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|  | Facilitator’s guide |
|  | Public consultation on the draft New Zealand Disability Strategy |



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| Welcome  **He mihi whakaara** |
| Kia hiwa rā kia hiwa rā. Kia kōkiri ake, kia mataara. He karanga atu ki te ao whānui, ki te ao whaikaha.  Haere mai ōu whakaaro rangatira ki tēnei kaupapa whakahirahira nau mai e te iwi e.   A call to initiate feedback.  Rise up, come forward, be counted, be alert.  A call going out to the world, to the disabled world.  We welcome your chiefly thoughts to this  important discussion.  We welcome all. |

Kia ora,

Thank you for signing up to receive this consultation toolkit.   
It is designed to help you encourage as many people as possible to take part and give feedback on the draft New Zealand Disability Strategy (NZDS).

The draft strategy focuses on things that matter to disabled people, tāngata whaikaha Māori and their whānau, like health, housing, education, justice and employment. It also includes a set of actions for change, so that disabled people, tāngata whaikaha Māori and their whānau can lead, thrive and take part in their communities.

If you have any questions about the public consultation or how you can support your community to take part, please visit our website at   
www.whaikaha.govt.nz/disability-strategy or send us an email at   
disabilitystrategy@whaikaha.govt.nz

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| For quick access, this QR code will take you to our Refresh of the New Zealand Disability Strategy web page. |  |
| This QR code will take you to our NZDS consultation toolkit page, where you can find digital versions of our consultation toolkit. |  |
| This QR code will take you to complete our online feedback form. |  |

Thanks for helping us shape a disability strategy that will drive   
meaningful change for disabled people, tāngata whaikaha Māori and   
their whānau.

# How to use this guide

This facilitation guide is part of the NZDS consultation toolkit. It is broken into three parts:

#### Section 1 – about the draft strategy and public consultation

* Information about the draft strategy
* How to share feedback
* Consultation timeframes

#### Section 2 – how to run a session with your community

* Guides for how you can facilitate a longer ‘learn and share’ session or shorter feedback sessions around specific parts of the draft strategy
* A range of activities you can adapt for your sessions

#### Section 3 – facilitation guides

* Facilitation guides
* Talking points
* Quick information about the draft strategy and how it was developed
* Q+A

### Using this guide

We have included notes, tips and tricks for facilitators in bold purple text. Key messages are included in purple text on purple boxes. This document has been designed for screen readers.

Please use the notetaking templates and other resources found within this wider toolkit to help you deliver your session/s. All of the consultation toolkit documents are available for download on our website.

### Share your experience and feedback

We are keen to hear how you used this consultation toolkit. Please send your stories, any photos of sessions, or any feedback to [disabilitystrategy@whaikaha.govt.nz](mailto:disabilitystrategy@whaikaha.govt.nz)

Section 1:

About the draft strategy and public consultation

# About the draft strategy

The New Zealand Disability Strategy sets the direction for the Government on how to make things better for disabled people in Aotearoa New Zealand.

What is in the draft strategy

The draft strategy is in 4 main parts:

1. The background describes how things are going for disabled people, tāngata whaikaha Māori and their whānau, what is improving, and what still needs to change.
2. The vision and principles. The vision will set out the future disabled people, tāngata whaikaha Māori and their whānau tell us they want. The principles are the values, ideas and commitments that underpin the draft strategy. 11 workshops were held with representative groups of disabled people, tāngata whaikaha Māori, parents, family and whānau to develop them.
3. Priority outcome areas with actions in education, employment, health, housing and justice. Working groups made up of disabled people and tāngata whaikaha Māori, industry and sector representatives, and government officials were formed to develop each area.  
   The Ministerial Disability Leadership Group (MDLG) and the Minister of Justice considered the work of the working groups, and decided which goals, descriptions and actions would appear in this strategy, and their final wording. The MDLG is chaired by the Minister for Disability Issues and made up of Ministers whose portfolios cover issues that are important to disabled people.
4. How we will measure success so we can know the difference the strategy is making in people’s lives.

The full draft strategy and alternate formats are available on our website.

# How to share feedback

There are lots of ways for people to have their say on the draft strategy. Links to all these options are available on our website. Remember, you can visit our website by scanning the QR code on the first page of this toolkit.

People can give feedback on the draft by:

* completing our accessible online feedback form
* downloading a Word feedback form and emailing or posting it to us
* attending a meeting online or in person
* making a 3-minute video with videomail.io and emailing it to us
* emailing us at disabilitystrategy@whaikaha.govt.nz

The closing date to provide feedback is midnight on Sunday 28 September 2025. We are asking for feedback on the vision, principles and priority outcome areas and actions.

The great thing about our online feedback form is that it is available in different formats, such as NZSL, Easy Read and audio. You can change the size, format and contrast to work for you. You can also submit your feedback via text responses or voice recordings.

# Consultation timeframes

* Whaikaha is consulting on this draft refreshed strategy with the wider disability community and the public throughout August and September.
* They will consider the feedback and update the strategy, and the final refreshed strategy will go to Cabinet before the end of the year.
* The aim is for the final strategy to be launched in December 2025.

Section 2:

How to run a session with your community

# How to run a session with your community

We have suggested 2 different ways you can run a session for your community.

1. A longer ‘learn and share’ session covering the whole strategy
2. Shorter sessions focused on 1 or 2 elements of the strategy (such as the health priority outcome area).

You can run a session as we have suggested or design your own. Use our guidance as inspiration.

We’ve also included a range of different activities you could run during your session. Pick activities to suit the time you have, and the group you are running the session for.

Tools to support your session

To support your conversations, for each element of the draft strategy we’ve prepared:

* Talking points.
* 1 page slides for quick access and reference.
* Activity ideas to promote discussion and make the sessions as interactive as possible.
* Notetaking templates – for your group to fill out as they discuss the strategy.
* Full-length session slides if you want to present.

Digital versions of each of these tools can be downloaded on the Whaikaha website, or you can scan the QR code below to take you to the consultation toolkit page.

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| This QR code will take you to our NZDS consultation toolkit page, where you can find digital versions of our consultation toolkit. |  |

How to submit your feedback

Please scan, photograph, or email the completed notetaking Word document to Whaikaha at disabilitystrategy@whaikaha.govt.nz

You can also post your feedback templates to:

Ministry of Disabled People, Reply No. 262204, PO Box 1556, Wellington. Whaikaha use Reply Paid (Freepost) so you can send mail without a stamp. Courier charges would be at your own cost.

# Option 1: Run a learn and share session (2-3 hours)

In this session you would first do an overview of the draft strategy, why it is important and how to give feedback. You would then capture feedback on the different parts of the strategy.

You can adapt the session length and number of breaks to work for the participants. We have suggested activities to help break up the session.

If people have already learnt about the draft New Zealand Disability Strategy (NZDS) you can reduce the amount of time on the ‘learn’ content, and focus on the ‘give feedback’ sections.

In section 4 of the toolkit, you will find notetaking templates. Participants can use these to capture notes and perspectives in the moment. You can then send these to Whaikaha.

Here is a suggested structure for a learn and share session. The total session length is 3 hours without breaks. Set break times that will work best for your group to find the total length of the session.

**Activity/Kaupapa:**

* Welcome, karakia, mihi

**Detail:**

* Introductions
* Outline the aim of the session

**Time: 10 minutes**

**Activity/Kaupapa:**

* About the draft strategy

**Detail:**

* What is the NZDS about?
* How we got here

**Time: 20 minutes**

**Activity/Kaupapa:**

* Why it’s important to give feedback, and how to give feedback

**Detail:**

* How feedback is used
* Encourage people to complete online feedback form

**Time: 10 minutes**

*Break/Whakatā*

**Activity/Kaupapa:**

* Discuss vision and principles

**Detail:**

* Walk through the vision and principles
* Give feedback on vision and principles
* Group votes on which outcome areas are most important, and work through them in order

**Time: 20 minutes**

**Activity/Kaupapa:**

* Discuss 3x priority outcome areas

**Detail:**

* Spend 20 minutes on each priority outcome area
* Walk through each of the priority outcome area goals, success descriptions and actions
* Complete an activity – choose a discussion or sorting activity

**Time: 60 minutes**

*Break/Whakatā*

**Activity/Kaupapa:**

* Discuss 2x priority outcome areas

**Detail:**

* Spend 20 minutes on each priority outcome area
* Walk through each of the priority outcome area goals, success descriptions and actions
* Complete an activity – choose a discussion or sorting activity

**Time: 40 minutes**

**Activity/Kaupapa:**

* Summarise feedback

**Detail:**

* Discussion to reflect on any other insights and make sure the team is happy with what’s been captured across the session
* Complete ‘overall strategy impact’ activity

**Time: 10 minutes**

**Activity/Kaupapa:**

* Wrap-up  
  Karakia Whakamutunga, close and thank you

**Detail:**

* Clarify next steps, follow-up timeline  
  Option to end with waiata or shared word

**Time: 10 minutes**

# Option two: Focus on one element of the strategy (30-60 minutes)

In this type of session you can choose different parts of the strategy to discuss. This is a good way to break up the strategy and get people to give feedback on topics they care most about.

The different sessions can include talking about and getting feedback on 1 or a combination of different parts of the draft strategy including:

1. The vision
2. The principles
3. The education priority outcome area
4. The employment priority outcome area
5. The health priority outcome area
6. The housing priority outcome area
7. The justice priority outcome area
8. The overall impact of the strategy

# Activity ideas

Here are a few ideas for different activities you can run during your sessions.

Group discussion – Vision

Use this activity to help encourage conversation about the vision statement.

#### Resources needed:

Printed slides of the vision

Printed sorting cards – essential, important, not important

Vision notetaking template

#### Instructions:

1. As a group, review the vision.
2. Use the questions below to help guide your discussion around whether there is agreement for the vision.
3. Use the notetaking template to capture the key points covered.

#### Questions:

* Is the vision clear and easy to understand?
* How does the vision align with the values and aspirations of disabled people?
* How confident are you that the vision will lead to meaningful change?

Group activity – sorting principles

This activity gets people to review and discuss the 7 principles of the draft strategy.

#### Resources needed:

* Printed slides of the principles
* Printed sorting cards – essential, important, not important
* Principles notetaking template

#### Instructions:

1. As a group, review the principles.
2. Group them into 1 of 3 groups – essential, important, not important.
3. Use the questions below to help guide your discussion.
4. Use the notetaking template to capture the key points covered.

#### Questions:

* Which principles did you identify as essential, and why?
* Which principles did you identify as important, and why?
* Which principles did you identify as not important, and why?
* Were there any others you would want to add?

Priority outcome area activities

#### Individual activity – create your own poster

This short activity gets participants to reflect on what is most important to them in an individual priority outcome area, and create their own version of the NZDS consultation poster/s. It helps set the mindset for why it is important we have a strategy – it connects us to the why. If you’re running a short session on 1 of the priority outcome areas, then create posters for that area. Or let people choose which priority outcome area is most important to them.

#### Resources needed:

* NZDS poster example page
* Blank poster templates (additional pages can be printed from the Whaikaha website, visit the consultation toolkit page to download them)
* Poster notetaking template
* Sharpies or felt pens

#### Instructions:

1. Show the poster example for the relevant priority outcome area for inspiration
2. Introduce the priority outcome area you’ll all be creating a poster for  
   or  
   Invite people to choose which priority outcome area they’d like to create a poster for.
3. Hand out blank poster templates.
4. Ask participants to reflect on what is most important to them for this area. What is the change they would like the Government to focus on most?
5. Ask participants to write their own statement in their poster template.
6. Share examples as a group, before moving into the next part of your session.
7. Take photos of the posters to email to Whaikaha or capture the examples in the poster notetaking template.

Group activity – sorting goals

Use this interactive ‘sorting’ activity to help encourage conversation about the success descriptions for each of the priority outcome areas.

#### Resources needed:

* Printed slides of the goals for the priority outcome area/s you are discussing
* Relevant priority outcome area ‘goal’ notetaking template

#### Instructions:

1. As a group, read and discuss the goal for disabled people in [selected priority outcome area].
2. Use the questions below to help guide your discussion.
3. Use the notetaking template to capture the key points covered.   
   Feel free to write on additional paper as needed.

#### Questions:

* Does your group agree with the goal for disabled people in [outcome area]?
* From your group’s perspective is there anything that you would change about the goal for disabled people in [outcome area]?
* Does your group have any further comments or suggestions about the goal for disabled people in [outcome area]?

Group activity - sorting the success descriptions

Use this interactive ‘sorting’ activity to help encourage conversation about what success means for 1 or more of the priority outcome areas.

#### Resources needed:

* Sort cards (keep, change, remove)
* Printed slides of the success descriptions for the priority outcome area you are discussing
* Relevant priority outcome area ‘success descriptions’ notetaking template

#### Instructions:

1. In pairs, or as a group, review the proposed success descriptions for the [selected priority outcome area].
2. Group them into 1 of 3 groups – keep, change, remove.
3. Discuss:
4. Which of the descriptions would you keep, change, or remove, and why?
5. Are any other success descriptions you would add?
6. Are there any changes you would make to the wording of any of the descriptions?
7. Update the notetaking template with where the descriptions were sorted, and capture any notes to reflect themes, agreement, disagreement, or other reflections.

Group discussion – success descriptions

Use this activity to help encourage conversation about what success means for each of the priority outcome areas.

#### Resources needed:

Printed slides of the success descriptions for the priority outcome area you are discussing

‘Defining success’ notetaking template

#### Instructions:

1. As a group read and discuss the success descriptions that describe what success means for disabled people in [selected priority outcome area].
2. Use the questions below to help guide your discussion.
3. Use the notetaking template to capture the key points covered.

#### Questions:

* Do you agree with the statements that describe what success means?
* Is there anything you would change about any of the descriptions?
* Is there anything you would add?

Group activity – sorting the actions

#### Resources needed:

* Sort cards (keep, change, remove)
* Printed slides of the actions for the priority outcome area/s you are discussing
* Relevant priority outcome area ‘actions’ notetaking template

#### Instructions:

1. In pairs, or as a group, review the proposed actions for the [selected priority outcome area].
2. Group them into 1 of 3 groups – keep, change, remove.
3. Discuss:
4. Which would you keep, change or remove and why?
5. Are any other actions you would add?
6. Are there any changes you would make to the wording of any   
   of the descriptions?
7. Update the notetaking template with where the descriptions were sorted, and capture any notes to reflect themes, agreement, disagreement, or other reflections.

Group discussion – overall strategy impact

#### Resources needed:

* ‘Strategy impact’ notetaking template

#### Instructions:

1. Use the questions below to help prompt conversation and capture your feedback in the notetaking template as you go.

#### Questions:

* Which aspects of the strategy feel most aligned with what matters to disabled people and their whānau?
* In what ways do you think the strategy could lead to meaningful change?
* Do you feel confident that the strategy will lead to meaningful change?

Are there any ideas, perspectives, or areas you feel are missing from the strategy?

Section 3:

Facilitation guide and talking points

These talking points are designed for you to adapt and personalise.

If you are running a longer session you can use the full talking points.

If you are running shorter sessions based on 1   
or 2 parts of the strategy, then use the ‘key messages’ boxes at the start of each section. These are the key points to cover and will   
help you move through quickly.

# Welcome and setup

* Kia ora koutou and a very warm welcome to you all.
* I’m [name and role], describe a visual of yourself (if needed), introduce   
  co-hosts.
* We are looking forward to the kōrero with you today about the draft New Zealand Disability Strategy and to gathering your feedback.

**Optional: Open the session with a karakia. Use your own, one that your group knows, or try something new and use the one below that was written for Whaikaha.**

### Whaikaha Karakia

Whakapuāwai rā, e whanake ana

Whakapuāwai rā, e tōnui ana

Kei runga ake, kei runga noa atu

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

Haumi ē, hui ē, tāiki ē!

Flourish and thrive, onwards, upwards

Rising higher, leading with strength and purpose

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

Hold on to what is good and grow these qualities

Live well, thrive abundantly, find strength

United we are stronger.

# Session setup and purpose

**Here are 2 session intros – pick whichever one works best for   
your session.**

The purpose of this session is:

* Learn and share: to provide a brief overview of the draft strategy with you, and to then have a discussion and gather feedback on the various elements of the draft strategy – the vision, principles, and the 5 priority outcome areas and actions.
* Receive feedback: to cover a quick overview of [whichever part of the strategy you are talking about] and gather feedback about it.

Helpful background information

* Whaikaha has worked with government agencies, disabled community representatives and sector experts to develop the draft strategy.
* Whaikaha is consulting on this draft over a 6-week period, and is calling for feedback through an online form, video and through online and in-person hui.
* This is a Government strategy. Whaikaha sought community views during development of the draft we are sharing with you today.
* Our goal today is to identify where we agree with the strategy, where we would make changes, or if there are things we disagree with.
* We will share our feedback with Whaikaha, and their team will review everything they receive, and make recommendations to the Government on the final NZDS.
* Ultimately the Government will decide what is in the strategy, and what actions it will commit to.
* It is our job to make sure we have our say on the strategy and what we think is important.

Session safety

* We have some discussion prompts to help guide our kōrero.
* We want to create a space where each of us feels comfortable and confident to share our views.
* We also know these conversations can be sensitive and sometimes   
  feelings can come up when we are sharing our personal experiences.
* As facilitator I will do my best to be aware of everyone’s needs. Please let me know if there is something I can do differently to support you to take part.
* It will be good if we can have 1 person share at a time and allow them to finish before taking our turn.
* We will be taking notes today. Any feedback you share today is anonymous. This means we will not attach any names or quote anyone in the notes – no-one can identify you in the information.
* Is there anything else we should agree to as a group? For example, do we agree to keep other people’s stories confidential, that is, not talking about other people when we leave this hui today?

# About the strategy

Why do we have a disability strategy?

Key messages

The New Zealand Disability Strategy sets out the Government’s commitment to disabled people and their whānau.

It tells the Government what is important to disabled people, tāngata whaikaha Māori and whānau and it shows where change is needed.

* It defines what the Government will focus on to deliver meaningful change.
* It is an important guiding document for the Government’s work with and for disabled people.

#### Additional information

* The strategy is part of how New Zealand acknowledges the Treaty of Waitangi/Te Tiriti o Waitangi and the United Nations Convention on the Rights of Persons with Disabilities.
* This draft strategy has been developed by the Ministry of Disabled People - Whaikaha, who has worked with other relevant government agencies, disabled people tāngata whaikaha Māori, families and whānau, and industry/sector leaders.
* Many government agencies will have roles to play to make the strategy happen, and so will businesses and the wider community.
* Whaikaha will use the strategy to measure progress towards improving the lives and upholding the rights of disabled people and tāngata whaikaha Māori.
* This is our opportunity to refresh our focus and direct where change is needed so disabled people, tāngata whaikaha Māori and their whānau can lead, thrive, and take part fully in their communities.

Why is Whaikaha refreshing the disability   
strategy?

Key messages

The current strategy was written in 2016. It is 10 years old and a lot has changed since then.

* This new draft strategy has a shorter-term (5 year) focus, and aims to focus government agencies on specific, tangible actions that will benefit disabled people.
* It builds on the first 2 strategies and the work of everyone who contributed to them. It also builds on work in recent years to improve data about disability.

How the draft strategy was developed

Key messages

There’s been a range of community involvement in developing the draft.

Phase 1 of the strategy refresh was to prepare a draft strategy for consultation – which is where we are today.   
This was done using:

expertise from the disability community and people with lived experience.

data and evidence about the lives of disabled people.

knowledge from relevant sector leaders and government agencies.

Phase 2 of the strategy feedback is where we will consider feedback and develop the final strategy.

* Whaikaha conducted the phase 1 work in 2 parts:
* Part 1: Vision and principles: Whaikaha worked with 11 representative disability groups to refresh the vision and principles of the draft strategy. 6 of the workshops were with pan-disability groups, and 5 were with tāngata whaikaha Māori groups.
* Part two: 5 priority outcome areas: Whaikaha set up working groups made up of disabled people, tāngata whaikaha Māori, industry and sector representatives, and government officials. These   
  groups developed goals, and actions to reach those goals, in   
  the 5 priority outcome areas of education, employment, health, housing and justice.
* Whaikaha created the draft using inputs from these discussions, alongside direction from the Government. This is what we are discussing today.

What’s in the draft strategy?

Key messages

The draft strategy is in 4 main parts:

**the background** describes how things are going for disabled people, tāngata whaikaha Māori and their whānau, what is improving, and what still needs to change.

**the vision and principles**. The vision sets out the future disabled people, tāngata whaikaha Māori and their whānau tell us they want. The principles are the values, ideas and commitments that underpin the strategy.

**priority outcome areas with actions** in education, employment, health, housing and justice. For each area there are goals and actions needed to help reach those goals.

**how we will measure success** so we can know the difference the strategy is making in people’s lives.

Today, we’ll work through each of these sections in turn, with lots of opportunity for discussion and debate. We’re capturing feedback on the vision, principles, and priority outcome areas and actions.

What kind of feedback we are looking for

Key messages

Whaikaha is keen to hear from you on any or all the parts of the strategy that interest you, including the vision, principles, and priority outcome areas.

We're running a workshop today on the pieces we think are of most interest to this group, but the conversation can be wide ranging, and we'll note anything that you want us to feedback on.

* We want to hear your views on each section in turn - vision and principles, and the priority outcome areas
* In each of the five priority outcome areas there is a goal, a description of what success means, and actions to drive change.
* We are seeking feedback on how much you agree with the goal, and each description of what success means. You can also suggest anything else you think should be included in the description of what success means.
* Each priority outcome area has a set of actions. We are seeking your feedback on how much you agree with each action. You can also make suggestions for the actions.

Why your feedback is important

Key messages

Having your say is important. Whaikaha needs to know if the draft strategy reflects what communities want and need, and if the plan is the right 1.

As well as attending this session you can also share your views through the online feedback form.

* By having this conversation today and sharing our feedback with Whaikaha, they will have the information they need to make sure the strategy is the best it can be.
* Once this strategy is finalised, it will guide the work of government agencies for the next 5 years, so this really is an important opportunity to have your say on future. Your voice matters. It can influence   
  Government policy.
* We’ll be taking notes today to share with Whaikaha. You can also choose to submit individual or group perspectives through the online feedback form or by joining Whaikaha led events in person and online.

# Vision and principles

Definitions

* A vision is a statement describing the future that disabled people want achieved through the strategy.
* Principles are the key values, ideas and commitments that underpin this strategy. The principles will help make sure the strategy reflects the things that are important to disabled people.

Draft NZDS Vision

* Whaikaha asked the groups involved in phase 1 of the strategy development, if the current vision and principles of the 2016 were relevant - and if not, what they thought needed needs to change.
* They have proposed this vision:   
  “New Zealand is an accessible and equitable society for disabled people and their whānau – a place where disabled people thrive, lead, and participate in all aspects of life.”

Principles

Focusing on making a tangible difference in disabled people’s lives, 7 possible principles have been proposed for the strategy:

1. Accessibility – fundamental to participation and inclusion. Accessible environments and services benefit everyone, not just disabled people.
2. Choice and control - recognises that disabled people are experts in their own lives and have the same right to self-determination as everyone else.
3. Equity, cultural inclusion and intersectionality - acknowledges that disabled individuals have their own unique identities, and belong to diverse whānau, communities, and cultures.
4. Human rights - anchor the strategy to international human rights frameworks, including the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), the United Nations Declaration on the Rights of Indigenous Peoples, the United Nations Convention on the Rights of the Child, and the Universal Declaration of Human Rights.
5. Participation and inclusion - recognises disabled people’s right to be active members of their communities and cultures in all aspects of life.
6. Respect and dignity - emphasises that everyone deserves to be   
   treated with respect and acknowledges that societal attitudes can be a significant barrier for disabled people.
7. The Treaty of Waitangi (te Tiriti o Waitangi) - establishes the relationship between Māori and the Crown, recognising the unique position of Māori as tāngata whenua, and ensuring partnership, participation and protection for tāngata whaikaha Māori.

# 3 cross cutting themes

3 themes are universal across all the focus areas were also identified – accessibility, data and workforce.

* **Accessibility** - accessibility is critical across all priority outcome areas. Accessibility can relate to physical access, for example to a building or transport; access to services such as education or health services; or access to information, including support for a person to make decisions that affect their life.   
  The working groups for all 5 priority outcome areas discussed issues about accessibility, and it is reflected across all the 5 areas.
* **Data** - we need better, more consistent, more frequent and timely and more detailed data about disabled people for all 5 priority outcome areas. Better data provides an evidence base to understand how well services are working for disabled people, and how well disabled people can access services and participate in their communities. The data that we do have makes it clear that there is inequity of outcomes for disabled people, and for different groups of disabled people. The working groups recommended better collection of data in education, health, housing, and justice.
* **Workforce** – several working groups recommended actions relating to the government workforce – in education, health, and justice in particular. Workforces in these sectors need a much better understanding of disability, and a commitment to the rights of disabled people to access services.

Priority   
outcome areas

# Education

Education has a long-term influence on health, income, wellbeing and   
future employment. Disabled students have lower attendance, participation and achievement at school, and are less likely to continue with further education than their non-disabled peers.

The proposed goal for education is:

Every learner is supported to attend, participate and progress in education. There is a high expectation that all learners – including disabled learners – will achieve their potential in the education setting of their choice.

The drafted success descriptions for   
education include:

1. Educators are well-prepared and supported to plan for diversity across teaching, learning and assessment to meet the needs of all learners, including disabled learners, and support them to succeed.
2. The education system has high expectations for all disabled learners and focuses on their diverse strengths and aspirations.
3. Learning support is delivered in a timely and effective way, with a skilled and capable specialist and support staff workforce, so disabled learners are supported to engage with their education and experience success.
4. Early intervention services work to identify learning support needs early and can work with students in a timely and effective way.
5. Kaupapa Māori education settings have access to curriculum, assessment and learning support interventions delivered by a culturally capable and trained workforce.
6. The learning support system is responsive, accessible and easy to navigate for educators, families and learners.
7. Data is gathered to support understanding the progress of disabled learners, allocation of services and supports, and working with their families.
8. Disabled learners are supported by effective in-school co-ordination and planning of the support they need to succeed.
9. Tertiary education providers are supported to implement disability action plans, with progress monitored through the Tertiary Education Commission (TEC) mechanism.

The draft actions include:

1. Invest $266 million to expand early intervention services to support the identification of learning support needs early in a child’s life and reduce wait times for assessments and services.
2. Explore new options for targeted and specialised support and provisions to reduce wait times using private providers and NGOs.
3. Make improvements to the learning support system so it is easier to navigate for educators, families and learners through: funding all schools with Year 1-8 students for a Learning Support Coordinator; and by reducing the complexity and accessibility of the application process.
4. Invest funding in additional learning support classrooms to provide choice for parents.
5. Work with the Ministry of Disabled People - Whaikaha to develop improvements in teacher training and guidance that support teachers to meet the needs of disabled students.
6. Work with the Ministry of Disabled People - Whaikaha to explore opportunities to improve accountability for schools though reporting on learning and achievement outcomes for disabled learners.
7. Support kaupapa Māori settings, within the existing Education budget, to access the resources, knowledge and capability to deliver high quality kaupapa Māori educational programmes that meet the needs of disabled ākonga (students) in a kaupapa Māori setting.
8. Work with the Ministry of Disabled People - Whaikaha to explore opportunities to identify disabled learners in education data collections.
9. Continue implementation of the Tertiary Education Commission (TEC) mechanism for reviewing provider progress in implementation of disability action plans (which will be integrated into Investment Plans from 2027). The TEC will consult with disabled student representative groups, including the National Disabled Students’ Association, on how the mechanism will be implemented.

# Employment

Being employed provides a sense of purpose and offers social connection and economic security. It also contributes to wellbeing by supporting financial independence and access to suitable housing. Disabled people face many barriers to getting into work, and inequities when they are in employment.

The proposed goal for employment is:

Disabled people will have meaningful career opportunities, equal to non-disabled people, and be valued the same way. Disability-confident employers will recognise disabled people’s talents and will provide accessible and inclusive workplaces throughout the employment lifecycle.

The drafted success descriptions for employment include:

1. Disabled people will have meaningful career, employment and self-employment opportunities, equal to non-disabled people. They will participate in all levels of the workforce equal to non-disabled people, and this will be normalised and accepted.
2. Disabled people will thrive in employment or self-employment wherever they work and live – whether they are urban or rural, in a workplace or working remotely.
3. Disabled people will have access to the supports and resources that work for them. They will feel confident their employers can meet their needs and can harness their potential.
4. Better work outcomes will give disabled people more economic security, dignity, self-determination and choice – and this will improve other outcomes, like health and housing.

The draft actions include:

Enable and support disabled people to thrive in careers that match their interests and strengths, and normalise disabled people as part of the workforce:

1. Work to centralise, and make accessible, information and guidance for disabled people to identify and pursue job pathways matched to their skills and interests.
2. Review specialist employment supports to improve employment   
   outcomes, in consultation with disabled people.
3. Work with disabled people, employers and employer networks to develop mentorship programmes connecting disabled people with successful disabled professionals or employers to provide guidance and support in navigating their careers.

Work with employers and businesses to build disability confidence and capability:

1. Partner with disabled people and support providers to create a centralised, accessible repository of practical information and resources for employers and employer networks so they can support disabled people throughout the employment lifecycle and share knowledge and success stories.
2. Partner with disabled people, employers and employer networks to improve accessibility and inclusion in employment lifecycles for disabled people. This includes promoting and enabling the design of jobs and workplaces to support:

* inclusion of disabled people
* flexible working arrangements and reasonable accommodations
* assessing the accessibility of workplaces.

1. Implement a targeted, ongoing awareness campaign publicising guidance and resources for employers and employees on accessibility and inclusion, relevant data and reports, and highlighting the positive impact disabled people have had on workplaces. This action will support employment   
   action 4.

# Health

Having good health is important to quality of life, but disabled people continue to experience health inequities.

For example, we know disabled people are less likely to report good health or be physically active compared to non-disabled people, and more likely more likely to use emergency departments and have unmet mental healthcare needs. Barriers that disabled people experience in the health system include physical access, cultural barriers, and communication, cost, and attitudinal barriers when dealing with health care providers. Some sub-groups of disabled people experience worse health inequities than others, including tāngata whaikaha Māori and people with an intellectual (or learning) disability.

The proposed goal for health is:

Disabled people will achieve the highest possible standard of health and wellbeing. They will decide what this means for themselves and their whānau.

The drafted success descriptions for   
education include:

1. The health system will enhance quality of life for disabled people, so they thrive, grow and enjoy lives they value.
2. Disabled people will have self-determination through their whole health journey because they have choice and control, can make informed decisions about their health and wellbeing, and those decisions are respected.
3. Supporting tāngata whaikaha Māori through te ora o te whānau (the health of whānau) will mean tāngata whaikaha Māori are understood as part of a collective, and their whānau are involved in their health in ways that reflect their wishes.
4. Accessibility, equity, and inclusion will be embedded throughout the health system, including in health service design and delivery, and supported by a skilled and responsive health workforce.
5. Data collection about disability will be prioritised, with data used to improve the health system for disabled people.
6. ‘Nothing about us without us’ will mean disabled people are involved and represented at every level of the health system.

The drafted key actions include:

1. Review and improve policies and practices, so the health journey is equitable, accessible and inclusive.

This review will include all interactions with the health system, covering communication, information, technology, decision-making, service design and delivery, and the built environment.

Self-determination should be a key consideration of this review. This includes making tools for self-determination and supported decision-making standard practice in health care – especially for people with different communication, cognitive or psychosocial needs.

1. Build health workforce capability to deliver services that are inclusive, culturally safe, and easy to navigate.

Building workforce capability includes increasing the proportion of disabled people across the health and disability workforce, through recruitment and workplace policies, inclusive and accessible work environments, and career development.

It also includes embedding disability responsiveness and lived experience into health workforce training and ongoing professional development.

1. Create opportunities to build disabled people’s skills and knowledge to take up health system roles.

Government agencies will create opportunities to build the capability and capacity of disabled people to carry out health system roles. These roles will include health system design, consultation, monitoring, leadership, advisory and governance roles.

1. Identify disabled people in national health data.

Identifying disabled people in data will make them more visible in the health system. It will enable better monitoring of population health outcomes and patient experiences.

Implement systems to enable disabled people to record their accessibility needs against their National Health Index.

Recording people’s accessibility needs will mean these needs can easily be shared with health providers. Disabled people will not have to repeat their accessibility needs each time they engage with health services, and health providers will be better placed to plan and meet those needs.

Work to progress this action should be guided by disability community expectations and data sovereignty.

# Housing

Accessible, healthy housing is important for disabled people’s autonomy, access to employment, and overall quality of life. New Zealand has a large shortage of accessible housing. It is estimated that less than 2 percent of New Zealand housing is accessible.

The need for accessible housing is also increasing. This is, in part, because the number of older people with age-related mobility and sensory impairments is growing.

And there is a need for better data on how much accessible housing exists so that suitable homes, in the right places, can be matched to disabled peoples’ accessibility needs.

The draft goal for housing is:

Disabled people and their whānau have affordable, healthy, secure, and accessible homes that meet their needs.

The drafted success descriptions for housing include:

* 1. There are a range of suitable housing options in the community, so disabled people can choose who they live with and where they live.
  2. The supply of accessible homes meets the demand, with homes that meet the full range of accessibility needs. Monitoring will be in place to help ensure supply meets demand.
  3. Disabled people enjoy secure tenure in their housing, have the freedom to move if they want to, and do not experience delays in accessing housing if they are leaving hospital inpatient care.
  4. The housing sector understands the accessibility needs of disabled people and how to build for accessibility.
  5. Urban design and planning is fully accessible, so disabled people can easily access their neighbourhoods, local amenities, and transport.

The drafted key actions include:

1. Develop, consult on, and make publicly available, clear definitions of accessible homes, describing the key features of different levels of accessibility (for example, from basic universal design through to fully accessible).

Clear definitions of accessible homes can support the development of voluntary guidelines for accessibility for residential dwellings (housing action 6).

1. Improve data matching between disabled people and social housing properties with accessible features that meet their needs and ensure disabled people and their whānau are prioritised to accessible properties.

Data matching will identify disabled people’s housing needs and social housing that meets those needs.

1. Identify possible barriers to increasing supply of accessible houses in the private market and investigate opportunities to remove those barriers.

Understanding barriers to the supply of accessible housing will help target potential interventions to improve supply.

1. Review and explore ways to improve the housing modification system.

Addressing inefficiencies in the housing modification system could reduce current problems: inaccessibility of homes, increased costs, and health and safety issues for disabled people, whānau and carers.

1. Gather annual data on the housing-related needs of disabled people and compare this to what is being built in each region, to influence the housing market to build and make available more accessible housing. Data will increase developers’ awareness of the housing-related needs of disabled people and raise the profile of the demand for accessible homes.
2. Develop voluntary national guidelines on accessibility for residential dwellings.

Guidelines would be based on the definitions for accessible homes in housing action 1 and would set out best practice guidance for how to build accessible homes.

# Justice

Disabled people and their whānau have the same human rights and freedoms as non-disabled people. However, their rights and needs are often not met in the justice system and on the pathway into the justice system.

Disabled people are more likely than non-disabled people to be victims of crime, and more likely to be victims of sexual and partner assault. We also know our data probably under-represents the problem because data is not collected on disabled people in residential care or secure facilities, disabled young people in youth justice, or disabled adults in the criminal justice system.

The draft goal for justice is

Disabled people’s human rights and freedoms will be protected, and their disability rights will be realised. Disabled people will be treated fairly and equitably by the justice system. Justice system policies and practices will embed accessibility, inclusion and lived experience.

The drafted success descriptions for justice include:

1. Disabled people, including disabled children, young people and adults in care, are safeguarded from abuse, neglect and violence.
2. The needs of disabled children and young people are understood and supported early to avoid them becoming involved in the care and protection or criminal justice systems.
3. For disabled children and young people who interact with the youth justice system, and for adult disabled people who interact with the criminal justice system, their rights and accessibility needs are consistently considered, and they have the right supports to transition out of those settings.
4. Disabled people who are charged with an offence but are unable to stand trial are treated consistently with the New Zealand Bill of Rights Act.
5. The justice sector workforce will have the right skills and capabilities to uphold the rights of disabled people.[[1]](#footnote-2) This includes disability competence, Deaf competence, and an understanding of supported decision-making.
6. Disabled parents who use the Family Court will have equitable access   
   to family justice services.

The drafted key actions include:

1. Develop and implement a safeguarding framework for disabled people in long-term detention settings (such as prisons and youth justice residences) and Disability Support Services funded residential facilities. The framework will include preventing, reporting, responding, and safely removing disabled people from abusive situations.
2. Establish a cross-agency project to identify and address gaps in data and evidence about disabled people’s experiences of crime, including for disabled people in residential and secure facilities, and experiences of cyberbullying.
3. Develop a social investment plan for early intervention and support, to reduce the number of disabled young children and people entering the youth justice system.
4. The Law Commission has been asked to undertake a review of the Criminal Procedure (Mentally Impaired Persons) Act 2003 (CPMIP). This review is expected to consider the CPMIP’s relationship to other relevant legislation, such as the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 and Mental Health (Compulsory Assessment and Treatment) Act 1992.
5. Review, as work programmes allow, the effectiveness of current protections for disabled people in family law, including adoption, guardianship and personal property rights, to identify gaps where strengthened provisions or support are needed. Any review should also consider supported decision-making and use of plain language in key justice sector legislation and processes. Consideration should be given to reviewing human rights legislation, as work programmes allows.
6. Integrate lessons from disability-specific safeguarding approaches into the development of the future state for multi-agency responses to family violence, to strengthen outcomes for disabled people experiencing violence and abuse. This includes supporting workforce capability to ensure a coordinated, safe and disabled-person centred response.
7. Develop and implement a plan to make the justice sector workforce more disability competent, including in the use of mana and trauma informed practices. This plan would include increasing recruitment and retention of disabled people and should consider mandatory professional standards.

# Closing your session

Use these talking points to end your session.

* We want to thank you all for coming to this hui today and sharing your views on the draft strategy
* We appreciate and value what we have heard from you
* Your feedback is a vital part of this mahi
* [share a personal takeaway from the session]
* Following this hui, we will...[add in what is happening next for your organisation in terms of the NZDS consultation]

**Optional: Close the session with a karakia. Use one that your group knows, or one is suggested for you below.**

**Karakia whakamutunga| Closing karakia**

Ūhia mai te korowai o Rongo

Kia whakatau mauri, kia whakatau wairua

Kia tau te whatumanawa hei oranga tonutanga

Tihei mauri ora!

Descend the enfolding cloak of peace

To calm and balance our life-force and settle our spirit.

May our hearts and minds find reassurance.

In a state of enduring well-being –

Behold, I breathe, I live!

# Quick reference guide

Below are some quick points to help facilitators learn about the strategy and answer any questions you might receive.

Key messages

The New Zealand Disability Strategy tells government agencies what is important to disabled people, tāngata whaikaha Māori and their whānau/families.

The strategy will also be part of how New Zealand works towards what we need to do in response to the United Nations Convention on the Rights of Persons with Disabilities.

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) is a law lots of countries have agreed to. It says what Governments must do to make sure disabled people get the same rights as everybody else.

Why is Whaikaha refreshing the strategy?

* The current strategy is 10 years old, and New Zealand’s context has changed in that time.
* The refreshed Disability Strategy will guide the work of government agencies for the next 5 years.
* The strategy gives direction to government agencies on issues disabled people, tāngata whaikaha Māori and whānau say are important.
* It shows where change is needed so they can lead, thrive, and take part fully in their communities.
* Whaikaha will also use the strategy to measure progress towards improving the lives and upholding the rights of disabled people and tāngata whaikaha Māori.

What’s in the draft strategy?

The draft strategy is in 4 main parts:

* **the background** describes how things are going for disabled people, tāngata whaikaha Māori and their whānau, what is improving, and what still needs to change.
* **the vision and principles**. The vision sets out the future disabled people, tāngata whaikaha Māori and their whānau tell us they want. The principles are the values, ideas and commitments that underpin the strategy.
* **priority outcome areas with actions** ineducation,   
  employment, health, housing and justice.For each area there are   
  goals and actions needed to help reach those goals.
* **how we will measure success** so we can know the difference the strategy is making in people’s lives.

How was draft strategy developed?

* Phase 1 of the strategy refresh was to prepare a draft strategy for consultation.
* This was done using:
* expertise from the disability community and people with lived experience
* data and evidence about the lives of disabled people
* knowledge from relevant sector leaders and government agencies.
* Whaikaha consulted on the strategy in 2 parts:
* **Vision and principles** – it worked with 11 representative disability groups to refresh the vision and principles of the draft strategy.
* **5 priority areas** – it worked with working groups made up of disabled people, tāngata whaikaha Māori, industry and sector representatives, and government officials. The groups developed goals, and actions to reach those goals, in the priority outcome areas of education, employment, health, housing and justice.

Why your feedback is important

* The refreshed Disability Strategy will guide the work of government agencies for the next 5 years.
* The previous strategy was for 10 years. This is an important opportunity to have your say on future.
* Your voice matters. Feedback will be presented to Government and can influence policy.

Questions and Answers

#### Which groups were involved in the vision and principles refresh?

Pan-disability groups:

* Parent/Family Whānau Network and the Carers Alliance
* Strategic Advisory Group
* National Enabling Good Lives Leadership Group
* I.Lead
* Disabled People’s Organisations Coalition
* Faiva Ora Leadership Group

Tāngata whaikaha Māori rōpū

* Kāpō Māori Aotearoa
* Te Rōpū Kaitiāki
* Te Rōpū Waiora
* Te Ao Mārama o Aotearoa Trust
* Whānau Ora Interface Group

#### Where’s accessibility in the strategy?

Accessibility runs through all those priority areas – access to education, access to housing or access to justice. It is also included as a draft principle underpinning the strategy.

Accessibility is also identified in the Whaikaha strategic intentions, as a work programme to keep progressing over the next 5 years, with other government agencies and the disability community.

#### How were the outcome areas decided?

4 of these outcomes (education, employment, justice and health) were identified in the 2016 to 2026 Strategy with housing being a key issue for disabled people over many years. Housing also featured strongly in the 2016 Strategy, as Outcome 5: accessibility.

Disabled people and tāngata whaikaha Māori have told Whaikaha that continued action and improvement in these areas would have the greatest positive impact on their lives.

They also align with where the Government wants the public sector to improve results and has set targets.

#### How were members of working groups chosen?

Whaikaha called for expressions of interest (EOI) from the disability community, and we received almost 350. We were delighted with the strong response.

A panel of people from the disability community then worked through the EOIs. The panel considered each applicant’s experience, disability networks and working group preference to ensure complementary skills, knowledge and perspectives across the community for each working group.

#### Why do we need a new strategy?

New Zealand’s current disability is over 10 years old and a lot changed in that time. It needed to be refreshed.

The new strategy will guide the work of government for the next 5 years. Whaikaha will be measure the progress in reaching the goals set and the actions to reach them.

#### How will progress be measured?

Whaikaha will measure progress on the strategy, and deliver an annual progress report to Parliament.

Whaikaha will measure progress against the strategy in 2 ways.

* First, the Ministry will ask government agencies to report back on the progress of actions they are responsible for.
* Second, the Ministry has identified a set of indicators to measure the impact of the strategy at a system level. System level indicators show whether the strategy is improving outcomes for disabled people. If the strategy is implemented successfully, these indicators will change over the medium to long term.

1. The justice workforce includes police officers, call center staff and detectives; social workers, youth workers, and lawyers; parole officers, Corrections and Youth Justice residence staff, and court staff. [↑](#footnote-ref-2)