



**Health Quality &
Safety Commission**
Te Tāhū Hauora



New Zealand Government
Te Kāwanatanga o Aotearoa



The New Zealand Health and Disability System Strategy 2026 to 2036



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About this Easy Read



This Easy Read is by the **Health Quality & Safety Commission**.



The **Health Quality & Safety Commission** makes sure health care in New Zealand:

- works well
- is safe.



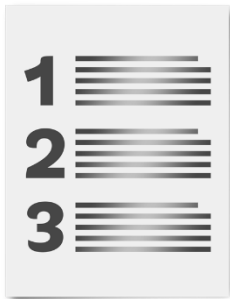
In this document the Health Quality & Safety Commission will be called the **HQSC**.



Where it says **we / us** in this document this means the Health Quality & Safety Commission.



This Easy Read is a **summary** of
**The New Zealand Health and
Disability System Safety Strategy
2026 to 2036.**



A **summary**:

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



In this document The New Zealand
Health and Disability System Safety
Strategy 2026 to 2036 will be called
the **Strategy**.



The Strategy talks about **patients**.



A **patient** is a person who uses the health and disability system in New Zealand at any time in their life.



You can find the full Strategy at this **website**:

www.hqsc.govt.nz/NZHealthandDisabilitySystemSafetyStrategy

What is the Strategy?

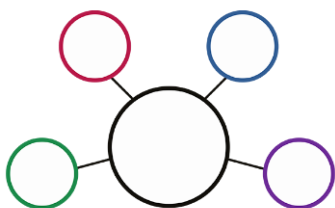


The Strategy gives **guidance** on how the health **sector** will work for the next 10 years.



Here **guidance** means:

- ideas that are good things to do
- things that are important to do using the law / rules made by the Government.



Here a **sector** is a group of organisations that do the same kind of work.



The Strategy will be part of all health and disability services that are publicly:

- funded / given money by the Government
- regulated / follow the rules set by the Government.



The Strategy supports health workers to work together with:

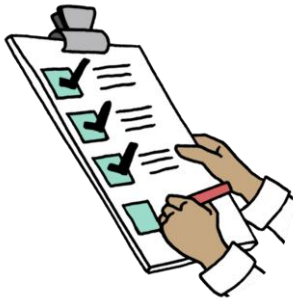
- patients
- whānau / families
- communities.



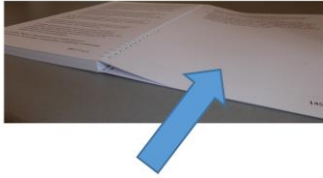


This is so we can understand:

- the experiences of patients
- if services are meeting the needs of patients
- where things can be made better in the health and disability system.



Flow diagram of the Strategy

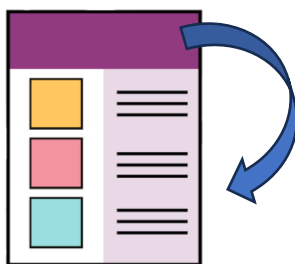
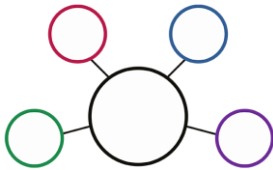


A **flow diagram** about the Strategy is on the next page.

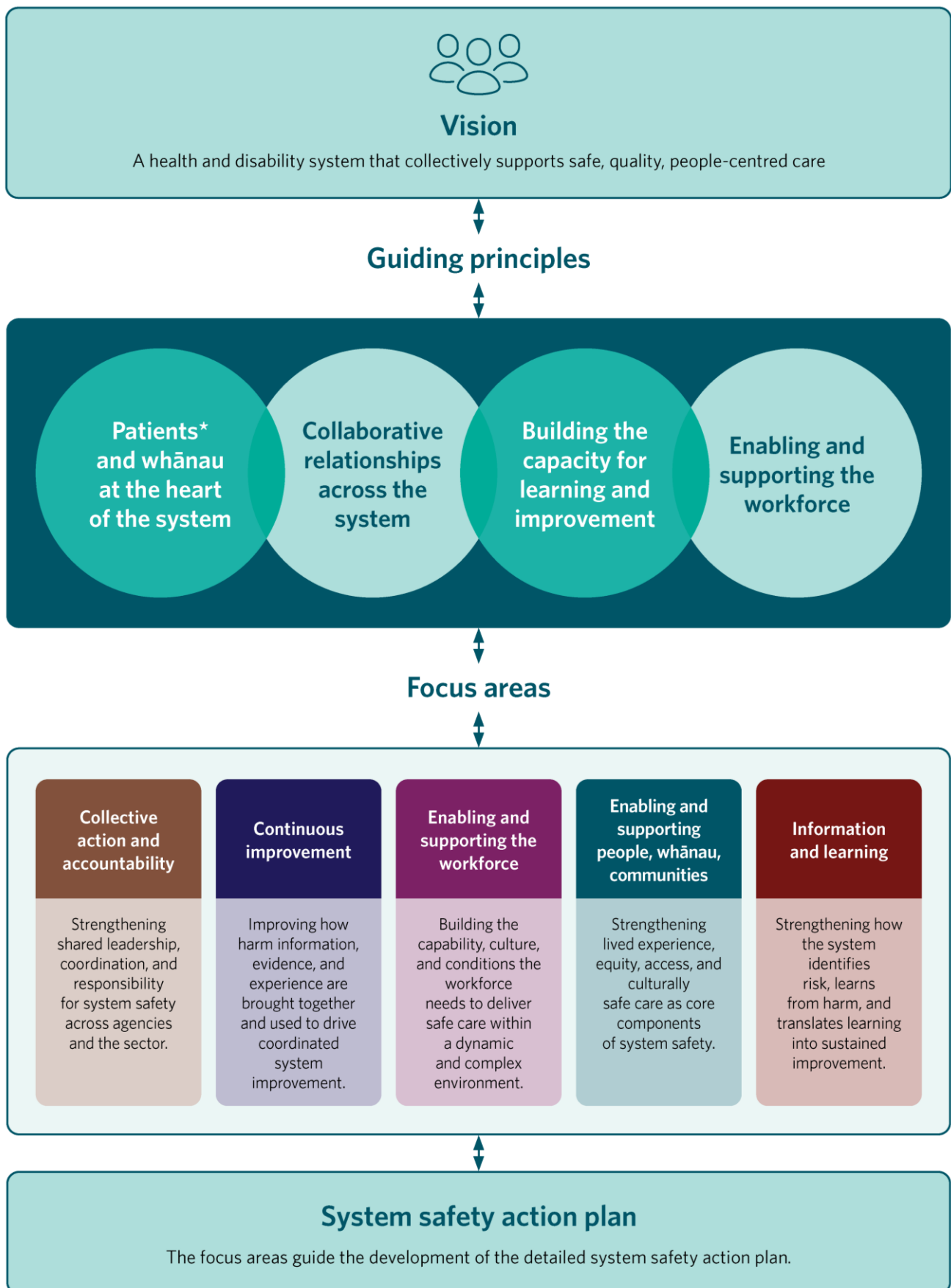


A **flow diagram** is a picture that shows how:

- something will be done
- information is connected.



The parts of the flow diagram are explained in the pages after it.



The vision



Here **vision** means ideas about what things should be like.



The vision for the Strategy is for a health and disability system that works together on care that:

- is safe
- is good quality
- puts people first in everything.



The guiding principles



There are 4 **guiding principles** of the Strategy.



Here **guiding principles** are ideas / beliefs that tell us:

- what we should do
- how we should do things.



1. Patients and whānau / families at the heart of the system

This guiding principle means people:

- will be thought about first
- are the most important part of the health and disability system.



2. Collaborative relationships across the system



This guiding principle means everyone will work together in the health and disability system.

3. Building the capacity for learning and improvement



This guiding principle means ways will be made for health workers to:

- learn new things
- do better at their jobs.





4. Enabling and supporting the workforce

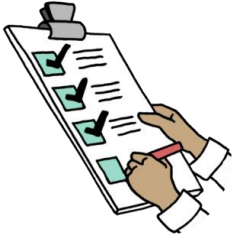
This guiding principle means making sure the health **workforce**:

- are supported
- have what they need to do their jobs.



Workforce means all the people who work in the same area like health care.

Focus areas



Here **focus areas** means the places that work is going to be done.



There are 5 **focus areas** in the Strategy.

1. Collective action and accountability



This focus area means making better ways of:

- sharing leadership
- coordinating / working together
- being responsible for safety in the health and disability system.





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.

2. Continuous improvement



This focus area means making things better all the time in the health and disability system.

This will be done by putting together:

- information
- **evidence**
- experience people have.





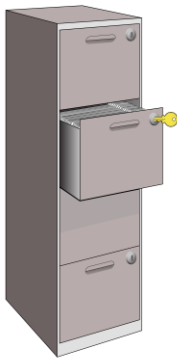
Here **evidence** is information that supports knowing more about something like:

- what people said
- what happened to people
- **records.**



Here **records** means the information an organisation has about:

- people
- what goes on in the organisation.



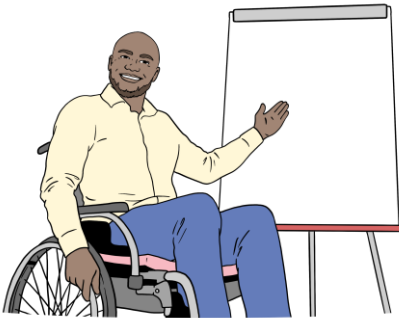
3. Enabling and supporting the workforce



This focus area means making the health and disability system a good place to work.



This is so the workforce can give safe health care to patients.



Making the health and disability system a good place to work includes building:

- capability / giving people good skills
- **culture**
- good conditions / places that are good to work in.



Culture is a way of:

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

4. Enabling and supporting:



- **patients**
- **whānau**
- **communities.**



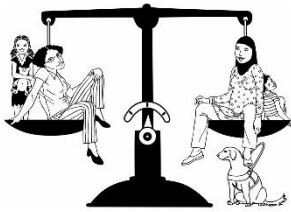
This focus area means people are supported by making important parts of the health and disability system safe.



These parts include:

- using the experience people have
- **equity**
- patients getting access to care
- making care **culturally safe.**



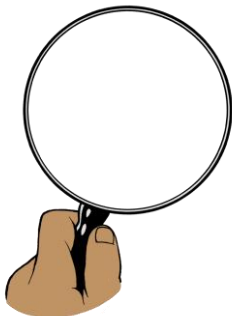


Equity means everyone gets what they need to live a good life.



Here **culturally safe** means:

- respecting the culture of the person
- health care is safe for people of all cultures.



5. Information and learning

This focus area means making better ways to:

- identify / look for **risk**
- learn from when someone is harmed
- turn learning into **sustained improvement**.





Here a **risk** is when something might happen to put a person in danger.

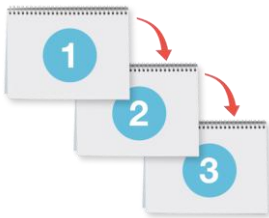


Sustained improvement means using what you learn to keep getting better at doing something.

System safety action plan



The HQSC will come up with an **action plan** after the Strategy is put out for everyone to read.



Here an **action plan** is a kind of plan that shows how things will be done.



The HQSC will work on the action plan with health and disability services from around New Zealand.



This information has been written by the Health Quality & Safety Commission Te Tāhū Hauora.



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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