



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA



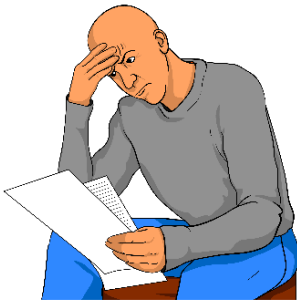
Disability Support Services

How Ministry of Social Development Disability Support Services checks quality and safeguarding



Published: March 2025

Before you begin



This document talks about abuse.

This information may upset some people when they are reading it.



This information is not meant to scare anyone.

If you are upset after reading this document you can talk to your:

- whānau / family
- friends.



NEED TO TALK?



free call or text
any time

You can also contact Need to Talk
by:

- calling 1737
- texting 1737



It does not cost any money to call /
text 1737.



If you do not feel safe call the police
on **111**

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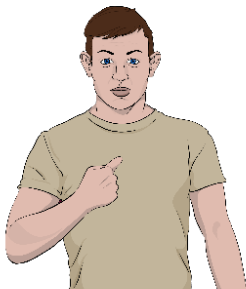
What is this document about?



This Easy Read document is from Ministry of Social Development.



Disability Support Services



In this document:

- MSD means Ministry of Social Development
- DSS means Disability Support Services
- the words we / our mean Disability Support Services.



At DSS we do something called **quality and safeguarding.**



Quality and safeguarding is where we make sure disabled people:

- get the best disability support services possible
- are kept safe from harm.



In this document we talk about how we check how quality and safeguarding is working.

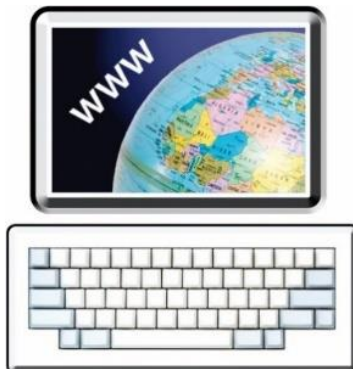


There are 2 other Easy Read documents about quality and safeguarding:

- **What is quality and safeguarding?**
- **How everyone can take part in quality and safeguarding.**



You can find the Easy Read documents on the Disability Support Services **website** at:



www.disabilitysupport.govt.nz

People for Us



People for Us will be disabled people visiting other disabled people where they live to:

- find out if they are safe
- and
- living a good life.



DSS will **contract** organisations to do the People for Us service.



To **contract** means to pay people from outside an organisation to do a job.



The organisations who will run
People for Us will be:

- People First New Zealand Ngā Tāngata Tuatahi
- Te Ahi Kaa Indigenous Solutions
- Vaka Tautua.

People for Us will work with disabled adults who live in residential services to find out if they are:

- safe
- living a good life
- getting high **quality**:
 - support
 - services.



Here **quality** means things are very good for a long time.



They will support people to find the right way to solve the problems they have with:

- safety
- wellbeing.

Assisting Change



Assisting Change is a service that supports disability service providers to make better quality services.



Assisting Change will be done by Te Pou Waiora.



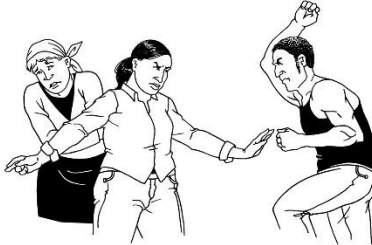
Assisting Change will match a disability service provider with people who will give them advice.

This will support them to:

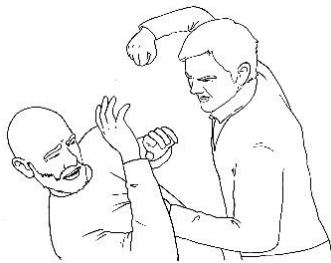


- figure out what their quality problems are
- fix their quality problems.

Disability Abuse Prevention and Response



Disability Abuse Prevention and Response is also known as DAPAR.



Abuse means things like:

- hitting
- saying mean things
- not giving people things they need like:
 - food
 - medication
 - health care.



Prevention means to stop something from happening.



Here **response** means to do something about a problem like:

- talking about it
- making a plan to fix it.



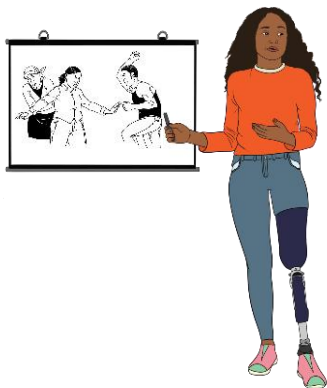
DAPAR is provided by a team of people who are specialists in dealing with:

- family violence
- **sexual violence.**



Sexual violence means making people do things with their body they do not want to like:

- touching private parts
- having sex – this is called rape.



The DAPAR team will be led by:

- disabled people
- **professionals.**



A **professional** is a person who:

- knows a lot about something
- has done a lot of work in a type of job.



DAPAR will step in to support people when things happen like:

- disabled adults are experiencing abuse
- someone is worried there might be abuse happening.



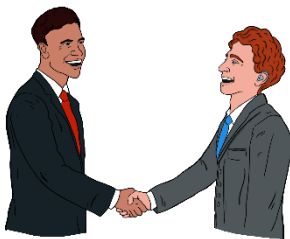


DAPAR:

- will work with the disabled person
- may bring in other organisations to support them.



Anyone can make a **referral** to DAPAR.



Here a **referral** is when someone asks another person to do a job because they know how to do the job better.



DAPAR will make sure:

- there are people to do the jobs
- people have the right skills to do their jobs.





DAPAR will do this for:

- disability communities
- agencies working with disabled people
- groups working in:
 - disability
 - stopping violence.



This will support them to:

- figure out when abuse is happening
- support those who are being abused.



Evaluations and investigations



Each year DSS **evaluates** some of the providers we contract.



Here **evaluate** means to look at something to check how well the job is being done.



Evaluations check providers are doing what we have asked them to do.



The people doing the evaluation will:

- talk to the disabled people who the provider supports
- to ask them what they think about the provider.



We do **investigations** when there are serious:

- **complaints**
- problems
- deaths
- worries.

An **investigation** is when we look into how something has happened.

A **complaint** is when you tell someone:

- something is wrong
- and
- how you want it to be fixed.



You can find out more about our evaluations and investigations at this **website:**

**[www.disabilitysupport.govt.nz/
providers/audits-and-evaluation](http://www.disabilitysupport.govt.nz/providers/audits-and-evaluation)**

Complaints and feedback



DSS takes care of:

- complaints
- **feedback.**



Feedback means saying what you think about something.



Looking at complaints and feedback is part of how we check the quality of our contracted disability:

- supports
- services.



Anyone can tell DSS their complaint or feedback about a provider.



You can find out more information about how complaints and feedback are taken care of at this **website**:



**[www.disabilitysupport.govt.nz/
about-us/contact-us/complaints](http://www.disabilitysupport.govt.nz/about-us/contact-us/complaints)**

Critical incident reports



DSS takes care of **critical incident reports** for all our contracted services.



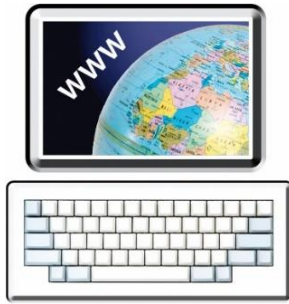
A **critical incident report** is a report that has been made about something very serious that has happened.



The provider:

- fills in the critical incident report
- and
- should ask the disabled person what they think about the incident.





You can find out more information about how we deal with critical incident reports at this website:

www.disabilitysupport.govt.nz/providers/reporting-of-critical-incidents-and-deaths

Death notifications



DSS deals with **death notifications** of disabled people who lived in residential care funded by us.



A **death notification** is information about:

- how someone died
- when someone died.



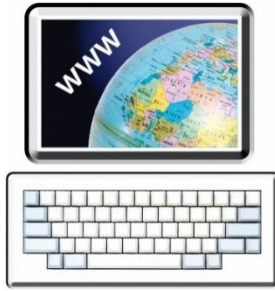
The provider:

- fills in the death notification

and

- should ask the whānau / family of the person who died what they think about the death.





You can find out more information about how we deal with death notifications at this **website**:

www.disabilitysupport.govt.nz/providers/reporting-of-critical-incidents-and-deaths

Getting and sharing data



DSS is making our systems better by:

- collecting **data**

and

- figuring out what the data means.



Data is information that shows what groups of people:

- are doing
- need.



When we have looked at the data we will share what we know on the DSS website.

Where to get more information



If you would like to know more about the quality and safeguarding framework you can **email**:

quality@msd.govt.nz



You can contact us at this **website**:

**www.disabilitysupport.govt.nz/
about-us/contact-us/**



You can **phone** us on:

0800 566 601



If you find it hard to use the phone
the **New Zealand Relay** service is for
people who are:



Deaf

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New
Zealand Relay service at:

www.nzrelay.co.nz



Disability Support Services



This information has been written by Ministry of Social Development Disability Support Services.



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



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



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