

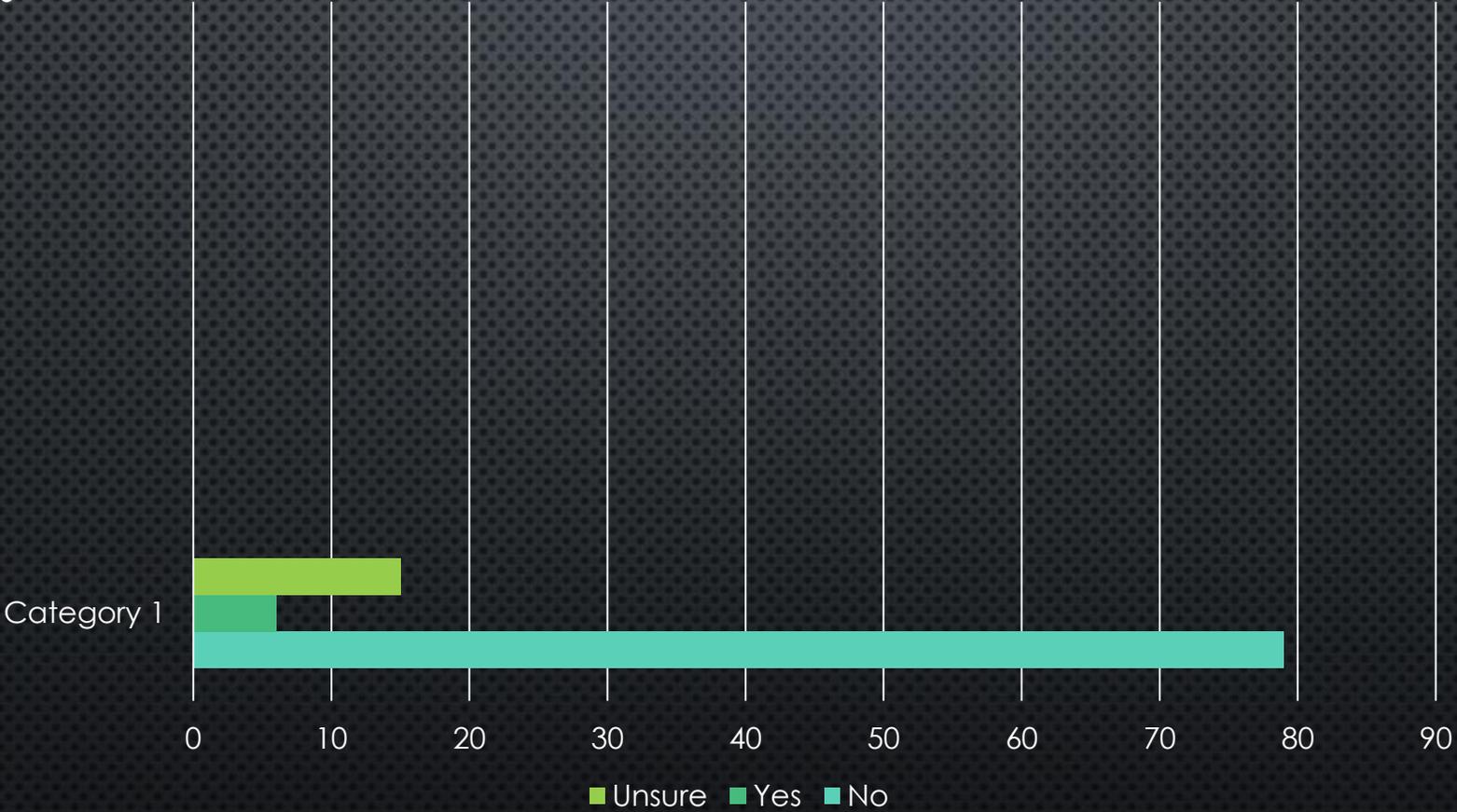
**Health and disability  
system review – survey  
findings of the New  
Zealand Maori Council**

# What do our people think?

In order to better understand how our people saw the DHB & Disability Services sector we asked them a series of questions. The database used was through maorieverywhere.com with a targeted survey sent to 800 sample contacts. Each were preidentified by Iwi, location, gender and age group ...

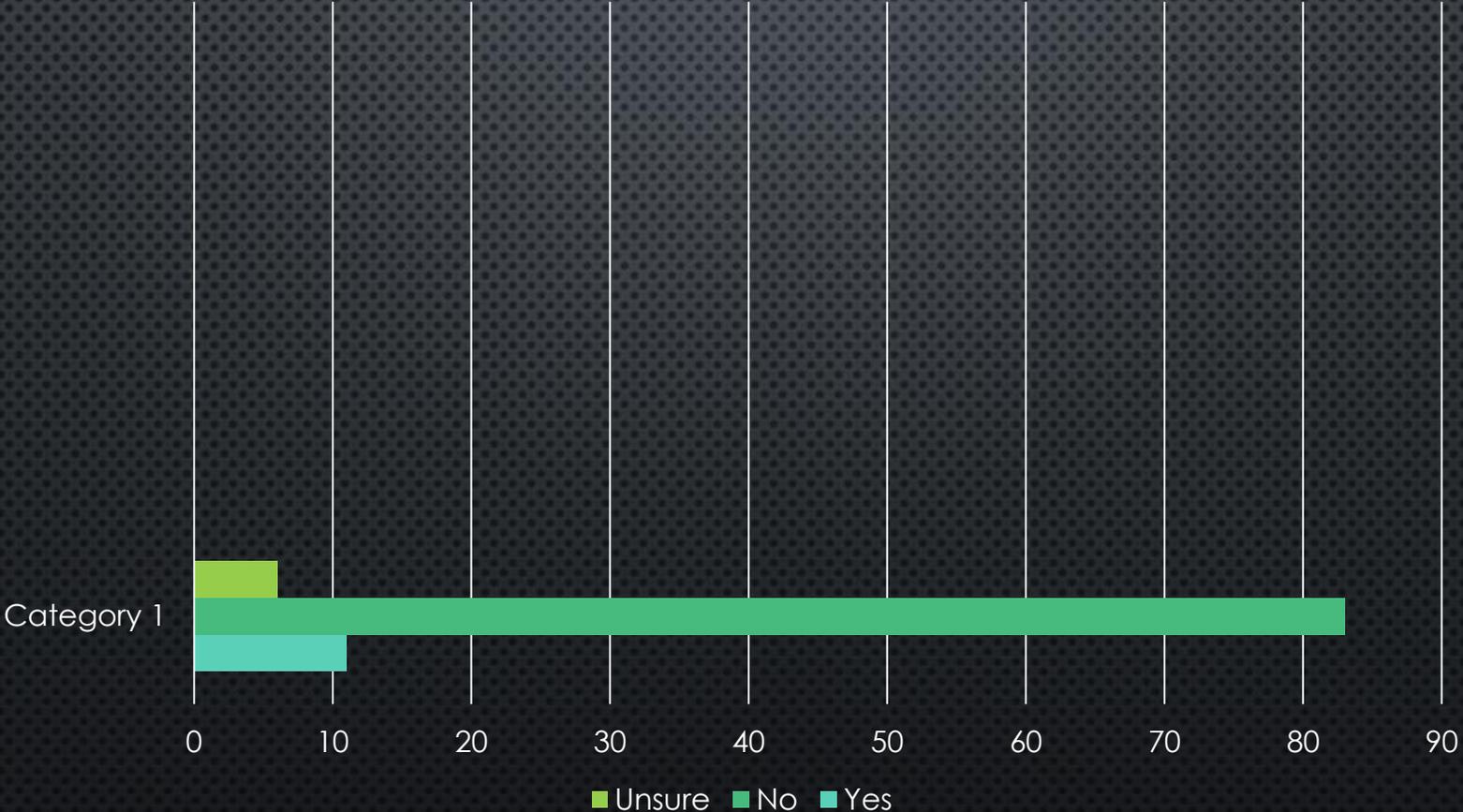
# IS THE CURRENT MODEL AND DELIVERY OF HEALTH & DISABILITY SERVICES TO MAORI FIT FOR PURPOSE?

- YES 6%
- NO 79%



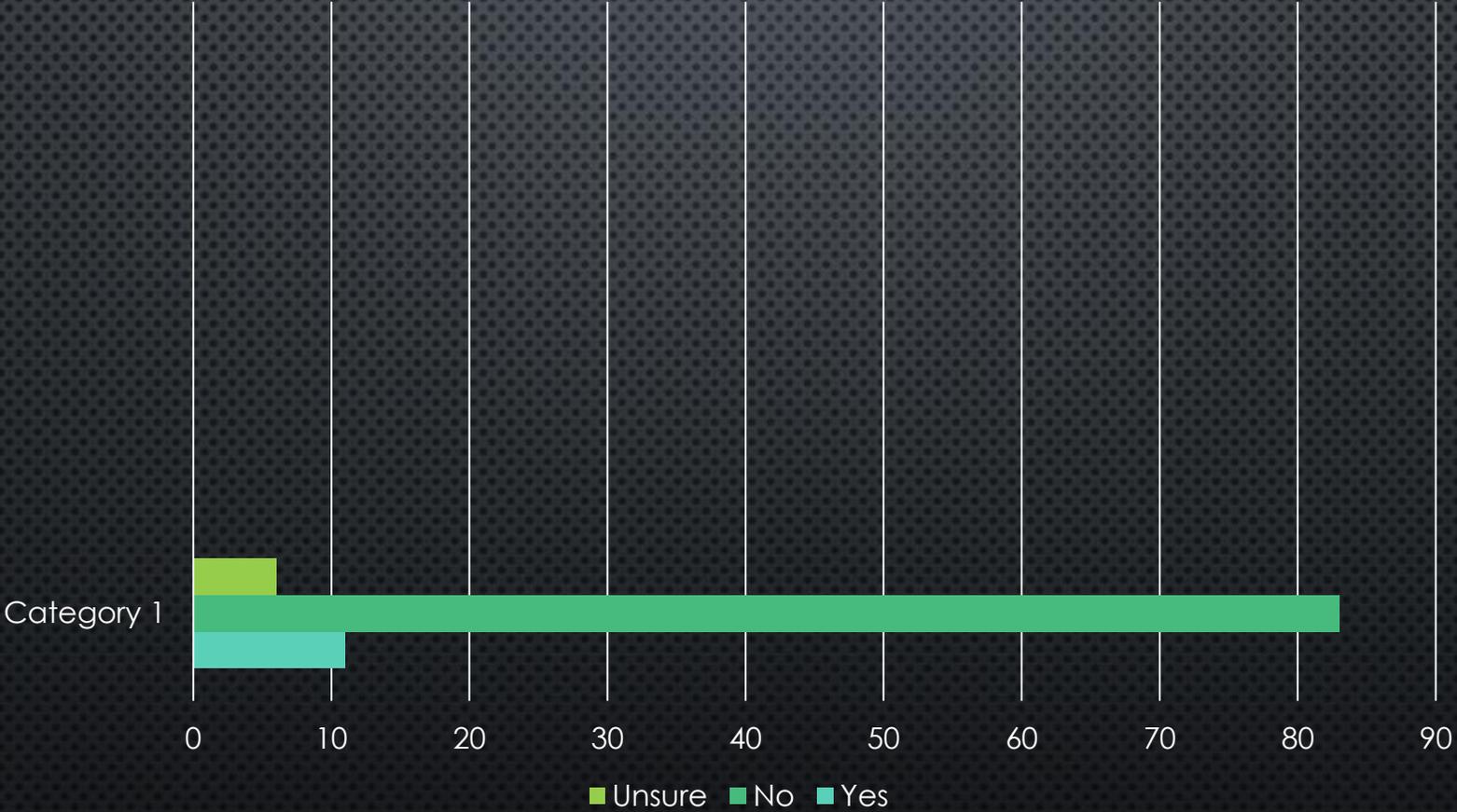
# ARE YOU FULLY AWARE OF WHAT YOU ARE ENTITLED TO WHEN IT COMES TO YOUR LOCAL DHB?

- YES 12%
- NO 82%



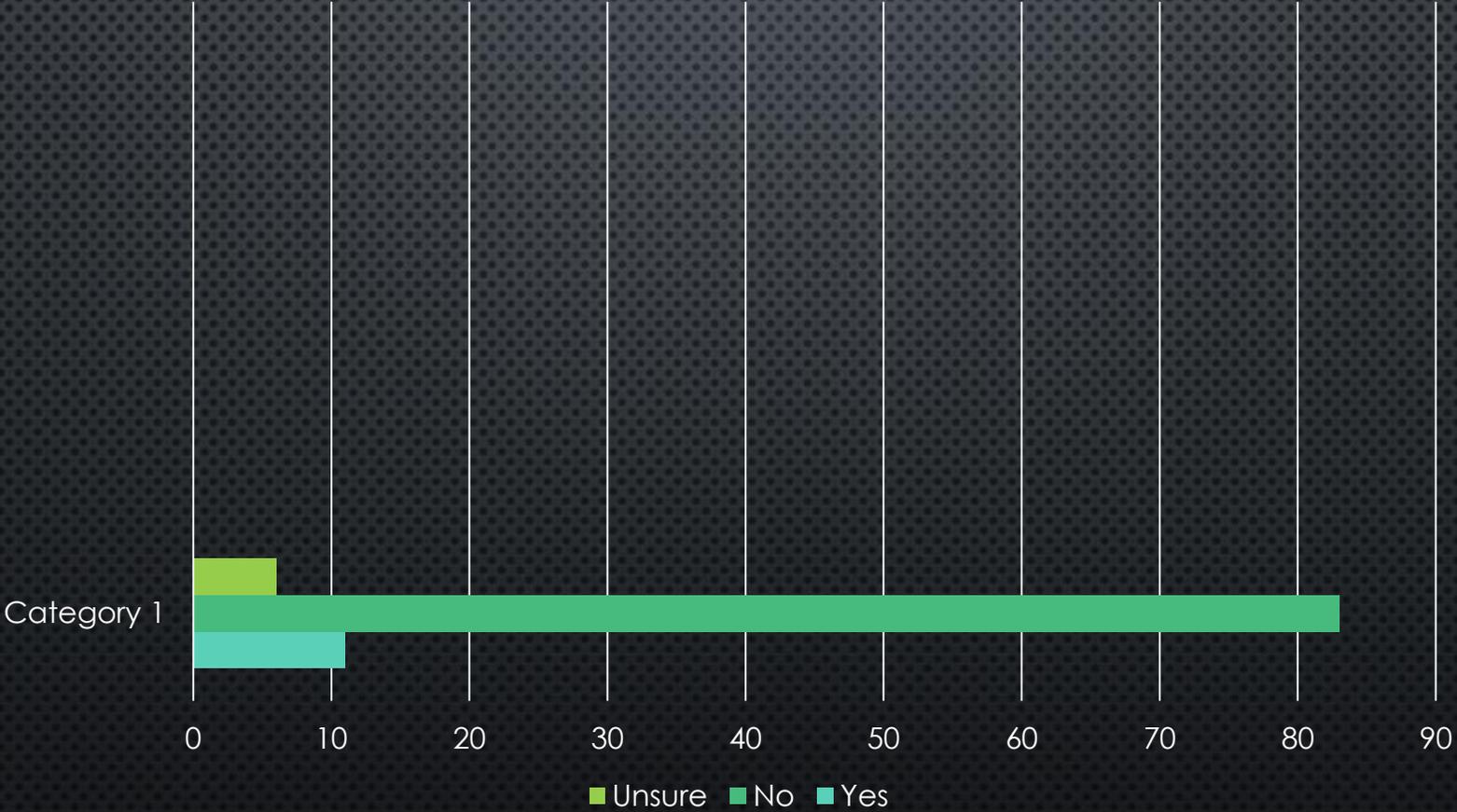
# DO YOU FEEL COMFORTABLE ACCESSING SERVICES PROVIDED BY YOUR LOCAL DHB?

- YES 11%
- NO 83%



# HAVE YOU HAD AN INTERACTION WITH A HEALTH OR SERVICES PROVIDER REFERRED TO YOU BY A DHB?

- YES 83%
- NO 11%

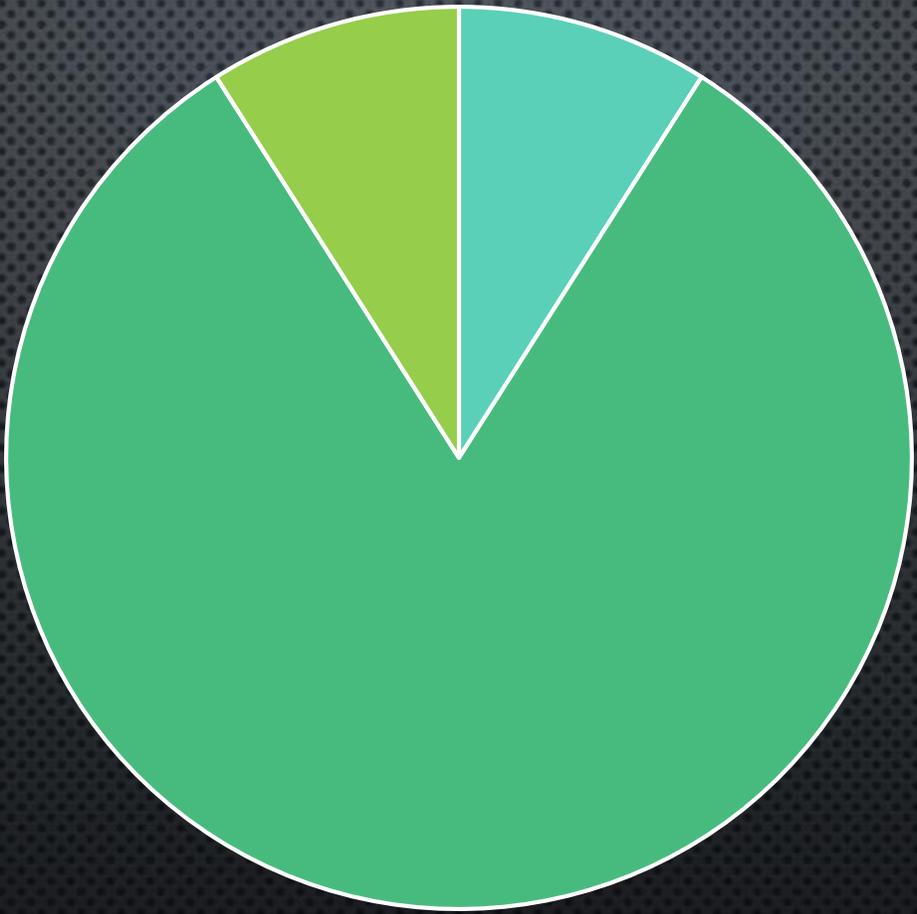


# WHO DID YOU HAVE AN INTERACTION WITH?



# DID YOU FEEL YOUR INTERACTION MET YOUR NEEDS?

- YES 9%
- NO 82%
- UNSURE 9%



■ Yes ■ No ■ Unsure ■

# KEY FINDINGS

- OUR PEOPLE HAVE LOW TRUST IN THE CURRENT DHB MODEL
- OUR PEOPLE ARE CONFUSED ABOUT WHAT THEY CAN ACCESS, WHEN AND THROUGH WHOM
- OUR PEOPLE DO NOT KNOW (IN THE MAIN) WHAT THEY ARE ENTITLED TO
- WHEN CONFUSED THEY STOP ENGAGING AND THEY STOP RESPONDING (THIS COULD LEAD TO LATE DIAGNOSIS)
- OUR PEOPLE ARE MORE LIKELY NOT TO ENGAGE AGAIN ONCE LET DOWN
- ONLY THEN ENGAGE WHEN THE SITUATION IS CRITICAL
- ARE LESS LIKELY TO BE ABLE TO AFFORD PRIVATE INSURANCE (76% SAID THEY HAD NEVER APPLIED FOR HEALTH INSURANCE)
- ARE LESS LIKELY TO BE ABLE TO AFFORD NON-SCHEDULED MEDICINES
- ARE MORE LIKELY TO “TRUST AND ENGAGE WITH THEIR OWN – IWI HEALTH PROVIDERS”



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