

Disability Support Services e-newsletter

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From Toni Atkinson Group Manager, Disability Support Services



In September this year, I was fortunate to be part of the government delegation that went to Geneva to answer questions from the United Nations Committee on New Zealand's implementation of the Convention on the Rights of Persons with Disabilities. The Convention contains 33 articles, covering all aspects of life from education to health, and such things as participation in society.

Over a two-day period, the Committee asked the delegation over 80 questions about support to people with a disability in New Zealand. Disability sector representatives, including representatives from Disabled People's Organisations and the Human Rights Commission were also present at the Examination, and they had an opportunity to talk directly with the United Nations Committee.

The delegation was required to be well prepared to answer any questions that might be raised as part of the government's support to people with a disability. Feedback from the Committee was positive overall, both in terms of where New Zealand is currently at on this journey and the information provided by the delegation. We acknowledged that there are further gains to be made and are continuing to work with the sector on where to put our focus through the Disability Action Plan and new initiatives such as the New Model and Enabling Good Lives.



The New Zealand delegation from left: Mike Tully, Sacha O'Dea, Kathy Brightwell, Toni Atkinson, Steven Sue, Brian Coffey, Craig Linkhorn

On 4 October 2014, the Committee published its recommendations for action by the government. A summary of the Committee's meeting with the delegation and its report can be found on the Office for Disability Issues website: www.odi.govt.nz/what-we-do/un-convention/index.html

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Enabling Good Lives Waikato

In 2012 a group of providers, disabled people and their families and whānau in the Waikato were consulted about how they could have greater choice and control over their supports and lives.



Enabling Good Lives Waikato Leadership Group

As a result of these discussions, an Enabling Good Lives Waikato Leadership Group was established. The members represent three local forums that were set up for disabled people and disabled people's organisations, families/whānau and providers.

From the start Enabling Good Lives Waikato has been a collaborative, positive experience with the whole disability community making this work a priority. There is a strong sense of ownership from disabled people and families and equally strong support for this from the providers and Government representatives involved.

The Waikato Leadership Group has been keen to ensure the work in this region has its own particular look and feel and builds on community strengths.

Current work in the Waikato is focused on designing what Enabling Good Lives will actually look like on the ground.

Enabling Good Lives is already well under way in Christchurch and the learnings from this project will inform the Waikato work.

Kate Cosgriff and Christine (Chris) Potts have been appointed as joint Directors for the project. Both Chris and Kate have leadership and operational experience at senior levels in the community and Government sectors. They have each been involved in implementing system change in disability services and in other sectors. Chris and Kate see Enabling Good Lives as an exciting opportunity to make real change in people's lives by shifting resource to support people's choices.

To find out more about Waikato Enabling Good Lives contact Chris Potts; phone or text 021 207 64737 email Christine.potts005@msd.govt.nz

Disability Action Plan 2014–2018

The cross-government Disability Action Plan 2014–18 was approved earlier this year. This plan was developed in close collaboration with Disabled People's Organisations. The four key areas for action are: increase employment and economic opportunities; ensure personal safety; transform the disability system; promote access in the community.

The Ministry of Health is represented on the working groups to implement the last three of these action areas. The plan can be accessed on the web at: www.odi.govt.nz/what-we-do/ministerial-committee-on-disability-issues/disability-action-plan/2014-2018/index.html

Contact: Barbara Crawford, Manager Strategy and Contracting, (04) 816 4384

Residential pricing model implementation

From July 2013 to May 2014, a review of current residential services pricing models was carried out by KPMG on behalf of Disability Support Services.

The proposal to change to a nationally consistent pricing model was shared with the sector at forums held across the country in May 2014. The proposal moves the current range of pricing models to a single, nationally consistent model, based on hours of assessed client need and paid at a single hourly rate. This combination of hours and rate results in a series of 30 new 'price points' for all residential clients, (except those at the top end of residential funding).

As a first step in the process, the Ministry will move all residential funding to one of the 30 new price points from June 2015, the time at which most residential service agreements are due for renewal. Alongside this work, the current service specifications are also being reviewed (refer to the Service Specification update at the end of this newsletter).

All residential service providers will receive written notification in November 2014 of these planned changes.

Contact: Barbara Crawford, Manager Strategy and Contracting, (04) 816 4384

Evaluation of Funded Family Care

The Ministry has committed to evaluating the impact of its Funded Family Care operational policy, one year post implementation.

This evaluation was planned as part of the policy's implementation to gauge how effective it has been for eligible disabled people and their family carers.

The organisation contracted to evaluate Funded Family Care is Artemis Research, who commenced the evaluation on 16 October this year. Artemis Research will conduct interviews with a sample group of disabled people who are receiving Funded Family Care and their family carers, as well as people who were assessed as eligible but who have declined to take it up. The evaluators will also interview external organisations who are representative of disabled people and their family carers about the policy's impact.

The Ministry, through the NASCs, have already begun the process of inviting disabled people and their family/whānau carers to participate in an interview for the evaluation. Those who have not already done so, but are interested in being interviewed, are asked to contact the evaluation project manager, Judy Paulin (email judy@artemis-research.co.nz or phone (04) 473 9597). It is important we get a good range of feedback on the policy so we encourage you to take the time to contact Judy and if possible arrange an interview.

The final evaluation report is expected at the end of March 2015.

Contact: Craig Scott, Senior Advisor Disability, (04) 816 3654

Introducing the DSS internship programme

Shanelle Taylor-Edwards has made enormous piles of filing disappear to all the right places and has rapidly become skilled at data entry. She has spent 12 weeks working in Disability Support Services as part of a new paid internship programme for disabled people.

DSS created the internship, along with Workbridge, in the first half of this year. Shanelle was the first intern to be appointed and started in the role at the beginning of August, in the Wellington office.



The programme will run for two years, with a review after one year.

Shanelle's role was an admin support role, particularly working with the Records team in preparation for the move from Molesworth Street to the Freyberg Building.

Shanelle said she particularly enjoyed data entry and the organisational part of her role like filing. While she was very organised, she also brought creativity to her work. 'I like to bring my creative side to things like colour coding the filing. I love scrapbooking and it's cool I can put my hobby into my work.'

Her desk was right in the centre of the office, so she was literally put into the middle of everything DSS does – 'straight in at the deep end', as DSS Senior Advisor Cheryll Graham puts it. 'It can be hard for any young person to learn workplace skills – particularly if you're a school-leaver like Shanelle – and we thought it would be daunting for her, but Shanelle established herself really quickly. It only took her a few days to get up to speed with the work and recognise which documents needed to be filed and which could be discarded.'

Shanelle has built strong working relationships across teams. She says the most valuable part of her job has been, 'learning how to deal with different people and how they like things done'.

Shanelle worked closely with her supervisor, EA Challen Wilson, and in regular catch-ups they set out tasks and looked for ways to develop and build on her skills. 'This internship is a bit different to other programmes and Shanelle really immersed herself in the department work. It has been an exciting and organic process, shaping out how things would work and has been a learning experience for everyone,' says Challen. 'It has been also really valuable seeing how well Shanelle relates to other staff – valuable for those staff and also for the people who see those interactions.'

Shanelle is now looking for a job in administration or customer service. She's also considering undertaking business studies.

And what does Shanelle think the Ministry has learnt from the internship so far? 'I think the Ministry has gained a more open mind to the ways disabled people see themselves. We like to be more ordinary, like everyone else.'

Contact: Cheryll Graham, Senior Advisor Disability, (04) 816 2358

Recent disability events

Whāia Te Ao Mārama hui

During August and September five hui were held in Auckland, Hamilton, Palmerston North, New Plymouth and Dunedin to discuss Whāia Te Ao Mārama.

Te Piringa, the Māori NGO disability network, was contracted by the Ministry of Health to coordinate, administer and co-facilitate these hui. All of the hui were well attended by Māori providers, non-Māori providers and whānau Māori with over 410 participants in total. A part of each hui was dedicated to a workshop to help progress outcomes for Māori with disabilities.



The purpose of the workshops was to:

- i. discuss Whāia Te Ao Mārama and its priorities
- ii. discuss solutions to achieve the priorities within the plan
- iii. inform the next steps of Disability Support Services to progress implementation of the plan.

The themes and findings from the five hui are being used to develop an action plan to be implemented over the next 12 months.

Contact: Inia Eruera, Senior Advisor Māori, (04) 816 3533

DSS Provider Forums

The Ministry's 2014 Provider Forums were hosted in October in Auckland, Hamilton, New Plymouth, Wellington, Christchurch and Dunedin.

We were pleased to include a number of presentations from providers who were willing to share their quality improvement initiatives with other providers. The forums also provided an opportunity for the Ministry to update the sector on its key activities and to receive advice from providers in relation to implementation of the recommendations arising from the *Putting People First* report.



Feedback from the forums was very positive.

Contact: Barbara Crawford, Manager Strategy and Contracting, (04) 816 4384

Māori Disability Leadership and Advisory Group

The Māori Disability Leadership and Advisory Group had its last meeting for the year on 6 November. A summary of the meeting will be available on the Ministry's website end November/early December.

Disability Sector Strategic Reference Group

The Disability Sector Strategic Reference Group had its six monthly meeting on 7 November. A summary of the meeting will be available on the Ministry's website early December.

Upcoming disability events

International Day of Persons with Disabilities – 3 December 2014

The International Day of Persons with Disabilities is celebrated on 3 December each year. The day is promoted across the world by the United Nations to encourage better understanding of disability issues.

This year's theme is 'Sustainable Development: The Promise of Technology'. Please see the United Nations' newsletter 'Enable' for more information: www.un.org/disabilities/default.asp?id=1620

Disability Consumer Consortium

The next meeting of the Consumer Consortium is scheduled for 26, 27 and 28 November. A summary of the meeting will be available on the Ministry's website in December.

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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Quality review – *Putting People First*

Workshops at Provider Forums

My focus for October has been on preparation for, and participation in, the six provider forums held in Auckland, Hamilton, Wellington, Dunedin, Christchurch and New Plymouth. The emphasis of these forums was very much on quality.

After sharing some of the work being undertaken by the DSS team on *Putting People First*, workshops with providers were held to gain insight into how providers believe some of the recommendations could be addressed by the sector. Workshop participants were given a specific recommendation (one of four) and a set of questions to discuss. These questions were:

1. How can you showcase/promote best practice within your service and within the sector?
2. What can you do to ensure responsiveness and improve outcomes for Māori/Pacific/Non-verbal disabled people?
3. What are you doing now to promote best practice and what could you do to build on this?

Workshop participants were then asked to report their findings to the group, including suggestions for practical quality improvements.

The notes from these workshops are currently being collated and will be made available to providers shortly.

Contact: Pam MacNeill, Quality Improvement Lead, (04) 816 2178

New Model

Enhanced Individualised Funding / Individualised Funding

There are now 245 people using Enhanced Individualised Funding (EIF) in the Eastern and Western Bay of Plenty to purchase their disability supports. A total of 2097 people are using Individualised Funding (IF) across the country as a mechanism to purchase home and community support services.

An evaluation of how EIF is working is expected later this year as part of the evaluation of the New Model Demonstration.

A review of the IF and EIF Host Provider Funding framework is planned. It is expected that the review of the Host Provider Funding framework will be completed early next year. The review will look into hosted arrangements under IF, EIF and Choice in Community Living. The review will make recommendations as to how host providers are funded and what they should be directly funded to do.

IF has been expanded nationally to include Respite (IF Respite) from 1 November 2014. This will enable people who have been allocated respite to directly purchase their own respite arrangements. Access to IF Respite will be via Disability Support Service contracted IF Host Agencies after referral from a NASC.

For more information about IF Respite, please contact your local NASC.

Contact: Murray Penman, Development Manager, (09) 580 9084

Supported Self-Assessment and Funding Allocation Tool

The demonstration of Supported Self-Assessment (SSA) 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.

400 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.

Supported Self-Assessment evaluation interviews took place in September with disabled people, whānau and LACs. An evaluation report is expected in the new year.

Work is also under way to scope and develop how to approach expanding the use of the new SSA Form outside of the Bay of Plenty and to other NASCs. The experiences and learnings gained in the Bay of Plenty work are being built upon in the Enabling Good Lives Demonstration in Christchurch.

Contact: Terry Hibbert, Development Manager, (03) 474 8084

Choice in Community Living (CiCL)

There are now 101 people being supported in Choice in Community Living in Auckland and Waikato. It is expected that this number will increase to 130 by February 2015.

The toolbox for disabled people, families and providers is nearing completion. This resource will bring together a wealth of helpful information about CiCL. A copy of the toolbox will be available from Choice in Community Living Providers and NASC by early 2015.

An evaluation of how Choice in Community Living is working is expected in the new year, as part of the evaluation of the New Model Demonstration.

Contact: Murray Penman, Development Manager, (09) 580 9084

Local Area Coordination

Local Area Coordination (LAC) is now available in three areas of New Zealand, with Imagine Better continuing the work in Bay of Plenty and Lakes; LIFE Unlimited leading a trial of LAC through a Needs Assessment and Service Coordination organisation (NASC) in the Hutt Valley; and AccessAbility also leading a trial of LAC through a NASC in Otago/Southland.

Each organisation has now recruited its coordinators and they are becoming known to their local communities. The LACs are working with people to assist them to think about their lives, how they might connect and be part of their communities, and how to achieve the things which will lead to having a good or ordinary life.

Thought is also being given to how LAC and the Enabling Good Lives' Navigator work can contribute to developing a way of assisting disabled people, their families and whānau which draws on the strengths of each of these approaches and best fits the New Zealand context.

Contact: Jenny Moor, Development Manager, (09) 580 9070

Pricing models review

The new pricing models for Supported Living and Home and Community Services are being implemented in November 2014. This includes a move to the new prices and combining the rates for household management and personal care into a single, national rate.

Work is under way to move facility-based respite services to a fee for service pricing model, and the Ministry is working with Carers' Alliance to make the use of the Carer Support Subsidy more flexible.

Contact: Barbara Crawford, Manager Strategy and Contracting, (04) 816 4384

Behaviour Support Services improvement project

The roll out of the new national Behaviour Support Service is proceeding well across the country. Implementation throughout the South Island is now complete. The new national provider, Explore, is now responsible for providing all of the DSS funded Behaviour Support in this area.

Explore have appreciated support from the sector, during the time of transition. This has meant that recruitment of staff and the coordination of the transfer of service users to Explore has been smooth for all concerned.

The implementation of BSS throughout the rest of the country will be completed by 31 March 2015. Communication to the sector has occurred in each region as implementation has commenced. This has included meetings with stakeholders and NASCs as well as letters to affected service users.

The Ministry and Explore look forward to the opportunity to talk with the sector about the new service and welcome invitations to relevant forums and meetings.

Contact: Gordon Sinclair, Development Manager, (04) 816 3696

Environmental Support Services

Equipment and Modification Services (EMS) Prioritisation Tool

The EMS Prioritisation Tool was implemented in the northern DHB region in late January this year and in August it was extended to nationwide. The Prioritisation Tool was developed to prioritise access to Ministry funding for equipment and modifications for disabled people, based on the person's need and their ability to benefit from the equipment or modifications.

Through the new Tool, all the information captured will enable the Ministry to analyse who did not receive funding as well as those who did, and also provide information regarding gender, age, ethnicity, disability type and service demand and utilisation. This analysis will help determine, on an ongoing basis, whether any changes need to be made to the Prioritisation Tool itself, the threshold score, education for EMS Assessors or the criteria for accessing services.

Clare Kirk has managed this project for the Ministry for the past 2½ years and successfully led it towards national implementation of the Prioritisation Tool. We would like to acknowledge Clare's outstanding contribution towards the project and as her contract will cease at the end of November, wish her well for the future.

Contact: Sue Primrose, Development Manager, (07) 929 3609

The consideration of equipment and modifications for people with challenging behaviour

Work is under way to make improvements to the process of consideration of equipment and modifications for people with challenging behaviour. An updated process map has been drafted and this will now be discussed with all the key parties involved in supporting people with challenging behaviour, including NASCs, Child Development teams, and Explore, the national provider of behaviour support services. David Guest, from 3am Ltd, is leading this work on behalf of the Ministry.

A new process and supporting documentation will be in place by the end of April next year, with the aim of making sure that equipment and modifications are provided to those people who need them in the most efficient, effective and timely way.

Contact: Sue Primrose, Development Manager, (07) 929 3609

Vision: Launch of a new resource for parents

The Vision Book – My Child, Our Journey was launched on 19 September 2014 at BLENNZ Homai Campus in Auckland along with some of the families who contributed their stories. Students from the BLENNZ Homai campus participated in the launch ceremony and one of the students, Amitoj Singh, formally welcomed the guests in fluent Te Reo.

The book has been written by the Ministry of Education with input from the Ministry of Health, Blind and Low Vision Education Network NZ (BLENNZ) and the Blind Foundation, and feedback from other key groups. It aligns with a similar book, *The Family Book, an introduction for the families and whānau of children diagnosed with a hearing loss*.

The book has been developed as a resource for families, whānau, parents and caregivers of children and young people who are blind, deafblind or have low vision. It provides information about vision loss, assessment and support services that are available in New Zealand from birth to adulthood. Six families have shared their stories throughout the book to help illustrate how services have worked for them.

Copies of the book are available from:

- Your local Resource Teacher: Vision (RTV)
- BLENNZ on (09) 266 7109 (Auckland)
- Blind Foundation on 0800 243 333
- www.parents.education.govt.nz

Contact: Karen Hunter, Contract Relationship Manager, (04) 470 0634



Pacific development

Organisational Guidelines for Disability Support Services

Le Va has recently released the first organisational guidelines for disability support services working with Pasifika disabled people. This new resource provides guidance to disability support services working with Pasifika people to support the delivery of high quality support, and improve access to disability support services amongst Pacific communities. To access this excellent resource online visit: www.leva.co.nz/library/leva/organisational-guidelines-for-disability-support-services-working-with-pasifika-people-with-disabilities-and-their-families

Evaluation of Faiva Ora 2010–13

Integrity Professionals Limited have been contracted by the Ministry to undertake the evaluation of the Faiva Ora Plan 2010–2013. The evaluation aims to determine the overall effectiveness of the plan on the lives of Pasifika disabled people, their families and communities, and to also identify implementation challenges and improvements which will inform the delivery of the new Faiva Ora Plan 2014–2016.

Integrity Professionals Limited will also be collecting stories from Pasifika disabled people and their families which highlight the impact the Faiva Ora interventions have had on their lives. The final evaluation report will be completed by 15 December 2014.

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

The University of Auckland is currently undertaking an in-depth quantitative analysis of data from the recent Statistics New Zealand – Disability Survey and from the Ministry of Health Socrates database on Pasifika disabled people. This work is due for completion in early 2015.

Contact: Feala Afoa, Development Manager, (09) 580 9053

Disability workforce development

Disability Workforce Reference Group

The Workforce Reference Group met in September to report on the progress of the implementation of the Disability Workforce Action Plan 2013–2016. Also at this meeting, the group members provided updates on workforce development activities in their sectors. The reference group meets twice a year and is made up of leaders of disability service provider peak bodies, representatives from the industry training organisation, the council of trade unions and the consumer consortium.



Te Pou presented the new 'Let's Get Real Framework' for workforce development for the disability sector. This excellent resource for managers and staff in the disability sector can be downloaded from the Te Pou website: www.tepou.co.nz/supporting-workforce/DWD/lets-get-real-disability

Kaiawhina Workforce Action Plan

Careerforce and Health Workforce New Zealand have worked in partnership to develop the Kaiawhina plan to develop the non-regulated workforce in the mental health, disability, aged care, public health and general health sectors.

Recently a project manager was appointed to lead the implementation of this 20-year strategy. Seven work streams have been established to reflect the key domains of the plan which are consumer focus, quality and safety, workforce intelligence, sustainability, access, career development and workforce recognition. A taskforce group has also been established to provide leadership and oversight of the plan. This group is currently working with the seven work streams on a five-year implementation plan which will be completed in the second half of 2015.

Contact: Feala Afoa, Development Manager, (09) 580 9053

DSS service specification update

In March last year, the Ministry of Business, Innovation and Employment (MBIE) was tasked to lead the Streamlined Contracts with NGOs project. The project involves the roll out of a standard set of contracting documents across government agencies, in order to reduce variances and duplication in contracting practices across government. The aim is to, over time, reduce compliance costs for NGOs and allow for better collaboration across government agencies.

A key feature of the new contracting framework is the use of Results Based Accountability (RBA). RBA allows for a common approach to performance management and will help streamline reporting for NGOs with the use of performance measures.

As part of the transition to the new contract framework, DSS is undertaking a review of Service Specifications to ensure they accurately reflect service delivery, and have appropriate RBA style performance measures. Working groups will be established to review the service specifications for each service type, and service specifications will be combined where appropriate. Each working group will include provider and consumer representatives nominated by peak bodies or Disabled Persons' Organisations. Providers will receive draft service specifications for comment and feedback prior to new service specifications being finalised.

The Ministry of Health is contracting additional resource with experience in developing RBA performance measures and working with the new contract framework. They will be working alongside DSS, and with DSS providers and consumers to assist in the transition to the new contract frameworks, and the development of updated service specifications.

We will be providing regular progress updates on the transition to the new contract framework and service specification reviews on the Disability Support Services section of the Ministry of Health website.

For further information on Streamlined Contracts with NGOs project and RBA, please visit the MBIE website: www.business.govt.nz/procurement/procurement-reform/streamlined-contracting-with-ngos/about-the-project

Contact: Hayden Taylor, Development Manager, (04) 816 2372