memorandum of Understanding between the National Enabling Good Lives Leadership Group and the Ministry.
- Developing a National Pacific Disability Plan in collaboration with Pacific families and communities.
- Investing to grow disability leadership and build community capacity and capability, through the commissioning of grants for disabled-led groups and organisations.

This year we have responded to both the increased complexity and demand for disability supports, while balancing the need to manage delivery within our fiscal envelope.

- Implementing system improvements so that disabled people, tāngata whaikaha Māori and whānau can have more confidence about the quality of supports they receive.
- Contributing to the Crown Response to the Royal Commission of Inquiry into Abuse in State and Faith Based Care.
- Contributing to the Crown Response to WAI2575, the Waitangi Tribunal's inquiry into health services and outcomes.
- Collaborating across government on matters of importance, including data, workforce development, accessibility and inclusion.
- The appointment of new members to the New Zealand Sign Language (NZSL) Board and progressing a review of the NZSL strategy.
- Strengthening and supporting the NZSL Board Turi Māori Advisory Group Te Roopū Kaitiaki and growing their leadership contribution by including them in the Strategic Advisory Group.
- Becoming an employer of choice for disabled people and tāngata whaikaha Māori, and leading work to improve employment rates and experiences of disabled employees in the public service.
- Developing our first strategic work programme to guide the prioritisation of work as we build our capability and capacity.
- Developing our organisational values in collaboration with kaimahi/staff.
- Growing our capability and capacity to deliver on our obligations under Te Tiriti o Waitangi and grow Māori Crown relationships.
- Developing our commissioning framework.
- Forensic Coordination Services was moved under the direct management of the Ministry in March 2024. This transition has progressed well with plans underway to retender the service in 2025.

Thank you to our community and sector who have contributed to the vision of a non-disabling Aotearoa New Zealand.

Kia kaha, kia maia, kia manawanui!



Paula Tesoriero MNZM PLY
Te Tumu Whakarae | Chief Executive
Ministry of Disabled People – Whaikaha





Statement of responsibility

I am responsible, as Chief Executive of the Ministry of Disabled People – Whaikaha, for the accuracy of this 30 June 2024 end-of-year performance information prepared by Whaikaha, whether or not that information is included in the Annual Report.

In my opinion, this Annual Report fairly reflects the operations, progress and organisational health and capability of the Ministry of Disabled People.

Paula Tesoriero MNZM PLY
Chief Executive | Te Tumu Whakarae
30 September 2024

Our year in numbers

Our community

1.1m

Number of disabled people in Aotearoa. That's **24%** of all New Zealanders.

65

For people aged over 65, **females** were more likely to experience multiple impairments.

Disability rates by ethnicity were:



Māori **32%**

Pacific peoples **26%**

European **24%**

Asian **17%**

3

The three most **common impairment** types New Zealanders experienced were:

mobility **13%**

hearing **9%**

agility **7%**

Causes of impairment

Disease or illness **41%**

Accident or injury **31%**

Ageing **28%**

Existing from birth **14%**

53%

of disabled people reported **multiple impairments**.

Our people

42%

of our **kaimahi/staff** identify as disabled.

Pay gap

Gender Pay Gap is **6.9%**

Māori Pay Gap is **4.0%**

Asian Pay Gap is **12.6%**

We are 80.1% European, 14.9% Māori, 10.0% Asian, 6.6% Pacific people, 2.9% Middle Eastern, Latin American or African and 1.2% from another ethnic group.

Our gender pay gap is 6.9%, compared to a public service pay gap in 2023 of 7.1%. This is an improvement from 2023, when we reported a gender pay gap of 10.2%.

For our Māori employees, the gap of 4.0% is lower than the 5.4% public service average. Again, this is an improvement from 2023, when the gap was 4.9%.



For our Asian employees, our pay gap of 12.6% is lower than the 13% public service average. This is the first time we have been able to report our pay gap for Asian employees.

Our pay gap for disabled people is 4.8%. There is no public service comparison information, however, it is pleasing to note that this is a significant improvement from 2023, when the gap was 8.1%.

Our services

\$1m investment to build **community capacity and capability** in four regions.

20 **talanoa sessions** held nationwide to develop the National Pacific Disability Plan.

5 **formal engagements** – forums / relationships established.

47k+ people accessed **equipment**.

62k (approximately)

New Zealanders supported by Whaikaha through Disability Support Services.

Intellectual disability **40%***
Autism as their primary disability **40%***
Physical disability **19%***

18 sites



15 Needs Assessment and Service Coordination (NASC) sites
3 Enabling Good Lives sites across NZ

\$2.28b Disability Support Services delivered.

62,073 people ¹ accessed supports in 2023/24	Flexible funding 30,517	\$550m
	Home and Community 11,994	\$280m
	Environmental 9,075	\$235m
	Facility-based ² 8,475	\$1,091m
	Specialist services 1,976	\$59m
	Connecting people and supports	\$64m
	Other	\$2m
		\$2,280m

¹ People may be counted multiple times where they receive services under multiple categories. ² Includes all people receiving services delivered in facilities, including those in residential supports, under orders and in facility-based respite.

31 **Child Development Services (CDS)**

Providing early intervention and developmental support to children and rangatahi throughout Aotearoa.

16,000 seen by CDS

\$2.65m

allocated to transformation initiatives across disabled person/whānau-led facilitation services, testing alternatives to NASC facilitation services for family wellbeing/respite, building the peer support network and evidence base, and four My Home, My Choice initiatives.

* Some statistics are taken from the 2013 New Zealand Disability Survey (data from this survey will become available in late 2024).

For specific insights refer to Appendix 1 at the end of this Annual Report.



Section 1

Our strategic direction



Our story

Whaikaha was established on 1 July 2022 with a dual mandate to:

- Improve and strengthen the way disability supports are provided.
- Advance societal change to improve outcomes for disabled people, tāngata whaikaha Māori, families and whānau.

At the time of this report, Whaikaha is a departmental agency as defined by section 2 of the Public Finance Act (1989), hosted within the Ministry of Social Development (MSD). It is an agency committed to progressing the rights and opportunities of disabled people. The work of Whaikaha is underpinned by Te Tiriti o Waitangi, the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and the Enabling Good Lives (EGL) principles and approach.



Our Whakataukī

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

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



What we want to achieve

The New Zealand Disability Strategy is a key mechanism for the Government and disabled people, tāngata whaikaha Māori, their families and whānau to set the direction for a non-disabling Aotearoa.

The New Zealand Disability Strategy (2016–2026) (the 'Strategy'), together with Disability Action Plan (2019–2023) (the 'Action Plan'), drives the vision for a non-disabling Aotearoa New Zealand and the implementation of the UNCRPD over time.

During the period of this report, progress towards the Strategy and the Action Plan includes:

- the Household Disability Survey 2023 carried out by Stats NZ
- the launch of the inaugural Disability Action Plan 2023–2027 by the Department of Corrections – Ara Poutama Aotearoa
- the target of universal design homes (19 percent) built in 2023 being exceeded by 15 percent by Kāinga Ora
- publication of a Provisional Health of Disabled People Strategy by the Ministry of Health | Manatū Hauora (MoH).

Each year, the Minister for Disability issues reports annually on the progress of the New Zealand Disability Strategy. Six-monthly progress towards the Disability Action Plan is reported on the Ministry's website.



The New Zealand Disability Strategy is a key mechanism for the Government and disabled people, tāngata whaikaha Māori, their families and whānau to set the direction for a non-disabling Aotearoa.

About us

What we do

The New Zealand Disability Strategy 2016–2026 states that:

- “We must continue to acknowledge and respect the diversity within the disability community and recognise the value it adds to the community.”
- “Many disabled children and adults still face some barriers that prevent them from reaching their full potential. If these barriers are not dismantled and removed, then all of us miss out. We will not prosper if disabled people are not able to participate in and contribute to our communities on an equal basis with others.”

For the period which this report relates to, the Ministry is responsible for most DSS and works to drive improved outcomes for disabled people. The Ministry is focused on strategic policy, stewardship, system transformation and capability building for the wider government system as it relates to disabled people.

The Ministry is also focused on creating an inclusive and accessible Aotearoa New Zealand, recognising the importance of involving people from the disabled community in decision-making which affects their lives.

Through the DSS-funded system, we provide support to approximately 62,000 disabled people and their families and whānau, as well as Equipment and Modification Services to over 47,000 disabled people.

Whaikaha is committed to inclusive employment policies and practices that remove barriers for disabled people and tāngata whaikaha Māori to work within the Ministry at all levels of the organisation. Currently, more than 40 percent of our kaimahi/staff identify as disabled.

Many of our people are family members and whānau of disabled people or have other links to the community. The Ministry continues to strengthen its capability by building closer relationships with disability community groups and organisations to inform and guide its work.

The prevalence of disability in New Zealand is proportionally higher among Māori and Pacific peoples. When adjusted for age, the Māori rate of impairment increases to 32 percent, compared with the general population at 24 percent. Because Māori are a younger population, impairments are less likely to be linked to age-related conditions. Appendix 1 provides further information about the diversity of the disabled community and the barriers experienced.

Many disabled children and adults still face some barriers that prevent them from reaching their full potential. If these barriers are not dismantled and removed, then all of us miss out.

Programmes we have progressed

Disability system transformation

Over the last two years the Ministry has progressed initiatives to transform the disability support system. There has also been an increased focus on organisational structure, systems, processes and policies to ensure the Ministry can deliver its system stewardship functions.

Advice on the most appropriate way to advance transformation of the disability support system was also developed with disability community leadership groups.

High and Complex Framework (HCF)

The High and Complex Framework (the 'Framework') supports people under the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 and other relevant legislation. It provides a diversionary pathway for people with an intellectual disability who are engaged with the criminal justice system towards more appropriate services with a strong rehabilitative focus. Around 200–250 disabled people, many of whom have committed serious offences, are supported through the Framework.

Although this is the primary reason for the Framework, it may also support those who have not been formally charged with a crime or those held under wider legislative means. This population is also made up of a number of former care recipients in the process of transitioning out of the Framework.

The Kaupapa Māori team are continuing to support development of the Framework. Around 40 percent of this population is Māori and this work programme requires a strong Te Tiriti lens and culturally relevant response.

My Home, My Choice

This initiative is focused on the work needed to transform the way people in residential services are assisted so they have more choice and control in their lives.

The Ministry continues to build the peer support network and evidence base for My Home, My Choice initiatives below, including setting up a project group:

- the Intensive Response team
- Te Ao Māori alternative options
- separating accommodation from other supports
- establishing practice networks to support alternative options and continuous improvement.



The Ministry continues to build the peer support network and evidence base for My Home, My Choice initiatives, including setting up a project group.



People receiving disability supports have the option to choose to pay a family member to provide those supports. This applies to supports that would otherwise be provided by a support worker through the Ministry’s funding and Health New Zealand-funded support services.

Paid family carers

People receiving disability supports have the option to choose to pay a family member to provide those supports. This applies to supports that would otherwise be provided by a support worker through the Ministry’s funding and Health New Zealand-funded support services. The Ministry has used this funding to address increases in costs where disabled people were receiving Family Funded Carer services and are now receiving Individualised Funding and other flexible supports.

During the financial year the Crown successfully appealed aspects of an Employment Court decision that could create employment obligations for the Ministry towards a large number of people who provide care to disabled family members. The Court found that the Ministry was not the employer of these family carers.

Contributions and key reviews conducted during the financial year:

- Contributing to the Crown Response to the Royal Commission of Inquiry into Abuse in State and Faith Based Care.
- Contributing to the Crown Response to WAI2575, the Waitangi Tribunal's inquiry into health services and outcomes.
- A rapid assurance review of the Ministry's commercial management practices conducted to ensure that its contract management practices are robust, provide public value, and to reduce legal and financial risk for the Ministry.

The Implementation Unit in Department of Prime Minister and Cabinet | Te tari o te Pirimia me te Komiti Matua (DPMC) carried out an assessment of the Ministry's progress in establishing its governance and system leadership arrangements, progress of its establishment and transition stages, Enabling Good Lives initiative, and lessons from its establishment as a new departmental agency.

The findings and recommendations were reported to the previous Minister of Finance in September 2023 and a final copy provided to the Ministry in March 2024 (the timing difference was due to pre-and post-election activities and change in administration).

On the key risks identified in DPMC's assessment of the Ministry, the following actions were undertaken to strengthen our systems and capability to better support the delivery of DSS to disabled people.

- Strengthened financial planning and monitoring mechanisms through a focused financial sustainability programme of work.
- Key Shared Service arrangements were reviewed, and improvement actions completed.
- Employment agreements across Whaikaha was completed. Work to improve internal processes and procedures will be ongoing as the Ministry responds to inherent system challenges and change.
- Advisory Boards/Groups established in partnership with disabled people and tāngata whaikaha Māori to increase participation and voice across key disability matters.

Our organisation

The Ministry is arranged into four business groups:

- Commissioning Design and Delivery and Policy
- Strategy and Partnerships
- People and Culture
- Corporate Services.

Each group is led by a Deputy Chief Executive (DCE) who is a member of the Executive Leadership team. The Executive Leadership team also includes a Kaihautū – Chief Advisor Māori who provides strategic advice and leads parts of our integrated work programme to ensure our commitment to Te Tiriti o Waitangi is reflected. The Ministry has progressively built organisational capability and capacity to deliver on our obligations under Te Tiriti o Waitangi. The Ministry offices are located in Auckland, Hamilton, Palmerston North, Wellington, Christchurch and Dunedin.

The Ministry is a flexible-by-default employer and is committed to supporting the provision of flexible working arrangements to reflect the diverse needs of our kaimahi/staff.

Our organisational values

Our three values represent and underpin who we are and what we stand for. Our values help us to align our daily actions with a common purpose and a shared understanding of what should guide our behaviour. Our people are committed to living our values.

Our purpose is to:

- improve the way disability support is provided
- make changes in society and communities to make things better for:
 - tāngata whaikaha Māori and disabled people
 - their whānau and families.

Our organisational values have been developed in Te Reo Māori, English and NZSL to support us to achieve our purpose.

These values are:

Mana Taurite

Equity drives us

Mana Kaha

We strengthen and support

Mana Tūhura

We explore and learn

Supporting Te Tiriti o Waitangi relationships

Underpinning all areas of our work is our commitment to Te Tiriti o Waitangi. A Kaihautū – Chief Advisor Māori role was established within the Executive Leadership team to lead and advise on:

- developing effective and enduring Māori Crown relationships
- contributing to work programme development and implementation
- strengthening system oversight and integrating cultural responsiveness into the quality and safeguarding framework data and monitoring frameworks
- continually striving for new and improved approaches that will result in better outcomes for tāngata whaikaha Māori and disabled people.

As a departmental agency of the Crown, Whaikaha is committed to honouring its obligations under Te Tiriti o Waitangi, supporting and enabling Māori, whānau, hapū, iwi, and communities, so that tāngata whaikaha Māori and their whānau realise their aspirations. This will include growing our cultural capability, embedding Te Tiriti o Waitangi into the way the Ministry works, and partnering with others to ensure our work programme reflects the Crown's relationship with Māori, and improves outcomes and equity for tāngata whaikaha Māori.

Stewardship

Removing barriers and opening opportunities to live good lives benefits from joined up efforts across government agencies and wider communities. The Ministry plays an important stewardship role to help with this.

Our stewardship approach provides a disability lens and is proactive and targeted to support agencies to meet their responsibilities to disabled people and whānau. It includes things such as:

- co-ordinating government agencies' responses to the 63 Concluding Observations provided by the UN Committee on the Rights of Persons with Disabilities
- driving work programmes, and monitoring progress towards the Disability Action Plan 2019–2023
- contributing evidence to and participation in the Royal Commission of Inquiry into Abuse in State Care, the Waitangi Tribunal Wai 2575 Health Services and Outcomes Inquiry and the Royal Commission of Inquiry into COVID-19 lessons learned
- working with the Ministry of Transport, CCS Disability Action, the New Zealand Parking Association and local government to drive actions to reduce mobility parking misuse

- providing support to the NZSL Board to progress its strategy and work programmes to maintain and promote NZSL as an official language of New Zealand
- contributing to the Ministry of Education's Sector Advisory Group on Deaf Education
- delivering initiatives to increase disabled people's participation in public boards and committees, including a nominations service and promoting training opportunities
- engaging with the Deaf community and government agencies to support the development of the next NZSL Strategy.

Our stewardship approach provides a disability lens and is proactive and targeted to support agencies to meet their responsibilities to disabled people and whānau.

Priorities for the next financial year include a focus on accessibility in all system settings.

Royal Commission of Inquiry into Abuse in Care

The Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions (Royal Commission) Whanaketia – Through pain and trauma, from darkness to light was tabled in Parliament on 24 July 2024 and became public.

The Royal Commission's role

The Royal Commission was established in 2018 to investigate children's, young people's and vulnerable adults' experiences of abuse and neglect in State and non-State care in New Zealand between the years 1950 and 1999. The Royal Commission also heard about abuse, care settings, policies and practices outside this timeframe and up to the present.

Deaf, disabled people, tāngata whaikaha Māori and people with learning disabilities have been a significant focus in the inquiry.

The Ministry has provided information to the Royal Commission through 'Briefs of Evidence' and 'Notices to Produce' in response to questions from the Royal Commission.

The Ministry continues to work with the Crown Response Unit and Crown agencies in a range of cross-agency workstreams and groups.

Whanaketia recommendations

Whanaketia has many findings and 138 recommendations for change that, if adopted, would impact on many government agencies with care responsibilities, including the Ministry of Disabled People – Whaikaha.

In particular, Whanaketia recommends significant change to care safety processes, organisational arrangements and structures for the regulation, monitoring and commissioning of services, including DSS funded by the Ministry.

Other recommendations relate to:

- legislation for care safety and the rights of disabled people
- redress
- safeguarding
- providers and workforce
- complaints, data collection, record-keeping and information sharing
- Te Tiriti o Waitangi, human rights and United Nations conventions.

Reports of abuse and neglect in care settings, including disability settings and with disabled people, show that improvements continue to be needed.

The Ministry is working with the Crown Response Unit and Crown agencies to provide advice on the recommendations and findings to the Ministerial Group chaired by the Lead Response Minister, Erica Stanford.

Records improvement

In its 2021 report, the Royal Commission found that many survivors experienced difficulty accessing their records, lengthy delays, and getting incomplete or heavily redacted information. Recommendations for improvement included the location, access and protection of personal care records.

The Ministry is also continuing with the key workstreams of redress, records improvement and contributing to work on the public apology.



People and culture

Our people

A People and Culture strategy and roadmap has been developed. This describes key shifts we need to make through 2024–2027. Four areas of focus have been identified: strengthening our foundations, leadership, being an employer of choice, and influencing across the public service. The work programmes that sit within each area of focus will help us work together differently to achieve our purpose and create a productive and engaging environment for our people at the Ministry.

As of 30 June 2024, the Ministry had 258 employees who represent the following:

Disability:

- **42 percent** of our kaimahi/staff self-identified as disabled.

To calculate this percentage, we take those who self-identify with a disability status/(total employees less unknown disability status).

Gender:

- **75 percent** female
- **25 percent** male
- **1 percent** other.

Acknowledging intersectionality, our employees have identified as members of the following communities:

- **80 percent** as European
- **15 percent** as Māori
- **10 percent** as Asian
- **7 percent** as Pacific peoples
- **3 percent** as Middle Eastern/Latin American/African
- **1 percent** as other.

Ethnicity percentage is based on employees who reported an ethnicity as a proportion of all employees who self-disclosed an ethnicity. People who report more than one ethnic group are counted in each group they identify with. As a result, the number of employees across the ethnic groups may add up to more than the total number of employees (or more than 100 percent).

Public sector Disability Four-Point plan

The Ministry is the lead agency championing Te Kairangi Tūrama Muri, the Disability Four-Point plan to increase opportunities for disabled people in the public service. It sits alongside Papa Pounamu and works to these outcomes:

1. Increasing the visibility of disabled public servants – identify better collection of data across the public service.
2. Recruiting and promoting more disabled people and tāngata whaikaha to positions in the public service.

The Ministry is the lead agency championing Te Kairangi Tūrama Muri, the Disability Four-Point plan to increase opportunities for disabled people in public service.

3. Improving accessibility for disabled people in the public service.
4. Identifying and closing inequities disabled people and tāngata whaikaha Māori face that others don't (for example, pay gaps, career progression).

The Ministry is finding ways to improve our inclusive and equitable recruitment and retention practices. The experiential learnings from these initiatives will help shape best practice that can be shared with agencies. For example, during the year we:

- Worked with Kindred, a Human Resource consultancy partnered with the NZ Down Syndrome Association, to learn first-hand what transition and support in employment looks like for disabled people with intellectual impairment.
- Appointed a Programme Lead, Employment Pathways role that will help to develop inclusive and equitable pathways to hiring, growing and retaining disabled people in the public service.
- Tried new approaches to our attraction and recruitment process to make it more inclusive and accessible. As a result, a high number of new hires identify as disabled people.
- Began work on a new approach to reasonable accommodation that supports better outcomes for employees.

Terms of settlement

The Ministry's establishment process brought together teams from MoH and MSD. These employees transitioned into the Ministry on their existing terms and conditions, including pay. This meant that, at the time of establishment, six remuneration frameworks with 19 pay ranges were brought into the operating environment, and there are currently 17 employment agreement types.

The inaugural Whaikaha Collective Employment Agreement (CEA) was ratified in April 2023. Due to the timing requirements associated with the Public Sector Pay Adjustment, the bargaining team were unable to address inconsistencies associated with the transition of kaimahi/staff to the Ministry.

It was agreed as part of the Terms of Settlement to the inaugural CEA that a joint work programme would look at aligning terms and conditions that the Ministry can implement in the next bargaining round. The joint work initiatives are to:

- establish a common remuneration framework
- identify consistent hours of work, overtime and leave provisions
- ensure support for health, safety and wellbeing.

Pay equity

As of 30 June 2024, the Ministry had an average gender pay gap of 6.9 percent. This is a reduction of 5.4 percent since the Ministry reported an average gender pay gap of 12.3 percent points on 30 June 2023.

The Ministry is continuing to better understand the drivers of its pay gaps and working to address them in accordance with the Kia Toipoto – Public Service Pay Gaps Action Plan.

Governance and risk management

Review of commercial management

During the financial year a rapid assurance review of the Ministry's commercial management practices was conducted to ensure that its contract management practices are robust, provide public value, and to reduce legal and financial risk for the Ministry.

The Review findings reflected the Ministry's journey of maturity as a stand-alone organisation. The overall assessment indicated the Ministry was at a 'foundational level'. The review recommendations and roadmap for improvement are related to commissioning activities. Significant system-related work sits across the Ministry more broadly and a programme was established by the Executive Leadership team to respond to and address key findings, and to develop our commissioning framework.

Fiscal sustainability

The DPMC stocktake said Whaikaha's relatively short six-month establishment period placed 'significant pressure' on the team tasked with setting up the Ministry. As a result, the team employed a 'lift and shift' approach by simply transferring staff, functions, roles and responsibilities directly from the MoH to the new Ministry. This meant limited due diligence was carried out, especially given the size, complexity and ageing systems that were used to administer DSS.

The DPMC stocktake also identified financial, legal, people leadership, management, high stakeholder expectations and a number of operational risks and issues. The operational risks included legacy IT systems, ageing business practices, and weak assurance, audit, monitoring and fraud analysis functions that were not fit for purpose.

While the Ministry designed a new organisational model, to reflect its mandate, its operating budget had not been scaled to meet the demands of its \$2.2 billion in annual commissioning.

With sustained demand for services and price pressure, fiscal sustainability has become an increased focus for Whaikaha. In 2023, corporate and governance functions internally increased their focus on understanding and responding to this pressure. This resulted in more regular financial reporting and increased dialogue with Treasury and Ministers. A Financial Sustainability programme was established in November 2023 to organise this work, which included initiatives to find savings in departmental spend.

In response to financial pressure on disability supports, the Ministry made changes to flexible funding in March 2024, which were not received well by the community and sector and criticised for not being consulted on. Ongoing budget pressure for the 2023/24 financial year resulted in the Ministry receiving a top-up to the 2023/24 Budget through the Budget process.

In April 2024, an Independent Review was announced “to strengthen the long-term sustainability of Disability Support Services to provide disabled people and carers with certainty around what they can access”. The focus of the fiscal sustainability work for the rest of the 2023/24 financial year was to support the Independent Review.

Significant events after balance date for the Ministry are contained in the MSD’s 2024 Annual Report, as the host agency, and can be found on their website.

Risk and Assurance Committee

The Risk and Assurance Committee was inducted during the financial year to assist the Chief Executive by providing independent advice and challenge on risk, internal control and assurance matters. The committee meet on a quarterly basis and have been focused on the management of top risks, issues and ensuring compliance.

With sustained demand for services and price pressure, fiscal sustainability has become an increased focus for Whaikaha. In 2023, corporate and governance functions internally increased their focus on understanding and responding to this pressure.

Transformation Management Board

The Transformation Management Board was established during the financial year to provide advice to the Chief Executive to support the implementation of transformation initiatives funded through the Budget 2022 contingency.

The Board have provided robust advice on the allocation of funding for specific initiatives and help to identify potential areas for re-prioritisation to better support transformation.

The Transformation Management Board was established with 11 members, most (eight) of whom are disabled people.¹ There are three senior Whaikaha leaders, with the Chief Executive as chair.²

Initiatives endorsed by the Transformation Management Board

The Transformation Management Board endorsed the allocation of Budget 2022 funding for the following initiatives:

- disabled person/whānau-led facilitation services
- testing alternatives to Needs Assessment and Service Coordination (NASC) facilitation services for family wellbeing/respite
- building the peer support network and evidence base for My Home, My Choice initiatives.

As part of the organisational design, Budget 2022 funding was also used to establish roles to support transformation and system improvement.³

Disability system transformation

In September 2023, the Government announced that the Ministry could access \$73.7 million over the next four years and an additional \$40.5 million each year in the following years to support disability system transformation work.

A phased approach was developed, with an initial focus on laying the foundation for system improvement and transformation. This includes disability and community leadership, the IT systems, and the data and insights needed to make evidence-based investment decisions.

Funding for improving safeguarding of those at risk of abuse and neglect and transforming existing supports started in 2024/25.

Funding for improving safeguarding of those at risk of abuse and neglect and transforming existing supports started in 2024/25.

¹ The Board has three tāngata whaikaha Māori and three disabled people, one whānau member and one family member of a disabled person.

² The two other executive members are the Deputy Chief Executive Policy, Strategy and Partnerships, and Deputy Chief Executive Commissioning, Design and Delivery.

³ Most of these roles are in Commissioning Design and Delivery – 13 full-time equivalents (FTEs). The Transformation Management Board received funding for three FTEs to provide governance of initiatives funded through Budget 2022.

To guide system improvement and maturity (including cost stabilisation) a revised roadmap will be developed as:

- funding from Budget 2022 was insufficient to support the original roadmap
- the Government's fiscal position has deteriorated since the Budget 2022 decisions
- recommendations from the Independent Review of DSS are implemented.

Shared services arrangement

The Corporate Services Group managed relationships with the Ministry's shared services providers – Health New Zealand (HNZ) and MSD.

The transfers of functions from MoH and MSD to Whaikaha took place in the midst of major reform of New Zealand's health sector. From 1 July 2022, Health New Zealand/Te Whatu Ora (HNZ/TWO) was established. In this context, there was a need for the provision of certain services from HNZ and MoH to Whaikaha.

As part of the SSAs and subsequent amendments, it was agreed that the parties would commission a review of services to be completed by January 2024.

The summary of findings highlighted the need for service improvements, including quality, cost and value, and the timeliness requirements of the services being delivered.

SSA governance was re-instated during the year, which focused on the oversight and monitoring of service improvements and the progression of recommendations as a result of the review.

Transitional services

The Ministry maintained a shared services hosting arrangement with MSD until June 2024 to enable access to MSD's administrative systems, services and infrastructure. The Ministry maintains a relationship with Manatū Hauora and Te Whatu Ora, to maintain access to data and records and for the administration of payments.

MSD have delivered a range of transitional services to support the early Whaikaha operation, such as health and safety, communications, ministerial and executive services and legal services. These have transferred to the Ministry progressively over the 2023/24 year, with some residual services concluding in early 2024/25. As the host agency, MSD also provides Whaikaha with some ongoing corporate support services such as finance and payroll.


Measuring our performance

Our Estimates measures





Our Estimates measures track our delivery of the initiatives and services we are funded to deliver against specific annual targets. While these measures are reviewed annually, we aim to minimise changes to maintain comparability over time.

Status indicators

Met or exceeded standard 

Did not meet the standard 

Performance information

Measure	Standard 2023/24	Actual 2022/23	Actual 2023/24	Status
Departmental output expenses				
Connecting people with supports and communities				
<i>Enabling Good Lives (EGL) Christchurch Demonstration</i>				
The EGL approach (access to an EGL connector and a flexible, personalised budget) is made available to 98 percent of eligible Ongoing Resourcing Scheme (ORS) verified students in Christchurch (Note 1)	Achieved	Achieved	Achieved	
Mana Whaikaha				
Access to EGL budgets (Personal Budget, Early Investment and Immediate Resourcing) and support are made available to 99 percent of eligible disabled people who submit an EGL Proposal to Mana Whaikaha	99%	100%	100%	
Stewardship of the Disability System				
The Ministry procurement process is in line with government standards (Note 2)	Achieved	Achieved	Achieved	
This measure relates only to Departmental spend.				
The percentage of complaints in regards to Disability Support Services (DSS) that receive either a resolution notification or progress update within 20 days of DSS receiving the complaint	95%	94.5%	96.2%	
Whaikaha received 79 complaints about the quality of DSS – three of those were not managed in the timeframe.				

Measure	Standard 2023/24	Actual 2022/23	Actual 2023/24	Status
Average score attained from a sample of Whaikaha written policy advice as assessed using the agreed Department of the Prime Minister and Cabinet Framework	Greater than 3.2 out of 5	N/A (Disclosure 1)	3.23	✓
Ministerial satisfaction with the policy advice service	Equal to or greater than 4 out of 5	4.2	3.68	✗

The standard was not met. The 2023/24 satisfaction survey noted a decrease in the overall trust rating and a slight decrease in the general satisfaction rating. A change in Minister was announced part-way through the financial year in April 2024.

Non-departmental output expenses

Community-based support services

The percentage of self-directed funding arrangements to improve the person's choice, control and flexibility (for example, Choices in Community Living, Individualised Funding, Enhanced Individualised Funding, Flexible Disability Supports, Personal Budgets and EGL) within the total client population is greater than or equal to	10%	28.5%	33.9%	✓
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The standard was significantly exceeded. In 2022/23, changes in purchasing guidelines were made to provide additional flexibility, particularly around Individualised Funding respite. As more people have become aware of the flexibility that individual funding offers, more people have approached NASC requesting this option. Changes to the guidelines in March/April 2024 has restricted the use of Individualised Funding, which may reduce this trend going forward.

Connecting and strengthening disability communities

All new eligible DSS clients are assessed within 20 days of referral is equal to or greater than	80%	82.5%	41.3%	✗
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The standard was not met. Upon review of Whaikaha measures, we noted an error in the calculation of this measure and have corrected this. For the purposes of this result, new clients include re-entered clients requiring assessment. The recalculated result for 2022/23 is 48%. Refer to disclosure of judgements.

All new clients assessed as being eligible for Whaikaha-funded support are provided with their support options within 20 days of assessment is equal to or greater than	85%	91.6%	82.8%	✗
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The standard was not met. Twelve NASCs exceeded the standard. The median is skewed by a NASC that is operating significantly below the standard. The contributing factors for this included providers not being able to give the requested service due to difficulties recruiting and retaining staff, a small pool of available workers to recruit from, and having potentially too few providers for some services.

Measure	Standard 2023/24	Actual 2022/23	Actual 2023/24	Status
Early intervention support services				
The percentage of those disabled people who were referred to a Behaviour Support Treatment Programme and completed it is greater than or equal to	75%	69.5%	68%	✘
The standard was not met. Due to increasingly long waitlists, by the time people are offered the service they may not wish to continue, or it is no longer required. Long wait times also mean that behaviours have become far more complex and challenging for families to manage. Work is underway to provide support to waitlisted families and trial options to offer a range of options for service. These are intended to help reduce the waitlists.				
Environmental support services				
The percentage of equipment available and supplied from the Ministry of Health's standardised equipment list to ensure value for money is greater than or equal to	75%	74.9%	73.6%	✘
The standard was not met. The number of people served has grown at a rate that requires the overall stock of equipment to grow faster than expected, which means reissue has made up a lower proportion of the total.				
Residential-based support services				
Percentage of DSS clients moving from mainstream residential service to community support services increases over time so that the percentage receiving community support services is greater than or equal to	77%	83.6%	86.3%	✔
The standard was significantly exceeded. The number of people in residential support has been relatively static over the last 10 years, while the number of total people supported by DSS has increased significantly.				
Non-departmental other expenses				
Community Capacity and Support				
An exemption from performance reporting was granted under section 15D(2)(b)(iii) of the Public Finance Act 1989.				

Disclosure 1: Whaikaha was established on 1 July 2022. In its first year of operation, it did not produce sufficient policy work to provide an accurate measurement for 2022/23.

Note 1: Currently ORS-verified students aged 14+ are eligible for the EGL approach in the Christchurch demonstration.

Note 2: This measure considers whether the Whaikaha departmental expenditure procurement process is aligned to MSD's procurement processes and procedures, which in turn align with the Government Procurement Rules.

Disclosure of judgements

The judgements, estimates and assumptions that have the most significant impact on selection of performance measures are disclosed below.

The Ministry of Disabled People – Whaikaha is a New Zealand government departmental agency as defined by section 5 of the Public Service Act 2020. The relevant legislation governing our operations includes the Public Finance Act 1989, the Public Service Act 2020 and the Public Accountability Act 1998.

Whaikaha's ultimate parent is the New Zealand Crown. We are the principal steward of New Zealand's DSS which works to drive improved outcomes for disabled people.

Most of the funded supports for disabled people previously commissioned through MoH are now commissioned through Whaikaha.

The Ministry is focused on creating an inclusive and accessible Aotearoa New Zealand, recognising the importance of involving people from the disabled community in decision-making that affects their lives.

We work to ensure that services we administer, and the system as a whole, are effective and efficient, work as intended, achieve the intended outcomes and are fit for purpose. We do not operate to make a financial return and are a Public Benefit Entity (PBE) for performance reporting purposes.

The section on Measuring Our Performance covers all our activities as set out in the 2023–2024 Estimates of Appropriations for Vote Social Development.

The section on Measuring Our Performance relates to the year ended 30 June 2024. It was authorised for issue by the Chief Executive of Whaikaha. Performance measures are reported on pages 32 to 34.

Statement of compliance

The Measuring Our Performance section has been prepared in accordance with Tier 1 PBE financial reporting standards, which have been applied consistently throughout the period, and it complies with PBE financial reporting standards.

We have made judgements on the application of reporting standards and estimates and assumptions concerning the future, discussed below. The estimates and assumptions may differ from the subsequent actual results.

Most of the funded supports for disabled people previously commissioned through MoH are now commissioned through Whaikaha.

Critical reporting judgements, estimates and assumptions

Performance measures have been selected for our key activities. In selecting measures, we have made judgements to determine which aspects of performance are relevant and material to readers. The Ministry sets targets for output performance measures based on a combination of historical performance, with consideration of factors that may impact future performance and opportunities for improvement. As such, future performance may differ from budgeted performance. There were no pervasive constraints on information that influenced our service performance information. Judgement is also involved in determining how to measure performance for the measures selected. The judgements that have the most significant impact on selection and measurement are disclosed below.

We review our performance measures each year. Any proposed changes are approved by our Executive Leadership team – proposed changes to output measures are then socialised with the Minister. With the exception of policy advice measures, and some externally mandated indicators, we have discretion to select our measures and targets.

Stewardship of the disability system

In keeping with the Policy Quality Framework provided by the DPMC, we measure:

- the quality of our policy advice by applying the Policy Quality Framework's prescribed measures for quality of policy advice
- ministerial satisfaction that all government agencies with a policy advice appropriation must apply.

This includes a target score for ministerial satisfaction. More information can be found at The Policy Project's Progress and Performance section on DPMC's website: dpmc.govt.nz. The Policy Quality Framework sets out a common set of standards that specify what good-quality policy advice looks like. Its purpose is to assess and improve the quality of our written policy and other advice, and whether it is fit for purpose. The advice may be for a Minister, Cabinet or other decision-makers, and may be jointly provided with other agencies.

The Ministerial Satisfaction Survey contains a common set of questions provided by the DPMC. The survey asks about general satisfaction, quality of policy advice and overall performance using a five-point scale. There are also three free-text questions about satisfaction. The survey covered the entire year, during which the Minister was in that role. The survey is done once a year.

Connecting and strengthening disability communities

The performance measure: 'All new eligible Disability Support Services clients are assessed within 20 working days of referral is equal to or greater than'.

The standard for this measure is currently 80 percent. An amendment to the performance standard will be made during the next Supplementary Estimates.

The measure assesses the timeliness in which new people eligible for Whaikaha funded DSS receive their assessment which is completed by the NASC agency.

The measure shows the number of new disability support clients who have had needs assessments within 20 working days of their initial referral.



We review our performance measures each year.



Section 2

Our key achievements



Our work in 2023/24

This section (Section Two) is arranged as per Multi-category Appropriation (MCA) – Supporting Tangata Whaikaha Māori and Disabled People MCA. It aligns our financials to our work to create a line of sight.

Policy work programme

A better, more independent future for disabled people and whānau in Aotearoa New Zealand relies on policy settings that are underpinned by Te Tiriti o Waitangi, the UNCRPD and the EGL approach. They are based on the social model of disability, that is, individuals do not have disability (they have impairments) – disability lies in barriers created by society.

The Ministry provides advice and stewardship for strategic disability policy across government and on policy settings for DSS. The Policy Group within the Ministry supports these roles by:

- administering and developing new legislation within the Disability Issues Portfolio
- analysing and advising on policy issues related to DSS
- advising on opportunities to improve outcomes for disabled people in policy development across government
- advising on the potential impacts on disabled people of policy proposals being developed across government.



The Ministry is committed to working with disabled people and tāngata whaikaha Māori me o rātou whānau to improve services and policy advice. These relationships are underpinned by: Te Tiriti o Waitangi, the UNCRPD and the EGL principles.

Key areas of focus for the Ministry's policy work this year have been:

- developing advice on proposals for a Disability System Bill
- advising on options to improve the financial sustainability of DSS, including providing information and advice to the Independent Review of DSS
- supporting the Ministry's engagement with the disability aspects of the WAI 2575 Waitangi Tribunal Kaupapa Inquiry into health services and outcomes
- supporting the Ministry's engagement with the Royal Commission of Inquiry into Abuse in Care.

We also undertook scoping work for a review of eligibility for DSS, but this work was stopped when the Independent Review of DSS was commissioned.

Community-based support services

Partnering with community

Disabled people's international catch cry "Nothing about us without us" responds to the exclusion they have historically faced when others have designed, funded and provided disability services.

The Ministry is committed to working with disabled people and tāngata whaikaha Māori me o rātou whānau to improve services and policy advice. These relationships are underpinned by: Te Tiriti o Waitangi, the UNCRPD and the EGL principles.

Over the last year, the Ministry prioritised:

- setting up and supporting a range of new advisory and engagement arrangements to support key work programmes
- building and implementing the systems and processes required to enable and continuously improve effective partnering arrangements.

Formal arrangements include the:

- **Transformation Management Board:** to provide governance for the transformation work programme
- **Strategic Advisory Group:** to give strategic advice on major work programmes and policies
- **Insights Alliance:** to oversee the monitoring and evaluation of EGL system transformation
- **Project groups:** to support service design and policy advice (these include the Kōmiti Pasifika, My Home, My Choice and the Tairāwhiti Disability Locally Led Recovery Planning Rōpū).

For the 2024 financial year, the Ministry also has relationships with established disability and tāngata whaikaha Māori groups, including: Te Ao Mārama Aotearoa, the National EGL leadership group, Te Rōpū Kaitiaki, Kāpō Māori Aotearoa, the Disabled People's Organisation Coalition, I.Lead, Te Rōpū Waiora, the Carers Alliance, Te Whānau Turi o Aotearoa, Te Whānau Ora Interface group, Faiva Ora, I.Lead, Mana Pasefika, Parent/Family Network, DeafBlind Association, Access Matters Aotearoa, Foetal Alcohol Spectrum Disorder Care Action Network, Be.Lab, the Older Disabled Persons Group, the National Disabled Students Association and the New Zealand Disability Employers' Network.

An important part of these relationships is building the capacity and capability of disabled people and tāngata whaikaha Māori to make decisions for themselves, to make use of available resources, and to influence how decision-makers can improve the lives of disabled people, their whānau and communities.

The Ministry allocated one-off funding to five providers to help disabled people develop leadership skills, resources and capability, so as to have greater choice and control over the services and supports available to them.

The Ministry allocated one-off funding to five providers to help disabled people develop leadership skills, resources and capability.

Working with the disability community has helped:

- establish and strengthen strategic arrangements to inform approaches to steward societal change and improve the system of supports
- raise awareness of disabled people's needs and preferences, and how everyone can contribute to making New Zealand a more inclusive place to live
- influence the priorities and activities of other government agencies, including through the refresh of the NZSL Strategy and the Disability Action Plan and other work programmes.

The effectiveness and impact of these relationships over time is to be monitored through the Monitoring, Evaluation, Analysis and Learning Framework.

Types of support funded

Disability supports and funding methods

Generally, disabled people and their whānau who are eligible for Whaikaha-funded support access their support through NASC organisations.

Disabled people receive funded support from Whaikaha through:

- Choice in Community Living (CiCL)
- Carer Support
- Personal Budgets
- Standard Contracted Arrangements
- Specialist Supports
- Individualised Funding.

Choice in Community Living

CiCL offers disabled people more control over where they live, who they live with and how they are supported. It is an alternative to residential services and is for people with high support needs.

CiCL is currently available in the Auckland, Waikato, Hutt Valley, Otago and Southland regions, testing a more person-directed support option which could inform the transformation programme.

CiCL is a type of hosted support based on a person's plan. Funding is managed by the disabled person and their family or whānau in partnership with the person's chosen CiCL provider. The flexible Purchasing Guidelines are used to support a disabled person in how they use their funding.



Carer Support

The disabled person is allocated Carer Support by a NASC. The disabled person or their whānau organises and pays for support needs to be delivered to the disabled person. They then claim the subsidy amount from Whaikaha.

Personal budgets

Personal budgets are available in the Christchurch, Waikato and Mana Whaikaha EGL locations.

A personal budget is allocated to support people to achieve the outcomes outlined in the plan they have developed with their Kaitūhono/Connector. Funds can be deposited directly into a specific bank account for this purpose, with some oversight by the EGL team. The disabled person may choose to have a host agency to help manage their personal budget.

Standard contracted arrangements

These supports are commissioned and funded by Whaikaha and include:

- Facility-Based Supports, including residential support for people to live in a group home, alone where required, or in an aged residential care facility – especially where people have higher medical needs requiring hospital level care. There is also Facility-Based Respite, which is short-term relief support provided in a residential setting for eligible people.
- Home and Community Supports include a range of supports, assisting people to live in their community. This includes supported living, household management and personal care.
- Community Day Services include Whaikaha funding day supports to enable disabled people to participate in their community through things such as social activities and daily living skills. MSD is the primary funder of Community Day Services.
- Disability Information and Advisory Services provide independent information and advice to people and their whānau.
- NASC organisations support people through allocating funding and advising on or co-ordinating supports for eligible people.

Specialist supports

- Child Development Services provide specialised services to support tamariki to reach milestones.
- Equipment and Modification Services provide free or subsidised equipment and modifications to disabled people.
- Behaviour Support Services provide people with access to specialists to set and support goals to assist them.

Individualised Funding

Individualised Funding is a mechanism to purchase Household Management, Personal Care and Respite.

It is accessed through a NASC and allocated to a disabled person so they can organise their own support – in some cases including engaging care and support workers.

Individualised Funding was initially developed to increase flexibility and provide disabled people and their whānau with more choice and control over their support.

Enhanced Individualised Funding (EIF) was developed as a broader approach to flexibly support a disabled person's needs. Flexible Purchasing Guidelines were developed to support disabled people in how they use their funding with EIF.

Changes to the Purchasing Guidelines were implemented in March 2024 to return to pre-COVID-19 funding parameters.

Family violence and sexual violence

Disabled people are significantly more at risk than non-disabled people of experiencing all forms of abuse and neglect.⁴

Budget 23 provided \$6.11 million to address family violence against disabled people and implement Action 28 of the Te Aorerekura Action Plan:⁵ "Implement Safeguarding Responses for Disabled and Vulnerable Adults".

The Ministry added an additional \$2.1 million funding over four years from 2023 to target professional practice in needs assessment services.

This work programme seeks to increase access to mainstream family violence services and sexual violence services, as well as specialist supports that meet the specific needs of disabled people and tāngata whaikaha Māori when they experience, or are at risk of experiencing, violence and abuse.

As lead agency responsible for operational delivery of Action 28, the Ministry commissioned the Disability Abuse Prevention and Response (DAPAR) prototype. DAPAR is delivered by Visible, a team of social work specialists and disabled people with specialist experience in family violence who work directly with the disabled person experiencing, or at high risk of experiencing, abuse. Using an EGL approach, the team builds a multi-agency response that can include Police, health, disability providers and NASCs to support the disabled person to achieve a safer life.

DAPAR also provides capability training to support disability and family violence agencies to be responsive to disabled people.

The Ministry is involved in multi-agency work to develop a new five-year action plan to prevent and respond to family violence and sexual violence.

Disabled people are significantly more at risk than non-disabled people of experiencing all forms of abuse and neglect.

Budget 23 provided \$6.11 million to address family violence against disabled people and implement Action 28 of the Te Aorerekura Action Plan.

⁴ www.sciencedirect.com/science/article/pii/S0749379721001914?via%3Dihub – Family Violence clearing house.

⁵ Te Puna Aonui and the Ministry are joint fund holders of this allocation.

Connecting and strengthening disability communities

The Ministry provides and oversees supports that relate to tāngata whaikaha Māori and disabled people, and their whānau, to access services and information by investing in provider and workforce capability, NASCs and Disability Information and Advice Services (DIAS).

Enabling Good Lives

There are three EGL sites in Christchurch, Waikato and Mana Whaikaha in Palmerston North. The EGL sites were inherited as part of the transition and no new sites have been added. In 2023/24, there were 90 people working across these locations, with approximately 4,500 disabled people accessing support through them.

The EGL sites have continued to support their communities to adapt to changes to the purchase rules in a relational way, and to focus on seeing the options that continue to be available for support. The ongoing work of the Directors' Funding Panel is achieving increased convergence in practice across the sites, and providing additional assurance about the consistency and quality of decision-making for high-cost funding packages.

Some key highlights across sites during the year are:

- Connecting with an experienced Behaviour Support Specialist in managing packages under EGL Waikato. This is an expansion of specialist facilitation, which help with personal budgets and the supports delivered through them to be as effective as possible.
- EGL Waikato working alongside a local residential care provider to support them to take a more authentic approach to living arrangements and broaden the range of living situations.
- Developing an internal website for EGL Christchurch updated with community resources to reduce research time for Connectors and strengthen the use of alternatives to personal budgets. This has been shared with the local NASC to support them as well.
- Mana Whaikaha relocated to a new building in Palmerston North. This move has delivered on a longstanding hope from the Mid-Central community that there is a bespoke space that the community can come into.





In 2023/24, there were 90 people working across the three EGL locations, with approximately 4,500 disabled people accessing support through them.

This year, Mana Whaikaha has had a particular focus on 'Mainstream First':

- The Community Development team has been successful in rolling out the 'Companion Card' in the Horowhenua, making mainstream support for disabled people more affordable and reducing reliance on personal budgets to meet some expenses supporters might incur.
- Mana Whaikaha has continued to deepen the relationship with MSD, to ensure seamless support across government. This includes supporting the Ministry to ensure that disabled people access their full and fair entitlements and manage risks that benefits will lapse from non-contact with the system. It has also involved ensuring kaimahi/ staff understand existing mainstream support.

Payment for family members for support services

People receiving disability supports have the option to choose to pay a family member to provide those supports. This applies to supports that would otherwise be provided by a support worker through the Ministry's funding and Health New Zealand-funded support services. The Ministry has utilised this funding to address increases in costs where disabled people were receiving Family Funded Carer services and are now receiving Individualised Funding and other flexible supports.

New Zealand Sign Language Board

Latest data from the 2023 Census shows the number of New Zealand Sign Language (NZSL) users has increased to almost 25,000 people. Of this group, around 4,500 are estimated to be Deaf. NZSL is fundamental to learning, communicating and participating in society. International research illustrates that access to sign language is a strong predictor of good health and wellbeing outcomes for Deaf people.



The Ministry provides support for to the NZSL Board in its key functions:

- maintaining and promoting the use of NZSL
- ensuring the rights of Deaf people and NZSL users to use NZSL
- providing advice to the Government and the community on NZSL.

This includes co-ordinating government monitoring and reporting on the implementation of the NZSL Strategy, UNCRRPD and the New Zealand Disability Strategy, as well as executive support for the Board's Annual Report, responses to Official Information Act requests and correspondence with the NZSL community.

During the last year the Ministry and the NZSL Board have:

- progressed work to develop the next NZSL Strategy 2025 to address systemic barriers to the use of NZSL and explore opportunities for its growth
- continued investing in strategic contracts aimed at promoting and maintaining NZSL, such as contracting Victoria University to maintain and update the *NZSL Dictionary*
- allocated \$175,000 in community grants to maintain and promote NZSL
- refreshed the Board by appointing a new Chair and three new members
- strengthened relationships between the NZSL Board and its advisory body, Te Rōpū Kaitiaki, and supported the development of an action plan for Turi Māori
- delivered the Sign Language Proficiency Interview service, to assess the NZSL proficiency of educators and other NZSL users
- progressed policy work to explore how to implement a high-quality, professional NZSL interpreting standards system, and improvements to the accessibility of the NZSL Community Grant process
- launched a new standalone website for the NZSL Board.

Pacific disabled people

Pacific people's perspectives on disability differ from non-Pacific people, reflecting their belief in the interconnectedness of health, spirituality and social aspects of life.

Pacific disabled people experience less equitable outcomes in comparison with other groups.

The Ministry is undertaking initiatives to improve disability support and services, accessible information and cultural responsiveness to the needs of the diverse communities we serve.

Over the past year, our focus has been on developing and publishing the inaugural National Pacific Disability Action Plan (Action Plan), with community leaders involved at every step of Plan's development to ensure that each Island group's voice was valued and heard.

A series of 20 talanoa facilitated by regional leadership and respective Island groups was held across New Zealand, bringing together over 1,000 Pacific disabled people, their aiga/whānau, carers, community leaders, Pacific NGOs/providers and extended family.

NZSL numbers:

25,000 NZSL users approximately.

4,500 people are estimated to be Deaf.

\$175,000 allocated in community grants to maintain and promote NZSL.

4 new Board members including a new Chair.



The Action Plan sets out priorities, initiatives and actions over the next five years to improve outcomes for Pacific disabled people and their families.

The talanoa highlighted a crucial need to place greater emphasis and value on families who, out of deep cultural values, love and a strong sense of duty are often the primary caregivers for many Pacific disabled people. Providing access to the necessary tools, information and assistance will support both the Pacific disabled person and their family networks.

The Action Plan sets out priorities, initiatives and actions over the next five years to improve outcomes for Pacific disabled people and their families.

It provides a foundational framework from a Pacific disability perspective, ensuring that community-led initiatives and solutions are effectively integrated and supported by the Ministry. This includes improving disability literacy in communities to reduce stigma and promote inclusive attitudes, addressing workforce gaps through cultural competence and targeted recruitment, and strengthening support for families by improving access to resources and services.

A comprehensive monitoring and evaluation framework is being developed, incorporating a flexible Pacific model with culturally relevant practices and values to track progress and assess impact.

Residential-based support services

High and Complex Framework

The HCF provides a diversionary pathway for people with an intellectual disability who are engaged with the criminal justice system towards more appropriate supports with a strong rehabilitative focus. Around 200–250 disabled people, many of whom have committed serious offences, are supported through the Framework.

The commissioning responsibilities for the Framework transferred to the Ministry on 1 July 2022.

The Ombudsman's 2021 Oversight Report identified that the current Framework does not always meet the needs of all care recipients. Living environment and infrastructure deficits, workforce shortages, and funding and capacity challenges are multi-causal and result in critical issues. Te Tiriti o Waitangi principles are also not well embedded into the approach.

The Ministry has developed a work programme to address the key issues raised in the 2021 Ombudsman's investigation and in the wider Framework. The Ministry released the HCF Operational Strategy in August 2023, which is a strategic response to the Ombudsman's 2021 Oversight Report.

This Operational Strategy outlines the desired future state as shared with the Ministry by those engaged with the Framework and describes the steps to take toward realising this vision.

Actions taken in the 2024 financial year include:

1. Forensic Coordination Services was moved under the direct management of the Ministry in March 2024. This transition has progressed well, and plans are underway to retender the service in 2025.
2. HCF Strategy Implementation is underway:
 - Governance Structure and authorising environment for the HCF Strategy Implementation was stood up in November 2023.
 - There is regular engagement with Treasury on planning for capital and operational investment into forensic ID facilities following the submission and review of the HCF Risk Profile Assessment by Treasury in August 2023.



- Strategic Assessment will seek approval to develop a Programme Business Case (PBC) for the capital and operational investment required to meet critical capacity and flow challenges across the HCF. This was reviewed by governance groups.
 - Planning for all five cases of the PBC is underway, including cross-agency and sector consultation on preferred investment options development.
 - Workforce and Policy working groups have been stood up and sequencing of actions and key deliverables is underway.
3. Response to the Ombudsman Report:
- A formal response to 'Oversight' was provided to the Office of the Ombudsman on 1 August 2023.
 - Ongoing and regular updates are provided to the Office of the Ombudsman via written reporting and six-weekly meetings.

Early intervention support services

The Ministry provides and oversees supports related to early intervention for disabled people and tāngata whaikaha Māori who are early in life, in life transitions, or in vulnerable situations, to enable them to live good lives.

Quality and safeguarding

The Ministry aims to ensure all quality and safeguarding mechanisms are implemented according to good-quality management principles, underpinned by Te Tiriti o Waitangi and EGL principles.

The Ministry has delivered the following mechanisms, programmes and initiatives to improve quality and safeguarding:

- a. Reviewed 182 critical incident reports, 11 death reports and six complaints on average each month, and took appropriate actions: updated and published complaints operational guidance.
- b. Commissioned annual evaluations of a risk-stratified sample of contracted providers and conducted investigations in response to serious complaints, incidents, deaths or quality concerns. In 2023/24, the Ministry commissioned 221 evaluation days, which covered 68 contracted providers.
- c. Commissioned a DAPAR prototype, a new disabled-led community-led team of specialists in family violence and safeguarding from abuse of disabled adults referred by the Ministry and NASCs. This prototype builds capacity and capability across communities, agencies and sectors to be responsive to the situations of abuse of disabled people.
- d. Published the Quality and Safeguarding Framework and contracted Sapere to work with the Ministry, the disability community and sector to research how to improve the Framework to ensure disability supports are of high quality and that disabled people and their whānau are safeguarded from violence, abuse and neglect.

- e. Commissioned People for Us, a peer visiting service for disabled adults who live in residential services to find out if they are safe, living a good life, and experiencing high-quality support and to find the best way to resolve safety or wellbeing concerns.
- f. Completed the design and procurement of Assisting Change, a new quality and safeguarding initiative to support disability providers to address and resolve specific quality issues and improve the quality of their services. This initiative matches advisors with the right skills, including Kaupapa Māori and Pacific advisors, to providers to improve the quality of their services.



The Ministry provides and oversees supports related to early intervention for disabled people and tāngata whaikaha Māori who are early in life, in life transitions, or in vulnerable situations, to enable them to live good lives.

Environmental Support Services

Purchasing Rules

During the financial year, changes were made to the Purchasing Rules for flexible funding supports and changes to prioritisation and access to Equipment and Modifications Services.

These changes were made due to a significant and ongoing increase in the demand for our support services. To ensure those with the highest needs are prioritised, the Ministry had to make some difficult decisions. The incredibly difficult decision to reduce some aspects of flexibility was made alongside the very urgent need to ensure the Ministry could continue to fund critical Equipment and Modification Services.

The revised Purchase Rules continue to be a framework within which disabled people and whānau can make decisions about what is right for them. They are not intended to be a list of things that are 'in' or 'out'.

Links to the Purchasing Guidance and clarifications on Purchasing Rules follow:

- **Purchasing Guidance | Ministry of Disabled People – Whaikaha**
- **Clarifications on Purchasing Rules for Flexible Funding | Whaikaha – Ministry of Disabled People**

Table 1. Number of people accessing Equipment Modification Services (EMS) by age band. The 'people' number is the distinct NHI count. This is less than the sum of rows as some people move across the age bands within the financial year.

Age band	People	Spend
0–15 years	3,286	\$18,509,982
16–64 years	8,904	\$29,335,187
65–79 years	16,354	\$21,079,771
80 plus years	18,633	\$13,308,678
Unspecified	8	\$8,204
Total	47,185	\$82,241,822

Supporting tāngata whaikaha Māori and disabled people – cost pressures

The Government allocated \$1.1 billion over the forecast period to ensure the Ministry can continue to deliver critical DSS for disabled people and tāngata whaikaha Māori.

This initiative provides additional funding each year on top of maintaining the Government's more than \$2.2 billion per annum investment in DSS.

The new funding goes towards meeting cost pressures on the system, including price increases due to inflation and increases in service volumes due to demand.

At the same time, an independent review of the disability support system is being undertaken to ensure its long-term financial sustainability.

The Ministry received \$80 million in year funding in Budget 2024 to address the risk of breaching appropriation.

The Government allocated \$1.1 billion over the forecast period to ensure the Ministry can continue to deliver critical DSS for disabled people and tāngata whaikaha Māori.



Budget significant initiatives

The Ministry is expected to continue to identify where a user can find more information on significant Budget decisions from the previous three Budgets. The following table outlines where to find more information on Budget significant initiatives from the last two Budgets.

Table 2: Budget significant initiatives

Name of initiative	Budget year first funded	Location of information
Disability Support Services cost pressures	2023	www.whaikaha.govt.nz/news/budgets/budget-factsheets/supporting-tangata-whaikaha-maori-and-disabled-people-cost-pressures
Establishing a new Ministry	2022	www.msd.govt.nz/about-msd-and-our-work/newsroom/budget/2022/factsheets/establishing-a-new-ministry-for-disabled-people.html
Payment to family members for support services	2022	www.whaikaha.govt.nz/support-and-services/carer-support-and-respite/carer-support



Future key performance indicators

There are many areas in which we would like to measure towards the vision of a non-disabling New Zealand, but there is a lack of data and processes to do this robustly and consistently.

Our intention is to design and test relevant evaluative approaches with disabled people, tāngata whaikaha Māori and whānau to check they are understandable, implementable and meaningful. We will also work with other agencies and the disabled community to develop data and processes that are consistent and robust.

We will use data sources and measures of progress that meet the following criteria:

- Data is available.
- Data is updated in the years 2024–2029.
- Measures are specific.
- Measures relate to improvements in the lives of disabled people.

Our approach to measuring progress must begin with population-level indicators that track improvements for all disabled people in New Zealand. The set of performance measures relate to our work and will show the effectiveness of our work. The following table outlines possible key performance indicators that can be used for a future strategy approach.

Table 3: Population-level measures

Measure	Baseline	Source	Desired trend	Rationale
Subjective wellbeing				
Percentage of disabled people who rated their family wellbeing as 7 or above on a 0–10 scale.	73.3%	NZ Health Survey	↑	Measure progress against our purpose of improving outcomes for disabled people and their families. The NZ Health Survey chosen over GSS due to greater sample size and frequency.
Percentage of disabled young people (aged 12–18) who rated their family wellbeing as 7 or above on a 0–10 scale.	55%	Youth Health and Wellbeing Survey (21/22)		A similar measure is also available for young people aged 12–18 from the Youth Health and Wellbeing Survey (YHWS). As this is a CYWS indicator it will be retained in the updated survey.

Measure	Baseline	Source	Desired trend	Rationale
Economic wellbeing				
Employment rate: For all disabled people (aged 15–64) For tāngata whaikaha Māori (aged 15–64).	39.8% 27.2%	Household Labour Force Survey (June 2024 quarter)	↑	Having stable and fulfilling employment is strongly linked to wellbeing measures such as life satisfaction. As this is about current participation, we might expect to see it change more quickly, and as a direct result our work, than other population-level measures.
Percentage of disabled children and young people (aged 0–17 years) living in households experiencing material hardship.	22%	Child poverty statistics (2023)	↓	This is a key child poverty measure. Material hardship has been chosen over the income-based measures as these don't take into account additional cost that disabled households face that may have an impact on people's lives.
Identity, choice and control				
Percentage of disabled people* (aged 15–64) who gave a rating of 7 or above on a 0–10 scale for sense of control over their lives.	54.1%	General Social Survey (2023)	↑	This is a key measure that speaks to how much control disabled people have over their own lives. In a non-disabling New Zealand, disabled people should feel like they have the same level of control as non-disabled people, but currently there is a significant gap (75.9 percent for non-disabled people of same age group).
Society				
Percentage of people aged 15 and over who said they felt comfortable or very comfortable about a new neighbour who had a disability or long-term health condition.	84.6%	General Social Survey (2023)	↑	There are several acceptances of diversity measures in GSS – the percentage of people who are comfortable or very comfortable about a new neighbour who had a disability or long-term health condition was the lowest, with the exception of a new neighbour with a mental health condition. This measure allows us to track longer-term progress on how accepting New Zealand is towards disability.



Section 3

Other reporting requirements



Carbon Neutral Government Programme reporting

We are committed to reducing our carbon emissions and introducing more sustainable practices to support the Carbon Neutral Government Programme (CNGP).

For the first time since the establishment of the Ministry in FY23 we have measured our carbon emissions and will report to the CNGP in November 2024. The current financial year is our base year for emissions reporting.

We are planning our key emissions reduction initiatives, in close collaboration with our colleagues in MSD, by focusing on our top emissions sources: business travel, energy use in office buildings and vehicle fleet. During the forthcoming financial year, we will consider and set targets to reduce our emissions.

Emissions profile

A breakdown of our emissions profile is shown below. Our emissions reporting aligns with central agency CNGP guidance and is independently verified by Opportune NZ.

Whaikaha Emissions Inventory FY 2023/24 (Base Year) emissions data is provisional and unverified.

Table 4: Our carbon emissions (tonnes CO₂e)

Emissions source	Emissions (tCO ₂ e)
Scope 1	
Petrol use	14.1
Natural gas	0.4
Scope 2	
Electricity	18.0
Scope 3	
Domestic air travel	94.1
Mileage	15.9
Rental vehicles	9.9
Taxi	5.5
Domestic accommodation	9.8
Working from home	4.8
Waste to landfill	10.5
Water supply/wastewater	1.1
Electricity transmission and distribution losses	1.0
Postage and freight	0.2
Employee commuting*	120.7
Purchased Goods*	8.6
Total non-mandatory emissions*	129.3
Total CNGP mandatory emissions sources	185.4
Total emissions	314.2

* Non-mandatory emissions sources



Appendix

Disabled people population and life outcomes statistics



Collection of disability data

Disabled people face significant disparities in many life outcomes compared to their non-disabled counterparts, but until recent years data on disability in New Zealand was extremely limited. Data and evidence is key to supporting and measuring progress towards the Ministry's vision of a non-disabling New Zealand.

The Ministry and Stats NZ continue to co-facilitate the Disability Data and Evidence Advisory Group (DDEAG), which meets regularly to provide advice and support to improve the amount and quality of disability data across the New Zealand data system. The group includes representatives from government agencies, Te Ao Marama o Aotearoa Trust (TAMA), the Disabled People's Organisations (DPOs) Coalition, the Donald Beasley Institute and the New Zealand Disability Support Network.

A key success over the last seven years is the consistent adoption of the Washington Group Short Set (WGSS) of questions in a wide range of surveys across government, including the Census. This has led to an exponential improvement in the availability of data that allows us to compare outcomes for disabled and non-disabled people. However, there is still more to do to continue to build the evidence base around disability in Aotearoa to support the Ministry, the wider public system, disability groups and communities to improve outcomes for disabled people, tāngata whaikaha Māori and their families.

A key success over the last seven years is the consistent adoption of the Washington Group Short Set (WGSS) of questions in a wide range of surveys across government, including the Census.

A key focus for the ongoing work programme of the DDEAG is on administrative data collection, which is particularly important within the context of Tatauranga Aotearoa Stats NZ's progressive journey towards becoming an organisation that uses administrative data first.

A larger Community of Practice (CoP) meets monthly to enable connectivity between colleagues in government agencies who work in disability measurement and outcomes monitoring. The CoP now includes over 100 members from over 30 different agencies.

In March 2023, the Ministry established a new Data and Insights team. The team's role is to provide robust, high-quality disability data, insights and advice, both within the Ministry and across the data system, that support better evidence-informed decision-making.

Key elements of the Data and Insights team's work include:

- Monitoring outcomes for disabled people against the eight outcome areas of the New Zealand Disability Strategy (NZDS).
- IDI research to better understand the disabled population, and development of IDI code modules to support other researchers to include a disability perspective in their work.
- Influence and stewardship across the data system through DDEAG and CoP to improve the availability and use of disability data.
- Internal and external capability building and support on the use of disability data.
- Supporting implementation of the Monitoring, Evaluation, Analysis and Learning (MEAL) Framework to centre the voices and lived experiences of disabled people and tāngata whaikaha Māori, and measure what is important from their perspective. Also, supporting Stats NZ as it progresses work on the future of the Census and towards developing a New Zealand Disability Data Framework, a recommendation of the UNCRPD examination in 2022.

Our population

**An estimated
1.1 million
New Zealanders
(24 percent)
were disabled
at the time of
the survey.**

The data below is taken from the 2013 New Zealand Disability Survey (2013 Disability Survey). Data from the 2023 Disability Survey will become available in late 2024. The 2013 data showed that:

- An estimated 1.1 million New Zealanders (24 percent) were disabled at the time of the survey.
- Disability prevalence increased with age, with 59 percent of people aged 65 years and over identified as disabled, compared with 28 percent of those aged 45–64 years, 16 percent of those aged 15–44 years and 11 percent of people aged 14 years and under.
- The three most common impairment types New Zealanders experienced were mobility (13 percent), hearing (9 percent) and agility (7 percent).
- Just over half (53 percent) of disabled people reported multiple impairments – males were more likely to experience multiple impairments than females in younger age groups (0–14 years), but for those aged 65 years and over, females were more likely to experience multiple impairments.
- Disability prevalence varied by ethnicity, with 26 percent of Māori and 25 percent of Europeans identified as disabled, compared with 19 percent of Pacific peoples and 13 percent of Asian people. However, disability is strongly correlated with age, so the younger age profiles of Māori and Pacific Peoples masks the true extent of differences in disability rates.
- When adjusted to the age profile of the total population, disability rates by ethnicity were:
 - Māori – 32 percent
 - European – 24 percent
 - Pacific peoples – 26 percent
 - Asian – 17 percent.



Of the 62,000 New Zealanders supported by the Ministry through DSS:

- **40 percent** have an intellectual disability as their principal disability (many of whom also have a physical disability)
- **40 percent** have autism as their principal disability
- **19 percent** have a physical disability as their main disability.

People may have up to two primary disabilities listed.

Disparities in economic outcomes

Many disabled people live full, productive lives with mana and dignity. However, many disabled people continue to face significant disparities in many life outcomes compared to their non-disabled counterparts.

For example, data from Stats NZ's Household Labour Force Survey (HLFS) June 2024 quarter showed, compared with non-disabled people in the same age group, disabled people aged 15–64 years:

- were less likely to be employed, with an employment rate of 40 percent, compared with 80 percent for non-disabled people
- were less likely to hold a post-school qualification (46 percent, compared with 59 percent).

In the June 2023 quarter, disabled people aged 15-64 years earned a lower median hourly income from wages and salaries (\$28), compared with \$31.83 for non-disabled people.

The data also showed that 46 percent of disabled young people (aged 15–24 years) were not in employment, education or training (NEET), compared with 11 percent of non-disabled young people.

Stats NZ's Child Poverty Statistics (year ended June 2023) also showed that disabled children and children living in households with at least one disabled person were much more likely to live in households in material hardship.

The data showed that 46 percent of disabled young people (aged 15–24 years) were not in employment, education or training (NEET), compared with 11 percent of non-disabled young people.

Disparities in health and wellbeing outcomes

Data from the 2021 General Social Survey also showed that disabled people face poorer outcomes across a number of wellbeing areas.

The New Zealand Health Survey has been collecting disability data since 2018/19. This shows that, compared with non-disabled people, disabled people experience significantly poorer outcomes in many areas. For example, in 2022/23, disabled people aged 15 years and over were:

- much less likely to rate their overall health as good, very good, or excellent (57 percent, compared with 89 percent)
- much more likely to have experienced high or very high level of psychological distress in the last four weeks (36 percent, compared with 9.5 percent)
- more likely to have an unmet need in accessing primary health care
- much more likely to have visited an emergency department at least once in the last 12 months (42 percent, compared with 15 percent).

Data from the 2023 General Social Survey also showed that disabled people face poorer outcomes across a number of wellbeing areas. For example, when compared with non-disabled people, disabled⁶ people aged 15–64 years were:

- less likely to rate their overall life satisfaction highly (7 or above out of 10) – 57 percent and 80 percent, respectively
- less likely to feel the things they do in life are worthwhile (7 or above out of 10) – 67 percent and 84 percent, respectively
- less likely to feel a strong sense of control over their lives (7 or above out of 10) – 54 percent, compared with 74 percent.

6 Based on the WGSS questions.

Disabled people aged 15–64 years were also more likely to:

- say they didn't have enough money to meet everyday needs (22 percent, compared with 10 percent)
- have poor overall mental wellbeing (57 percent, compared with 25 percent)
- have experienced discrimination in the last 12 months (36 percent, compared with 23 percent) – disabled people also had consistently lower levels of trust in other people and in institutions such as courts, education and health systems, Police, media and parliament than non-disabled people.

Data from the Youth Health and Wellbeing Survey, What About Me!, showed that disabled youth were twice as likely to experience serious distress (scores higher than 13 out of 24) compared to the New Zealand average (56 percent vs 28 percent). Disabled people are also at higher risk of victimisation than non-disabled people. For example, pooled data from the New Zealand crime and victim survey 2018 to 2023 showed that, when standardised for age, 49 percent of disabled adults had been a victim of sexual assault and intimate partner violence at some time in their lives, compared with 30 percent of non-disabled adults.



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