



# Waikato District Health Board **Disability Responsiveness Plan** **2021-2023**

With guidance by whānau hauā/disabled peoples



*“Mehemea ka moemoeā ahau, ko ahau anake.  
Mehemea ka moemoeā tātou, ka taea e tātou”*

*“If I am to dream, I dream alone.  
If we all dream together, then we will achieve”*

Te Puea Hērangi (1883-1952)

## Mihi

Ka tū whera te tatau pounamu o te Ao  
E takoto te whāriki o te Atua ki mua i a tātou  
He hōnora, he korōria ki te Atua  
He maungārongo ki te whenua  
He whakaaro pai ki ngā tāngata katoa  
Ka huri te kei o te waka ki te Kingi a Tūheitia  
Me te whare Kāhui Ariki whānau whānui tonu  
Mā te Atua e tiaki, e manaaki i a rātou  
Me ngā whakaaro tonu ki ngā mate o te wā  
Takoto mai, moe mai koutou, haere, haere, haere

Kāti rātou ki a rātou, tātou ki a tātou  
Nō reira, he korowai rau whero o te whare Waiora  
o Waikato

Haere mai, Haere mai,  
Nau mai.

The green stone door to the world opens  
The whariki of God is laid before us  
All honour and glory be to God  
May there be peace on earth  
And good will to all people  
The keel of our waka turns to King Tūheitia  
And the household of the Kahui Ariki  
May God care and bless them  
Our thoughts turn to those who have passed on recently  
Rest in peace sleep in peace depart journey on

Let the dead be separated from us the living  
Therefore, to our distinguished guests gathered here

Welcome, welcome,  
Welcome.

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# The vision for this plan

Health services are provided in accessible and equitable ways to meet the diversity of whānau hauā (disabled people and their families).

## For positive change as health services we need to

- listen to and value the voice and experience of whānau hauā
- providing information and health services that whānau hauā can understand, access and is aligned with their needs
- support whānau hauā to achieve their health and wellbeing
- work with whānau hauā to improve the design, quality, accountability and delivery of services

This Disability Responsiveness Plan has been developed from the voices of local whānau hauā and stakeholders to assist Waikato District Health Board (DHB) to improve health and wellbeing outcomes for our whānau hauā/disabled people and their whānau. The plan offers a set of themes, goals and actions that aim to improve the responsiveness of services and therefore address barriers and inequities whānau hauā experience when using health services at the Waikato DHB<sup>1</sup>.

Whānau hauā, in health services, understood as those people who live with physical, mental, learning, or sensory impairments. Our society and health system however has not been designed for people living with impairments. Disability is something that happens when people with impairments face barriers in society; it is society that disables people, rather than their impairments and all whānau hauā have it in common.

The Waikato DHB Whānau Hauā Disabled Peoples Health and Wellbeing Profile 2021, provides an overview of the health and wellbeing status of whānau hauā residing in the Waikato DHB area. It has been developed as a tool for driving conversations toward equitable health outcomes for whānau hauā. Equity for whānau hauā is about removing unjust barriers and this plan aims to make measurable and sustainable improvements in some key areas that local whānau hauā and their whānau voiced as important.

## Developing the whānau hauā action plan

Over 150, whānau hauā and key stakeholders were involved in the development of this plan. They engaged in discussions to identify issues important to them and also selecting priorities for action.

Acknowledgement and thanks go to whānau hauā who shared their experiences and learning in the development of this plan.

Thanks also to Waikato DHB Consumer Council, Waikato DHB Disability Rōpū, Te Rōpū Tiaki Hunga Hauā (Māori Disability Forum), Waikato Tainui, Enabling Good Lives and other disability providers who have provided valuable insight.

The principles of Te Tiriti o Waitangi of active protection, participation, partnership, tino rangatiratanga, equity and options have guided how this plan has been developed. These principles will also guide the implementation and monitoring of this plan.

Whānau hauā asked for the plan to focus on actions which will have a positive impact. These actions are to be aligned with existing documents, including:

- “Healthy people, Excellent care”, Waikato DHB Strategy 2016
- Waikato Health System Plan, Te Korowai Waiora 2019
- The Waikato DHB strategic priority – remove barriers for people experiencing disabilities
- Whāia Te Ao Mārama 2018-2022: The Māori Disability Action Plan New Zealand
- (He Korowai Oranga) and Whakamaua: Māori Health Action Plan 2020-2025
- New Zealand Disability Strategy 2016-2028
- Code of Health and Disability Services Consumers’ Rights
- United Nations Convention on the Rights of Persons with Disabilities.

<sup>1</sup> Waikato District Health Board Consumer Council Terms Of Reference 2018

<sup>2</sup> MAI Journal 2017: Volume 6 Issue 1 – [www.journal.mai.ac.nz/content/whānau-hauā-reframing-disability-indigenous-perspective](http://www.journal.mai.ac.nz/content/whānau-hauā-reframing-disability-indigenous-perspective)

The whānau hauā action plan sits within the broader context of Te Korowai Waiora (Waikato DHB Health System Plan). This plan describes the determinants of health and wellbeing which apply to all people, including those with impairments.

The action plan is also aligned to the NZ Disability Strategy 2016-2028, including its three principles relating to the Te Tiriti o Waitangi, the Convention on the Rights of Persons with Disabilities, and ensuring disabled people are involved in decision-making that impacts them. In addition, the strategy has identified eight outcome areas and outcome three is directly related to health and wellbeing. This outcome focused on achieving the highest attainable standards of health and wellbeing.

The whānau hauā action plan recognises that certain groups, including whānau hauā, do not achieve health equity due to factors such as discrimination, social and economic factors and barriers to access health care.

To ensure implementation of actions listed in this plan, it is recommended to incorporate these into Waikato DHB's Annual Plan, including other action focused plans

## Whānau hauā

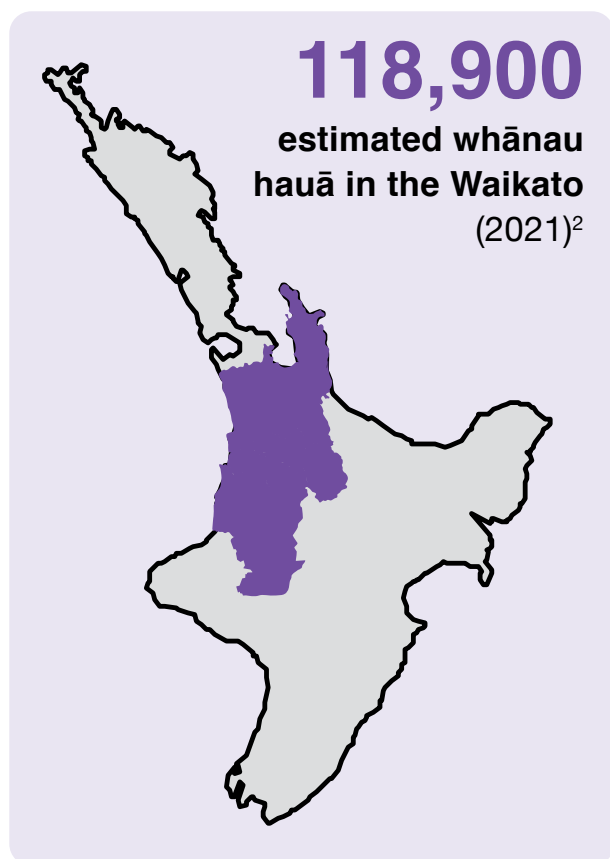
There are several terms, such as tāngata whaikaha, hunga hauā, tāngata hauā, whānau hauā used to describe disabled people. The term whānau hauā and its description was gifted by Donny Rangihau (Tuhoe) to Te Rōpū Waiora, a Māori disability agency based in South Auckland<sup>2</sup> and has been in use in the Waikato since 2006.

Following consultation with Te Rōpū Tiaki Hunga Hauā (Māori Disability Forum) and seeking advice from Waikato Tainui and mana whenua (iwi within our DHB area) we use the term **whānau hauā** as a more appropriate reference for disabled people and their whānau throughout this plan.

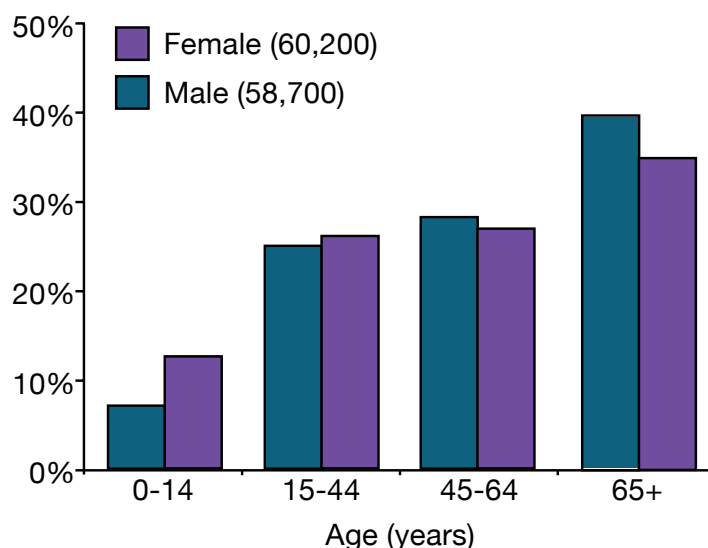
Disability is not rare, almost one hundred and nineteen thousand people are estimated to have an impairment in the Waikato (2021). Whānau hauā are active members of society, communities, whānau, and in promoting health and wellbeing.



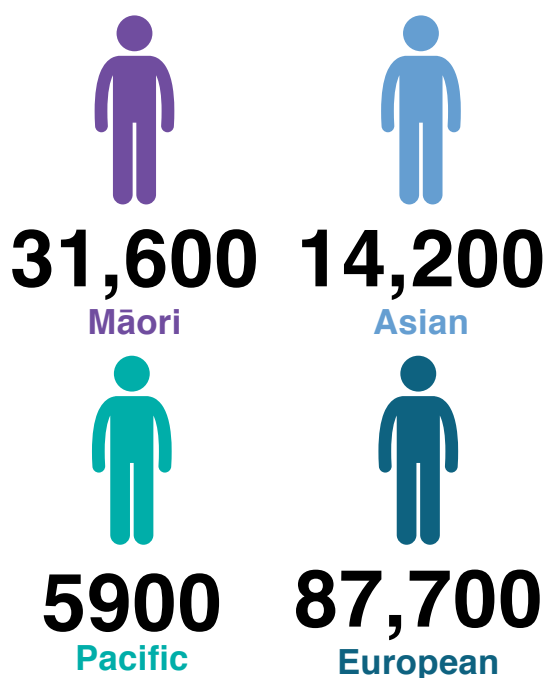
# Who are whānau hauā in the Waikato DHB?



Percentage of whānau hauā by age group and gender

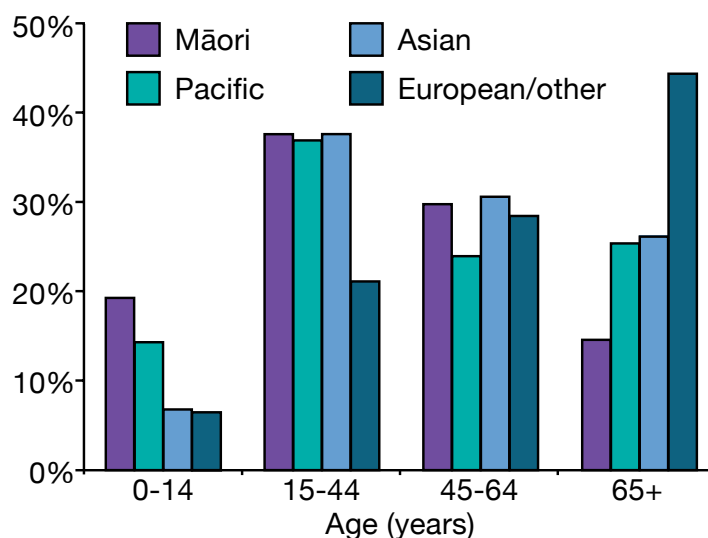


Estimated whānau hauā by ethnicity (2021)



\*Total may not add up due to estimation error.

Whānau hauā presented by age and ethnicity



A higher proportion of the Māori and Pacific whānau hauā are in the younger age groups compared to the European age distribution.

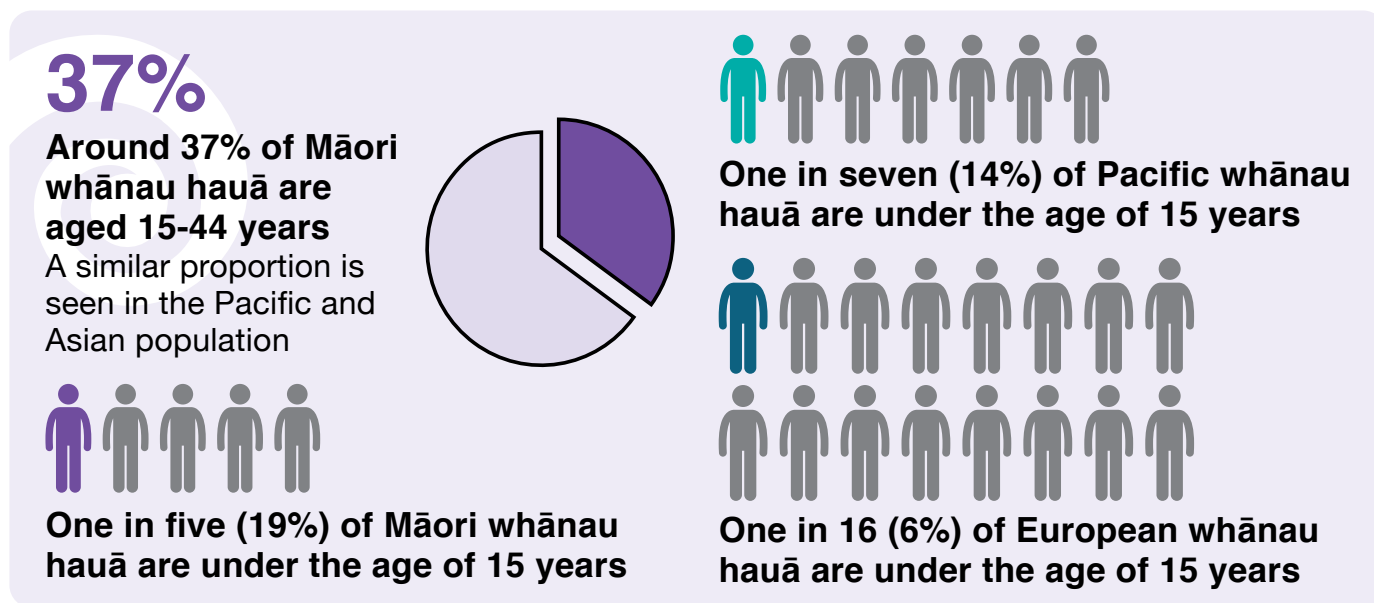
<sup>4</sup> Whānau hauā Disabled Peoples Health and Wellbeing Profile, Waikato DHB 2019

# Equity

Equity for whānau hauā has a focus on achieving inclusiveness in their access to health and wellbeing. It is about removing unjust barriers including those of ethnicity, gender, age or type of impairment.

An equity approach for health services is particularly important for at least following three reasons:

- Māori and Pacific peoples are over-represented in whānau hauā population
- on average, whānau hauā earn 41 percent less than non-disabled people; and
- 33 percent of all unlawful discrimination complaints are on the grounds of disability.



**Equity and equality** are two terms that are used in an effort to ensure that people receive fair and just treatment. However, they do not mean the same thing as is illustrated below.

**Equality** is treating everyone the same. Equality aims to promote fairness, but it can only work if everyone starts from the same place and needs the same help. In most societies people are not equal; some are more privileged in the system than others. People living with impairments, particularly Māori and Pacific peoples, are seldom privileged by the system.

**Equity** is an approach where people are given what they need to be successful. 'Equity in action' goes a step further to ensure that both treatment and systems barriers are removed; there are no fences and walls to prevent full engagement.

## Equality and Equity

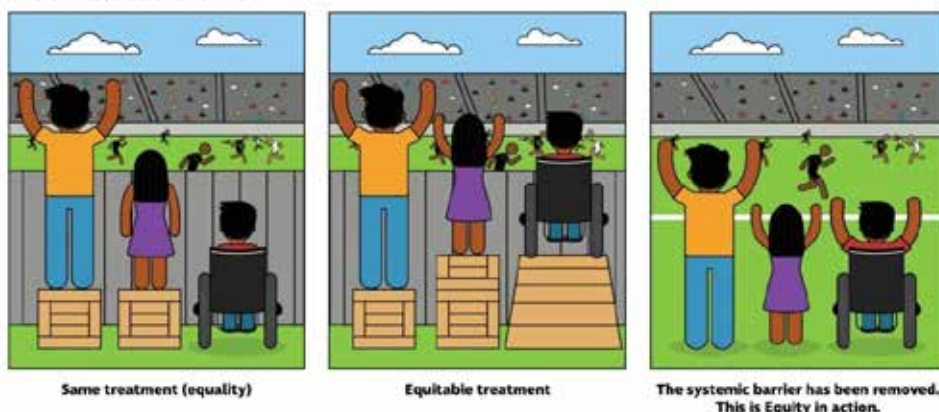


Diagram adapted from original image by Craig Froehle 19/12/2012

# Whānau hauā and health services

Whānau hauā, in health services, are understood as those who have physical, mental, learning, sensory or other impairments. Disability occurs when people experience barriers that prevent them from being able to fully and effectively participate on an equal basis as others. There are many who have lifelong impairments as well as a growing number who acquire a disability later in life, often as a result of long-term health conditions. Disability is something that happens when people with impairments face barriers in society; it is society that disables people, not their impairments, this is the thing that all disabled people have in common.

It is well documented that whānau hauā experience poor health outcomes when compared to the general population. Research has identified the multiple barriers faced by whānau hauā of all ages and disability categories when accessing primary and secondary care<sup>3</sup>.

When compared with non-Māori and non-Pacific peoples, on average Māori and Pacific peoples have poorer health and greater unmet needs which have unfavourable impacts on the health and wellbeing of whānau hauā from these population groups

The Disability Responsiveness Plan recognises that certain groups, including whānau hauā, do not achieve health equity due to factors such as discrimination, social and economic factors and barriers to access.

Whānau hauā with intellectual impairment often have a lower life expectancy, an increased risk of a range of chronic health conditions, and higher hospitalisation rates

Whānau hauā with physical impairment are more likely to have chronic health conditions and secondary health conditions

Whānau hauā provide valued voices and actively contribute to our governance and quality improvement processes including our Consumer Council. There are both capacity and capability from whānau hauā to be active in the implementation of this plan.

## Whānau hauā plan themes and goals

This plan identifies goals and activities that will ensure whānau hauā have access to appropriate and timely services at Waikato DHB which are respectful and mana enhancing.

The plan provides a clear direction for those working alongside whānau hauā to address inequities and ensure better health outcomes. It identifies a number of key areas for improvement across a defined range of dimensions, and it sets some clear performance measures for the DHB.

## Themes and goals for whānau hauā responsiveness plan

The themes which guide the goals for this plan were developed based on the feedback received from a number of hui held during 2019. These themes also align with the key areas identified in 'Statement of Strategic Intentions 2017-21' disability document and reflect the Waikato DHB values.

The themes flow from creation narratives, ngā korero i tuku iho. Ranginui, Papatūānuki and their tamariki, particularly Tāne, inform the themes, goals and actions for this plan.

Tāne is known by many names that reflect his strategising skills. The strategies he used to separate his parents so that he and his siblings were able to grow and fulfil their dreams shape the themes that guide this plan are:

- One:** Tāne te wānanga – the receptor/receiver
- Two:** Tāne te waiora – the life giver
- Three:** Tāne matua – the parent
- Four:** Tāne Toko-i-te-Rangi – Tāne pillar of the sky

<sup>3</sup> Ministry of Health indicators of people with intellectual disabilities, 2011. Te Pou o te Whakaaro Nui, Improving access to primary care for disabled people, 2013







# Goal 1

## Tāne te wānanga (the receptor/receiver) Be whānau hauā centred – listen to and value, our voice and experience

### This will mean whānau hauā

- feel welcomed, respected, valued and treated with empathy and care.
- receive services tailored to meet their needs.
- recognised and respected as experts in health and wellbeing.
- active partners in their health and wellbeing journey with health services
- encouraged to provide feedback safely that leads to improvements

### Action 1.1 Whānau hauā voices are included in the design, implementation, monitoring and review of services

#### Activities

Waikato DHB to develop a framework for community engagement with people with whānau hauā, consumers and volunteers to proactively engage them to seek their input in the relevant health services' review, design, development, and delivery. The framework will also include a checklist that provides a structure for effective engagement with whānau hauā and consumers in general.

Waikato DHB to ensure that the framework developed for community engagement with people with whānau hauā is applied to ALL new projects and service improvement initiatives.

### Action 1.2 Welcome feedback from whānau hauā and act on this to improve responsiveness and service delivery

#### Activities

Waikato DHB to establish feedback mechanisms that are known, easy to use, culturally and linguistically appropriate, and accessible to whānau hauā, for example, whānau hauā forums, feedback questionnaires and flyers including use of mystery service users.

Waikato DHB services to share the results of the feedback received from whānau hauā with the staff to further improve the responsiveness and service delivery.

# Goal 2

Tāne te waiora (the life giver)

**Give us the information we need in a way we can understand and access**

## This will mean whānau hauā

- better informed about their health and wellbeing
- better informed about health and wellbeing related issues that may impact them, their whānau, and communities
- able to make informed decisions with health services
- able to easily access information and services without discrimination or barriers.

## Action 2.1 The Waikato DHB will provide information that is relevant, understandable and accessible for whānau hauā

### Activities

Waikato DHB to develop systems and processes that encourage the engagement of whānau hauā in the development and review of DHB plans, information resources, and communication, including virtual technologies.

Waikato DHB to ensure that plans and strategic documents are accessible in formats for different disability groups' i.e. easy to read fonts, word or video formats. This is to be supported with ongoing reporting of the feedback collected both retrospectively and prospectively.

## Action 2.2 Waikato DHB to implement activities listed to reduce barriers and discrimination experienced by whānau hauā when accessing care and treatment

### Activities

Waikato DHB services to ensure **mental health service improvements** address the specific access barriers raised by whānau hauā for rural crisis respite<sup>4</sup>, autism and foetal alcohol syndrome.

Waikato DHB to integrate **wheelchair** bookings into the hospital appointments systems to improve the ability of whānau hauā to attend their appointments in a timely manner.

Waikato DHB to work with the primary health organisations and Midlands Community Pharmacy Group to explore potential solutions to reduce or remove financial barriers preventing whānau hauā from accessing care, in particular for people who are financially constrained to access care.

Waikato DHB and Midlands Community Pharmacy Group to work collaboratively to address barriers related to the timeframe and the amount of medication and other supplies could be dispensed on a case-by-case basis so that whānau hauā are able to access additional medication and other supplies to meet their health needs and prevent having to make multiple trips to collect repeat prescription medications.

Waikato DHB to ensure that ALL project plans related to new building projects or alterations to existing buildings include input from disability access experts and designers to develop physical spaces that are universally accessible and easy to navigate with appropriate support, equipment and/or technology.

Waikato DHB to improve and make information available on the intranet about transport services accessible to Waikato DHB's campuses. Patient appointment letters would also accompany information related to public transport and vehicle parking.

Waikato DHB to assess barriers to access services experienced by whānau hauā. This information will be used by the DHB to further improve access to services.

<sup>4</sup> Around 60% of the 394,000 people that live in the Waikato DHB area live rurally, making it difficult to give everyone consistent and appropriate healthcare. (2016)





# Goal 3

Tāne matua (the parent)

**Help us to achieve our full health and wellbeing potential**

This will mean whānau hauā

- receive services free from discrimination
- know how to get support and assistance to resolve issues
- be safe and in control of decisions about their care
- receive timely and appropriate care in all stages and at transition points
- social needs are considered alongside their health and disability needs

## **Action 3.1 Increase staff knowledge and practice to understand the rights of whānau hauā when delivering services**

### **Activities**

Develop and provide a scenario based training that empowers and supports staff to better understand, engage and work respectfully with whānau hauā. The Waikato DHB would also work with whānau hauā and consumers to capture their experience of using the DHB services, to develop resources for staff to further raise their awareness of issues faced by the whānau hauā. It is envisaged that these resources will be in the form of short videos and stories, and will require ongoing updating.

Promote the Health and Disability Code of Rights and Health and Disability Advocacy Service throughout the hospital, community and mental health services by putting posters and flyers on notice boards, patient and visitor waiting and clinic rooms. Waikato DHB to make available online resources accessible in different formats, including Māori and Pacific languages, relating to the rights of whānau hauā when using health services.

## **Action 3.2 Staff will engage in practices that enable Whānau hauā to be safe and in control of decisions about their health and care**

### **Activities**

Waikato DHB services work alongside with whānau hauā to co-design, co-develop and implement health pathways for complex care services to further improve the outcomes and quality of care provided.

Further establish resources and roles such as trained kaitiaki and/or hospital volunteers, and appropriate interpreter services to improve health and wellbeing outcomes of whānau hauā.

Support whānau hauā in the informed decision making process, including taking account of their advanced care directive and preferences as outlined in the Health and Disability Code of Rights. Also the staff needs to take into account the social context and wider needs of whānau hauā to ensure that service provision is aligned to their needs and expectations.

## **Action 3.3 Provide a timely and seamless process for Whānau hauā to transition from one service to another when accessing multiple health services**

### **Activities**

Waikato DHB services to institute measures that improve staff communication with whānau hauā when discussing various treatment options and transition discharge planning for other services.

Waikato DHB to review and develop health pathways and process for effectively transitioning youth from the disability/health services to adult disability/health services.

Develop processes and systems to co-ordinate and integrate DHB clinic appointments, including surgical bookings to eliminate the need for multiple visits to the clinics.

# Goal 4

## Tāne Toko-i-te-Rangi (Tāne pillar of the sky) We are active partners in improving quality, ensuring accountability and monitoring services

### This will mean whānau hauā will

- experience staff who are both well informed and demonstrate a positive attitude about disability
- experience improvements in care that are linked directly to their feedback
- experience positive outcomes from all service delivery

### Action 4.1 Support and train staff to be more responsive to the needs of whānau hauā

#### Activities

Waikato DHB staff education programs to include disability rights and responsiveness training for all staff. The developed training to include whānau hauā stories, videos and guest speakers with lived experience of disability.

Waikato DHB to support and encourage staff to further develop their knowledge and competencies related to the cultural needs and disability perspectives of Māori, Pacific and other ethnic groups in the Waikato community.

Waikato DHB to further develop workforce capability and capacity to lead change by valuing whānau hauā staff as a key resource and identifying opportunities to build a network and grow knowledge and expertise in the DHB.

### Action 4.2 Whānau hauā monitor and influence the quality of care and services

#### Activities

Hospitals, Community and Mental Health Services Directorate to appoint whānau hauā representatives on the Waikato DHB Consumer Council to provide leadership and oversight to systems' performance and improvement for whānau hauā.

Strategy and Funding to integrate, the actions of this plan in the overall Waikato DHB's quality improvement framework.

### Action 4.3 The Waikato DHB will collect relevant data to improve its quality of service to whānau hauā

#### Activities

Consumer engagement and communications team to work collaboratively to develop a toolkit to get insight into the health needs of whānau hauā and to measure their satisfaction with the health services provided by the DHB. The DHB services to use the results of this data to further improve and develop services to fully meet the health needs of whānau hauā.

Ensure that the toolkit is readily available to whānau hauā online, as well as in other formats such as flyers, posters and information booklets.







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