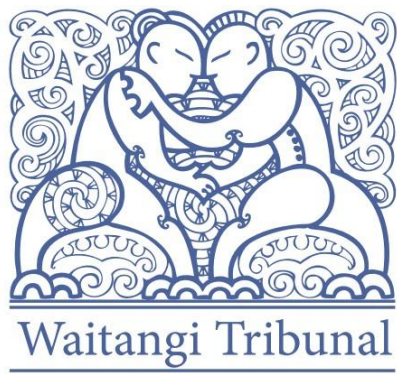




Waitangi Tribunal

Hauwhaikaha Report:

Chapter 8 – Service barriers and accessibility

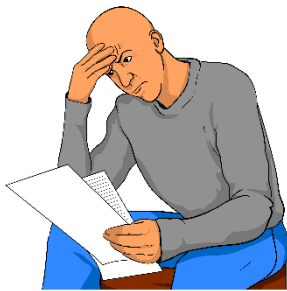


Published: September 2026

Before you begin



This is a long document.



It can be hard for some people to read a document this long.

Some things you can do to make it easier are:



- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



What you will find in here

Page number:



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About this Easy Read



This Easy Read is from the **Waitangi Tribunal**.



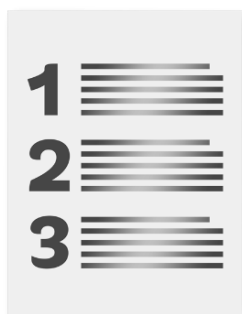
More information about the **Waitangi Tribunal** is on **pages 13 to 14**.



Where it says **we / us** this means the Waitangi Tribunal.



This Easy Read is **summary** of **Chapter 8: Service barriers and availability** in the **Hauwhaikaha Report**.



A **summary**:

- is shorter than the main document
- tells you the important ideas.



A **barrier** is something that can make it harder or impossible for you to do something.



The **Hauwhaikaha Report** is:

- from the **Health Services and Outcomes Inquiry** by the Waitangi Tribunal
- about **claims** that have to do with the disability system.



The **Health Services and Outcomes Inquiry** is about claims made about Aotearoa New Zealand health:

- services
- **outcomes.**





Outcomes means how things turn out for people in life.

For example getting good healthcare can mean being healthier for longer.

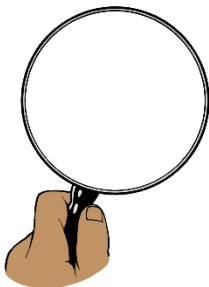


In this document the **Health Services and Outcomes Inquiry** will be called **the inquiry**.



Here a **claim** means someone:

- has told the Waitangi Tribunal that the Government has done something against **Te Tiriti o Waitangi / The Treaty of Waitangi**
- wants the Waitangi Tribunal to look into it.





In this document the word **claimants** means people who have made claims to the Waitangi Tribunal about the disability system.



More information about **Te Tiriti o Waitangi / The Treaty of Waitangi** is on **pages 11 to 12**.



In this document where you see the words **taangata whaikaha Māori** this means Māori disabled people.



Te reo Māori / the Māori language usually uses **macrons**.

ā ē ī ō ū

Macrons are lines above letters that show you how to say that word.



In te reo Māori / the Māori language a macron means to say that letter longer.

Aa ee ii oo uu

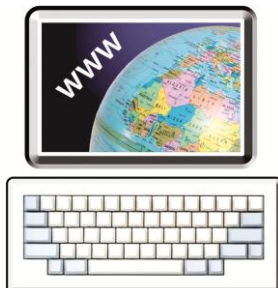
The Hauwhaikaha Report uses double letters instead of macrons.

Maaori / Māori

For example Maaori is the same as Māori.



This is so some people can read the words more easily.

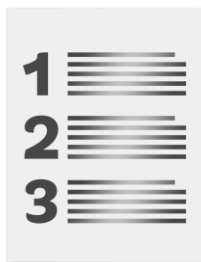


You can read the full Hauwhaikaha Report at this website:

www.bit.ly/Hauwhaikaha



The full report is **not** in Easy Read.

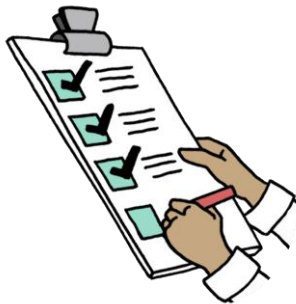


There are summaries of each chapter if you do not want to read the full Hauwhaikaha Report.



The summaries of each chapter are available in Easy Read at this website:

www.bit.ly/Hauwhaikaha-easy



The summaries of each chapter give an outline of:

- important issues
- things that were found out.



The summaries do not include all the:

- **analysis**
- **evidence.**



Here **analysis** means discussion / thinking about what was found out.



Here **evidence** is information about something like:

- what people said
- what happened to people
- records / files.

What is Te Tiriti o Waitangi / The Treaty of Waitangi?



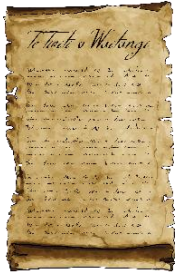
Te Tiriti o Waitangi / The Treaty of Waitangi:

- is an agreement signed between:
 - the Crown
 - and
 - Maaori
- was signed in 1840
- is about the:
 - promises made
 - **obligations** for everyone.





Obligations are important things that have to be done.



In this document Te Tiriti o Waitangi / The Treaty of Waitangi will be called **Te Tiriti / The Treaty**.



Where it says the **Crown** in this document this means the **government**.

What is the Waitangi Tribunal?



The Waitangi Tribunal:

- is a **commission of inquiry**
- listens to claims
- decides if the Government broke a promise made in Te Tiriti / The Treaty
- makes **recommendations** about claims Maaori have made about the Crown.

A **commission of inquiry** is a group of people put together by the Government who learn about things that happened.



Here **recommendations** are advice that would:

- fix a problem
- make things better.

Why are there claims?



Governments of Aotearoa New Zealand have not always kept to the promises made in Te Tiriti / The Treaty.



Maaori can go to the Waitangi Tribunal to talk about the Government not keeping the promises made in Te Tiriti / The Treaty.

Barriers to getting Disability Support Services / DSS



This chapter talks about the barriers that taangata whaikaha Maaori come up against when getting Disability Support Services / DSS.



The barriers are:

- navigating / using the disability system
- service:
 - availability
 - **accessibility**
- experiences of:
 - **racism**
 - **discrimination.**





Accessibility means making things easy for everyone to use.



Racism means nasty or unfair treatment of someone because of:

- where they come from
- their language
- their skin colour
- their religion / beliefs
- their culture.



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

- they are Maaori
- they are a man / woman / someone of another gender
- they are disabled.



The barriers are also:



- lack of access to **kaupapa Maaori providers**
- living in **rural areas**.

A **kaupapa Maaori provider** is a health or disability service:



- owned by Maaori
- run by Maaori.



A **rural area** is:

- outside a:
 - city
 - town
- in the countryside.

Navigating / using the disability system



Claimants said taangata whaikaha
Maaori cannot use the disability
system well because it is split up
across so many government:



- departments
- services.



This means there are lots of different:

- ways of getting support
- requirements / rules for support.



Taangata whaikaha Maaori find it hard to know:

- what supports are available
- how to access / get supports.



Claimants said this:

- stops them from getting services

and



- gives them worse health **outcomes** than people who are not Maaori.



The Crown said it:

- knows the disability system is hard to use

and

- is working with Whaikaha – Ministry of Disabled people to fix the problems.



We understand it is:

- hard to make a good disability system
- sometimes useful to separate:
 - health services
 - disability services.





Evidence from the inquiry shows navigating / using the disability system is confusing.

Service availability and accessibility



Claimants said there are not enough good services for taangata whaikaha Maaori.



Claimants also said the services that are available are **inaccessible**.

Here **inaccessible** means something cannot be used by a disabled person.



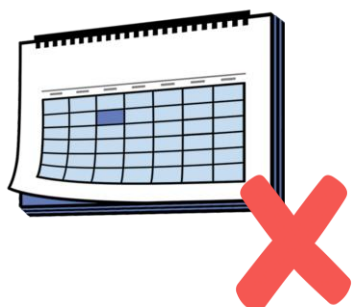
Some barriers to access include buildings with:

- steps
- narrow doorways.



Other barriers include not enough good information about:

- services
- costs.



The Crown said it understands the barriers taangata whaikaha Maaori face like:

- appointment times not being good for them
- having to wait a long time for appointments
- not being treated well by staff.





There are disparities / big differences
in service access between:

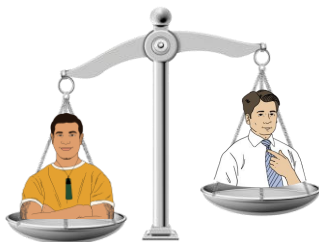
- taangata whaikaha Maaori

and

- disabled people who are not
Maaori.



We wanted to know why this is
happening.



Evidence shows things happening a
lot over time in the disability system
that make outcomes unequal for
taangata whaikaha Maaori.

We understand that system change:



- is happening

but

- is happening very slowly.



This means the disparities / big differences keep on happening.

Racism and discrimination in the disability system

Claimants said Maaori:



- face discrimination in the health system
- get worse healthcare than people who are not Maaori.



Claimants said it is worse for taangata whaikaha Maaori.



Witnesses talked about how they had come up against the problems of:

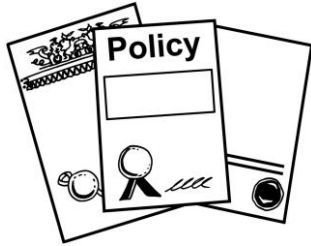
- racism
- discrimination.





The Waitangi Tribunal has also done research on these problems.

The Crown:



- has policies / rules about doing services that include the culture of a person

but



- did not show that it is doing much about fixing the problems.

Lack of access to kaupapa Maaori providers



There is a need for disability services that Maaori:

- own
- run.



Claimants said there has been research showing kaupapa Maaori disability services have been needed for a long time.



The Crown said it is very important to have more kaupapa Maaori disability services.



Research says if taangata whaikaha Maaori had kaupapa Maaori services they would:

- feel more comfortable
- have better outcomes.

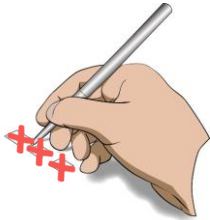


The best way to take care of this is to fund services that have Maaori ways of doing things.



Evidence shows that taangata whaikaha Maaori still do not have many options when looking for disability supports done by Maaori providers.

Living in rural areas



Claimants said that taangata
whaikaha Maaori who live in rural
areas do not have good health
outcomes.



This is because there are not many
health services in rural areas.



Claimants said that taangata
whaikaha Maaori who live in rural
areas do not have enough work.



This means they are poorer / do not
have much money to live on.



Taangata whaikaha Maaori who live in rural areas have to travel a long way for healthcare.



This means they:

- need transport
- have fewer options for healthcare
- have to wait a long time to get services.



The Crown said it knows:

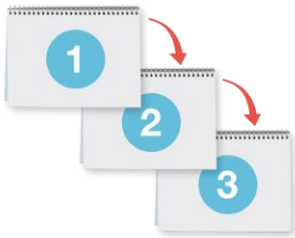
- it is important for rural communities to have access to disability services
- rural communities have different needs to people who live in **urban areas.**





Urban areas are places that are in a:

- town
- city.



The Crown said the Rural Health Strategy sets out how it will improve health and wellbeing for people in rural communities including rural Maaori.



The Rural Health Strategy talks about the barriers to healthcare for rural Maaori including:

- being far away from services
- not having enough services
- figuring out what needs to be done for rural communities.





The health and disability policies of the Crown say it is important to do services for rural Māori that use their culture.



There is not much evidence to show what is actually being done by the Crown to:

- fix the problems in rural areas
- monitor / watch the problems the claimants are talking about.



Tribunal findings



There are many barriers to getting disability support services that meet the needs of:

- taangata whaikaha Maaori
- their whaanau / families.



Te Tiriti / The Treaty **principles** that are important to these barriers are:

- **equity**
- **active protection**
- options
- partnership.



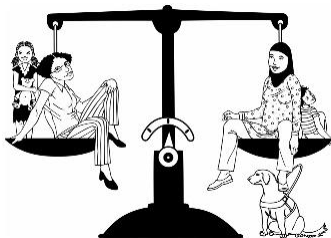


Here **principles** are ideas / beliefs that tell people:

- about what Te Tiriti / The Treaty means to people now
- the obligations the Government has to Maaori.



The principles come from the words of Te Tiriti / The Treaty.



Equity means taangata whaikaha Maori

- are treated fairly
- get what they need to live a good life
- get the same things as other people.



Here **active protection** means the Crown has to protect things that are important to Maaori.

The Crown has to makes sure:



- there are disability services available
- the disability services meet peoples cultural needs.

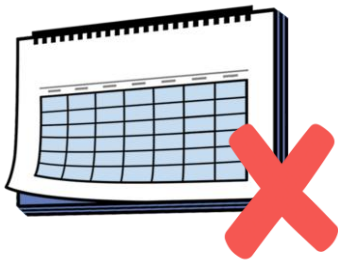


We found the Crown in **breach** of the principle of options because taangata whaikaha Maaori do not have a real choice to get care from a kaupapa Maaori disability provider.



Here **in breach** means:

- rules have not been followed
- things have not been done like they were promised.



The Crown does not support kaupapa Maaori disability providers to give good services for a long time.



This is also in breach of the principle of active protection because it stops taangata whaikaha Maaori from getting good care that is part of their culture.



We found the Crown is in breach of the principle of partnership because it has:

- known about the barriers

but

- not done anything to fix them by working with taangata whaikaha Maaori.



The barrier problem could be looked at in a better way if the Crown worked together with taangata whaikaha Maaori.



Barriers to getting disability services are bigger for taangata whaikaha Maaori in rural areas because of how much:

- they have to travel
- services cost.

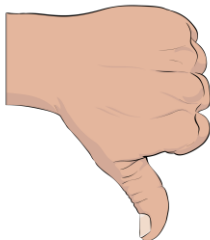




Taangata whaikaha Maaori will have worse outcomes because there are not enough:



- health providers
- disability providers.

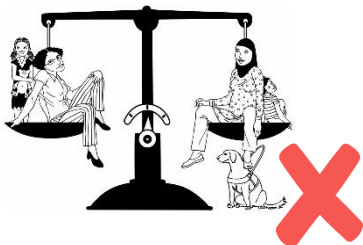


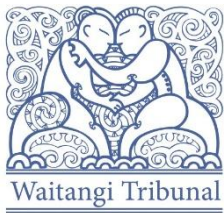
The Crown has not shown how it will fix the barriers for taangata whaikaha Maaori in rural areas.



We find this is in breach of the principles of:

- active protection
- equity.





This information has been written by the Waitangi Tribunal.



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



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