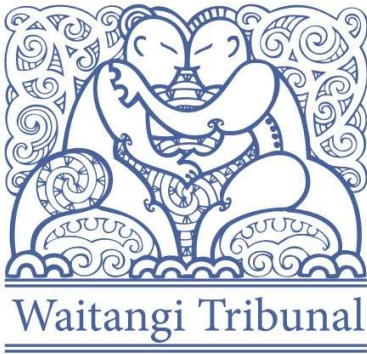
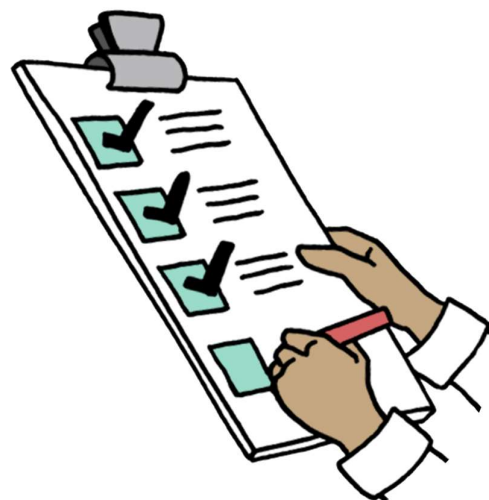




Waitangi Tribunal

Hauwhaikaha Report:

Chapter 16 – Findings and recommendations

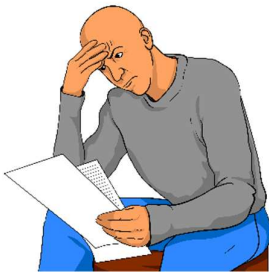


Published: September 2026

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 Read3



What is Te Tiriti o Waitangi / The Treaty of Waitangi?10



What is the Waitangi Tribunal?12



Our main recommendations about the disability system14



Specific recommendations29

About this Easy Read



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



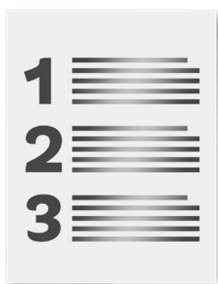
More information about the **Waitangi Tribunal** is on **pages 12 to 13**.



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



This Easy Read is a **summary** of **Chapter 16 – Findings and recommendations** in the **Hauwhaikaha Report**.



A **summary**:

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



Here **recommendations** are advice that would:

- fix a problem
- make things better.



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.**

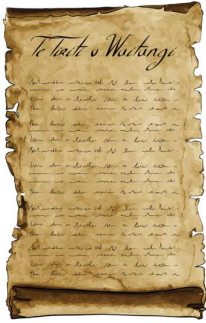


Outcomes means how things turn out for people in life.

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

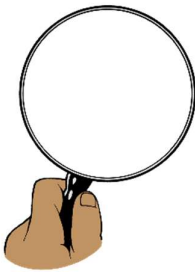


In this document the **Health Services and Outcomes Inquiry** will be called **the inquiry**.



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 10 to 11**.

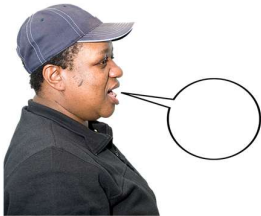


In this document where you see the words **taangata whaikaha Māori** this means Māori disabled people.



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.

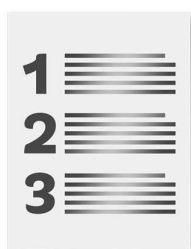


You can read the full Hauwhaikaha Report at this website:

www.bit.ly/Hauwhaikaha



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

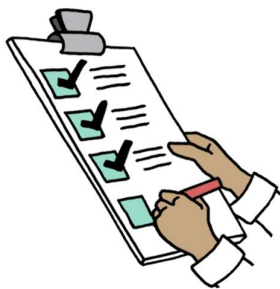


There are summaries of each chapter if you do not want to read the full Hauwhaikaha Report.



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

www.bit.ly/Hauwhaikaha-easy



The summary of each chapter gives 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.

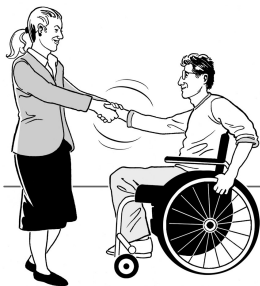


What is Te Tiriti o Waitangi / The Treaty of Waitangi?



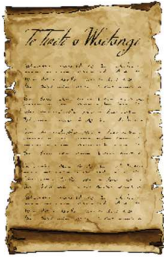
Te Tiriti o Waitangi / The Treaty of Waitangi:

- 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.



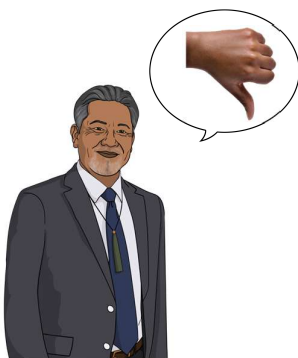
Here **recommendations** are advice that would:

- 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.



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

Our main recommendations about the disability system

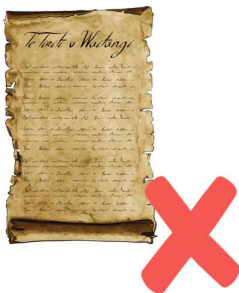


Claimants told us during the inquiry about the **prejudice** they have suffered.



Here **prejudice** is a bad thing that happens because of something the Crown:

- did
- failed to do.



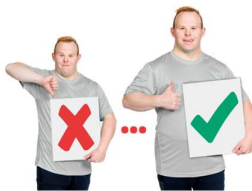
The prejudice happened because the Crown did not follow Te Tiriti / The Treaty correctly.



This means taangata whaikaha
Maaori were left out of making
decisions in the disability system.



Taangata whaikaha Maaori not being
part of making the disability system
means the services they need are not
good enough.



The Crown gave evidence to the
inquiry of how it works with taangata
whaikaha Maaori to:

- change the disability system
- make better outcomes for
taangata whaikaha Maaori.





We think Whaikaha – Ministry of Disabled People is trying to do a good job by:

- working with taangata whaikaha Maaori
- figuring out the right **tikanga** to use with taangata whaikaha Maaori.



Tikanga means Maaori ways of doing things that are important to their **culture**.



Culture is a way of:

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



Evidence from the Crown also shows Whaikaha – Ministry of Disabled People has talked with taangata whaikaha Maaori organisations about the best ways to carry on working together.



Crown witnesses told us about the limits of the disability system like it does not have enough **resources**.

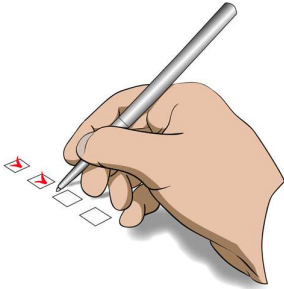
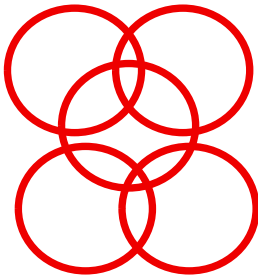


Resources means things like:

- time
- information
- people to do the work.



The limited resources have a greater impact on Maaori.



We know:

- the disability system is **complex**
- and
- our recommendations are being made in this complex system.

Complex means:

- has many parts
- can be hard to work out.

We also think it is not up to us to tell the Crown how to organise things with limited resources.



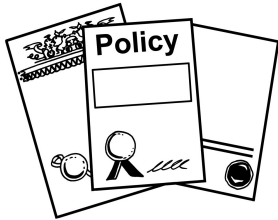
The Crown has a Tiriti / Treaty obligation to work with taangata whaikaha Maaori when:

- designing the disability system
- doing disability services.



This includes making:

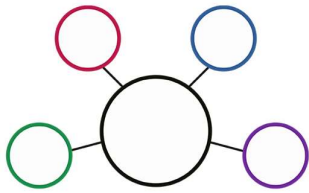
- policies / rules
- strategies
- plans.



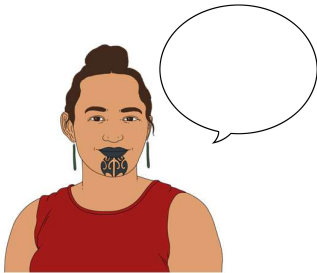
A good **partnership** would have good **mechanisms** that last for a long time.



Here **partnership** means working together in ways that are good for everyone.



Mechanisms means ways of doing things.



The partnership mechanisms would:

- let taangata whaikaha Maaori have their say about the disability system
- be **monitored**.



Monitoring means watching how something is going.



We ask the Crown to make their partnerships with taangata whaikaha Maaori stronger.



Partnerships will:

- make better taangata whaikaha Maaori **representation**
- have what taangata whaikaha Maaori say be taken seriously.



Representation means people being part of something by:

- speaking up
- talking about what they know
- taking part in making decisions.



Creating good partnerships means the Crown would need to make taangata whaikaha Maaori an official part of making decisions.

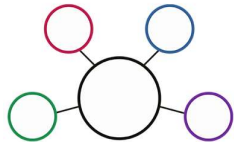


Our first main recommendation is to make a partnership **model** between:

- the Crown

and

- taangata whaikaha Maaori.



A **model** is a kind of plan that uses lots of different ideas.



Co-design must be done with taangata whaikaha Maaori.



Co-design means people working together to make something that is good for lots of different people.



The first steps of making a partnership mechanism could be the Crown working with the claimants.



It is very important the partnership mechanisms can be **independently monitored**.



Independently monitored means something is checked by someone who is not part of the group.

In Chapter 11 we talked about **accountability** mechanisms.



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.



The evidence we got said the Crown does not have:

- good enough accountability mechanisms
- independent monitoring by Maaori.

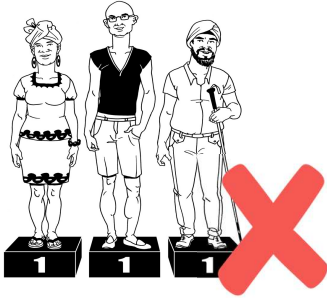


Strong accountability mechanisms are very important to make sure the Crown uses Te Tiriti / The Treaty in the disability system.



Not having good accountability mechanisms goes against Te Tiriti / The Treaty **principles** of:

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



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.

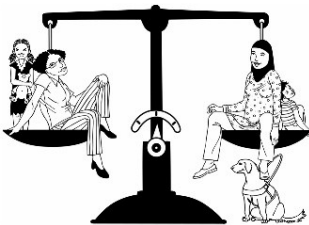


Here **active protection** means the Crown has to protect things that are important to Māori.



Equity means taangata whaikaha Māori:

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



Governance means all the ways a Government is run.



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



Our second main recommendation is for the Crown to honour Te Tiriti / The Treaty principles of:



- partnership
- **tino rangatiratanga.**



Tino rangatiratanga means Maaori getting to make their own decisions.



This recommendation can be done by having taangata whaikaha Maaori be part of:

- making the disability system
- doing disability services.





Our third main recommendation to the Crown is to make sure there are good replacements for the monitoring **Te Aka Whai Ora** did of:

- health services
- disability services.



Te Aka Whai Ora
Māori Health Authority



Te Aka Whai Ora was a government agency that looked after Māori health policies.

Te Aka Whai Ora was closed in 2024.

Specific recommendations

Data



Data is information that shows what groups of people:

- are doing
- need.



Chapter 6 – Data, research and monitoring is about the big gaps in how the Crown:

- collects data
- monitors the disability system.



We think people do not trust how data is:

- collected
- used by the Crown.

It is important that good data is collected so:

- people can trust it
- the Crown knows about outcomes for taangata whaikaha Maaori.

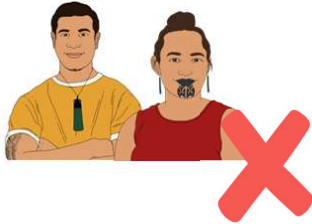


There are ways to make collecting data better like putting together the data that services providers get.



The Crown does not:

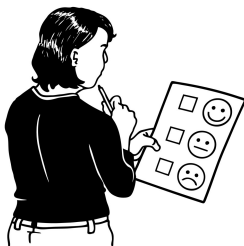
- collect data in a consistent / steady way across the country



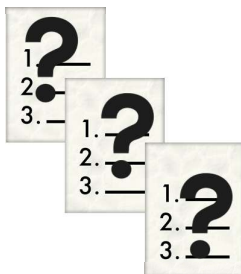
- always collect data on taangata whaikaha Māori.



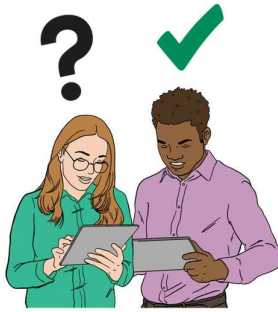
There is not enough data from **surveys**.



A **survey** is a list of questions that you can answer.



Different questions asked in surveys make it hard to **compare** data.



Compare means to look at things / groups to find out if they are:

- different
- the same.



Survey data:

- is still useful
- lets taangata whaikaha Maaori share their experiences.



Whaikaha collects **administrative data**.



Administrative data is information about people from when they use public services like healthcare.



Ways of collecting data should be made by working in partnership with taangata whaikaha Maaori.



We recommend the Crown collects good data about health outcomes of taangata whaikaha Maaori.



We recommend the Crown makes sure that data on taangata whaikaha Maaori health outcomes is reported separately / on its own.



The data should be:

- made public so everyone can see it
- easy to understand
- **accessible.**





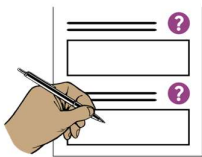
Accessible means something can be used by everybody including disabled people.



We recommend the Crown does **regular** surveys to understand the health outcomes of taangata whaikaha Maaori.



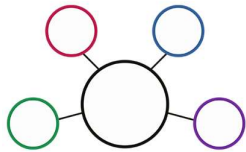
Here **regular** means doing something many times.



This will let the Crown:

- make questions that are used all the time
- compare data between:
 - Maaori
 - and
 - non-Maaori.





We recommend the Crown comes up with a disability data **framework** for the whole country.



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



The disability data framework would:

- find out what disabilities Maaori have
- make the measures / rules stay the same for:
 - collecting data
 - reporting data.



Name _____

Address _____

Phone Number _____

We recommend the Crown works in partnership with taangata whaikaha Maaori to make the Patient Profile National Health Index / PPNHI.



This will support getting data on:

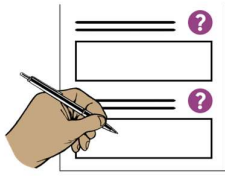
- who is disabled
- what access needs disabled people have.



This will support getting better information from all government agencies about:

- disabled people
- taangata whaikaha Maaori.





We recommend the Crown adds questions to the **Washington Group Short Set / WGSS**.



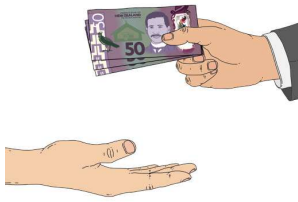
The **Washington Group Short Set / WGSS** is a set of questions researchers use to find out if a person has a disability that makes their life harder.



This is so the Washington Group Short Set / WGSS gets information about how taangata whaikaha Maaori:



- experience their disability
- choose to identify / say what kind of disability they have.



We recommend the Crown:

- puts money into research on how Maaori see disability in **te ao Maaori**
- makes sure taangata whaikaha Maaori are a big part of:
 - research design
 - figuring out what the research means.



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

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



We recommend the Crown tells service providers to give it data about how good their service is including for taangata whaikaha Maaori.

Funding and service availability



In Chapter 7 – Funding we found:

- taangata whaikaha Maaori face **barriers** when getting funding
- **kaupapa Maaori providers** do not get enough funding to provide care that supports the culture of a person in a good way.



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



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

- owned by Māori
- run by Māori.



This is **in breach** of Te Tiriti / The Treaty.



Here **in breach** means:

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



It is hard for Māori to get good services in rural / out of town places.



This is because kaupapa Maaori providers do not get enough funding to do services for taangata whaikaha Maaori that support their culture in a good way.



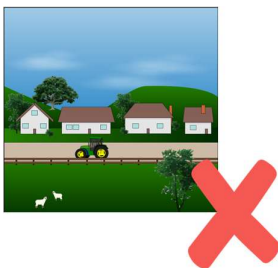
In Chapter 8 – Service barriers and accessibility we found taangata whaikaha Maaori face big barriers to getting services.



Not having enough service providers leads to lots of bad problems for taangata whaikaha Maaori.



This makes problems that already exist worse.



The Crown has not made sure there are fair services in rural / out of town areas for taangata whaikaha Maaori.



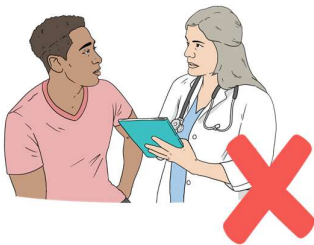
This is in breach of the principle of equity.



The way services are funded now does not include how much more it costs to live in a rural / out of town place.



For example it costs more to travel.



If services do not get enough funding taangata whaikaha Maaori:

- may not get the care they need

or



- they will go somewhere else to get care.



The funding framework as it is now does not think about the important needs of taangata whaikaha Maaori.



We recommend the Crown makes sure the funding for taangata whaikaha Maaori takes into account:

- **deprivation**
- access to services
- people living in rural / out of town areas
- care that uses the culture of a person.



Deprivation means not having enough things to live a good life like:

- money
- food
- a good place to live.

This is to:



- improve access to disability services
- make more disability services available.



This is very important to do for rural / out of town areas.

Accountability mechanisms



In Chapter 11 – Accountability mechanisms we found the Crown does not have good accountability mechanisms to make sure it follows Te Tiriti / The Treaty.



We also found Te Tiriti / The Treaty is not used when making accountability:

- plans
- strategies.



Māori are not able to monitor / watch what is going on in the disability system.



This is in breach of Te Tiriti / The Treaty.



In Chapter 10 – Workforce we found the Crown had failed to make sure disability staff know how to support taangata whāikaha Māori properly.



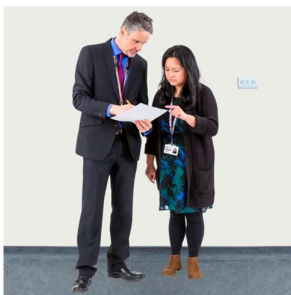
This means taangata whaikaha
Maaori sometimes get care that:

- is bad
- does not support their culture in a good way.



This is in breach of the principles of:

- active protection
- equity.



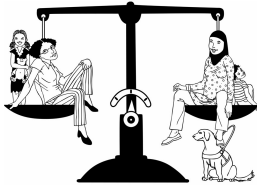
We recommend the Crown makes
better ways to monitor disability
services.



This is to make sure taangata
whaikaha Maaori get fair access to
services.



We recommend the Crown gives monitoring agencies the power to put out reports to the public.



The reports would be about how things are going to reduce big health differences.



We recommend the Crown talks about Te Tiriti / The Treaty principles in service provider **contracts**.



Here a **contract** is a document that tells people what they must do by law when providing a service.



This includes a commitment to get fair health outcomes for taangata whaikaha Maaori.



We recommend the Crown makes stronger ways of **cultural safety**:

- monitoring
- accountability.



Here **cultural safety** means making sure disability services for taangata whaikaha Maaori are:

- good for the needs of their culture
- safe.





Kaapoo Maaori

In Chapter 13 we talked about:

- how the disability system works for **Kaapoo Maaori**
- what **Kaapoo Maaori Aotearoa** does.



Kaapoo Maaori means Maaori who are:

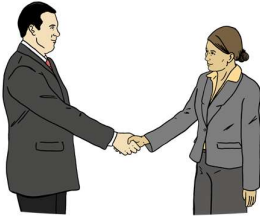
- blind
- deafblind
- low vision.



Kaapoo Maaori Aotearoa is an organisation that advocates / speaks up for Kaapoo Maaori.



We found that Kaapoo Maaori Aotearoa does not get enough funding to do services that support the culture of a person.

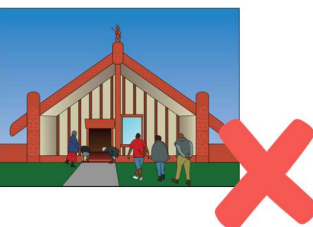


We found the disability system works on only looking after 1 person at a time.



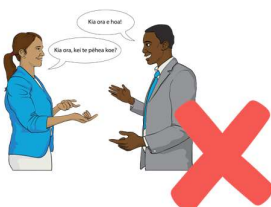
This means Kaapoo Maaori cannot:

- make decisions together
- get care as part of a whaanau / family.



Kaapoo Maaori told us they are not supported to be connected to their:

- culture
- language.





This is because services run by Pakeha do not understand Maaori culture.



This is also made worse by the Crown doing services that focus on 1 person at a time.



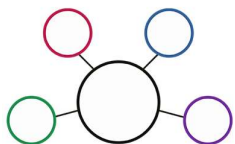
We recommend the Crown partner with Kaapoo Maaori Aotearoa.



This is to make sure the things Kaapoo Maaori Aotearoa does are used across the country.



The Crown must also support Kaapoo Maaori Aotearoa to make better **infrastructure**.



Here **infrastructure** means all the things put in place to keep an organisation running like:

- funding / money
- people
- plans.



This is to make sure the partnership lasts for a long time between:

- the Crown

and

- Kaapoo Maaori Aotearoa.



Taangata Turi



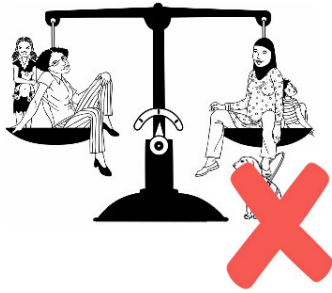
Taangata Turi means Maaori who are:

- Deaf / deaf
- hearing impaired / hard of hearing.

We found that Taangata Turi:

- are **over-represented** in the Deaf community
- have **inequitable** health outcomes compared to non-Maaori deaf people.

Over-represented means Maaori make up a bigger share of the Deaf community **compared** to their share of the population..



Inequitable means people:

- are treated in unfair ways
- do not get what they need to live a good life
- do not get the same things as other people.

We found that the Crown has not done enough to fix the unfair things like not:

- making services that support the culture of a person in a good way
- finding ways for Taangata Turi to be leaders.

We also found the Crown has not done enough to support more **trilingual interpreters**.

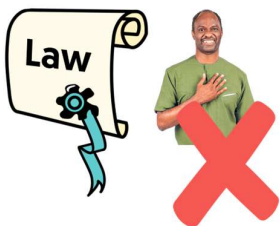


Here **trilingual interpreters** means people who can:

- speak te reo Māori / the Māori language
- speak English
- and
- use NZSL.



We also found the Crown had not talked to Taangata Turi when deciding to stop making changes to the NZSL Act 2006.



We also found the NZSL Act does not talk about Taangata Turi having their own **identity**.



Here **identity** means a community with its own:

- language
- culture
- understanding of who they are as people.



We recommend the Crown works with Taangata Turi to think about making a training programme for trilingual interpreters.



The training programme would let aakonga / students learn:

- te reo Māori / the Māori language

and

- NZSL.





Aakonga / students who already know te reo Maaori / the Maaori language can learn NZSL in a Maaori environment / place.



We recommend the Crown gives funding for interpreters to support Taangata Turi for longer at tangihanga / funerals.



We recommend the Crown works out why Taangata Turi do not use Deaf services as much as other deaf people by:



- doing research
- talking to Taangata Turi.



We recommend the Crown works with Taangata Turi on making Deaf services that support the culture of a person.



We recommend the Crown thinks about changing the NZSL Act to include Taangata Turi as a group with their own:

- culture
- language.



Fetal Alcohol Spectrum Disorder / FASD



The evidence showed us that Maaori are more affected by harm from alcohol than other people including **Fetal Alcohol Spectrum Disorder / FASD.**





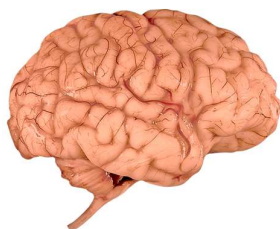
Fetal Alcohol Spectrum

Disorder / FASD sometimes happens when a baby is exposed to alcohol before they are born.

Fetal Alcohol Spectrum

Disorder / FASD affects how the brain:

- grows
- learns.



In this document Fetal Alcohol Spectrum Disorder / FASD will be called **FASD**.



We found there are not enough disability services for people with FASD.



We did not get evidence for why people with FASD were left out of disability services.



Claimants gave us a lot of evidence about there not being enough support for people with FASD.



We recommend the Crown supports research on understanding how many Maaori have FASD.



We recommend the Crown looks at the **eligibility criteria** for Disability Support Services / DSS.



Here **eligibility criteria** are rules about who can use a service.



This is so Māori with FASD can have better access to Disability Support Services / DSS.



We recommend the Crown works with Māori with FASD to make:

- services that tell people about how FASD happens
- **diagnosis** services
- support services.



A **diagnosis** means working out why someone is disabled by using:

- tests
- what doctors know about bodies.



These services will:

- include te ao Maaori ideas
- be made with information from Maaori with FASD
- be led by the community.





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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