



# ***Ngā mihi***

**Piki Ake kite ara whakapakari**  
Climb the path of improvement

**He kawa whakaruruhau**  
To sustain, protect and shelter

**Artwork on cover:**

***Oranga Nui***

**Medium:** Canvas, acrylic paint

**Site:** Auckland Region Women's Corrections Facility

**Region/rohe:** Northern

**Year of creation/Nō te tau:** 2021

**Artist statement:** This taonga incorporates high contrasting colours to capture the attention of the smallest tamariki through physical weaving together of growth, development and expansion.

This artwork is on display at the Department of Corrections National Office in Wellington.

## Contents

|  |    |
|--|----|
| Foreword   | 4  |
| Introduction   | 5  |
| Overview of Key Concepts   | 6  |
| Te Tiriti o Waitangi / the Treaty of Waitangi                                  | 8  |
| Hōkai Rangi  | 9  |
| The Voices of Tāngata Whaikaha Māori/Disabled People in Prison                 | 10 |
| Our Action Plan  | 12 |
| Our Framework  | 14 |
| Disability Action Tracker  | 19 |
| Immediate Actions: 2023 – 2024   | 19 |
| Short-Term Actions: 2024 – 2027  | 20 |
| Appendix 1 – A Person’s Journey Through Ara Poutama’s Aotearoa Health Services | 22 |

## Foreword

*Kotahi anō te kaupapa: ko te oranga o te iwi.  
There is only one purpose to our work: the wellness  
and wellbeing of people.*

I am delighted to provide the foreword for the Department of Corrections' (Ara Poutama Aotearoa) first Disability Action Plan.

It is built on the voices and feedback from tāngata whaikaha Māori/disabled people and their whānau reflecting our commitment to "Nothing about us without us".

We need to ensure that tāngata whaikaha Māori/disabled people have the capacity to access services, engage in society and lead meaningful lives.

This plan acknowledges the need to ensure that tāngata whaikaha Māori/disabled people managed by Ara Poutama Aotearoa have a culturally safe environment. It establishes priority areas of action for achieving aspirations and reducing barriers that may impede tāngata whaikaha Māori/disabled people and their whānau, from achieving better outcomes.

Whilst this plan has an immediate focus on people in our management, Ara Poutama Aotearoa's goal is to ensure our workforce is more diverse, and inclusive of those who experience disability. A staff Disability Action Plan will be developed to address this, which will give a more holistic approach to addressing disability matters across our organisation.

The Disability Action Plan has been developed with reference to the Waitangi Tribunal in the Hauora Inquiry, which identified the need to enable and support self-determination and mana motuhake in the design, delivery, and monitoring of health and disability services. We have also used the social model of disability, which emphasises independence and operates from a strength-based approach to support the plan's development.

This plan also reflects our responsibility and commitment to supporting the relationship between Māori and the Crown, Te Tiriti o Waitangi/the Treaty of Waitangi (Te Tiriti), the aspirations of Hōkai Rangī, and the voices of the disability sector and tāngata whaikaha Māori/disabled people.

It emphasises independence and operates from a strength-based approach. It is the start of our response to address the inequities experienced by tāngata whaikaha Māori/disabled people.



**Dr. Juanita Ryan**

Deputy Chief Executive – Health

## Acknowledgements

We wish to thank those tāngata whaikaha Māori/disabled people with lived experiences of prison, and their whānau, whose voice supported the formation of this Disability Action Plan.

Without their input our plan would have been a plant without roots, unconnected to the earth and land which it needs to be nurtured to grow.

The encouragement, input and enthusiasm received from our external stakeholders, including other government agencies is also acknowledged.

## Introduction

One of the New Zealand government's main priorities is to improve the wellbeing of New Zealanders and their whānau. This is inclusive of the approximately one in four (24%) of New Zealand's population who identify as disabled. Māori are disproportionately represented in this group compared to the general population.

Tāngata whaikaha Māori/disabled people have reported experiencing discrimination and barriers that have impacted their lives, including difficulty accessing a range of health, disability, and social services.

In an Ara Poutama Aotearoa context, people generally come into prison, bearing pre-existing disabilities, but some people may also develop a disability while in prison. In prison high-quality health and disability support services are critical in addressing inequitable health and wellbeing outcomes and in ensuring continuity of care when reintegrating back into the community.

In June 2022, the Washington Short Set of Questions on Disability (WGSSQ) was added to the Updated Health Assessment (UHA). Using the data from the WGSSQ is a positive step for Ara Poutama Aotearoa because it is the first time a valid measurement of the number and functionality of tāngata whaikaha Māori/disabled people coming into prison has been possible.

Initial data from the WGSSQ suggests that while the number of people in prison with functional impairments reflects a slightly smaller number (17.3%) than that of the general population, a higher proportion of Māori in prison identify as disabled (50.9%).

While both Māori and non-Māori are impacted by disability, there are wide disparities between their experiences of disability.

Māori are also disproportionately represented in the Corrections system and addressing the over-representation of Māori is a key part of our organisational strategy Hōkai Rangi: Ara Poutama Aotearoa Strategy 2019-2024.

Reflecting our commitment to "Nothing about us, without us", the voice of tāngata whaikaha Māori/disabled people who have lived experience with the Corrections system and their whānau have been integral in the Disability Action Plan development.

This reflects a collaborative approach that emphasises the importance of bringing key stakeholders and partners (particularly tāngata whaikaha Māori/disabled people and their whānau) into a co-development process of shared responses, outcomes, and solutions. This included consulting with:

- tāngata whaikaha Māori/disabled people currently in prison,
- tāngata whaikaha Māori/disabled people who have recently been in prison and their whānau,
- people from across Ara Poutama Aotearoa,
- people from across the government, and
- people from the broader disability sector.

Ara Poutama Aotearoa also undertook a series of internal workshops across government agencies, non-governmental organisations, and community sectors to support the development of this plan.

“

*Our specific responsibility in this system requires us to focus on doing our best with those who come into our care and management, in order to help reduce the chances of them returning to the justice system.*

**– Hōkai Rangi purpose and context p.4**

”

## Overview of Key Concepts



### **Definition of disability**

Disability is a term covering personal impairments, activity limitations, and participation restrictions. It can result from accidents, injuries, congenital conditions, genetics, long-term conditions, and health issues. It is important to note that disabilities can be visible or hidden (e.g. mobility, learning, communication).

We use the definition of disability that is used by the Ministry of Health, the Ministry of Social Development, and the General Census which determines disability funding criteria. Disability is defined as any self-perceived limitation in activity resulting from a long-term condition or health problem.

### **Social vs the medical models as they apply to disability**

The social model of disability used in this plan determines that the barriers experienced by disabled people are caused by how society is organised rather than by a person's impairment or difference.

Focusing on the impairments, disability, and a health service response typifies a medical model approach. Disabled people developed the social model of disability because the traditional medical model did not explain their personal experience of disability or help to develop more inclusive ways of living.

### **Why we refer to ‘disabled people’ and tāngata whaikaha Māori**

In New Zealand, we use the term disabled people. During the development of the New Zealand Disability Strategy, there was much discussion and consultation on the language used. In the end, ‘disabled people’ was chosen, rather than, for example, ‘a person with disability’, ‘people with disabilities’ or ‘people with experience of disability’. The reasoning was that: people are people first, they are people with impairments e.g. a person with a vision impairment, or a hearing loss, or limited mobility.

The attitudinal and physical barriers in the world we live in disables them, and they are disabled people (or, more accurately, people disabled by the way we build and organise our world). ‘Disabled’ refers to things outside the person that impact on them and put barriers in the way of their participation.

Tāngata whaikaha Māori refers exclusively to disabled Māori. When referring to the whole disabled population we use tāngata whaikaha Māori/Disabled people.

*“Tāngata whaikaha means people who are determined to do well or is certainly a goal that they reach for. It fits nicely with the goals and aims of people with disabilities who are determined in some way to do well and create opportunities for themselves as opposed to being labelled, as in the past.”*

Whāia Te Ao Mārama The Māori Disability Action Plan 2018 to 2022.

### **Whānau**

The traditional understanding of whānau focused on family connections. More recently, the term has been used with a broader reach, and whānau can mean the people a person sees as enhancing their wairua and mana. This may include friends, social connections, or work colleagues. The meaning is centred on those who provide a sense of belonging.

### **Mātauranga Māori**

Mātauranga Māori is the knowledge, comprehension or understanding of everything seen and unseen handed down from tupuna Māori and incorporates contemporary Māori mind and context. It is a body of knowledge, experience, values and philosophy of Māori incorporating understanding of the spiritual and physical dimensions.

## Te Tiriti o Waitangi / the Treaty of Waitangi

The importance of cultural identity, encompassing language, whānau, cultural principles, practices, and linkages to the land through genealogy, is paramount to how tāngata whaikaha Māori/disabled people live their day-to-day lives in Te Ao Māori and Te Ao Pākehā (New Zealand Disability Strategy 2016 to 2026). Ara Poutama Aotearoa has a Te Tiriti o Waitangi responsibility with its significant Māori population to play its part in addressing the inequity that Māori experience. This involves actively protecting the health and wellbeing of Māori under our management.

This Disability Action Plan is guided by several key strategic documents and Tribunal findings. The 2017 Waitangi Tribunal report *Tū Mai te Rangi!* described relevant Treaty obligations for Ara Poutama Aotearoa. These include ensuring the right of Māori to exercise their tino rangatiratanga, and ensuring Māori are actively involved in designing, developing, and implementing strategies that affect Māori. Where there is inequity for Māori, the Tribunal said that the Crown is obligated to put extra resources and effort to restore equity.

The findings of the Waitangi Tribunal, Hauora report on Stage One of the Health Services and Outcomes Kaupapa Inquiry (2019) complement and overlap the recommendations Ara Poutama Aotearoa received in 2017. The Tribunal recommended that the health and disability system be guided by Māori self-determination in designing, delivering, and monitoring health and disability services. The Tribunal concluded that equity, active protection, options, and partnership were also essential for the delivery of health services.

Ara Poutama Aotearoa is committed to supporting the relationship between Māori and the Crown. Reflecting this, Ara Poutama Aotearoa will work with Māori at key levels of our business. We will seek to ensure mātauranga Māori is not misused or appropriated.





## Hōkai Rangi

Hōkai Rangi and Te Ara Poutama are metaphors for growth, potential and transformation, which is reflected in our transformation journey described in Hōkai Rangi. Hōkai Rangi was developed with the recognition that a new approach is needed to support those in the management of Ara Poutama Aotearoa and is guided by the whakataukī “Kotahi anō te kaupapa; ko te oranga o te iwi” (there is only one purpose to our work; the wellness and wellbeing of people).

Hōkai Rangi is intended to support an oranga-centred approach to managing people in the corrections system, including through the provision of humanising and healing environments, emphasising holistic health throughout the organisation, and partnership with Māori. This means we are innovating and finding alternative ways of doing things in partnership with others to achieve better reintegration and rehabilitation outcomes for Māori and all people Ara Poutama Aotearoa manage.

The broader strategic direction set in Hōkai Rangi for Ara Poutama Aotearoa guides the Disability Action Plan. In Hōkai Rangi we acknowledge our Tiriti responsibilities to actively protect Māori interests, treat Māori fairly, involve Māori in designing, developing and implementing strategies that affect Māori, and our goal to work in partnership with Māori communities. Corrections recognises that involving Māori to a much greater level is critical to enabling rangatiratanga and achieving the objectives of this strategy.



## The Voices of Tāngata Whaikaha Māori/Disabled People in Prison

In 2021, for the first time, Ara Poutama Aotearoa conducted a survey which allowed the voices of tāngata whaikaha Māori/disabled people to be heard. Tāngata whaikaha Māori/disabled people generously shared their lived experiences of life in New Zealand prisons. They told us what is working, what is not, and where we can put extra focus and improve services. This feedback has helped shape the focus and actions of the Disability Action Plan.

### What's working

- they are generally seen by a nurse within 24 hours of arriving at a site,
- some people felt they have never been as well informed about their disability,
- they find that doctors and nurses in prison are supportive and responsive.

*"I can honestly say I've never been so well supported and informed with my disability. They give good sound advice and I have regular check-ups to maintain my health."*

**– Survey respondent, Disability Action Plan engagement**

### What is not working

- bed linen, mattresses, and cells are not accessible,
- responses to requests for support are not always timely,
- a lack of access to appointments and programmes presents missed opportunities for preventing worsening health and wellbeing.

*"Prison staff [need to] get me to appointments and just listen to other prisoners."*

**– Survey respondent, Disability Action Plan engagement**

### Where we can improve

- have better promotion and prevention of potential health issues,
- better communication about what support needs people might have when they are transitioning back into the community or transferring to another prison,
- increased physical accessibility within prisons,
- have a better understanding of the wider impacts of disability, greater choices in quality services, and supports that meet specific disability needs.

*"We need better communication between regional prisons."*

**– Survey respondent, Disability Action Plan engagement**

### The voices of tāngata whaikaha Māori/disabled people, released from prison

These stories are drawn from interviews with a tāngata whaikaha Māori/disabled person previously in prison, and interviews with whānau of another tāngata whaikaha/disabled person formerly in prison. These anonymised stories are examples of the range of voices that were heard and that inform the actions and focus of the Disability Action Plan.

#### Kingi's story

Kingi\* (fictitious name) was a young man (22 years old) who had been in prison for approximately one year, he wasn't sure how long exactly he had been in prison.

He has:

- a learning difficulty,
- very low literacy,
- impaired cognitive functioning,
- limited English language ability as Te Reo is his first language.

Kingi said that when he went into prison, he really didn't understand what was happening and he didn't understand what was happening in the court either.

Some of the guards were mean to him, but he was used to that treatment from people in authority and knew that his bros would stop anything bad from happening to him. Kingi can't remember doing any classes or courses or interacting with any education, employment or case management people.

He said that people didn't explain things properly to him, and he felt that he couldn't ask or didn't feel safe to ask any questions if he didn't understand. He knew that if he pretended to understand things and they were important, then his bros would tell him.

*He was involved with a gang so he wasn't worried too much because he knew that whatever prison he went to, there would be some of his bros there. He knew that his bros would stop anything really bad happening to him.*

**– Kingi's story**

### **Tony's story as understood and relayed by his whānau**

Tony's\* (fictitious name) whānau said that they were not made aware that he had been arrested and was going up to court until he had been sentenced. He had been living in supported independent living accommodation and saw his support worker for a few hours each week. Sometimes they didn't connect for various reasons.

His support worker didn't know that he had been arrested or that he was going to court. Therefore, she was unable to tell his whānau, or the support agency that employed her and provided Tony with accommodation, for several weeks. During this time things had legally taken their own course.

The whānau believe that their tama would not have

known what was happening and would not have asked and just gone along with whatever anyone in authority suggested. Tony's whānau wanted him to be able to access appropriate support for tāngata whaikaha Māori/disabled people (specifically someone with an intellectual disability) not just the generic support. They believe there were things that happened to him that he didn't like but he was unable to explain quickly and simply to any of the staff.

*Even before he went to prison his whānau believe Tony was let down by*

- his support worker,
- his service provider,
- the police and
- the court system.

He didn't understand or know that he could book an appointment with the health centre and see a nurse. He also believed that what the guards said was the law and could not be questioned or challenged.

No positive intervention happened to support Tony on his journey or to involve his whānau. He now has a criminal record which the whānau believe they may have been able to prevent, with some form of diversion, if they had known earlier what was happening to him. The whānau said that if we (Ara Poutama Aotearoa) are really serious about people with disabilities being supported differently, then we have to have serious prevention and support discussions, with whānau like them and their tama.

*His whānau said that he told them he felt safe in prison and his living conditions were similar to those at his supported accommodation so were not unfamiliar to him.*

*It seems that he had no ability to make any choices of his own, this upset the whānau but not Tony.*

**– Tony's whānau telling his story**

## Our Action Plan

### Why have an action plan?

The New Zealand government has prioritised improving the wellbeing of New Zealanders and their families. They are committed to achieving equitable health outcomes for all New Zealanders in line with the purpose and principles set out in the Pae Ora (Healthy Futures) Act 2022. This includes improving the wellbeing of 24% of Aotearoa's population (1.1 million people) who identified as disabled in 2013 in the New Zealand Census.

From our engagement with tāngata whaikaha Māori/ disabled people and their whānau we have heard that Ara Poutama Aotearoa has not supported them with an equal opportunity to achieve their goals and aspirations. Through this Disability Action Plan we are committed to doing better.

### **Our Action plan is underpinned by Te Tiriti o Waitangi, Hōkai Rangi and other ongoing changes happening across the health and disability sector**

Our Disability Action Plan gives effect to our domestic and international obligations and works to address the significant need for improvements for tāngata whaikaha Māori/disabled people. The plan aligns with our strategy Hōkai Rangi and will guide the immediate and short-term approaches to supporting the wellbeing, goals, and aspirations of tāngata whaikaha Māori/disabled people. Further:

- Te Tiriti o Waitangi is the founding document of Aotearoa and enables us to work with iwi, hapū and whānau to better meet the needs of tāngata whaikaha Māori/disabled people and their whānau.
- The Pae Ora (Healthy Futures) Act 2022 commits to achieving equitable health outcomes for all New Zealanders, in particular Māori.
- The Corrections Act 2004 stipulates that the standard of health care that is available in a prison must be reasonably equivalent to the standard of health care available to the public (Corrections Act 2004 s75(2)).
- The United Nations Convention on the Rights of Persons with Disabilities 2008 (UNCRPD) affirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms.
- In accordance with international human rights law and under the Code of Health and Disability Services Consumers' Rights 1996 (Code of Rights), Ara Poutama Aotearoa has obligations around the treatment of tāngata whaikaha Māori/ disabled people in prison and in our management in the community.
- Ara Poutama Aotearoa has signed (27 April 2018) the current NZ Government Accessibility Charter and is committed to actively champion accessibility within our leadership teams and to providing accessible information to the public.

### **Key changes that enable the Disability Action Plan**

It is important to acknowledge the other key changes that have recently happened in the wider health and disability sector that have provided the platform for our Disability Action Plan to rest upon:

- Whaikaha, the Ministry of Disabled People has been established to lead the realisation of a true partnership between the disability community and government. They will help to drive ongoing transformation of the disability system consistent with the Enabling Good Lives (EGL) approach.
- New Zealand Disability Strategy 2016 to 2026 guides government agencies on disabilities issues. The vision of the strategy is that New Zealand becomes a non-disabling society; a place where tāngata whaikaha Māori/disabled people have an equal opportunity to achieve their goals and aspirations, and all of New Zealand works together to make this happen.
- Whakamaua (Māori Health Action Plan 2020-2025) presents new opportunities for the Ministry of Health, the health and disability system, and the wider government to make considerable progress in achieving Māori health equity. Whakamaua highlights that the health and disability system need to be guided by Māori mana motuhake in design, decision making, delivery, and monitoring processes.
- Whāia Te Ao Mārama (The Māori Disability Action Plan 2018 to 2022) is a culturally anchored approach to support Māori with disabilities and their whānau.
- Faiva Ora (National Pasifika Disability Plan 2016 – 2021) sets out priority outcomes and actions to support and improve the lives of Pacific disabled people of all ages and their families.
- Te Aorerekura (The National Strategy to Eliminate Family Violence and Sexual Violence, 2021-2023) sets out a collective path for government, tāngata whenua, specialist sectors, including tāngata whaikaha Māori/disabled people to eliminate family violence and sexual violence.
- The Ara Poutama Suicide Prevention and Postvention Action Plan (SAP) 2022-2025 sets out a proactive response to the issue of suicide and encourages collective action in addressing this important issue. There is evidence that suicide may disproportionately impact tāngata whaikaha Māori/disabled people.

## Our Framework

### **Our framework is consistent with the EGL approach**

Ara Poutama Aotearoa values and recognises people are part of whānau and/or community systems. It further recognises the value of engagement, and that engagement is built on relationships of trust, authenticity, reciprocity and transparency. This is consistent with several of the principles of EGL.

EGL is an approach co-designed by tāngata whaikaha Māori/disabled people and their whānau, and disability support providers. It promotes use of existing community services and disability supports and supports tāngata whaikaha Māori/disabled people and their whānau to increase the choice and control they have in their lives.

The overarching principles of EGL will be operationalised for use in an Ara Poutama Aotearoa context. For instance, the principles of self-determination and ordinary life outcomes operationalised in a prison context, will be different to these principles applied outside of this context.

### **The principles outlined in EGL are:**

- **Self-determination** – Tāngata whaikaha Māori/disabled people are in control of their lives.
- **Beginning early** – Supporting whānau and community approaches that promote self-management and interdependence rather than waiting for a crisis before support is available.
- **Person-centred** – Tāngata whaikaha Māori/disabled people have supports that are tailored to their individual needs and goals, and that take a whole life approach rather than being split across programmes.
- **Ordinary life outcomes** - Tāngata whaikaha Māori/disabled people are supported to live an everyday life in everyday places; and are regarded as citizens with opportunities for learning, employment, having a home and family, and social participation - like others at similar stages of life.
- **Mainstream first** - Tāngata whaikaha Māori/disabled people are supported to access generalist services before specialist disability services.
- **Mana enhancing** - The abilities and contributions of tāngata whaikaha Māori/disabled people and their families are recognised and respected.
- **Easy to use** - Tāngata whaikaha Māori/disabled people have supports that are simple to use and flexible.
- **Relationship building** - Supports build and strengthen relationships between disabled people, their whānau and community.

***Our strategic focus areas will lead to better outcomes for tāngata whaikaha Māori/ disabled people***

We have defined key strategic focus areas and the broad ways in which we intend to act on these. These focus areas are guided by what we heard from tāngata whaikaha Māori/disabled people and their whānau, previous action plans and the EGL framework adapted for an Ara Poutama Aotearoa context.

Focusing on these strategic focus areas will result in outcomes that support and empower tāngata whaikaha Māori/disabled people in Ara Poutama Aotearoa's management to live better lives.

**These outcomes include:**

- Equitable access and choices.
- Mana enhancing practice for all tāngata whaikaha Māori/disabled people.
- Tāngata whaikaha Māori/disabled people led participation - 'Nothing about us without us'.

These outcomes will be measured through achievement of the actions and through feedback and engagement with tāngata whaikaha Māori/disabled people.



### ***Strategic Focus Area 1: National Leadership***

Ara Poutama Aotearoa recognises that effective oversight and leadership of disability work is required to improve outcomes for tāngata whaikaha Māori/disabled people under our management.

**What this will look like:**

- Strong leadership and representation, including tāngata whaikaha Māori/disabled people, supporting the successful implementation of the Disability Action Plan.
- Tāngata whaikaha Māori/disabled people provide input into relevant design projects.

### ***Strategic Focus Area 2: Using Evidence to Make a Difference***

We know that actions we take to get better outcomes for disabled people will be more effective if they are based on good evidence. These approaches will be evidence-based and inclusive of mātauranga Māori. The current use of WGSSQ may be replaced in the future with a more specialised tool that is specially designed for Aotearoa New Zealand.

**What this will look like:**

- Accurate ethnicity data is collected.
- WGSSQ (or equivalent tool designed specifically for an Aotearoa context) incorporated in all health screening tools.

### ***Strategic Focus Area 3: Responding to Disability Support Needs***

Tāngata whaikaha Māori/disabled people in both custodial and community settings are supported to have access to and choice of responsive appointments, programmes, and activities.

**What this will look like:**

- Develop roles to support tāngata whaikaha Māori/disabled people, their whānau and older people.
- Early intervention framework for tāngata whaikaha Māori/disabled people with disability support needs to reintegrate back into the community, prioritising those with complex needs.
- 0800 number or online means for the whānau of tāngata whaikaha Māori/disabled people to access supports.
- Disability-friendly (Te Reo, Easy Read, Large Print, Pictorial, NZSL (video)) versions of this plan are available and in circulation.



### ***Strategic Focus Area 4: Developing the Workforce***

Workforce development is more than just training. In order to deliver on the plan, we require well-trained, culturally capable staff who can work responsively and effectively with tāngata whaikaha Māori/disabled people in prison. This will require active prioritisation and enabling of whānau centred and oranga focused policy and practice.

#### **What this will look like:**

- Disability awareness training for all staff.
- Volunteer network of site-specific disability champions and advisors.
- Staff have resourcing for and access to learning NZ Sign Language (NZSL).

### ***Strategic Focus Area 5: Research and Evaluation***

Ara Poutama Aotearoa supports research and evaluation to improve equity and outcomes for tāngata whaikaha Māori/disabled people and their whānau.

#### **What this will look like:**

- Research with tāngata whaikaha Māori/disabled people including neurodiversity research.
- Seek to support Māori research and evaluation methodology.

### ***Strategic Focus Area 6: Working with Tāngata whaikaha Māori/Disabled People and their Whānau***

Ara Poutama Aotearoa Disability Action Plan includes the voices of tāngata whaikaha Māori/disabled people and whānau in the policies and design of new systems, processes, and facilities. We will work to ensure that tāngata whaikaha Māori/disabled people and their whānau are treated with dignity and respect, and their voices are key enablers of improvement.

Ara Poutama Aotearoa enacts 'Nothing about us without us' in its mahi.

#### **What this will look like:**

- Develop and improve strategic networking with tāngata whaikaha Māori/disabled people service providers to ensure their voice and direction supports the implementation of Disability Action Plan.
- Link into groups of tāngata whaikaha Māori/disabled people to support tāngata whaikaha Māori/disabled people in prison.
- Bi-annual hui with tāngata whaikaha Māori/disabled people, their whānau and service providers.

## Intended Outcomes

|                              |   |   |
|------------------------------|---|---|
| Equitable access and choices | Mana enhancing practice for all tāngata whaikaha Māori/ disabled people | Tāngata whaikaha Māori/ disabled people led participation - 'Nothing about us without us' |
|------------------------------|---|---|

## Focus Areas

Focusing on these areas will result in outcomes that support and empower tāngata whaikaha Māori/ disabled people in Ara Poutama Aotearoa's management to live better lives.

|                          |                                     |  |
|--------------------------|-------------------------------------|--|
| National Leadership      | Using Evidence to Make a Difference | Responding to Disability Support Needs         |
| Developing the Workforce | Research and Evaluation             | Working with Tāngata Whaikaha and their Whānau |

The following principles underpin how we will work:

|                    |                 |                |                        |
|--------------------|-----------------|----------------|------------------------|
| Self determination | Beginning early | Person-centred | Ordinary life outcomes |
| Mainstream first   | Mana enhancing  | Easy to use    | Relationship building  |

## Our Guides

|                       |                         |                                    |                      |   |   |
|-----------------------|-------------------------|------------------------------------|----------------------|---|---|
| Whakamaua 2020 - 2025 | Hōkai Rangi 2019 - 2024 | Pae ora (Healthy Futures) Act 2022 | Corrections Act 2004 | New Zealand Disability Strategy 2016 - 2026 | NZ Government Accessibility Charter 2018 - 2023 |
|-----------------------|-------------------------|------------------------------------|----------------------|---|---|

## Our Foundation

|                      |
|----------------------|
| Te Tiriti o Waitangi |
|----------------------|

## Disability Action Tracker

The following tables outlines the immediate and short-term actions associated with the Disability Action Plan, and the different calendar years they are expected to be completed. The immediate and short-term actions have been separated into the following four categories that Ara Poutama Aotearoa is focusing on: Planning and Assurance, People and Capability, Partnerships, and Service Delivery.

### Immediate Actions: 2023 – 2024

| IMMEDIATE ACTIONS 2023-2024                   |  |  |  |
|---|--|--|--|
| Strategic focus area                          | Goal   | Item description   | Actions  |
| <b>National Leadership</b>                    | Establish an advisory group for disability support across Ara Poutama Aotearoa.  | Ara Poutama Aotearoa will create an advisory group to support achieving the goals outlined in the current Disability Action Plan.                                      | Form an advisory group to support the successful implementation of the Disability Action Plan. By mid 2024, deliver a progress status report against the plan. This group will provide input into relevant projects to ensure disability is considered.  |
| <b>Using Evidence to Make a Difference</b>    | Identify and accurately record data to inform knowledge of tāngata whaikaha Māori/ disabled people.  | The current use of WGSSQ may be replaced in the future with a more specialised tool that is specially designed for Aotearoa New Zealand.                               | Incorporate the Washington Short Set of Questions on Disability (WGSSQ) into all health screening tools by the end of 2023 and ensure accurate ethnicity data is collected. The WGSSQ may be replaced in time by an improved screening mechanism or a more sophisticated process that would be designed specifically for Aotearoa circumstances. |
| <b>Responding to Disability Support Needs</b> | Use communication approaches which promote wellbeing and inclusion for tāngata whaikaha Māori/ disabled people.                                    | Key information relevant to, or which may impact, tāngata whaikaha Māori/ disabled people should be accessible to them and presented in a manner appropriate for them. | Develop and make available Te Reo, Easy Read, large print, pictorial and New Zealand Sign Language versions of the Disability Action Plan. Further summaries are proposed to ensure the plan is accessible to all disabled people.   |
| <b>Responding to Disability Support Needs</b> | Develop and support roles that facilitate and navigate access and continuity of care for tāngata whaikaha Māori/ disabled people and their whānau. | To support their needs, have practitioners working alongside tāngata whaikaha Māori/disabled people and their whānau.  | Trial a model using a qualified social worker or similar role such as a whānau ora worker for both disabled and older persons. Develop in collaboration with tāngata whaikaha Māori/disabled people and the advisory group.  |

## Short-Term Actions 2024 - 2027

| SHORT TERM ACTIONS - PLANNING & ASSURANCE     |   |   |  |
|---|---|---|--|
| Strategic focus area                          | Goal  | Item description  | Actions  |
| <b>Responding to Disability Support Needs</b> | Develop a framework for early intervention for working with people who have high and complex needs to reintegrate into the community. | We must enable people with complex disability support needs to access the support that they need to reintegrate successfully back into the community following release from prison. | Develop a framework for early intervention planning for tāngata whaikaha Māori/disabled people with complex disability support needs. This should include input from whānau (where appropriate), community, and tāngata whaikaha Māori/disabled people service providers.  |
| <b>Responding to Disability Support Needs</b> | Support the whānau of tāngata whaikaha Māori/disabled people to access information and support regarding their whānau members.        | Supporting whānau of tāngata whaikaha Māori/disabled people to access information will enable better engagement with existing service providers and funders.                        | Established an 0800 number or online means (in collaboration with other teams within Ara Poutama Aotearoa) for whānau of tāngata whaikaha Māori/disabled people to access appropriate support from providers, government agencies and/or community groups. Partnership with NGO, community, and Iwi service providers will be necessary to deliver this. |
| <b>Developing the Workforce</b>               | Disability Awareness Training is part of mandatory induction training for all new front-line staff.                                   | It is vital that all staff have access to the necessary skills and knowledge to work with and for tāngata whaikaha Māori/disabled people effectively.                               | Ensure that all new staff receive Disability Awareness Training and that current staff complete regular refresher courses. Ensure that the nurse's orientation training includes a Disability Awareness module.  |
| <b>Developing the Workforce</b>               | By mid 2023, staff will have resourcing for and access to learning NZ Sign Language (NZSL).   | NZSL is one of the three official languages in Aotearoa. It is essential, from an inclusion and diversity perspective, that as many staff as possible know how to use the language. | Explore establishing memorandums of understanding and contractual partnerships with NZSL agencies.   |

### Short-Term Actions 2024 - 2027

| SHORT TERM ACTIONS – PEOPLE & CAPABILITY      |   |   |   |
|---|---|---|---|
| Strategic focus area                          | Goal  | Item description  | Actions   |
| <b>Developing the Workforce</b>               | To have prison staff and volunteers work in partnership with tāngata whaikaha Māori/disabled people to be the navigators around disability knowledge. | Local knowledge and support underpin good planning and effective networking.  | Resource and establish a Terms of Reference for a volunteer network of site-specific disability champions. Develop this in consultation with tāngata whaikaha Māori/disabled people and other stakeholders. |
| <b>Responding to Disability Support Needs</b> | Have a disability lens on all work practices within Ara Poutama Aotearoa.   | All design and operational activities templates should include a requirement to have a disability perspective considered at the start of any project. | Develop a quality improvement plan to ensure accessible facilities, systems, and processes with tāngata whaikaha Māori/disabled people.   |

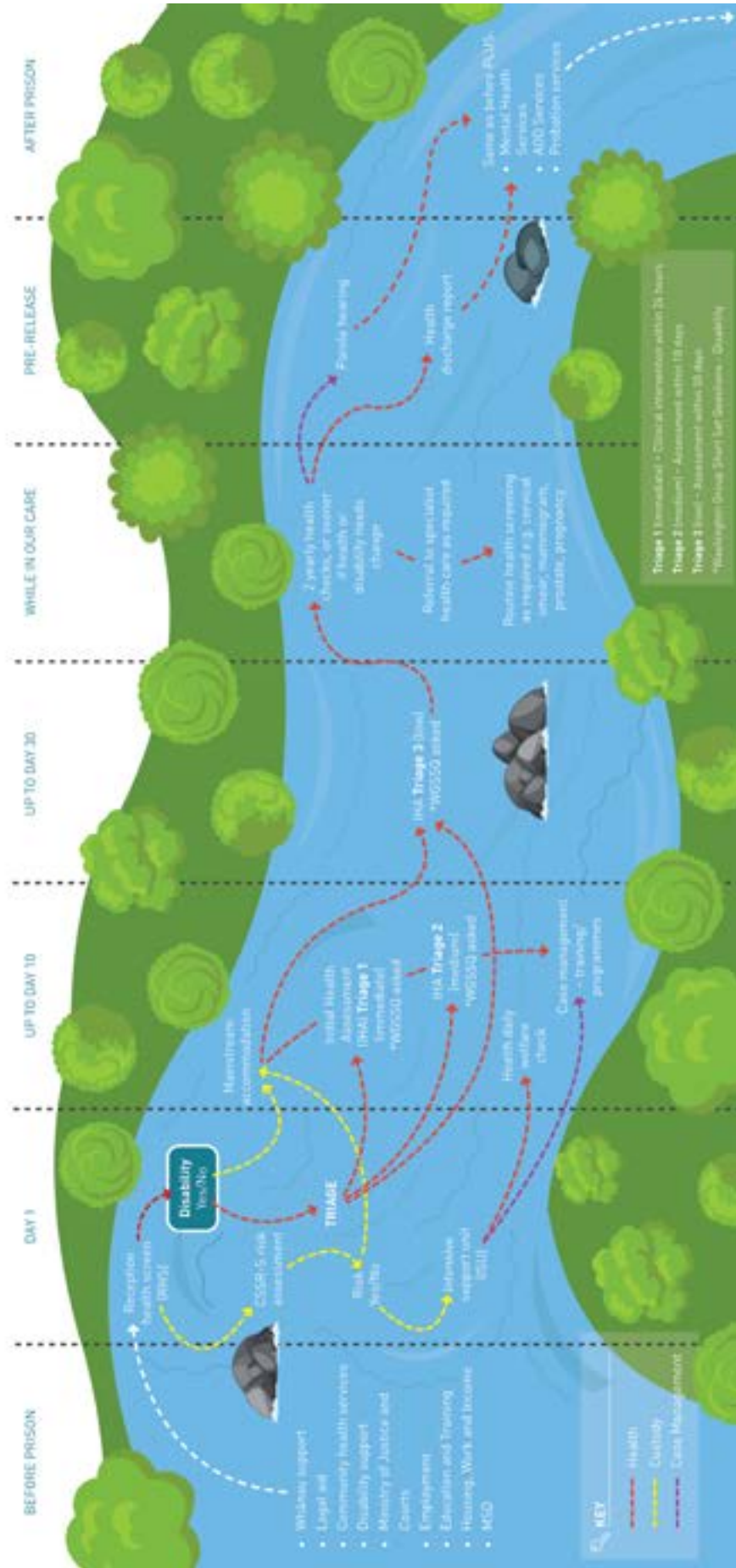
### Short-Term Actions 2024 - 2027

| SHORT TERM ACTIONS – PARTNERSHIPS                           |  |   |  |
|---|--|---|--|
| Strategic focus area  | Goal   | Item description  | Actions  |
| <b>Working with Tāngata Whaikaha Māori and their Whānau</b> | Develop partnerships and relationships with Iwi and Māori service providers working with tāngata whaikaha Māori/disabled people. | Developing relationships with Māori service providers will result in the delivery of integrated and culturally appropriate support services.              | Undertake strategic networking with tāngata whaikaha Māori/disabled people service providers. Engage with regional groups, including tāngata whaikaha Māori/disabled people and their whānau, to assist the advisory group in supporting the implementation of the Disability Action Plan. |
| <b>Working with Tāngata Whaikaha Māori and their Whānau</b> | Link with existing regional tāngata whaikaha Māori/disabled people advisory groups to support disabled people in prison.         | Tāngata whaikaha Māori/disabled people, their whānau, service providers and other stakeholders should contribute equally to creating disability supports. | Link into existing regional groups that will identify/seek to resolve existing barriers for disabled people in prison and act as a resource for developing new ways of working.  |

| SHORT TERM ACTIONS - SERVICE DELIVERY                       |  |   |   |
|---|--|---|---|
| Strategic focus area  | Goal   | Item description  | Actions   |
| <b>Working with Tāngata Whaikaha Māori and their Whānau</b> | Have a formal venue to hear the voices of tāngata whaikaha Māori/disabled people and whānau.   | All projects, programmes and initiatives should include the voice of tāngata whaikaha Māori and their whānau.                               | Hold a bi-annual (two yearly) hui commencing 2024 for tāngata whaikaha Māori, their whānau and service providers.   |
| <b>Responding to Disability Support Needs</b>               | Tāngata whaikaha Māori are enabled to access to supports they need when they need it.  | Tāngata whaikaha Māori are supported to have equitable access and choices.  | The advisory group will link into and advocate within existing Ara Poutama Aotearoa work programmes to ensure appropriate resourcing and focus put on tāngata whaikaha Māori/disabled people.                   |
| <b>Research and Evaluation</b>                              | Support further research, including research about neurodiversity particularly related to tāngata whaikaha Māori/disabled people who are in the care and management of Ara Poutama Aotearoa. | A better understanding of the profile of tāngata whaikaha in prison will help to inform the development of effective services and supports. | Support those conducting research into neurodiversity in tāngata whaikaha in their funding applications to external funders. This will include a focus on supporting Māori research and evaluation methodology. |

# Appendix 1

## A person's journey through Ara Poutama's Aotearoa





**ARA POUTAMA AOTEAROA**  
DEPARTMENT OF CORRECTIONS

Department of Corrections, PO Box 1206, Wellington, 6140

Phone: (64 4) 460 3000



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