

# An update from Whaikaha – Ministry of Disabled People



**Published: December 2023**

# About this document



This Easy Read document is from **Whaikaha – Ministry of Disabled People**.



**Whaikaha – Ministry of Disabled People** is the part of the Government that works on things to do with disabled people.



In this document:

- Whaikaha – Ministry of Disabled People is called **Whaikaha**
- when you see the words **we / us** it means Whaikaha.



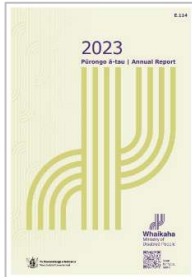
This is the December 2023 newsletter from Whaikaha.

# What you will find in this document

Page number:



A message from Paula Tesoriero .....4



Whaiakaha Annual Report .....7



An update on My Home  
My Choice .....8



Report on managing complaints ..... 11

Disability Action Plan ..... 14



An update on working  
in partnership ..... 16



United Nations Convention  
on the Rights of Persons  
with Disabilities .....23



NZSL Office update .....25



How to work with us .....27



How to contact us ..... 29

# A message from Paula Tesoriero



Paula Tesoriero is the **Chief Executive** of Whaikaha.



The **Chief Executive** is the person responsible for leading an organisation.



Paula says:

- 2023 has been a busy year
- disabled people have supported each other this year
- Whaikaha has been working hard to make Aotearoa better for disabled people.





Paula thanks people from the disability community across Aotearoa who have talked to Whaikaha to say:



- what is working well
- what needs to be changed
- how **Enabling Good Lives** is working for them.



**Enabling Good Lives** is a different way of thinking about disability support.

Enabling Good Lives is about having:

- choice and control in your life
- the support you need and want
- a good life.





In 2024 Paula will keep meeting with:

- disabled people / their whānau
- disability service providers.



Paula hopes that you:

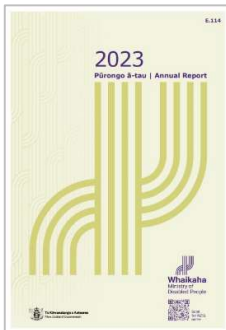
- have a good summer
- spend time with the people close to you
- celebrate in a way that is right for you.



# Whaikaha Annual Report



Each year Whaikaha will write an **Annual Report**.



An **Annual Report** says what we have done in the past year.



This annual report shows everything Whaikaha has done from 1 July 2022 to 30 June 2023.



The annual report is available in Easy Read on our website:

<https://tinyurl.com/3xkxxtdb>



# An update on My Home My Choice

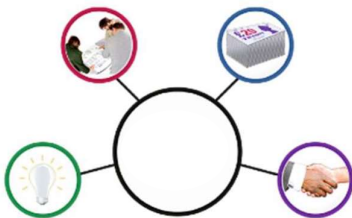


Whaikaha is working on a **programme** called **My Home My Choice**.



A **programme** is work to make something happen like:

- what needs to be done
- who needs to do the work
- what happens if something changes.





## The **My Home My Choice**

programme looks at what changes are needed so that people who live in **residential services** have more:

- choice in their lives
- control in their lives.



**Residential services** are when disabled people:

- live in a house in the community
- get support all through the day / night.



In the past 2 months we met with people who wanted to say what they think about the My Home My Choice programme.



To make this programme work well we want to keep talking to the disability community including:

- disabled people
- tāngata whaikaha Māori
- whānau / family.



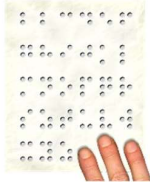
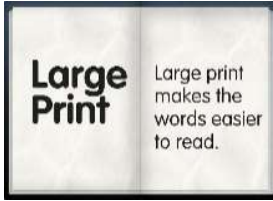
You can find out more about the programme in the Easy Read document called:

### About the My Home My Choice programme



You can find this document on our website at:

<https://rb.gy/wuq53>



You can also read a information about My Home My Choice in other alternate formats / languages like:

- Large Print
- audio
- Braille
- New Zealand Sign Language
- te reo Māori
- Samoan
- Tongan.

# Report on managing complaints



We asked for a report on how **Idea Services** deals with complaints.



**Idea Services** is a disability service provider.



We wanted to know what things are:

- working well
- not working well.



The report gives ways to make it easier for:

- people to complain
- providers to make things better.





Whaikaha will use the ideas in the report to keep supporting:

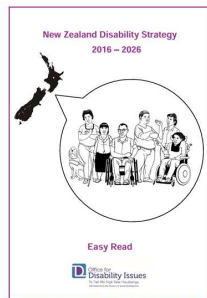
- Idea Services
- people in the disability community.

An Easy Read version of the report will be available on the Whaikaha website soon.

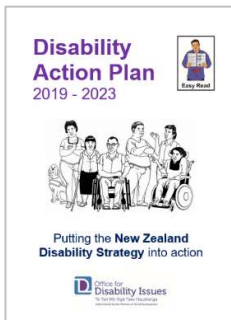
# Disability Action Plan



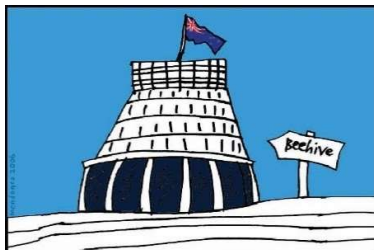
We are updating the **Disability Action Plan** for 2024 to 2028.



The **Disability Action Plan** says what work needs to be done to make the **New Zealand Disability Strategy** happen.



The current Disability Action Plan runs from 2019 to 2023.



The **New Zealand Disability Strategy** looks at the big picture of how the New Zealand Government will make New Zealand a better place to live for disabled people.



You can read the New Zealand Disability Strategy 2016 to 2026 in Easy Read on this website:

<https://bit.ly/3MKJHFy>



If you have an idea about actions that should be in the Disability Action Plan we would like to hear from you.



Please send us an email with:

- the words **Disability Action Plan**
- your name
- your phone number.



Send the email to:

[partnershipsandstewardship@whaikaha.govt.nz](mailto:partnershipsandstewardship@whaikaha.govt.nz)



# Update on working in partnership



Whaikaha wants to work in **partnership** to make sure that we hear the voices of:



- disabled people
- tāngata whaikaha Māori
- whānau / families.



**Partnership** means:

- working together
- listening to each other.



We will support other parts of government to understand what disabled people need.



Here are some of the partnerships from 2023.



## The Insights Alliance

This group will look at 2 things:

- **Enabling Good Lives**
- making the **Monitoring, Evaluation, Analysis and Learning (MEAL) framework** happen.

## Enabling Good Lives



**Enabling Good Lives** is about disabled people having:

- choice and control in their life
- the support they need and want
- a good life.



The **Monitoring, Evaluation, Analysis and Learning (MEAL) framework** is based on the Enabling Good Lives ideas.



The MEAL Strategic Framework uses ideas from Enabling Good Lives to:

- check how things are going
- understand what is happening
- learn from what we find out.





Another partnership is:

## **The Advisory Group to Review the Eligibility for Disability Support Services.**

This group looks at the experience of people who:

- do not get enough services
- cannot get support services.



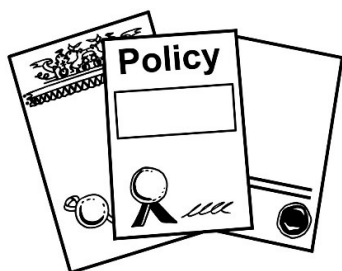
We use the things the group tells us to give advice to government about what needs to change.

Another partnership is:



## Strategic Advisory Group

This group gives Whaikaha advice about big pieces of work like:



- policies / ways of doing things that affect disabled people
- plans for how things will look in the long term
- how the lives of disabled people change when the government does things differently
- writing Cabinet papers / documents that the government uses to help them make decisions.





Another partnership is:

## Transformation Management Board

This is the group that:

- leads the changes in the way we provide services to disabled people
- gives us advice on how the make the changes happen.



In 2024 we will make some new partnerships with:

- young disabled people
- older disabled people
- whānau / family.





In 2024 we will let you know about ways for the community to get involved in more partnerships.



You can find out more about Whaikaha partnerships on our website:

**<https://bit.ly/3u9Z5Vp>**



This information is not in Easy Read.

# United Nations Convention on the Rights of Persons with Disabilities



In 2008 the New Zealand Government said that they agree with the **United Nations Convention on the Rights of Persons with Disabilities**.



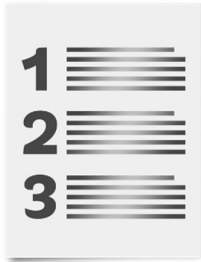
The United Nations Convention on the Rights of Persons with Disabilities is also called the **UNCRPD**.

The 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.





The UNCRPD:

- looked at how well Aotearoa New Zealand was following the laws set out by the UNCRPD
- gave 60 **recommendations** on how Aotearoa New Zealand could be doing better.



**Recommendations** are things that could be done to make things better.



Whaikaha has been working with different government agencies to make the recommendations happen.



You can read more about UNCRPD here:

<https://bit.ly/3QE8e0g>

# NZSL Office update



Whaikaha has an NZSL / New Zealand Sign Language office that:



- supports the NZSL Board
- checks that we are following the New Zealand Sign Language Strategy 2018-2023.



The team has been busy:



- supporting the NZSL Board with their meetings
- giving community grants / funding
- talking to the community about standards for NZSL interpreters.





The team in the NZSL office has also started work on the next New Zealand Sign Language Strategy.



You can find out more on the NZSL Board Facebook page.

<https://www.facebook.com/NZSLboard>



This information is not in Easy Read.

# How to work with us



We are looking for more people to work with us at Whaikaha.



You can find out more about what kind of jobs you could do on our website at:

**[www.whaikaha.govt.nz/comms](http://www.whaikaha.govt.nz/comms)**



You can also watch a video about what it is like to work at Whaikaha at:

**<https://rb.gy/rvres>**



In this YouTube video are:

- Paula Tesoriero who is the Chief Executive of Whaikaha
- Ben O'Meara who is the Deputy Chief Executive of Whaikaha.



There will be a few jobs on our website over the Christmas break.



There will be more jobs in 2024.

## How to contact us



We will have updates about Whaikaha in 2024.



You can get in touch with us to let us know if there is something you would like to hear about in these updates



You can get in touch with us:

- by **email** at:

**[contact@whaikaha.govt.nz](mailto:contact@whaikaha.govt.nz)**

- by **phone** on: **0800 566 601**

- by **text** on: **4206**





You can call us on the phone:

- from 8 am to 5 pm on:
  - Monday
  - Tuesday
  - Thursday
  - Friday



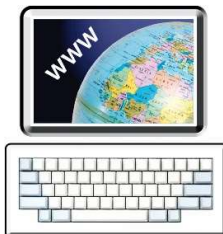
- from 9.30 am to 5 pm on:
  - Wednesday.





If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

**[www.nzrelay.co.nz](http://www.nzrelay.co.nz)**

The New Zealand Relay service can get in touch with us for you:



- on Monday to Friday
- from 7 am to 6 pm.



This information has been written by  
Whaikaha – Ministry of Disabled  
People.



It has been translated into Easy Read  
by the Make it Easy Kia Māmā Mai  
service of People First New Zealand  
Ngā Tāngata Tuatahi.



The ideas in this document are not the  
ideas of People First New Zealand Ngā  
Tāngata Tuatahi.



Make it Easy uses images from:



- [Changepeople.org](http://Changepeople.org)
- [Photosymbols.com](http://Photosymbols.com)
- SGC Image Works
- Huriana Kopeke-Te Aho
- T. Wood.



All images used in this Easy Read  
document are subject to copyright rules  
and cannot be used without  
permission.