



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

## **Disability Support Services**



# **How everyone can take part in quality and safeguarding**



**Published: March 2025**

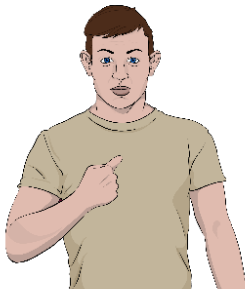
# What is this document about?



This Easy Read document is from Ministry of Social Development.



## Disability Support Services



In this document:

- MSD means Ministry of Social Development
- DSS means Disability Support Services
- the words we / our mean Disability Support Services.



At DSS we do something called **quality and safeguarding**.



**Quality and safeguarding** is where we make sure disabled people:

- get the best disability support services possible
- are kept safe from harm.



In this document we talk about how everyone can take part in quality and safeguarding work including:

- disabled people and their whānau / family
- DSS
- disability support organisations
- Needs Assessment Service Coordination / NASC
- Enabling Good Lives / EGL
- other government agencies.

## **Disability Support Services**





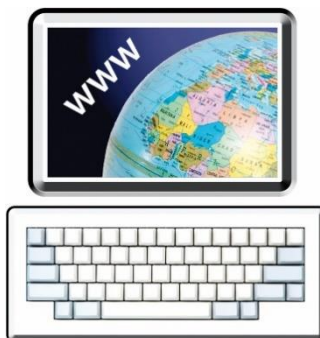
There are 2 other Easy Read documents about quality and safeguarding:

- **What is quality and safeguarding?**
- **How Ministry of Social Development checks quality and safety**



You can find the Easy Read documents on the DSS website at:

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



# How can people take part in quality and safeguarding?



## Disabled people and whānau / family

You can share with us:

- your experiences of living with your disability
- what you want from service.



You can talk to your disability provider or connector about things:

- that work well
- you want to make better.





It is up to you to check how good the supports you get are if you use:

- Personal Budgets
- Individualised Funding.



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## Ministry of Social Development

We are responsible for checking the services we fund are:

- high **quality**
- safe.



Here **quality** means things are very good for a long time.

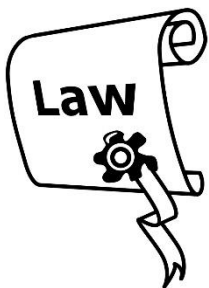
How we do this is set out in:



- **contracts**
- **legislation**
- **regulation**
- **policies.**



Here **contracts** mean the agreements we have with disability support providers.



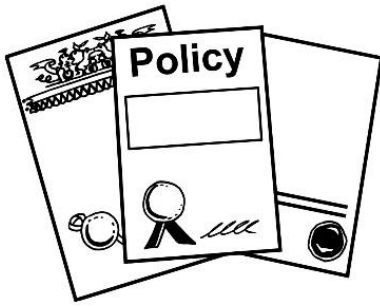
**Legislation** is the laws the government makes in Parliament.



**Regulation** are systems made by the government to:

- watch what is going on
- make sure the rules are followed.





**Policies** are a set of guidelines that show what the government wants to do about something.

## **Disability support organisations**



These organisations are responsible for giving disability supports that are of high quality.



They have said yes to doing this in the contracts they have with us.



## **Needs Assessment Service Coordination and Enabling Good Lives**



These organisations work with disabled people and whānau / families to access disability supports to make sure they can have a good life.



This includes checking disability supports if there are concerns / worries about quality and safeguarding.

## Other government agencies

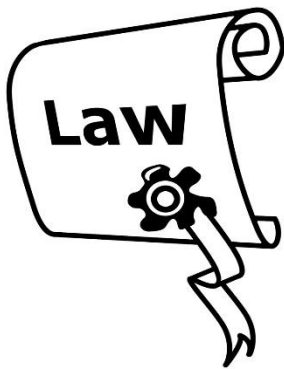


Other government agencies are responsible for things they do that we do not check on.

Some examples are:

- the Health and Disability Commissioner looks after complaints made under the the **Code of Health and Disability Services Consumers' Rights.**
- the Ministry of Health checks some residential providers using **Ngā Paerewa** rules
- the Police look into crimes.





The **Code of Health and Disability Services Consumers' Rights** is the 10 rights people have under Aotearoa New Zealand law when using:

- health services
- disability services.

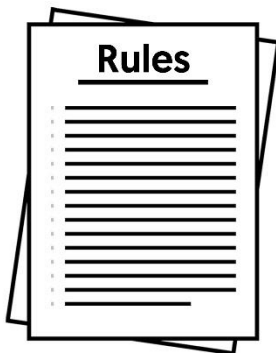


**Ngā Paerewa** is a set of rules that providers need to do that supports people to make choices about their:

- health care
- disability care.

# How we want our staff and providers to behave

## Quality management principles



**Principles** are rules that tell people how things should be done.



At DSS we:

- support the rights of disabled people
- respond to what people need
- treat everyone fairly.





At DSS we also:

- are responsible for what we do
- learn things which means we can get better at what we do.



## Te Tiriti o Waitangi / Treaty of Waitangi

We use **Te Tiriti o Waitangi / Treaty of Waitangi** in everything we do.



**Te Tiriti o Waitangi / Treaty of Waitangi** is an important agreement between Māori and the Crown.



It is about Māori and the New Zealand Government making decisions together.

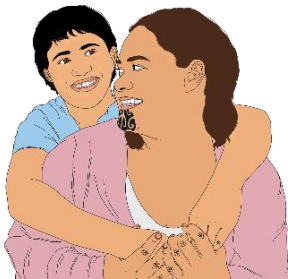


We use kawanatanga which is:

- working together

and

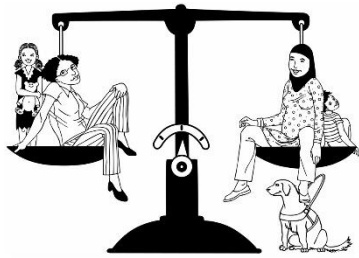
- making decisions together.



We use tino rangatiratanga which is supporting tāngata whaikaha Māori and their whānau / families to have in their lives greater:

- choice
- control.





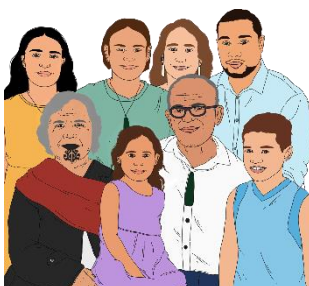
We use *ōritetanga* which is making sure what we do for Māori:

- is fair
- responds to their **cultural needs**
- does not **discriminate** against them.



Here **cultural needs** means something that is important to the way you do things:

- in your life
- with other people in your culture / group.



A cultural need might be having your whānau / family supporting you to make a decision.





**Discrimination** is when people are treated unfairly because of things like their:

- race
- disability.



We use wairuatanga which is knowing how important it is that a person may have:

- cultural **values**
- **spiritual beliefs.**



**Values** are beliefs that a person uses to decide how to:

- behave
- live.



**Spiritual beliefs** are ideas a person uses to live by that come from a:

- religion
- culture.



## Enabling Good Lives principles

The principles of Enabling Good Lives we use for quality and safeguarding are:



- self determination – we respect the choices disabled people make



- beginning early – we act quickly when people have concerns
- being easy to use.



Other principles of Enabling Good Lives we use for quality and safeguarding are:

- being person centred – we understand what disabled people know about their lives
- ordinary life outcomes – we support disabled people to live a good life
- mainstream first – we make sure everyone can use:
  - services
  - communities.



Other principles of Enabling Good Lives we use for quality and safeguarding are:



- mana enhancing which means:

- we respect the people we work with
- we take concerns seriously



- **relationship** building – we build trust with everyone to work on:

- quality and safeguarding concerns
- making relationships better again.



## Disability Support Services



Here **relationship** means how people get along in all the things we do.

This includes:

- disabled people
- tāngata whaikaha Māori
- whānau / families
- DSS
- disability support providers
- disability organisations
- other government agencies.

## Where to get more information



If you would like to know more about the quality and safeguarding framework you can **email**:

**quality@msd.govt.nz**



You can contact us at this **website**:

**www.disabilitysupport.govt.nz/  
about-us/contact-us/**



You can **phone** us on:

**0800 566 601**



**Deaf**

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)**





**Disability  
Support Services**

**Make it Easy**  
Kia Māmā Mai

**People First NZ**  
Ngā Tāngata Tuatahi



**PHOTO SYMBOLS®**



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Ngā Tāngata Tuatahi.

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