



**TOITŪ TE WAIORA**

**Community, Health, Education  
and Social Services**

Workforce Development Council

# Disability Support - FAQs

## 1. Who are Toitū te Waiora?

Toitū te Waiora are a Workforce Development Council. We help make sure training and qualifications for community, health, education, and social services meet the needs of the workforce, sectors, industries and the people they support. We do this by reviewing qualifications to make sure they are up-to-date and creating new qualifications where they are needed.

## 2. What is the disability support project?

We are creating two new qualifications for disability support workers. They will be able to be offered by providers. The qualifications will help workers learn the right skills to give better support to disabled people and their whānau.

We will also be creating skill standards, which are the key skills and knowledge people need to do a job well, and they will be used to help assess the qualifications.

## 3. Why are the qualifications being developed?

Disabled people, their families and the wider disability community and disability sector have told us:

- Some support workers are not trained well enough
- Families have to teach workers basic skills
- Disability support is not always consistent

The new training will make support workers better prepared for working with disabled people.



#### **4. How will this make support better?**

- Support workers will learn real skills like personal care and communication
- They will understand disability rights and respect people's choices
- Support will be more person-centred and culturally respectful

#### **5. Who is helping to develop these qualifications and standards?**

- Disabled people and their families
- Support workers and disability groups
- Training experts and government agencies

#### **6. Will disabled people be involved?**

Yes! Disabled people, tāngata whaikaha and the wider disability community are sharing their lived experience to make sure the new qualifications meet real needs.

#### **7. How will this help the disability community?**

- Support workers will receive more specialist training
- There will be more consistency in how people are supported
- More specialised training will ensure better outcomes for disabled people, tāngata whaikaha and their whānau

#### **8. When will the training be available?**

We are developing these qualifications between now and June 2025. We aim to have these approved by NZQA by late 2025. Once they are approved, training providers will be able to start offering them.

#### **9. Can I have a say?**

Yes! We want to hear from disabled people, tāngata whaikaha and the wider disability community. You can:

- Join a discussion
- Share your experience
- Give feedback on the qualifications



- Keep up to date on the project

## **10. Can you provide accessible formats?**

Yes! If you need any information in an accessible format, just let us know.

You can request any information from us in your preferred format at:

[qualifications@toitutewaioara.nz](mailto:qualifications@toitutewaioara.nz)

Alternate formats available:

- Easy Read
- New Zealand Sign Language (NZSL)
- audio
- large print
- HTML.

We will do our best to provide it as quickly as possible, but there may be some delay with accessibility services.

## **11. How can I contact Toitū te Waioara?**

Get in touch with any questions, or if you'd like to get involved with the project, using the details below.

Engagement Lead: Becks New – [rebekah.new@toitutewaioara.nz](mailto:rebekah.new@toitutewaioara.nz)

Development Lead: Holly Sinkinson – [holly.sinkinson@toitutewaioara.nz](mailto:holly.sinkinson@toitutewaioara.nz)

## **12. How can I keep up to date with this project?**

You can join our disability support newsletter, following the link:

[Disability Support newsletter sign-up.](#)