

Disability Support Services e-newsletter

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From Toni Atkinson Group Manager, Disability Support Services



Welcome to 2013! This will be a busy year for Disability Support Services (DSS), with plenty of change going on in the sector.

While we carry on with business as usual, we will also be working on the New Model work, further developing the key programmes and working to make system changes in our demonstration area in the Bay of Plenty.

The potential changes arising from the new policy concerning payment to family carers will be a key part of our work programme early in the new year. Thinking is already under way regarding what this might look like and how we can implement these changes.

The DSS team is also working with the Ministry of Social Development on Enabling Good Lives and is looking forward to further developing the work done so far, linking this with learning from our New Model work.

We continue to engage regularly with the sector and the consumer forums will start in February across the country.

The team is back from holiday refreshed and ready for the challenges that 2013 will bring. We wish you all a happy new year.

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Nga Tapuwae O Maruwaewae

The new IRIS Community Residential Support Service for people in Tauranga with a physical disability was officially opened by the Hon Simon Bridges, Member of Parliament for Tauranga, on 24 January 2013.

This significant event was led by the local iwi from Huria Marae who named the service Nga Tapuwae O Maruwaewae, a name linked to historical events of the local area.

The new service provides age-appropriate residential living arrangements for 10 younger people with physical disabilities requiring a high level of support. A number of younger people have already moved into the service, with five of them previously living within aged care (rest-home/hospital) environments.

The opening was well attended by families of residents, the local NASC, Support Net, an aged care provider who worked with IRIS to support four people to move to the new service, local disability support providers and people from the local Greerton community where the service is situated. The opening was supported by members of the IRIS Board of Directors. The event included the planting of a tree by Mr Bridges and the IRIS Team Leader for Tauranga.

The Ministry's DSS Development Manager and the Contract Relationship Manager also attended. The opening was well received with much positive feedback from the people attending and the new residents themselves, with one commenting that this was the start of a new life for them.



Above: Opening speeches

Right: Tree planting by Hon Simon Bridges and the IRIS team leader for Tauranga



Changes to autism spectrum disorder specialised communication and behaviour support services (ASD BSS)

What are the changes to ASD BSS?

Families with children and young people diagnosed with autism spectrum disorder who live outside the Auckland and Northland regions will soon be able to access communications and behaviour support specialist services.

IDEA Services/Timata Hou has been contracted to increase service coverage to other areas of New Zealand from 1 April 2013.

How will ASD BSS be accessed?

Local Needs Assessment and Service Coordination organisations will refer eligible families to IDEA Services/Timata Hou. This service will be available for families with children and young people with ASD and/or an intellectual disability. Paediatricians will also be able to refer families to the service.

Why is this change being made?

A review of behaviour support services was completed in July 2011 which recommended regional specialist behaviour support services should be established and distributed regionally. The Ministry also undertook an RFP in August 2012 through child development services, using a collaborative approach with District Health Boards and Non-Governmental Organisations. However, for a range of reasons, including time frames, budget, capability or capacity of child development services, no contract was awarded from the 2012 tender process.

While we work on building capability and capacity across the country, IDEA Services/Timata Hou has been contracted to increase their service coverage to other areas of New Zealand.

Why has IDEA Services/Timata Hou been contracted to deliver these services?

IDEA Services/Timata Hou already deliver ASD specific behaviour support in Auckland and Northland and the service has been positively evaluated. This organisation has the capability and capacity to increase service coverage to other areas of New Zealand from 1 April 2013.

The contract with IDEA Services/Timata Hou will be for an initial period of 12 months, after which time alternative options will be explored.

For further details you can contact:

Amanda Bleckmann

Manager, Family and Community Support Team Disability Support Services
phone: (09) 580 9083

Liz Matthews

General Manager IDEA Services/Timata Hou
phone: (04) 495 2774

Martyn Matthews

National Manager, Clinical Services
phone: (04) 495 2772

Use of cloud storage for health information

There has been an increasing number of enquiries from the sector on storing health information in a cloud that is based off-shore.

However, the IT Health Board (ITHB) believes this would not be appropriate at this time. The ITHB says that 'unless exemption is granted by them, all personally identifiable health information and core operational data must be fully domiciled in New Zealand'.

The ITHB recognises that off-shore and/or cloud technology may offer a low-cost option for storing information but says this has to be considered alongside the requirements health and disability support service providers have under the Privacy Act 1993, Health Information Security Framework (HISF) and Health Information Privacy Code 1994 (the Code) to protect information they hold from loss, misuse and/or unauthorised access, use, disclosure or modification. Sending or storing health information overseas means that it would be controlled or accessed outside New Zealand's jurisdiction. Under the Code, a service provider is responsible for information they have in a cloud.

The Health Information Governance Expert Advisory Group (HIGEAG) has been asked to provide the ITHB and the sector with further advice on the implications of off-shore storage and cloud computing technology. This advice can be found at the following link:

www.ithealthboard.health.nz/content/use-cloud-computing-managing-health-information

For more information or queries please contact Eileen Duddy at eileen_duddy@moh.govt.nz



Changes to immigration requirements

In November 2012, the Government introduced a number of changes to its immigration requirements, including health screening.

The effect is likely to be that some disabled people with high-cost support needs who may have been able to come to live in New Zealand now may not be able to.

All migrants to New Zealand are expected to be of an acceptable standard of health. To assess whether a person applying for residency meets health requirements, there is a threshold for high-cost health conditions and a list of common conditions which have been assessed as exceeding this threshold.

The threshold for determining high-cost health conditions was raised from \$25,000 over four years (or the life of the condition in the case of chronic recurring medical conditions) to \$41,000 over five years (or the life of the condition in the case of chronic recurring medical conditions). This better reflects current service prices, the five-year clinical prognosis period applied by medical practitioners, and is comparable with thresholds set by countries such as Australia and Canada.

The list of high-cost health conditions has been clarified and in some cases expanded, for example, it now includes severe developmental disorders or severe cognitive impairments where significant support is required, including but not exclusive to:

- physical disability
- intellectual disability
- autistic spectrum disorders (ASD)
- brain injury.

This is the first time the list has referred to impairments such as intellectual disability, ASD or brain injury.

Applicants who do not meet immigration health requirements may be considered for a medical waiver if they meet certain criteria, for example, have a close family connection, provided they meet all other requirements for approval and do not have a disqualifying condition (a non-waiver medical condition).

For further information please visit:

www.immigration.govt.nz/migrant/general/generalinformation/qanda/healthqa.htm

Recent disability events

Disability Support Services provider forums

The DSS provider forums were held in November 2012 in six locations: Auckland, Hamilton, Palmerston North, Wellington, Christchurch and Dunedin, with good attendance at each.

Updates on DSS projects and work programmes were provided as well as a workshop on Whaia Te Ao Marama – the new Maori Disability Action Plan, which providers found very useful.

Providers enjoyed the networking with Ministry staff and other providers and most were happy with the information provided. Copies of all the presentations are available on the Ministry website, along with questions and answers raised at each forum.

Feedback on the forums has been reviewed and DSS is considering changing the format of future provider forums. Suggestions for changes that would improve the value of these forums may be emailed to: susan_fernandes@moh.govt.nz

Disability Sector Strategic Reference Group established

The newly established Disability Sector Strategic Reference Group, which includes representatives of consumers, providers, carers and the Ministry, met for the first time in December 2012.

The purpose of the group is to provide an inclusive forum where key stakeholders can discuss strategic disability issues and identify opportunities for improvement, with the aim of informing the Ministry's strategic direction for, and purchasing of, disability support services. It will meet six-monthly and a summary of each meeting will be made available on the disability page of the Ministry's website:

www.health.govt.nz/our-work/disability-services/disability-sector-strategic-reference-group



Upcoming disability events

International Initiative for Disability Leadership (IIDL) exchange and network meeting – March 2013

The Ministry of Health is hosting this exciting international event for the second time.

Leadership exchanges are happening around the country on Monday and Tuesday 4 and 5 March, and the International Initiative for Mental Health Leadership (IIMHL) / IIDL network meeting is on 7 and 8 March at the Langham Hotel in Auckland. This is a great opportunity to learn from national and international leaders in disability. For more information or to register to attend a leadership exchange and the network meeting, visit: www.iimhl.com/iidl

NZ Disability Support Network (NZDSN) forums

NZDSN is a peak provider body. It is hosting two forums in February, both at the same venue: Fickling Convention Centre, 546 Mt Albert Rd, Auckland.

Dates and topics of forums are:

- Monday 18 February: Social Media Forum
- Tuesday 19 February: Living Options Forum

For further details go to: www.nzdsn.org.nz/ or contact: lynneb@nzdsn.org.nz

National qualifications review

Careerforce would like to work with the sector to develop an approach to a review of national qualifications. For more information and to find out how you can have a voice, visit: <http://www.careerforce.org.nz/rem>

Disability Support Services consumer forums, hui and fono 2013

In February and March, Disability Support Services is hosting forums, hui and fono for people with disabilities, their families/whānau/aiga.

The forums provide an opportunity for people to meet with the staff of DSS, to comment on services and make suggestions for improvements. DSS staff welcome this opportunity to meet the users of services that are funded by DSS and to respond to any questions people with disabilities may have. Participants can register through any of the following.

Email: MOHFORUM@nzfdic.org.nz

Free phone: 0800 MOH FORUM (0800 664 367)

Go to: www.health.govt.nz/our-work/disability-services/disability-projects-and-programmes/consumer-forums-hui-fono/2013-consumer-forums

Online: www.surveymonkey.com/s/mohforums

Consumer forum schedule

Location	Date	Meeting Time	Venue
Whangarei Forum	Monday 18 February	9.30 am–1.00 pm	Kingsgate Hotel Whangarei 9 Riverside Drive, Whangarei
Auckland Fono	Tuesday 19 February	9.30 am–2.00 pm	Waipuna Hotel 58 Waipuna Rd, Mt Wellington
Auckland Forum	Wednesday 20 February	9.30 am–1.00 pm	Waipuna Hotel 58 Waipuna Rd, Mt Wellington
Hamilton Forum	Thursday 21 February	9.30 am–1.00 pm	Kingsgate Hotel, Hamilton 100 Garnet Ave, Te Rapa Hamilton
Hamilton Hui	Friday 22 February	9.30am–2.00 pm	Kirikiroa Marae 180 Dey Street, Hamilton East
Napier Forum	Monday 25 February	9.30 am–1.00 pm	Napier Memorial Conference Centre 48 Marine Parade, Napier
Christchurch Forum	Monday 18 March	9.30 am–1.00 pm	Sudima Hotel Christchurch Airport 550 Memorial Avenue, Christchurch
Christchurch Hui	Tuesday 19 March	9.30 am–2.00 pm	Rehua Marae 79 Springfield Road Christchurch
Christchurch Fono	Wednesday 20 March	9.30 am–2.00 pm	Sudima Hotel Christchurch Airport 550 Memorial Avenue, Christchurch
Dunedin Forum	Thursday 21 March	9.30 am–1.00 pm	Royal NZ Foundation of the Blind Cnr Hillside and Law Streets, South Dunedin
Invercargill Forum	Friday 22 March	9.30am–1.00pm	Pacific Island Advisory and Cultural Trust 135 Bowmont Street, Invercargill
Wellington Forum	Monday 25 March	9.30am–1.00pm	Brentwood Hotel 9 Kemp Street, Kilbirnie Wellington

The Big Event – Expo and Market Place – April 2013

This event aims to increase the level of understanding and knowledge of both the disability sector and the wider community about resources available to enable people with disabilities to improve their accessibility for a better life.

The Big Event will be held at the ASB Showgrounds in Greenlane, Auckland on 5 and 6 April.

For more information, visit www.thebigevent.org.nz

DSS Consumer Consortium Meeting

The next Consumer Consortium Meeting will take place on 17 and 19 April at the Brentwood Hotel in Kilbirnie, Wellington.



The New Model for Supporting Disabled People

Catherine Bennett, Programme Leader, DSS New Model

Local Area Coordination

From 1 February 2013 Local Area Coordinators (LACs) are available to work with people and their families and whānau across the entire Western Bay of Plenty Region.

The Ministry of Health is expanding each LAC's geographical boundary. The Ministry expects significant growth in the numbers of disabled people and family/whānau working with a LAC as a result of this change. LAC is a core part of the Bay of Plenty New Model for Supporting Disabled People demonstration.

'We began in a small way, but now we are ready to expand,' said Christine Petch of the Ministry of Health. 'I know this move will be welcomed, as people throughout the disability communities have been asking for this, and the four Western Bay of Plenty Region Coordinators are keen to work over a wider area.'

The Ministry is also currently recruiting three additional LACs which will enable an expansion of Local Area Coordination into the Eastern Bay of Plenty Region. For more information see the LAC website: www.lacbop.org.nz

Enhanced Individualised Funding (EIF) and Funding Allocation Tool

EIF has now been introduced into the Bay of Plenty region.

EIF is progressively being made available as an option to people on existing Individualised Funding arrangements. Eventually it will be available for most people for most types of support in the Bay of Plenty.

The new Funding Allocation Tool and process for Enhanced IF, will provide people with a personal budget, rather than a suite of prescribed services. It is in the development phase and is currently being tested and refined.

Disability Support Framework Redesign

On the recommendation of the New Model National Reference Group a Framework Redesign Group was established in December 2012.

The purpose of the group is to bring together people with specialist knowledge of the current disability support system, to help design and plan the implementation of meaningful changes in the Bay of Plenty demonstration region that support the further development of Local Area Coordination.

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The Ministry undertook an open consultation process for people who expressed an interest in being part of this group. The members of the group bring experience and expertise in many areas of disability and include representation from disabled people, Needs Assessment & Service Coordination (NASC), Disability Information & Advisory Services (DIAS), and service providers.

The group met in December and January and these meetings have helped significantly advance thinking about how the Ministry could support disabled people and their family/whānau in the future.

To maintain a connection to the Enabling Good Lives work, the Ministry will ensure a Ministry of Social Development representative is included in meetings and is part of the ongoing planning work.

Choice in Community Living demonstration

Choice in Community Living is about supporting disabled people who might otherwise need residential services, to plan for and build the life that is set out in their personal plan, where the plan allows them to live in a home they rent or own in their own right.

There has been strong interest in Choice in Community Living from both disabled people and their families and whānau, since contracts with providers were established in October 2012. The first person to move from residential services to a home of their own as part of Choice in Community Living did so before Christmas. Everyone involved in the project is working to ensure more people have the opportunity to follow early this year.

If you or a family member are interested in knowing more about the demonstration and/or participating in Choice in Community Living, then please contact your local Needs Assessment Service Coordinator representative to register your interest.

Waikato: Nellie Harris

Choice in Community Living Coordinator, Disability Support Link

phone: (07) 839 1441

email: nellie.harris@waikatodhb.health.nz

Auckland: Elizabeth Tohu

Choice in Community Living Coordinator, Taikura Trust

phone: (09) 277 3874

email: elizabeth.tohu@taikura.org.nz

Developmental Evaluation Report

Catherine Bennett, Programme Leader, DSS New Model

The End of Year One Evaluation report for the DSS New Model has been reviewed by the Ministry and the National Reference Group. The report summarises and synthesises findings from evaluations of components of the New Model that have been introduced during the last 18 months, and acknowledges the good foundation set in place for changing the way the Ministry supports disabled people.

The report is finalised and recommendations for improvement have been and are being addressed as part of the ongoing development of the New Model programme of work.

Flexible family respite trial

Natasha Gartner, Contract Relationship Manager, Family & Community Support Team

The flexible family respite trial commenced in November 2011. The trial which is in place until November 2013 gives increased choice and flexibility to families accessing respite care. The service is available in the Nelson-Marlborough area for eligible children and adults who have either physical and/or intellectual disabilities.

The provider (NZ Care) continues to demonstrate flexibility in meeting individuals' needs whether it is with host families, community settings, in-home support or any other identified service required and continues to develop and explore alternative forms of respite. Over the summer months three holiday programmes were held in groups of up to eight people, involving them in a range of activities that met their needs. Some examples were: sports, games, baking, movies and picnics.

Respite

Natasha Gartner, Contract Relationship Manager, Family & Community Support Team

The Family and Community Support Team in 2013 are focusing on service improvements for respite. We want to ensure service gaps are addressed, that carer support is made easier for families to use, while also developing respite services so they can be delivered in a more flexible way.

Equipment and Modification Services (EMS) Prioritisation Project

Sue Primrose, Development Manager, Service Access Team

The development and implementation of the Prioritisation Tool (the Tool) continues to be a key focus over coming months. This Tool will be used by EMS assessors when they are working with disabled people to determine whether they need equipment and modifications and if so, whether they can be funded by the Ministry. It is critical for successful implementation of the Tool that the prioritisation process is streamlined and easy to use. We are therefore working towards the establishment of a web-based system for EMS assessors to use.

An important part of the Tool is the Impact on Life questionnaire, to be completed by the disabled person or their family/whānau. This has been further developed over recent months. A version has been designed for parents and guardians of disabled children and young people. Following feedback from the Ministry's Consumer Consortium, the Royal New Zealand Foundation of the Blind, and Deaf Aotearoa, the questionnaire is now being designed to meet the needs of those people with vision and/or hearing impairment.

A key focus for the early part of 2013 will be planning for training all EMS assessors to use the Prioritisation Tool before implementation. To help support this implementation planned for later this year, a user manual will be written for EMS assessors to refer to.

Issue 3 of the EMS Prioritisation Project newsletter was sent out to stakeholders in December 2012. If you would like a copy of this newsletter, please contact clare_kirk@moh.govt.nz

Behaviour Support Services

Tony Blackett, Development Manager, Family and Community Living Team

Improvement project

In January 2013 the first meeting of the Behaviour Support Services Improvement Project Steering Group was held. The group finalised their Terms of Reference, a draft project plan and discussed the proposed membership of the advisory group.

Nominations for the advisory group were called for through the Ministry website and by email throughout the behaviour support sector late last year. Twenty-six nominations were received. Membership of this group will be finalised by February 2013.

The Behaviour Support Service Improvement Project agreed key milestones include:

- purchase of new children and young persons' Behaviour Support Services (to ensure evidence-based services are available to children and young people in a timely manner across New Zealand)
- establishment of National Reviewer Function (for quality assurance)
- re-tendering for adult services.

Work over the next month will focus on finalising the advisory group membership, preparing an RFI for the children and young persons' service and further development of the national reviewer function.

Workforce development

Feala Afoa, Development Manager, Strategy and Contracting Support Team

Disability Workforce Action Plan 2009–2015

Workforce Reference Group

On 13 November 2012, the Workforce Reference Group had an all day workshop, noting current achievements and identifying issues to address in the new workforce action plan 2013/14. This new plan will be finalised by 30 June 2013 (end of the current plan) and will more closely address workforce needs associated with the New Model for Disability Support.

Graduate Diploma in Education (Disability Specialisation)

Includes current information on the Ministry of Health's New Model for supporting disabled people

Auckland Uniservices Ltd continues to revise the content of the diploma programme to reflect current and future models of service delivery for Needs Assessment & Service Coordination (NASC) organisations. To support Auckland Uniservices, a Diploma Advisory Group was established late in 2012 and had met in December 2012 and January 2013 to provide advice and information. The group is comprised of a consumer representative and delegations from Needs Assessment & Service Coordination Association NASCA forum, the Ministry and the University of Auckland.

With the diploma programme due to start in March 2013, Auckland Uniservices has begun promoting the programme to NASCs. The Ministry will subsidise all 20 available places for staff working in Ministry funded NASCs. Enrolments are scheduled to close on 11 February 2013.

Outcomes-based agreement pilot project

Feala Afoa, Development Manager, Strategy and Contracting Support Team

The Ministry is participating in a new outcomes-based agreement pilot project, led by the Ministry of Business, Innovation and Employment. The focus is on contracting for service outcomes in addition to service outputs. Outcomes-based contracting allows the Ministry to ensure contracts with NGOs achieve and are in line with Ministry strategic objectives.

The current national training coordination service agreement between the Ministry and Te Pou (the workforce support and development provider) has been selected as one of four contracts that will be part of this pilot project. This new agreement was signed in December 2012.

Faiva Ora – National Pasifika Disability Plan 2010–2013

Research into Pasifika disabled children, youth and their families

Feala Afoa, Development Manager, Strategy and Contracting Support Team

The DSS Senior Management Team has approved funding for research into Pasifika disabled children, youth and their families, to identify their disability support needs and allow better service planning to meet those needs. A tender process will be undertaken in the next two months to identify an organisation to undertake the research over a 10-month period. The results of this research project will be used to support the future direction of disability support to the Pasifika community.

Faiva Ora Leadership Group

With the Faiva Ora plan in its final year of implementation (expires 30 June 2013), the leadership group held a workshop on 29 November 2012 to discuss achievements over the past three years and identify issues and challenges facing Pasifika disabled people now and in the future. A new plan will be developed that will aim to address these.

Implementation of Faiva Ora Plan

Le Va continues to implement actions of the Faiva Ora plan. At the November meeting of the Faiva Ora Leadership Group chaired by Pati Umaga, Le Va presented the actions achieved to date to implement the Faiva Ora Plan, including:

- development and implementation of a radio campaign to promote careers in the disability sector to Pasifika communities on Pasifika radio stations
- successful delivery of the Engaging Pasifika cultural competency training to 90 registered staff working in disability support services in the Christchurch and Auckland areas
- workshop for Faiva Ora leadership group in November 2012 to identify Pasifika disability issues to be included in new Faiva Ora plan 2013
- development of church information sheet and posters to help Pasifika church leaders support people with disabilities in their churches.

Evaluation of Faiva Ora Plan

The DSS Senior Management Team has approved funding for the formal evaluation of the Faiva Ora Pasifika Plan. A tender process will be used to identify an agency to undertake the evaluation over a four month period.

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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