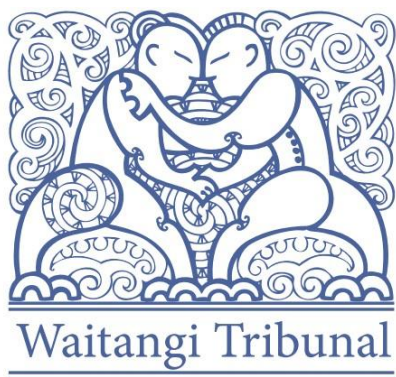


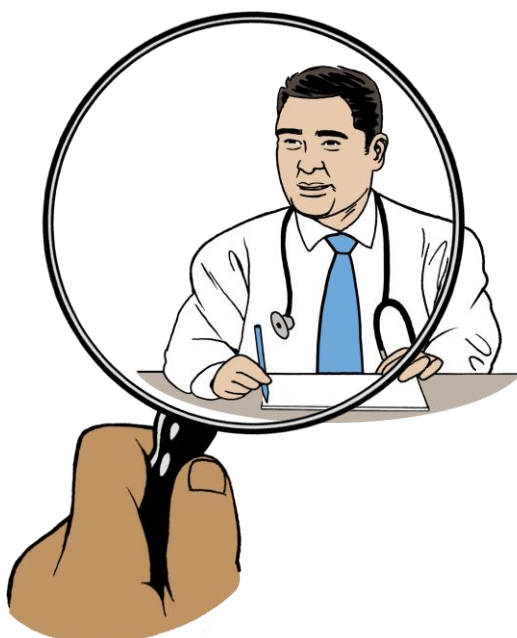


Waitangi Tribunal

Hauwhaikaha Report:

Chapter 11 –

Accountability mechanisms

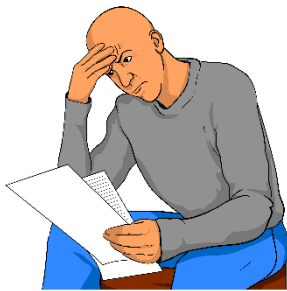


Published: September 2026

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:



About this Easy Read4



What is Te Tiriti o Waitangi / The Treaty of Waitangi?11



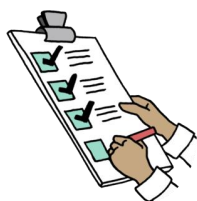
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About this Easy Read



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



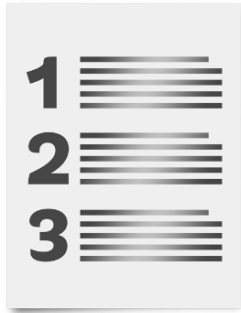
More information about the **Waitangi Tribunal** is on **pages 13 to 14**.



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



This Easy Read is a **summary** of **Chapter 11 – Accountability mechanisms** in the **Hauwhaikaha Report**.



A **summary**:

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



Accountability means doing things in a responsible way including:

- doing what was promised
- showing how decisions are made
- making sure people know what is going on.



Mechanisms are the ways something is checked to find out if it:

- is doing what it should
- needs fixing.



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.

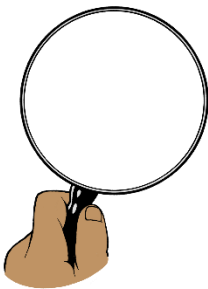


In this document the **Health Services and Outcomes Inquiry** will be called **the inquiry**.



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**.



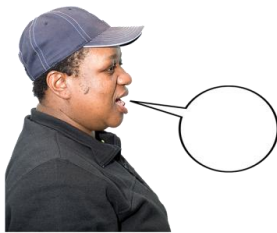
In this document where you see the words **taangata whaikaha Maaori** this means Maaori disabled people.



Te reo Maaori / the Maaori 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 Maaori / the Maaori language a macron means to say that letter longer.

Aa ee ii oo uu

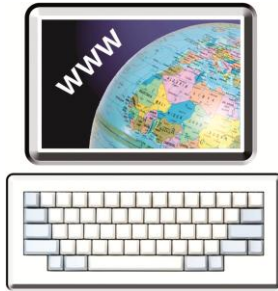
The Hauwhaikaha Report uses double letters instead of macrons.

Maaori / Māori

For example Maaori is the same as Māori.

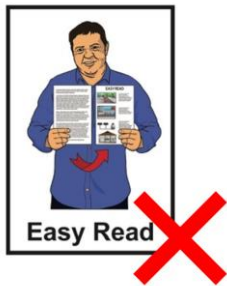


This is so some people can read the words more easily.

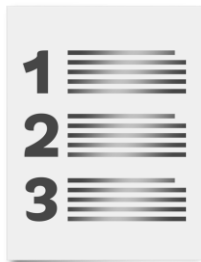


You can read the full Hauwhaikaha Report at this website:

www.bit.ly/Hauwhaikaha



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

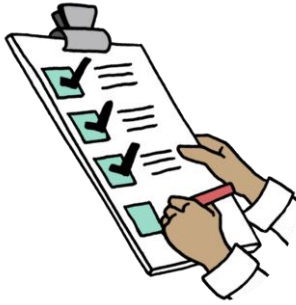


There are summaries of each chapter if you do not want to read the full Hauwhaikaha Report.



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?



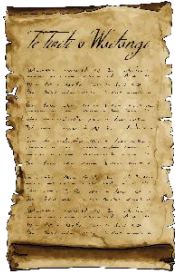
Te Tiriti o Waitangi / The Treaty of Waitangi:

- 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** that is always going on
- 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.

What are the accountability mechanisms for the disability system?



Accountability mechanisms include:

- planning
- **measuring**
- reporting.



Here **measuring** means:

- finding out what has happened
- and**
- figuring out if it has been done to plan.



Plans say:

- what organisations must do
- what their goals are
- how the results will be reported.



This lets people:

- think about how organisations are doing
- make organisations accountable.



Accountability mechanisms can be used to make the disability system better.



Accountability mechanisms:

- support people to figure out what the problems are
- make sure the Crown does what it is supposed to.

Claimants said that accountability is important to make the disability system better.

Claimants said the accountability mechanisms used now are not good enough for Crown:

- legislation / laws
- strategies
- plans.



Claimants said there are gaps in collecting **data**.



Data is information that shows what groups of people:

- are doing
- need.



Not having the right data means the Crown cannot:

- monitor the disability system
- check if it is meeting the needs of taangata whaikaha Maaori.



Not having the right data means there is not enough accountability by the Crown.



The Crown did not give us enough information about what it is doing to meet its **obligations**.

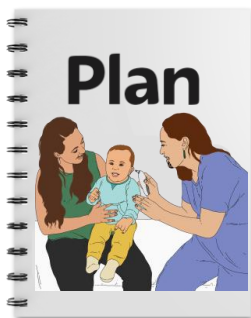


The Crown talked about accountability:

- plans
- **frameworks.**



A **framework** is the rules used to make a plan happen over a long time.



The Crown plans include:

- Pae Tuu: Hauora Maaori Strategy
- Pae Ora (Healthy Futures) Act 2020.



The Crown also said it is part of the **United Nations Convention on the Rights of Persons with Disabilities** which includes:

- monitoring
- reporting.



The **United Nations Convention on the Rights of Persons with Disabilities** is a law lots of countries have agreed to.



It says what governments must do to make sure disabled people get the same rights as everybody else.



We think the Crown:

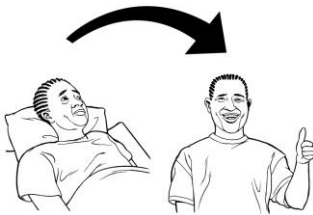
- talks about doing the right thing

but

- does not do enough to check how the work is going.



Accountability mechanisms must show how to:



- make better health outcomes for taangata whaikaha Maaori
- check if health outcomes for taangata whaikaha Maaori are getting better.





The Crown must show the difference between:

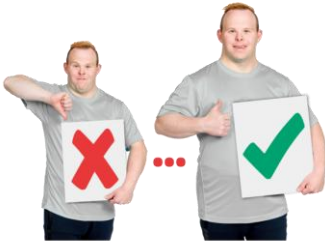
- taangata whaikaha Maaori

and

- disabled people who are not Maaori.



This is so disparities / big differences can be:



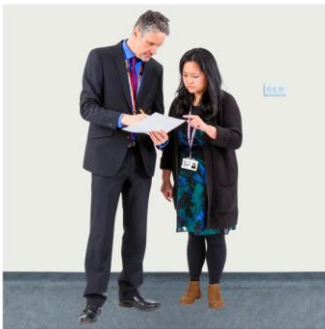
- found
- fixed.

How are disability service providers audited?



Audit means doing an official check of:

- how something is being done
- if something is working as it should.



Claimants said a **western worldview** is used when service providers are audited.



Western worldview means ideas that can that come from **colonisation** that does not include the Maaori worldview.



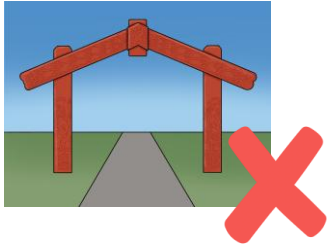
Colonisation is when a group of people from another country called **colonisers**:

- set up home in another country
- take over the country from the people who already live there.

Aotearoa New Zealand was colonised by the British.

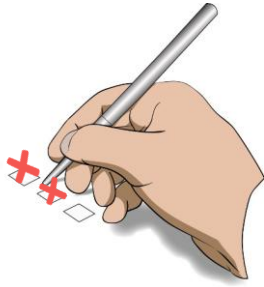
Colonisers bring with them their own ideas about how they think people should live like:

- the religion they follow
- the language they speak
- the laws they agree to
- other things they might do that are part of how they live.



Claimants said the western worldview:

- does not line up with **te ao Maaori**
- does not properly measure the work of service providers.



Te ao Maaori is about how Maaori view / think about:

- the world
- their place in the world / how they connect to it.



Claimants said measures should be made using **tikanga**.



Tikanga means Māori ways of doing things that are important to the Māori **culture**.

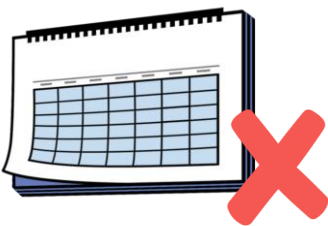


Culture is a way of:

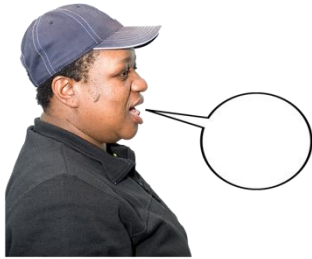
- thinking that a group shares
- doing things as a group.



The Crown said providers are audited to watch what is going on with their services.



The Crown said auditing does not happen every year.



The Crown did not say anything about:

- what the claimants had said about auditing
- coming up with ways of auditing that use te ao Maaori.



We do not have enough information to figure out if the way auditing is done is good for **kaupapa Maaori providers**.



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

- owned by Maaori
- run by Maaori.



We see there is a need for accountability mechanisms that support Maaori culture.



This is so the accountability mechanisms can measure the work service providers do in a way that:

- works for kaupapa Maaori providers

and



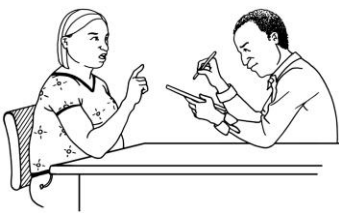
- considers te ao Maaori.

Do accountability measures follow Te Tiriti / The Treaty?



Accountability mechanisms are important to make sure the disability system:

- follows Te Tiriti / The Treaty
- works better for taangata whaikaha Maaori.



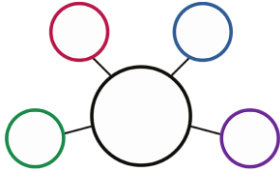
It is very important that Maaori make the Crown accountable for the things it must do using the rules in Te Tiriti / The Treaty.



Claimants said the Crown has not made accountability mechanisms to make sure it is following Te Tiriti / The Treaty.



Claimants also said the **principles** of Te Tiriti / The Treaty are not included enough in Crown:



- documents
- frameworks.



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.



Claimants said there are not enough accountability mechanisms when there are policies that use Te Tiriti / The Treaty.



The Crown:

- did not say anything about what the claimants said about accountability mechanisms

but

- said Te Tiriti / The Treaty is an important part of documents for the:

- health system
- disability system.





The Crown did not explain:

- what documents say about taangata whaikaha Maaori
- if the documents have accountability mechanisms
- how it checks progress.



We agree:

- the Crown follows Te Tiriti / The Treaty using:
 - documents
 - frameworks

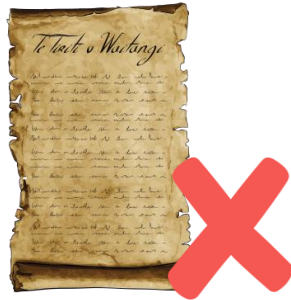
but



- the documents do not have clear accountability mechanisms.



We think the Crown does not have enough ways to hold itself accountable:



- to Te Tiriti / The Treaty
- in ways that support taangata whaikaha Maaori.

Tribunal findings



The important principles of Te Tiriti / The Treaty we thought about as part of accountability in the disability system were:

- **active protection**
- **equity**
- **good governance.**

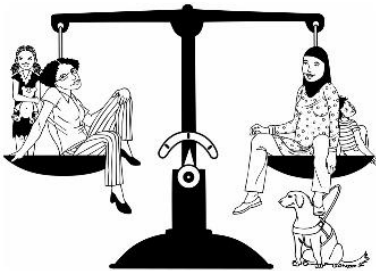


Here **active protection** means the Crown has to protect things that are important to Maaori.



Equity means taangata whaikaha
Maaori:

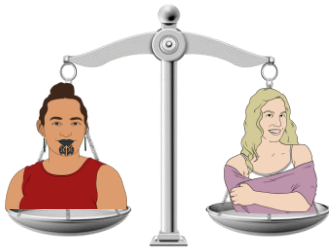
- are treated fairly:
- get what they need to live a good life
- get the same things as other people means everyone gets what they need to live a good life.



Governance means all the ways a government is run.



Good governance means running the Government in the best ways possible.



The principle of active protection means the Crown must know about:

- Maaori health outcomes
- what is being done to make fair health outcomes for Maaori.



The principle of active protection also means the Crown must make sure the health system is accountable to Maaori.



Maaori must be able to:

- watch what the health and disability system is doing
- talk about what needs to be fixed in the health and disability system.





To make the disability system accountable the Crown uses:

- documents
- legislation / laws.



We think the Crown needs to make sure documents clearly say what the obligations are.



This should be supported by:

- actions
- monitoring
- reporting.





The Crown should also work with taangata whaikaha Maaori when doing these things.



This is so the Crown is not auditing itself.



We found:

- there are ways to make **complaints**

but

- they are only for things that happen 1 time.





Making a **complaint** means telling someone:

- there is a problem
- you want them to do something to make things right.



This is not enough to show that taangata whaikaha Maaori can:

- hold the Crown accountable for problems in all of the disability system
- take part in holding the Crown accountable.



Te Tiriti / The Treaty principle of equity means the Crown must:

- work towards making health outcomes fair for Maaori
- be accountable to Maaori for what it does.





We think all Crown agencies must do accountability together because no Crown group can do it alone.



We think there must be very good accountability mechanisms so that Maaori get fair health outcomes.



We found the ways the Crown holds itself accountable do not have good:

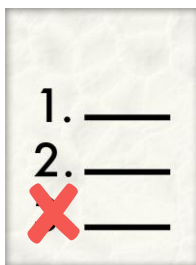
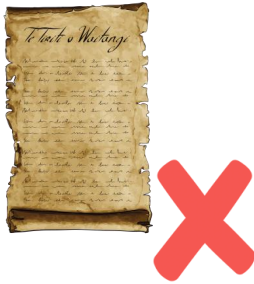
- actions
- measures
- reporting.





We are worried disability plans do not:

- have good promises to do things for taangata whaikaha Maaori
- use Te Tiriti / The Treaty in the right way.



There are fewer things for the Crown to do if documents do not use Te Tiriti / The Treaty in the right way.

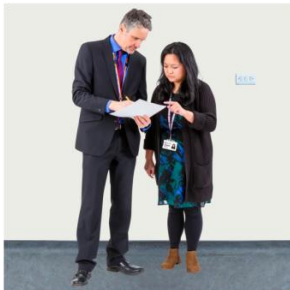


This means the Crown will not meet its obligations in Te Tiriti / The Treaty.



Te Tiriti / The Treaty principle of good governance means the Crown:

- must be accountable for what it does for Maaori
- can be **independently checked**.

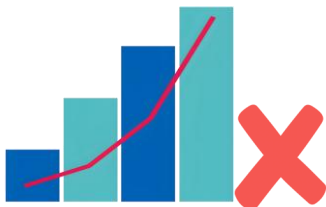


Here **independently checked** means a group outside of the Government checks what it is doing.



We found the Crown does not:

- have good accountability mechanisms
- collect data to let other people hold the Crown accountable.



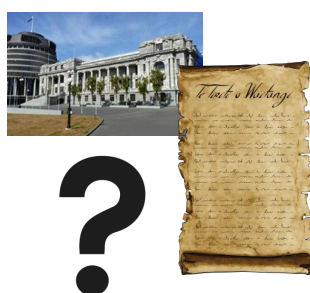


We also found there are not ways for taangata whaikaha Maaori to give feedback / say what they think about the disability system.



We found the disability system cannot be audited:

- by other people
- in official ways.



We found we cannot measure how the Crown follows Te Tiriti / The Treaty.



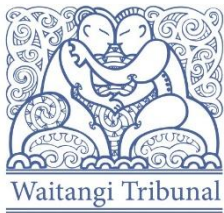
These problems mean the Crown is **in breach** of the principles of:

- active protection
- equity
- good governance.



Here **in breach** means:

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



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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