

Disability Support Services e-newsletter

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From Toni Atkinson Group Manager, Disability Support Services



The DSS team are now well into planning for the 2013/14 year and are using the feedback from the provider forums held last November, the consumer forums held in February/March, the Consumer Consortium and a range of reference groups to inform our work plan for the future.

We continue to move in the direction of promoting choice, control and flexibility in both our funding and services. This will result in some changes to the way we do things and impact all parts of the sector, including:

- disabled people taking on greater responsibility for determining the best way of utilising supports and more control of the services they access
- providers looking for ways to better meet the individual needs of disabled people within current models of care or developing new models of care
- the Ministry looking at innovative ways of contracting for services to get the best outcomes for disabled people, while promoting individual choice.

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Change can be unsettling as we face the challenges associated with increasing choice, control and flexibility into traditional ways of working, but DSS feels strongly that – over time – this will result in better supports for people with disabilities and their families/whānau/aiga.

This newsletter will update you on the projects DSS has under way so that you can be kept informed about our direction of change. We look forward to the new year's work plan and to making further improvements in the way we fund disability supports that incorporate regular feedback from the sector.

DSS News

External review on improving our quality systems and processes

The National Health Board has contracted an external panel to review the National Services Purchasing – Disability Support Services' performance and quality management processes for purchased provider services. The RFQ closed on 28 March 2013.

The review is to test if National Services Purchasing's current processes for evaluating, monitoring and complaints management support provider improvement and the safety and wellbeing of people with disabilities. The external panel will make recommendations about any systems, processes, tools or resources that may help the Ministry strengthen the performance of contracted providers.

The review panel started this work on Monday 13 May and we anticipate the final report and recommendations may take three to four months.

The external panel includes a consumer representative, Beverley Grammer, DPA President, and Karen van Eden, an experienced systems reviewer who has previously been contracted to assess processes at the Health and Disability Commission relevant to the disability sector. Minister of Health, Tony Ryall, has asked consumer advocate David Russell to oversee this panel.

Health and Disability Services Standards

All hospitals, rest homes and providers of residential disability care that have five or more residents need to meet the Health and Disability Services Standards 2008.

Great news! The Health and Disability Services Sector Standard is now available free on the Ministry of Health website: www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-healthcare-services/health-and-disability-services-standards

Interim LAC manager brings commitment and expertise to Bay of Plenty

With extensive experience of Local Area Coordination (LAC) in Australia, Whangarei-born Wendy O'Meara is the new interim manager of a demonstration of this service for disabled people in the Bay of Plenty.



Wendy O'Meara

Local Area Coordination is among a suite of initiatives being demonstrated in the Western and Eastern Bay under the Ministry of Health's New Model for Supporting Disabled People.

Over the past 18 years, Wendy's proactive approach as a LAC supervisor has taken her to remote Aboriginal communities and small mining towns, as well as to cities like Perth and now back home to New Zealand.

Local Area Coordination was first introduced in Western Australia in the late 1980s, where more than 20 evaluations have confirmed its ongoing effectiveness.

Western Australian-based Mental Health Commissioner Eddie Bartnik says Wendy has served as one of their most committed and capable LAC district supervisors.

'She has outstanding personal values and commitment to a good life for people with disabilities and their families and breathes this in everything that she does.'

Wendy has taken four months' leave from her Queensland work to manage the LAC demonstration in the Bay of Plenty. She is passionate about the LAC concept having seen the difference it can make. 'LAC is about walking alongside and then walking behind, not walking in front – it's about going on a journey,' she says. 'I'm thrilled it is being introduced into New Zealand.'

For more information go to www.lacbop.org.nz or phone (07) 307 2030.

Code of Health and Disability Services Consumers' Rights

A reminder to everyone that the Code of Health and Disability Services Consumers' Rights (the Code) grants rights to people using disability services, and places corresponding obligations on providers of those services.

There are 10 rights under the Code.

- Right 1: the right to be treated with respect.
- Right 2: the right to freedom from discrimination, coercion, harassment, and exploitation.
- Right 3: the right to dignity and independence.
- Right 4: the right to services of an appropriate standard.
- Right 5: the right to effective communication.
- Right 6: the right to be fully informed.
- Right 7: the right to make an informed choice and give informed consent.
- Right 8: the right to support.
- Right 9: rights in respect of teaching or research.
- Right 10: the right to complain.

Every disability service provider must inform consumers of their rights and enable consumers to exercise their rights. Consumers can also access free and independent advocacy services by phoning 0800 555 050 or emailing advocacy@hdc.org.nz

Recent disability events

Consumer forums, hui and fono

These were held in February and March this year. Over 400 people attended the eight forums, two hui and two fono hosted across New Zealand from Whangarei to Invercargill.

The Ministry outlined the services it funds. Then people were asked to identify what works well for them in the services they currently use and what could be improved.

Many positive comments were received, especially from those using Individualised Funding (IF) regarding the flexibility it allowed to make decisions and manage funding. Others indicated they were very happy with the services they received from their providers.

Opportunities for improvement included the need for more information about the disability support services available to people with disabilities and their families, in particular about IF and how to access it. There was also a theme around government departments needing to work more closely together, and about access to respite services.

Feedback will be used to inform the development of the DSS Annual Plan for 2013–14.

Eastern Bay of Plenty community meetings

Three Local Area Coordinators (LACs) working in the Eastern Bay of Plenty were formally introduced to their communities at meetings in Kawarau, Whakatane and Opotiki in April.

Local Area Coordination in the Eastern and Western Bay of Plenty is part of the Ministry of Health's demonstration of the New Model for Supporting Disabled People. The role of LACs is to walk alongside disabled people and their families/whānau to make a practical difference to their everyday lives.

The Eastern Bay LACs include Theresa Mika who is working in the small towns and rural areas south and east of Whakatane; Dany Sears who is covering Whakatane, Ohope and Coastlands; and Peggy Edwardson Hita whose area is Opotiki and the East Coast.

The community meetings were well received, with attendees including disabled people and their families/whānau and representatives from a range of groups. They were also supported by representatives from the Kahui Kaumatua Council and Te Puni Kōkiri.

'There was a good level of engagement and enquiry around the service itself. From what I saw in the Kawarau presentation, it is about providing options for people, looking at their routines and new areas of interest they can build into their plans,' says Chris Marjoribanks, CEO of Kawarau-based health service Tuwharetoa Ki Kawarau.

Along with the option of engaging a Local Area Coordinator, the New Model demonstration includes the opportunity to have more choice and control over funding through Enhanced Individualised Funding.

For more information about LAC, go to www.lacop.org.nz/ or phone (07) 307 2030.

DSS Consumer Consortium

The Consumer Consortium met for three days in April. The agenda included:

- updates from the Ministry including annual planning for 2013–14, progress on the Equipment and Modifications Prioritisation Tool, the New Model and themes emerging from the DSS consumer forums, hui and fono held in February and March 2013
- presentations from people outside the Ministry of Health:
 - the CEO and Board Chair of NZ Disability Support Network, a peak body of disability support service providers
 - a representative from the Office for Disability Issues
 - the CEO of Disabled Persons' Assembly reporting on the Disability Conference 2012 held in South Korea
 - a representative of the Ministry of Social Development
 - a representative from Careerforce discussing the NZQA review of qualifications in the disability sector
- presentations from the Ministry of Health:
 - the draft Ministry of Health Guidelines for Engaging with People with Disabilities being developed
 - Individualised Funding: A disabled person who has used IF for a number of years attended to give a personal account of the benefits of using IF, and the responsibility of the user.



Co-Chairs Consumer Consortium: Allison Franklin, Cerebral Palsy Society (left) and Phyllis McPherson, People First (right).

This was the first time the Consumer Consortium meeting had been opened to presenters from outside the Ministry of Health and external speakers were well received by the group. In turn, external agencies found it very useful to get feedback and input directly from people with disabilities.

Upcoming disability events

Another complaint, another improvement – Towards better disability services

Third National Disability Conference: Monday, 17 June 2013, Westpac Stadium, Wellington.

For the conference programme and registration details; please visit:

www.hdc.org.nz/about-us/disability/events/3rd-national-disability-conference

The New Model for Supporting Disabled People

Catherine Bennett, Programme Leader

Framework Redesign Group

The third framework redesign group workshop in April concluded with general agreement from the group on a potential new design. The New Model project team needs to do some more work on refining the proposed model.

A proposal paper is being finalised for sign off by the framework redesign group. This will then be used as the basis for further development work and consultation.

Enhanced Individualised Funding (EIF)

People who receive Disability Support Services within the Eastern and Western Bay of Plenty are now eligible to explore EIF with Support Net, their Needs Assessment Service Coordination (NASC) organisation.

It has long been recognised by stakeholders that Individualised Funding (IF) represents the future for disability support. The concept was first piloted in 2003, but to date has been limited to purchasing Home and Community Support Services.

Enhanced Individualised Funding takes this increased flexibility a step further in the demonstration areas by allowing a wider range of supports to be purchased, using an allocated amount of funding.

The Ministry of Health has developed purchasing guidelines for this funding. Broadly, it must be for disability support, contribute to an individual's life planning and fall within the scope of Ministry of Health policies and responsibilities.

Eligible people in the Bay of Plenty can find out from their NASC what amount of EIF funding they may be eligible for after developing goals with family/whānau, friends or other support people such as Local Area Coordinators (LACs).

For the Bay of Plenty demonstration, Manawanui In Charge is the EIF host organisation. Host organisations provide advice and assistance in managing funds and purchasing supports.

Local Area Coordination

Community meetings have been held in the Eastern Bay of Plenty to introduce the LACs and promote EIF. Meetings have also been held to update service providers about New Model work in the Eastern and Western Bay of Plenty.

Recently appointed Interim LAC Manager, Wendy O'Meara, is streamlining the reporting from the LACs to provide better data. This information will also provide success stories that can be used to promote the programme and generate more contacts within the local community.

The LACs in the Eastern Bay of Plenty have received comprehensive induction and training, and within their first month of being in the area have made 25 community connections and received seven referrals.

Choice in Community Living

The interest in Choice in Community Living continues to increase with at least 59 people having either indicated an interest or having started planning their new support and living arrangements. This increase has come about because of efforts by the Needs Assessment and Service Coordination (NASC) organisations and providers to promote this new service. Large meetings with IDEA Services and other residential provider clients in particular have generated a lot of new interest in the project.

Gordon Boxall, one of the project leads, continues to work with a range of stakeholders to both boost the number of people interested in Choice in Community Living and to remove some of the barriers that are preventing people moving into new living and support arrangements.

One of the barriers to trying out new living arrangements is concern from the families that if it fails, they will not be able to return to their previous residential provider. The project team are working with the Choice in Community Living providers to address this concern.

Behaviour support services project

Tony Blackett, Development Manager, Family and Community Support Services

Membership of the behaviour advisory group has changed. Brian Coffey, Group Manager, (Ministry of Education) has moved from the advisory to the steering group. Joanna Curzon, also with the Ministry of Education, has replaced Brian Coffey on the advisory group. This link between Health and Education is to assist a joined up approach across the two Ministries to develop effective and coherent behaviour support services for children and young people.

People First has elected to establish a consultation process with the Ministry that runs parallel to the advisory group process rather than directly within it. This is to enable effective participation of people with an intellectual disability in the design and development of behaviour support services. The consultation process is being developed jointly with People First and the Ministry.

The Behaviour Support Steering Group has approved the Behaviour Support Project Implementation Plan and the Ministry is now proceeding with the tender for new Behaviour Support Services for Children and Young People. The tender should be listed on the Government Electronic Tendering Service by June 2013.

Environmental Support Services

Sue Primrose, Development Manager, Service Access Team

Equipment and Modification Services Prioritisation Tool

Organisations interested in developing the 'Web-based Equipment and Modification Services (EMS) Prioritisation Tool' have submitted their proposals following its placement on the Government Electronic Tendering Service website. The Ministry's evaluation panel is now in the process of reviewing the submissions.

Two face-to-face workshops have been held this month in Auckland and Wellington for EMS assessors (mainly occupational therapists) on the working group. Members of this group comprise representatives from all DHBs and also the specialised assessment services such as wheelchair and seating, hearing therapy, vehicles and communication. The workshops provided an opportunity for the project team to work with the clinicians through a 'mock up' of the new EMS Prioritisation Tool using case studies. Those who attended the workshops were positive about the new prioritisation process being fairer and more transparent and were looking forward to it being implemented nationally later this year.

Work is progressing on developing an online training package for the approximately 2500 EMS assessors across the country. A workshop is planned in the near future to work through what this training package needs to contain. Training for EMS assessors is seen as a key critical element to ensure the successful implementation of this new tool.

Issue 4 of the EMS Prioritisation project newsletter was sent out to stakeholders at the beginning of April. This issue outlined the benefits of the EMS Prioritisation Tool and the proposed training for EMS assessors.

The project team also presented an update on the EMS Prioritisation Tool to the Disability Support Services' Consumer Consortium in April.

Housing credentialing

A provider has been selected to develop two comprehensive training modules for occupational therapists who assess complex housing modifications for disabled people. The training will support occupational therapists to obtain the credentialed status for complex housing within the Ministry's EMS accreditation framework. David Guest, through his company 3am Limited, will develop the training modules for the Ministry over the next three months. We anticipate that training will be delivered in key centres across the country starting early in the 2013/14 year.

Children's Spectacle Subsidy

The report on the review of the Children's Spectacle Subsidy, completed by Litmus Limited on the Ministry's behalf, was published on the Ministry's website in May www.health.govt.nz.

The reference group, which is supporting the Ministry's programme of work on the subsidy, met for a workshop in April. The reference group is considering the introduction of clinical guidelines for access to the subsidy. There will be work done over the next few months and be approved by the reference group before being submitted to the Ministry.

Contact Lens Benefit

The Contact Lens Benefit provides contact lenses for people with specified visual conditions (particular types and significant levels of visual impairment) that cannot be corrected by spectacle lenses.

The Ministry has identified a preferred supplier to review the Contact Lens Benefit. The review will look at whether the benefit is meeting the needs of those it is intended to meet, or if the Ministry is getting value for money. The review will look at what causes increased demand and costs. A draft report is expected to the Ministry by mid-June 2013 and the final report by mid-July 2013.

Auditory Processing Disorder

The Ministries of Health and Education have jointly selected a contractor, Sapere Research Group, to review Auditory Processing Disorder (APD). This review, which commenced on 29 April, will identify what, if any, changes and improvements are proposed to manage the provision of hearing devices currently funded for children with APD.

Lifelong Design Advisory Service

There continues to be a positive response to the new Lifelong Design Advisory Service for people in Canterbury who need to rebuild or renovate their homes as a result of the earthquakes. The advisory team attended the CERA Rebuild and Recovery Expo held in Christchurch on 27–28 April which was held for people who are still waiting for the outcome of their property situation. A high number of people indicated their interest in lifelong design, however, many reported that they may not be ready to make decisions about their property for up to two more years. A small number of people have requested individual consultations in their home and these appointments are proving to be very valuable for affected homeowners and their families.

This is a jointly funded service by the Ministries of Health and Social Development (Office for Senior Citizens).

Disability Workforce Action Plan

Feala Afoa, Development Manager, Strategic & Contracting Team

New draft Disability Workforce Action Plan 2013–2016

A new draft workforce action plan 2013–2016 has been developed and is currently undergoing a wide consultation process with stakeholders, including the workforce reference group which met in April. Due to be implemented from July 2013, the new plan builds on previous achievements, progresses outstanding actions of the current plan and aims to improve the capability and capacity of the disability workforce, carers and people with disabilities. It is aligned with the principles of the UN Convention on the Rights of Persons with Disabilities. The plan is scheduled to be finalised by 31 May 2013.

NZ Qualifications Authority mandatory review of qualifications

NZQA is reviewing all qualifications including those in the disability sector and has requested that Careerforce provide overall management of the review including leading the consultation process with key stakeholders. Careerforce is the industry training organisation for the health, disability, aged care and social services for Levels 1–8 on the New Zealand Qualifications. The purpose of the review is to reduce the number of qualifications, make the qualifications framework simpler for workplaces and trainees and ensure that the qualifications meet the current and future needs of the industry.

On 4 April 2013, Careerforce facilitated a workshop with the DSS workforce reference group to identify the full range of skills, competencies and knowledge required for the disability workforce delivering services and supports. The information provided by the group at the workshop will be considered in the review process.

Graduate Diploma in Education (Disability Specialisation)

The University of Auckland continues to deliver the diploma programme to 15 enrolled participants. These students are currently employed by Needs Assessment Service Coordination organisations. The Ministry funds the cost of the student's enrolment in the diploma, and provides financial support for the provider to backfill while the student is studying.

Faiva Ora – National Pasifika Disability Plan

Feala Afoa, Development Manager, Strategic and Contracting Team

New draft Faiva Ora Plan 2013–2016

The new draft Faiva Ora plan 2013–2016 has been developed and being consulted on with key stakeholders including Pasifika disabled peoples, disability support services and Pasifika communities. On 23 April, the draft plan was presented to the Faiva Ora leadership group where they provided comments and endorsed the direction of the plan. The plan is due to be finalised by 31 May with implementation due to start on 1 July 2013.

Le Va to implement the New Faiva Ora Plan 2013/16

The Disability Support Services Group funding board has approved the business case for funding to renew Le Va's contract for another three years to implement the new Faiva Ora plan 2013–2016. Le Va, a Pasifika business unit within Te Pou, was contracted by the Ministry in 2010 as a result of an open market tender, to implement the DSS *Faiva Ora* Plan 2010–2013.

Over the last three years, Le Va has achieved a number of milestones which most recently includes:

- development and delivery of the engaging Pasifika cultural competency training to 90 staff working in disability support services in the Christchurch, Wellington and Auckland areas
 - ongoing management and coordination of the DSS *Faiva Ora* leadership group in the provision of Pasifika disability perspectives and advice on Ministry of Health work programmes including the New model programme, choices in community living project, and the individualised funding scheme.
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Research into Pasifika disabled children, youth and their families

An open tender process is under way to identify an agency to undertake this research that was identified as a priority in the current Faiva Ora Disability Action Plan 2010-2013. The tender process is due to be completed by 31 May 2013.

NGO Desk updates

The Ministry of Health's NGO Desk keeps up to date on activity within the Ministry of Health and also in the wider health and disability NGO sector. The NGO Desk sends a regular update of relevant items to anyone wishing to receive it. If you wish to subscribe, please send your name, organisation name and contact details to ngo@moh.govt.nz.

For more information go to: <http://ngo.health.govt.nz/news-updates/ngo-desk-updates>

Contact Disability Support Services

Email: disability@moh.govt.nz Phone: 0800 DSD MOH (0800 373 664)

Web: www.health.govt.nz/disability

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