



25 July 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 16 June 2025, requesting policies regarding accessibility for people with disabilities.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- 1. Please provide me with information, in an accessible format (ie plain English and also in easy read if you are able to) regarding MSD's accessibility policies for people with disabilities? I.e. all key policies, procedures, and resources that are used by the Ministry and relevant to your work to support people with disabilities in accessible ways.*

This response will provide links to information available on the Ministry of Social Development (the Ministry)'s website and on the Whaikaha (Ministry of Disabled People) website that addresses your first request.

#### *The Ministry's accessibility policies for people with disabilities*

The Accessibility Charter was co-designed by the Ministry and the Disabled Peoples' Organisations (DPOs) – Blind Citizens NZ, Deaf Aotearoa, and People First New Zealand and launched on 15 February 2018. The Charter is a commitment to providing accessible information to the public. It commits the Ministry to meeting the (mandated) NZ Government Web Accessibility Standard and providing alternate formats. The alternate format work has been transferred to Whaikaha. Forty government agencies, plus local councils, District Health Boards (as they were constituted in 2018), and Non-Government Organisations, have signed the Accessibility Charter Advice on the Ministry's Accessibility work to ensure the public sector is accessible for everyone and inclusive of disabled people.

You can find details here: [www.msd.govt.nz/about-msd-and-our-work/work-programmes/accessibility/index.html](http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/accessibility/index.html).

*All key policies, procedures, and resources that are used by the Ministry and relevant to your work to support people with disabilities in accessible ways.*

The Ministry has published online our advice about our work on employing disabled people. You can find details of this advice, plus the *Guide for employing disabled people*, here: [www.msd.govt.nz/about-msd-and-our-work/work-programmes/lead-programme-work/index.html](http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/lead-programme-work/index.html).

General information about the Ministry's new Disability Support Services Group and the services they provide is available here: [www.disabilitysupport.govt.nz](http://www.disabilitysupport.govt.nz).

Whaikaha has published online information about its Refresh of the New Zealand Disability Strategy, here: [www.whaikaha.govt.nz/about-us/programmes-strategies-and-studies/programmes-and-strategies/new-zealand-disability-strategy-refresh](http://www.whaikaha.govt.nz/about-us/programmes-strategies-and-studies/programmes-and-strategies/new-zealand-disability-strategy-refresh).

2. *Please provide information and data regarding consultation with people with disabilities over the last 10 years. Ie by date, any workshops or other consultation forums, organisations and demographic information if available, and what the outcomes of that consultation was in terms of any policy changes that resulted from the consultation. Please include advice provided to government ministers relating to those consultations, and if possible, any raw data collected (anonymised and depersonalised is fine)*

The responses above provide details about our recent consultation with people with disabilities. The relevant Cabinet papers in scope are publicly available at these three links:

- Cabinet paper 29 April 2024: [www.disabilitysupport.govt.nz/about-us/taskforce/independent-review/cabinet-paper-29-april-2024](http://www.disabilitysupport.govt.nz/about-us/taskforce/independent-review/cabinet-paper-29-april-2024).
- Cabinet paper 12 August 2024: [www.disabilitysupport.govt.nz/about-us/taskforce/independent-review/cabinet-paper-12-august-2024](http://www.disabilitysupport.govt.nz/about-us/taskforce/independent-review/cabinet-paper-12-august-2024).
- Cabinet paper – Stabilising Disability Support Services: [www.msd.govt.nz/about-msd-and-our-work/publications-resources/information-releases/cabinet-papers/2025/stabilising-disability-support-services-funded-residential-care.html](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/information-releases/cabinet-papers/2025/stabilising-disability-support-services-funded-residential-care.html).

The new Disability Support Services (DSS) group in the Ministry recently did an independent review of the Ministry's disability services, and full information about the review, the consultation, with the disabled community and DSS is available here: [www.disabilitysupport.govt.nz/about-us/taskforce/independent-review](http://www.disabilitysupport.govt.nz/about-us/taskforce/independent-review).

Regarding the part of your request for all consultation and all advice to government ministers over the last 10 years. You'll recall we contacted you on 30 June 2025 and advised that as this was very broad in scope, you were invited to refine it into a more manageable one for us to provide you with the information you seek. To

date, we have not received advice from you. Accordingly, this part of your request for stakeholder engagement for the past 10 years is refused under section 18(f) of the Act as substantial manual collation would be required to provide the information requested.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

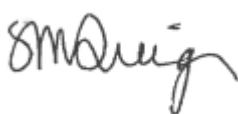
I am advised the Ministry conducts extensive stakeholder engagement with a wide range of disability stakeholders on a regular basis. The links provided above provide you with publicly available information on the Ministry's work in this area.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham  
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