

# Disability Support Services e-newsletter

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## From Toni Atkinson Group Manager, Disability Support Services

Welcome to the latest DSS newsletter. DSS is now in a new financial year and our work plan for the coming year has been set.



Major pieces of work we will be focusing on include:

- implementation of the recommendations of the Putting People First review
- evaluation of elements of the New Model work including Enhanced Individualised Funding, Choice in Community Living and the Funding Allocation Tool
- involvement in the 11 work streams that have been developed for phase two of Enabling Good Lives – Christchurch
- implementation of the outcome of the pricing project
- ongoing transition to the national Behaviour Support provider, Explore
- the tender for Carer Matching and Carer Training
- implementing respite under Individualised Funding
- national roll out of the Equipment and Modification Services Prioritisation Tool
- a review of Funded Family Care.

Our focus will remain on improving services for people with a disability, whether it be through focusing on quality, or in improving the way we fund and purchase services. DSS is keen to hear ideas from the sector on how we can ensure the provision of high quality services across the board. We are keen to support providers by recognising and sharing innovative practices that demonstrate quality services that result in good outcomes (and good lives) for disabled people, particularly those in residential care. I encourage you to work with us as we strive for this goal across the sector of ensuring the provision of high quality services.

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# DSS New Model demonstration in Bay of Plenty

## A warm thank you to our local working group and national reference group

Before the Ministry started demonstrating and evaluating the New Model for Supporting Disabled People it made a commitment to work with disabled people, their family members and whānau to co-develop the initiative.

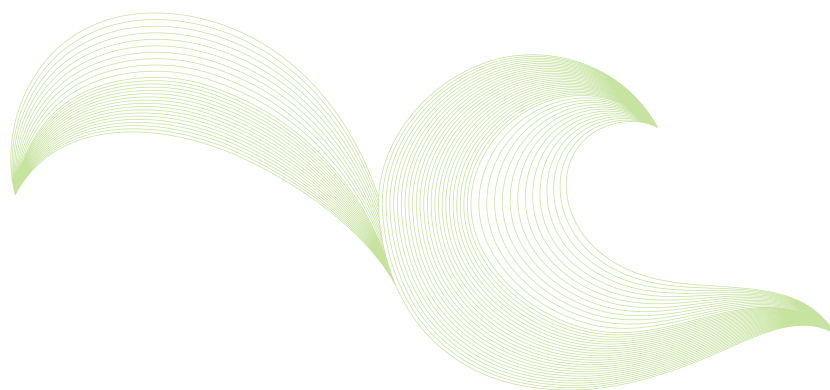
As part of this approach the National Reference Group and the Bay of Plenty Local Working Group were set up through a broad call for nominations from all stakeholders. A commitment was made to ensuring that disabled people and family members made up the majority of the groups' membership.

Both groups have recently completed their work, as the components of the New Model demonstration are progressively moved into 'business as usual'. These components are also informing, and merging with Enabling Good Lives. Over the last two to three years, the New Model components of Local Area Coordination, Supported Self-Assessment, Funding Allocation, Purchasing Guidelines and Enhanced Individualised Funding have each been worked on by the groups and their advice taken on board by the Ministry.

In the Bay of Plenty, local working group members were involved in the recruitment, training and support of the Local Area Coordinators, especially in the Eastern Bay of Plenty. Among other contributions, they also provided significant change to the format of the Self-Assessment form and brought lived experience to the development of both the purchasing guidelines and thinking about new forms of accountability.

From a national perspective, the national reference group also considered each of the components of the New Model demonstration. Their specific advice on Local Area Coordination has led to the Ministry's commitment to the continuing Local Area Coordination programme in the Bay of Plenty and the Lakes district. They have also made a very significant contribution to the thinking about framework redesign and how a transformed disability support system might look. At a recent meeting the group reviewed its life and work. Among its comments were that the 'national reference group has had a voice in developing, planning and advising' but also that we need to 'continue dialogue between disabled people and government people'.

The Ministry wants to record its thanks to both these groups and each of its members for the many hours of thinking, discussion and at times robust debate, which has informed and improved the demonstration and evaluation of a new way for supporting disabled people into the future. Thank you.



## Contract management

**Barbara Crawford, Manager Strategy and Contracts**

**Disability Support Service providers will be aware of the new Government rules of sourcing.**

As the Ministry works to implement these, there will be a number of changes to current contracts with the Ministry: use of the new government Agreement template; review of most DSS Service Specifications to include outcome measures and a streamlined approach to performance reporting.

Service Specification reviews will involve representatives of disabled people using the services being reviewed, and will incorporate changes to address recommendations made in the Putting People First report. Providers will be involved in the review process, especially with regard to the development of outcome measures and reporting requirements.

The first Service Specifications to be reviewed will be for NASCs, Home and Community Support Services, and Community Residential Services.

## ImagineBetter to provide Local Area Coordination in Bay of Plenty and Lakes

**ImagineBetter has been selected by the Ministry of Health to continue Local Area Coordination (LAC) in the Bay of Plenty.**

From 11 August 2014, ImagineBetter will be establishing themselves to lead the programme, which assists disabled people to lead good, everyday lives. The organisation will also extend LAC to the Lakes District over the next three years.

ImagineBetter CEO Tony Blackett says that the small, community-based organisation encourages people to imagine, plan for and realise a good life for themselves within the ordinary world.

Disabled people and their whānau will continue to have LAC assistance throughout the transition to the new organisation. ImagineBetter is also planning introductory meetings for disabled people, whānau, community and providers.

The continued implementation of LAC follows a successful two-year demonstration in the Bay of Plenty as part of the Ministry of Health's New Model for Supporting Disabled People.

An evaluation of the demonstration has shown that LAC has been beneficial for many disabled people and their whānau. LACs have supported disabled people in achieving their goals, including: connecting with their communities; trying new activities; increasing social connections; learning new skills; finding new homes and paid employment; and feeling more positive about the future.

## Reuben

When Choo Ying and Soren entered their 60s, they started to think about what would happen to their son when they were no longer around.

They began building a two-bedroom flat under their Auckland home for 29-year-old Reuben, who had always lived at home with them.



Reuben, centre, with his mum Choo Ying and his dad Soren.

‘We could see that in time, we would physically not be able to look after him ourselves, so we wanted to prepare for the future,’ Choo Ying says.

Then they heard about the Ministry of Health’s Choice in Community Living (CiCL) demonstration and went to a seminar to find out more about it.

‘We thought it [CiCL] actually fitted very well,’ Soren says. They went on to select Renaissance as their service provider, but advertised for, interviewed and hired Reuben’s support staff themselves, with Renaissance assisting with the employment contracts.

‘It’s worked out perfectly for us,’ Soren says. ‘As soon as your child goes to residential care you’ve really lost any influence over what’s happening there. We wanted to influence the quality of Reuben’s care.’

Through CiCL, Soren and Choo Ying hired a young couple, who also live at the flat. Having trusted people with Reuben from evening to morning has meant Soren and Choo Ying can finally sleep easy.

‘With somebody supporting him, we are not carrying the worry so much. We realise there is a solution. By the time we’re not able to physically do anything anymore, we will know that he’s here, safe and happy,’ Choo Ying says.

As part of Reuben’s support package, a support worker visits for four hours a day to help him improve his socialisation, communication and self-help skills. Reuben has been out of his parents’ home for six months and his dad says they have already seen a change. ‘We have noticed an increase in his level of confidence. It’s like he feels he has more status.’

Soren and Choo Ying say CiCL gives the family more flexibility and control. ‘CiCL offers the opportunity to stay involved as time progresses with Reuben and that’s something that wasn’t on offer before.’

Choice in Community Living is part of the Ministry of Health’s New Model for Supporting Disabled People. It offers disabled people in Auckland and the Waikato the opportunity to move out of their family home or a residential facility and into their own home. It also offers choice and control of how people are supported in their own home and community.

# Stephen

Stephen wanted to move out of home, get back into the workforce and improve his social life, but he wasn't sure how to go about it.

After finding out about Local Area Coordination (LAC) through Spectrum Care, he began working with his Local Area Coordinator, Jenny.



Stephen's main aim was to go flatting. Jenny talked to Stephen and his mother, and together they made a step-by-step plan for moving out.

'We had a few chats, with Mum as well, and looked at what the expectations were for moving out of home. We came up with some really clear ideas which we made into a list – that's what seemed to work for Stephen,' Jenny says.

To help him get started, Jenny organised a meeting with a local property manager. When the right place was found, on Trade Me, Jenny put Stephen onto a local budgeting advice service so he was prepared for the rent, bills and other costs before moving in.

'My role as LAC was about connecting Stephen with the right people in the community that could help him enjoy his independent life away from home,' Jenny says.

Once the flat was established, Stephen resumed his search for ongoing work. He had met Malcolm at Tweed's Trading Company several times and asked him about a position. Although there weren't any paid openings, Malcolm offered Stephen the opportunity to learn on-the-job.

The practical work, taking apart recycled building supplies and making sales, was ideal for Stephen.

'To me it's my dream role and it's got a bit of everything I want. I can do my own thing. I can go serve a customer and there is always something to do,' he says.

His customer service skills have had a flow-on effect in his social life. Since beginning work with his LAC, Stephen has started playing in a mainstream netball team. Jenny introduced him to the Thursday night league, after hearing about his talents on the court.

Stephen says that his life has improved since meeting Jenny. He is happier, has more to do and has a good relationship with his mum and dad who he visits regularly.

Local Area Coordination is part of the Ministry of Health's New Model for Supporting Disabled People. Visit [www.health.govt.nz](http://www.health.govt.nz) for more information and search for 'New Model'.



## Electoral Commission making it easier for disabled voters to have their say

The Electoral Commission is making it easier for disabled New Zealanders to enrol and vote, with the confirmation that telephone dictation voting will be in place for the 2014 general election.

The new **telephone dictation service** has been developed with testing and input from the Blind Foundation and Blind Citizens New Zealand. This will allow voters who are blind, partially blind, or have a physical disability that prevents them marking their ballot paper without assistance, to cast a secret ballot, from home, via telephone.

Full information on the new telephone dictation service, and the Commission's other resources for people with disabilities, is available at [www.elections.org.nz](http://www.elections.org.nz) or by calling **0800 36 76 56**.

For more information, contact Anastasia Turnbull, Manager Communications and Education on 027 474 3997 or visit [www.elections.org.nz/resources-learning/voters-disability](http://www.elections.org.nz/resources-learning/voters-disability)

## Upcoming disability events

### Whāia Te Ao Mārama– hui

#### Inia Eruera, Senior Advisor Māori

The Ministry will be hosting four regional hui in August and October (see below) to identify practical ways to implement Whāia te ao Mārama and improve outcomes for Māori with disabilities. These forums will be managed by Te Piringa and led by members of the Māori Disability Advisory Group who developed Whāia te ao Mārama – the Māori Disability Action Plan.

Disability support providers, Māori with disabilities and their whānau are encouraged to attend. Please register your attendance with [nicky@tepiringa.co.nz](mailto:nicky@tepiringa.co.nz)

#### Hui schedule

Location	Date	Time	Venue details
Auckland	Tuesday 19 August	10 am – 2 pm	Holiday Inn, Auckland Airport, 2 Ascot Rd. Mangere, Auckland
Hamilton	Wednesday 27 August	10 am – 2 pm	Novotel Tainui, 7 Alma St, Hamilton

Christchurch and Dunedin Hui to be scheduled in October.

# Disability Provider Forums

**Barbara Crawford, Manager Strategy and Contracts**

DSS Provider Forums will be held in October 2014. These regular forums provide updates to disability support service providers about DSS' strategic direction, projects and improvement initiatives. An agenda will be posted on the Ministry's website [www.health.govt.nz](http://www.health.govt.nz) closer to the time. To register, please contact [nikki\\_joyce@moh.govt.nz](mailto:nikki_joyce@moh.govt.nz)

## DSS Provider Forum schedule

Location	Date	Venue Details
Auckland	Tuesday 14 October	Novotel Auckland Airport, Ray Emery Drive, Auckland International Terminal
Hamilton	Wednesday 15 October	Hamilton Airport Hotel Beside Hamilton International Airport Terminal
Wellington	Friday 17 October	Kingsgate Hotel, 24 Hawkestone Street, Thorndon, Wellington
Dunedin	Monday 20 October	Dunedin Public Art Gallery, 30 The Octagon, Dunedin
Christchurch	Tuesday 21 October	Riccarton Park Conference Centre 165 Racecourse Road, Sockburn, Christchurch
New Plymouth	Thursday 23 October	Copthorne Hotel Grand Central 42 Powderham Street, New Plymouth

## Contact Disability Support Services

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

Web: [www.health.govt.nz/disability](http://www.health.govt.nz/disability)

To be added to the email list of this newsletter, send an email to: [disability@moh.govt.nz](mailto:disability@moh.govt.nz)

If you do not wish to receive these newsletters, please email [disability@moh.govt.nz](mailto:disability@moh.govt.nz) with 'unsubscribe to newsletter' in the subject line.

# DSS project updates

## Quality Review – ‘Putting People First’

### **Pam MacNeill, Quality Improvement Lead**

Work is under way to implement the recommendations from the Putting People First quality review. The recommendations have been assigned to each of three working groups within Disability Support Services, under the headings of:

- support providers to put disabled people at the centre of their service
- give disabled people a voice
- improve performance management.

These working groups meet monthly to develop work plans and report on progress with the implementation of the recommendations.

Recommendation 10 in Putting People First is about attracting, recruiting, and employing disabled people. We have just approved a two-year programme to provide internships for disabled people within Disability Support Services. The project offers each intern 12 weeks paid casual administrative work, up to a maximum of 40 hours per week.

The objectives of the Internship Programme are to:

- provide an opportunity for the intern to learn the everyday routines of the workplace
- improve disability competence among Disability Support Services staff, for example, to gain a clear understanding of how ‘reasonable accommodations’ can be arranged.

The first intern began working in DSS in early August.

An Easy Read version of the Putting People First Report is now loaded on the Ministry’s website [www.health.govt.nz/publication/review-disability-support-services](http://www.health.govt.nz/publication/review-disability-support-services)

Please make this known to disabled people using support services in your area.

## Enabling Good Lives

Enabling Good Lives is being demonstrated in Christchurch to show how a cross-government approach can be used to reconfigure supports and services for disabled people. The demonstration, which started in July 2013, will run for three years and will gather information about the difference the new approach makes to people’s lives, the costs involved and how to put in place changes across the disability system.

The demonstration is being jointly designed with disabled people and combines funding from the Ministries of Education, Health and Social Development. The services and supports ACC provides to clients with a serious injury will also be taken into account to ensure that systems are streamlined.

So far the demonstration has worked with more than 50 school leavers, along with their families. The next step is making Enabling Good Lives available to a wider group of people with a disability in the Christchurch area and by its third year, it is expected that at least 300 people will be included.

For more information on Enabling Good Lives, please contact Gordon Boxall, Demonstration Director. You can email Gordon on [gordon@eglives.co.nz](mailto:gordon@eglives.co.nz)



# The New Model for Supporting Disabled People

## Local Area Coordination

Local Area Coordinators (LAC) in the Bay of Plenty continue to report people celebrating their own positive outcomes from their work with an LAC. Some current examples are sharing in intentional planning sessions; employing a personal assistant through dropping flyers in local letterboxes; finding a 'grandparent' figure for young children; going into flatting arrangements; working with voluntary mentors with the goal of paid employment; developing skills to be a public speaker; undertaking voluntary work, such as at SPCA; positive high school transition meetings; supporting marae accessibility.

The Ministry has committed to continuing Local Area Coordination in the Bay of Plenty over the next three years and extending this to the Lakes district. Two Needs Assessment and Service Coordination organisations (NASC) are trialling Local Area Coordination through NASC for the next two years: LIFE Unlimited is providing Local Area Coordination in the Hutt and Access Ability in Otago/Southland centred on Invercargill.

The Ministry's New Model work is now contributing to and merging with Enabling Good Lives. The focus for the future will include work on how LAC and EGL's Navigator work can contribute to development of a way of assisting disabled people, their families and whānau which draws on the strengths of each and provides best fit for the New Zealand context.

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## Enhanced Individualised Funding / Individualised Funding

There are now 183 people using Enhanced Individualised Funding in the Eastern and Western Bay of Plenty to purchase their disability supports. A total of 2030 people are using Individualised Funding (IF) across the country as a mechanism to purchase their own Home and Community Support Services.

Respite under IF (IF Respite) will be available from 1 November 2014. This will enable people who have been allocated respite to directly purchase their own respite arrangement. Access to IF Respite will be via contracted IF Host Agencies after referral from a NASC.

We are pleased to announce that Murray Penman has recently been appointed Development Manager with a primary focus on Individualised Funding and Enhanced Individualised Funding. The focus of Murray's role during the next six months will be rolling out IF Respite and reviewing how the Ministry funds the EIF/IF Host function.

We are also pleased to welcome Christy Richards to the Family and Community Services Team, on secondment, as a Contract Relationship Manager covering Home and Community Support Services.

## Supported Self-Assessment and Funding Allocation Tool

The demonstration of Supported Self-Assessment and an alternative Funding Allocation Tool continues at Support Net NASC in the Bay of Plenty. The changes and alternative ways of working are increasingly becoming embedded in NASC practice in the region.

More than 240 people have now experienced Supported Self-Assessment and have had their indicative allocation of funding calculated by the new Funding Allocation Tool. The number of people experiencing the changes is expected to steadily increase.

The developmental evaluation of the demonstration will take place in August and September, with an evaluation report expected in November 2014.

The experiences and learnings gained in the Bay of Plenty work is being built upon in Enabling Good Lives Christchurch.

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## Choice in Community Living (CiCL)

It is great to see the continued interest in CiCL with 87 people now living in the community through CiCL. We recently held four meetings for families who were keen to find out more about CiCL and whether it might be right for them or their family member. These meetings were very well attended and we'd like to thank Parent to Parent for organising these.

We're looking forward to our toolbox for disabled people, families and providers coming out soon. This resource will bring together a wealth of helpful information about CiCL. We will be in touch when this is ready.

Reuben's story is in this newsletter and we also have more stories, videos, guides and information available from the Ministry website at:

[www.health.govt.nz/your-health/services-and-support/disability-services/other-peoples-stories/new-model-people-stories](http://www.health.govt.nz/your-health/services-and-support/disability-services/other-peoples-stories/new-model-people-stories)

[www.health.govt.nz/your-health/services-and-support/disability-services/types-disability-support/new-model-supporting-disabled-people/choice-community-living](http://www.health.govt.nz/your-health/services-and-support/disability-services/types-disability-support/new-model-supporting-disabled-people/choice-community-living)

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## Pricing models review

### Barbara Crawford, Manager Strategy and Contracts Team

Work is continuing on the planning and implementation of the work of the pricing review. The new Residential Pricing Model is currently being further tested and will be implemented after 1 July 2015. Work is also underway on the proposed price increases and changes to home and community supports, whilst further planning and investigation on options for facility based respite and the carer support subsidy is also being undertaken.

A summary of the ICARe tool has been placed on the Ministry's website disability page [www.moh.govt.nz](http://www.moh.govt.nz)

If you have any queries please contact: [Barbara\\_Crawford@moh.govt.nz](mailto:Barbara_Crawford@moh.govt.nz)

Disability Support Services wishes to sincerely thank all of the providers who worked with KPMG to review DSS pricing models to make them nationally consistent and equitable for both providers and disabled people using services.

# Behaviour Support Services improvement project

**Gordon Sinclair, Development Manager, Family & Community Support Team**

The new specialist Behaviour Support Service provided by Explore is being implemented through the country. Implementation will be completed by 31 March 2015 and the Ministry and Explore are working closely with existing Behaviour Support providers to manage the transition. Implementation will be staged by region and stakeholder meetings will be held to share more specific information when we start the service in a new area. Invitations to stakeholder meetings will be sent by the Ministry.

Implementation has begun in the South Island and will be complete by the end of October 2014. North Island regions will begin implementation in August and run until 31 March 2015.

Detailed planning for individual service users who are transferring to Explore will occur and we expect no interruption of support for those people.

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## Environmental Support Services

**Sue Primrose, Development Manager, Service Access Team**

### Equipment and Modification Services (EMS) Prioritisation Tool

The national rollout of the Prioritisation Tool in the Midland, Central and Southern DHB regions started on Monday 11 August 2014. As for Stage One implementation in the Northern DHB region, which got under way in late January this year, there has been great support from EMS Assessor 'champions' in this region. These 'champions', all of whom are practising clinicians (such as occupational therapists, physiotherapists or speech-language therapists) will guide and support their colleagues during the early weeks of national rollout. The Ministry's project manager, Clare Kirk, will also be available to provide support and advice to EMS Assessors and Enable New Zealand, the Ministry's contracted provider for the management of equipment and modifications in this region.

A review of Stage One implementation is currently underway. Significant feedback has been provided by EMS Assessors during the last five months and this has helped to inform a number of 'tweaks' to various documents and the enhancements that have been made to the Prioritisation Tool by Enigma, the organisation that developed the web-based system. These improvements have helped to better streamline the processes for EMS Assessors.

# Disability Workforce Development

**Feala Afoa, Development Manager, Strategy and Contracts Team**

## **Carer Learning and Wellbeing Service and Carer Matching Service**

In June, DSS began the process of purchasing a new national service to deliver a carer matching service and development of a carer learning and wellbeing resource. Tender respondents may bid for either one or both services. The request for proposal will be advertised on GETS in September 2014.

The proposed new national carer matching service and carer learning service will replace existing contracts for carer matching services and family/whānau carer training programmes, which are due to expire at the end of March 2015.

## Pacific Development

**Feala Afoa, Development Manager, Strategy and Contracts Team**

### **Evaluation of Faiva Ora 2010-13**

A Request for Quote (RFQ) tender process is under way to identify an independent evaluation service to review the Faiva Ora Plan 2010–2013. The preferred provider will be expected to engage with Pasifika disabled people, their families and communities and other stakeholders to determine the overall effectiveness of the 2010–2013 plan. The evaluation is planned to start in October 2014 with the final evaluation report due to the Ministry in December 2014.

### **Talanga Project – Research on Pasifika disabled children, youth and their children**

In May, the Ministry received the University of Auckland's draft interim report outlining initial research findings and recommendations.

The report highlighted effective organisations and health professionals who are working well for Pasifika children, youth and their families. Networking was also identified as positive for Pasifika parents as it enabled them to share their experiences with others and learn from each other. Conversely, access challenges, organisational and service structure issues and service quality were identified as barriers to care for Pasifika children, youth and their families.

Over the next few months a quantitative analysis will be undertaken.

The final report is due in early 2015.



Pasifika Disability Research Advisory Group – July 2014