

Disability Support Services e-newsletter

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From Toni Atkinson Group Manager Disability Support Services



Welcome to our second newsletter for 2016. We hope you enjoyed our special edition in March. We are happy to receive any feedback on how interesting or useful you found these innovations from around the country.

The focus is on improving outcomes for people with a disability so we are keen to hear how we can make improvements for the next version in December 2016 when we celebrate International Day of Persons with Disabilities.

We held our Consumer Consortium meeting over three days of April. This was an opportunity for DSS to showcase the many projects we are currently working on and to get feedback from disabled people and disability organisations on our current work plan. It was very useful to get the users' perspective of the work we are doing and helps to set some direction for the next steps regarding these projects.

DSS is planning our work for the new financial year and we are busy finalising the key pieces of work we want to achieve in 2016/17. Our Māori Disability Action Plan – Whaia te ao Marama and Pasifika Disability Action Plan – Faiva Ora are also due for a refresh in the coming year. We will be engaging with our Māori and Pasifika communities to identify priorities in these areas and look forward to your input.

I hope you enjoy this latest edition of our newsletter. Feedback is always welcome and thank you to those people who let us know how much they enjoy reading it!

Contents

Page 2
DSS news

Page 3
Enabling Good
Lives

Page 5
Sector news

Page 7
Recent disability
events

Page 8
DSS project
updates

Page 11
Our people

Vulnerable Children Act 2014: Update on Workforce Restrictions for core children's workers – key date 1 July 2016

Contact: Cory Vessey, Senior Advisor Children's Action Plan, (04) 816 4444

A key objective of the Children's Action Plan is to ensure a safe and competent children's workforce who can identify, support and protect vulnerable children.

The Vulnerable Children Act 2014 (the Act) introduced measures that will ensure that children can be better protected from abuse and neglect both in their homes and in the community.

Workforce restriction

Under the Act a workforce restriction has been developed preventing people with certain serious convictions from being employed as a core children's worker, unless they have been granted a Core Worker Exemption. These convictions are specified in Schedule 2 of the Act.

The workforce restriction has applied since 1 July 2015 to people seeking new roles as core children's workers, prohibiting their employment unless they held an Exemption.

From 1 July 2016 the workforce restriction will apply to those employees and contractors already employed in core workforce roles.

Further information for employers is provided on the Ministry of Health website:

www.health.govt.nz/our-work/health-workforce/childrens-action-plan-childrens-worker-safety-checking-and-child-protection-policies

and the Children's Action Plan website:

www.childrensactionplan.govt.nz/childrens-workforce/the-workforce-restriction

Refresh of Faiva Ora – National Pasifika Disability Action Plan

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

In March 2016, the Ministry of Health Disability Support Services approved the refresh of Faiva Ora.

As a result, the Ministry has started discussions with stakeholders on what the priority areas of the new plan should be. Key to informing the new plan are the findings and recommendations from the recent research on Pasifika disabled children, youth and their families and the evaluation of Faiva Ora 2010–13. With the current plan due to be completed by 30 June 2016, the new plan is scheduled to also be completed by this time.

The Ministry is keen to hear from you on what the key priorities, issues, challenges and opportunities will be for Pasifika disabled people, their families and caregivers over the next five years.

Christchurch

Contact: Gordon Boxall, Director, Enabling Good Lives Christchurch Demonstration

The transfer from demonstration phase to DSS's business as usual for Enabling Good Lives Christchurch will be completed by the end of June. We hope to be able to update you on this in the next DSS newsletter.

In the meantime, recruitment is under way for an EGL Lead Christchurch to head up the two year transition. The person will be based in the Christchurch Ministry of Health office.

The NASC has appointed a full time EGL Coordinator and Independent Facilitators will be available to provide six hours 'free to user' Independent Facilitation to new EGL participants (school leavers with ORS status) from 1 July. There will also be oversight of the professional practice of Independent Facilitation in place. This ensures the EGL process can continue for the approximately 300 people who are or will be EGL participants by June 2018.

Flexible Disability Supports are currently being operationalised and offer real choice for people to work with providers on how they can best be supported to get a good life. Early signs show that they can be suited to people who live in complex circumstances and who wouldn't usually be suited to personalised funding and also where people/families prefer an agency to employ people on their behalf. See the EGL website for details of the list of accredited providers.

Supported self-assessments are now in place for all new EGL participants, those who have had a significant change in their circumstances, or for anyone who requires or is due a re-assessment with the NASC. This connects to design work under way to trial a new funding allocation process based on the award winning 1000 Minds decision-making software, which helps to weight the things that matter the most to disabled people.

Inclusive New Zealand has been actively supporting individual providers to align their practices with the EGL principles (with great feedback received) and we continue to engage with them and NZDSN on the issues that will impact the provider market as the EGL approach develops.

We have been conducting a survey on people's experiences of the EGL process and this continues to reinforce that people overwhelmingly have a positive experience. This supports the wider evaluation but it is also important to note that it is very much work in progress. With feedback that families can experience additional stress, we need to start earlier and also make the process easier to use and understand.

We are also looking to include the experiences of EGL participants who have not yet been represented in other surveys.

As momentum gathers to build a new disability strategy for New Zealand, a summary of 'lessons learned from Christchurch' will be fed into that process. While inevitably focusing on the challenges, including the lack of time for a design phase, the time spent 'battling' to change the system, and unanticipated consequences, these are valuable lessons that can be avoided beyond the demonstration. These lessons also record the progress in developing key components (including independent facilitation, supported self-assessments, flexible disability supports and pooled,





personalised funding). There will be a further evaluation in 2017 that will incorporate the new components.

There is much more to do and learn but the Christchurch EGL Team want to take this opportunity to thank all people, schools and agencies who have been part of the demonstration. While it has been challenging at times, the strength of local relationships and the commitment of agencies to the Local Leadership Group have ensured that we have been able to develop key components and features which have got increasingly better and, as the demonstration has worked with key agencies in the local system, can perhaps be more easily scaled and rolled out as desired.

See the website www.enablinggoodlives.co.nz for the latest news, stories and monthly video blog.

Waikato

Contact: Chris Potts, Director, Enabling Good Lives Waikato Demonstration

The Waikato demonstration is on track to reach its first year targets, with 103 current participants. Participants are very diverse and building positive futures.

Many of these participants have been connected into networks and their community and to date half have been allocated an individual budget. Around 20 percent are buying some supports from local disability providers. Of particular note is the high proportion of participants (57%) who are from small towns and rural communities.

EGL Waikato has funded a number of well-attended workshops around Waikato that have received positive feedback. These workshops cover a range of topics including starting up a micro-business, building a good life and how to negotiate what you want. A parent who attended the micro-business workshop described it as ‘inspiring . . . he was really excited, he was blown away.’

Workshops on recruitment and employing your own staff for EGL Waikato participants have also been well received. They have provided an opportunity for EGL Waikato participants to meet others, gain information, access resources and obtain Employment and Manufacturing Association membership. A mother who attended this recruitment/employment workshop said that everything fell into place for her after attending.

The EGL Waikato Phase One Evaluation Report has been completed and will be ready for release in the near future. This summary report focuses on the first six months of the implementation of EGL Waikato (July to December 2015) and has been structured to provide a commentary on the EGL Waikato approach. It will include an overview of the demonstration, reflection on implementation and the emerging learnings and outcomes that disabled people, families and whānau are creating and experiencing by being part of EGL Waikato.

Join the conversation on a new disability strategy

Contact: Shelley Gilmartin, Office of Disability Issues, (04) 916 3300

The Office for Disability Issues is developing a new disability strategy for New Zealand, and wants to know what the most important things are for disabled New Zealanders and their whānau to live a good life.



The new disability strategy will provide clear direction for the government over the next ten years, helping them to make informed decisions on issues that impact disabled people.

If you would like to join the conversation on how disabled New Zealanders, their families and supporters can feel valued, supported and able to participate in their communities, visit www.jointheconversation.nz

Consultation closes on 22 May, so visit the website today to fill in a survey, record a video, register for an event or find out how to hold your own workshop.

EASIE Living and Demonstration Centre

Contact: Kathryn Hall, Development Manager, DSS, (04) 816 2243

New Zealand's first EASIE Living and Demonstration Centre was officially opened in Palmerston North by Mayor Grant Smith on 17 February. The Centre will display exciting, innovative high and low tech living options for people with disabilities and older people.

For the first time customers, and those working in the health and disability sector, there will be a range of services available within the EASIE (**E**quipment, **A**dvice, **S**ervices, **I**nformation, **E**ducation) Living brand, under one roof – a 'one-stop-shop'. The EASIE Living Centre is the latest innovation from Enable New Zealand, which has been providing disability support services for over 40 years, and reaches over 50,000 people a year.



A demonstration of the pull-out sink.

Chair of Enable New Zealand's Board Diane Anderson said: 'Throughout its life Enable New Zealand has looked to deliver value for its funders and clients, and is always seeking to break down barriers and foster an enabling community and society. The EASIE Living Centre is its latest innovation and I see its success as being its strong community base. This is a gathering place for people with a disability and the elderly – it is their centre. They have helped shape its development, and they will shape its future. Here they can gather to share and seek information, test products and supports to help them do what they want to do and have control of their lives.'

Enable New Zealand General Manager Scott Ambridge said: 'The centre is a collaboration with the private sector and we would not be here today if it were not for the commitment and dedication shown by our centre partners . . . I would like to sincerely thank them for coming on board and buying into what we are trying to achieve.'

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The centre is seen as a 'gateway' where Enable New Zealand will work alongside people to assist them to find the best outcomes possible, which at times is not always about spending money (for example, how they can utilise natural and local community based supports). The real strength of the centre is that you can find everything under one roof, from information and advice about community services through to specialist advice on equipment and housing modifications. The demonstration centre offers the opportunity for people to see/touch and try out different gadgets and equipment in a real life environment to see how these supports might work in their own home.

Local Area Coordination

Contact: David Darling, Development Manager, DSS, (04) 816 2356

The Ministry of Health has three Local Area Coordination (LAC) initiatives in operation across the country.

One is delivered by an independent organisation – Imagine Better – and the other two are under the umbrella of Life Unlimited and Access Ability NASC.

As an expression of Independent Facilitation, LAC has a 28-year history that has been well documented internationally. LAC in Aotearoa began in 2010 under the New Model work in the Western Bay of Plenty. Over the past six years the LAC approach has increasingly gained traction in New Zealand and we now know a great deal about this independent facilitation approach, particularly around its implementation within communities.

In mid-April all ten Local Area Coordinators from around the country came together for the first time. It was a time of learning underpinned largely by examples of how a LAC approach had assisted disabled people and their families to develop and sustain new relationships with natural (unpaid) support. The development of natural networks is at the heart of LAC and our national evidence is showing us that when people are authentically connected with their neighbours, community and local citizens, their lives are far richer, they are safer and they are much better placed to make an active contribution.

To find out more about Local Area Coordination please feel free to contact:

Angela TeWhiti (Access Ability) angela.tewhaiti@accessability.org.nz

Catherine Bennett (Life Unlimited) catherineb@lifeunlimited.net.nz

Tony McLean (ImagineBetter) tony.mclean@imaginebetter.co.nz



Michael is an active member of Take Note Singers Upper Hutt

Disabled Persons Assembly NZ – Information Exchange

Information Exchange is a weekly newsletter that is sent out to all DPA members and interested parties. It includes information on what is happening in the DPA National Office as well as around the regions. If you would like to know more about Information Exchange or would like to submit a story/article for information exchange visit: www.dpa.org.nz/page/142/InformationExchange.html

Recent disability events

Disability Consumer Consortium

Contact: Cheryl Graham, Senior Advisor, (04) 816 2358

The Disability Consumer Consortium met in April.

The agenda was very full and included presentations on: DSS Demographic Report; Putting People First; Health of Older People; Update on Whāia te Ao Mārama, the Māori Disability Action Plan; Physical health of people with intellectual/learning disabilities; Equipment and Modification Services Prioritisation Tool; Revision of the NZ Disability Strategy; the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003; Child Development Services; Local Area Coordination in the Hutt Valley; Choice in Community Living; Enabling Good Lives Waikato Demonstration update; Update on the Healthy Families programme; Update on changes to the Purchasing Guidelines.

A Guide to Community Engagement with People with Disabilities was launched at the meeting. This guide was developed by the Ministry in close consultation with disabled people's organisations and provides practical advice to anyone wanting to engage with people with disabilities. The purpose of the guide is to break down some of the barriers disabled people face, so that we can all benefit from the full participation of disabled people in New Zealand society. The guide has been published in electronic form only and is available on the Ministry of Health website:

www.health.govt.nz/publication/guide-community-engagement-people-disabilities

Further information about the Disability Consumer Consortium is provided on the Ministry of Health website: www.health.govt.nz/our-work/disability-services/sector-and-consumer-partnerships/consumer-consortium

Faiva Ora Leadership Group Meeting

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

On 20 April 2016, the Faiva Ora Leadership Group met to discuss and provide advice on the following topics:

- The residential service user feedback questionnaire, which was presented by Malatest International.
- Pasifika demographic data 2014 and the Final DSS Engagement Guidelines, which were presented by Barbara Crawford from the Ministry of Health.



Faiva Ora Leadership Group

Back row (from left): Ben Tameifuna, Turiana Williams (carer for Ngatamine), Lealofi Sio, Amerika Wilson, Feala Afoa, Karolini, Tutavaha, Felicia Manase, Abba Fidow
Front row (from left): Ngatamine Tauranga, Megan McCoy (ODI), Fatima Akehurst, Kramer Hoeflich, Barbara Crawford (Ministry of Health)

Absent: Lolomanaia Filiai, Lapi Mariner

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At this meeting, the group also had a workshop to identify key issues, challenges and opportunities for Pasifika disabled people, their families and caregivers for the next five years. Results from the workshop will inform the development of the new Faiva Ora Plan 2017–21, due to be completed by 30 June 2016.

Megan McCoy, the Director of Office for Disability Issues (ODI), presented to the group on the role of ODI. Megan also spoke about the refresh of the Disability Strategy, its development process and the opportunities this presents for disabled people.

DSS project updates

Development of a national low vision rehabilitation service strategy

Contact: Marianne Linton, Development Manager, (04) 496 2201

The quality of life and day-to-day living of many New Zealanders is affected by low vision (a person's reduced ability to carry out activities due to an eye impairment that cannot be corrected by glasses, contact lens or surgery), particularly in the older age groups.

The Low Vision Rehabilitation Services Reference Group is working towards development of a low vision rehabilitation service strategy. The strategy will set a strategic framework and a definition of low vision, as well as high-level service design features.

The Reference Group will meet in mid-May to review and discuss the work to date and determine next steps. This work is informed by stakeholder interviews and a literature review which were completed in earlier phases of the project.

The development of a proposed low vision rehabilitation service strategy is planned for completion by the end of June 2016.

Quality review – Putting People First

Contact: Toni Atkinson, DSS Group Manager, (04) 816 2058

The Putting People First (PPF) programme of work had a two-year timeframe which will be completed by 30 June 2016.

Highlights of the work have included:

- internal and external working groups established to implement the recommendations and establishment of a governance group which included disabled people
- regular updates provided to the disability sector through a range of formats and information published on the Ministry website
- two PPF progress posters, illustrating the complexity and interdependency of the work, produced in multiple formats and a third and final poster will be produced in June. →



As part of broader work to implement PPF, the current review of the regulatory framework for quality and safety in disability is developing proposals for changes to the regulation of safety in disability support, including development of safeguards.

The Ministry has implemented the review recommendations, and most of the 80-plus activities underpinning the recommendations have been integrated into business as usual. A few outstanding activities within the recommendations are expected to be completed by December this year.

As DSS continues to embed PPF activities into its work (for example, through changes to service specifications), it will become easier to sustain the gains already made. Continuation of these initiatives will ensure the spirit of PPF remains at the core of all DSS activity to support disabled people into the future.

For more information on the work of the PPF team, have a look at the poster on the Ministry website.

Choice in Community Living

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

Expanding the demonstration

In addition to continuing the Choice in Community Living (CiCL) demonstration for a further two years in the Auckland and Waikato regions, the Ministry intends to expand the service into the Hutt and Otago/Southland regions.

This will enable the Ministry to determine how the presence of Local Area Coordinators in these two regions can contribute to the outcomes of those seeking to live more independently through CiCL.

Planning is currently in place to tender for CiCL services from interested providers in both the Hutt and Otago/Southland regions. Successful providers will be contracted by the Ministry so that eligible people in these regions can choose which provider they want to work with to achieve the CiCL goals of living in the community.

The availability of independent facilitation for people participating in the CiCL demonstration may provide greater opportunities for some people to access community networks and supports that are intended to enhance the outcomes they achieve through CiCL.

Feedback from people living in Ministry funded residential disability services

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

The Ministry of Health has contracted Malatest International to collect feedback from people living in Ministry funded residential services.

This project aims to give people living in residential services an opportunity to express their views on what matters to them, their quality of life and the services they receive. →



Over the last few months, Malatest International has been working closely with disabled people to refine and test the feedback tool prior to its use. Due to be finalised by the end of April, the feedback survey will be used at the face to face interviews in Wellington during the month of May 2016 and in Palmerston North and Auckland from May 2016 to July 2016. It will also be available online for those who are unable to attend the face to face interviews and are comfortable using computers.

For the survey to be delivered effectively, Malatest International has been training disabled people as interviewers to collect the feedback.

Malatest International is working closely with the residential service providers selected to be part of the feedback collection and providers are informing and supporting their residents to participate in the project.

If you have any questions, comments, or would like to participate, please contact the Malatest International Project Manager by email Tim.Rowland@malatest-intl.com or phone 0800 002 577.

Streamlined Contracting Update

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

DSS is continuing to work on consolidation of contracts for ten providers with multiple DSS contracts, including the trialling of an outcome agreement management plan (OAMP). The ten providers include a range of large, medium and small organisations.

The new Respite Outcome Agreements with the updated service specifications for adult respite and children's respite went live on 1 April 2016. These included new performance measures developed in consultation with disabled people, disabled people's organisations, families, carers and providers.

The new Outcome Agreements and updated service specification for Community Residential Services within Aged Care Facilities for Younger People with Lifelong Disabilities will go live on 1 September 2016.

Work is continuing with providers and disabled people to put the remaining DSS contracts into the new streamlined contract framework.

For providers who wish to familiarise themselves with the new framework and Results Based Accountability, the Ministry of Business Innovation and Employment has developed a series of training videos at www.business.govt.nz/procurement/procurement-reform/streamlined-contracting-with-ngos/training-and-education-programme/training-videos

For more information on DSS progress with the Streamlined Contract Framework go to www.business.govt.nz/procurement/procurement-reform/streamlined-contracting-with-ngos

Pam MacNeill – Quality Improvement Lead: Putting People First

The last day of my two-year contract came very quickly on 29 April and I have now completed my role at the Ministry of Health.

Although I arrived in DSS with a range of disability sector knowledge and experience under my belt, I have learned much since beginning my time in the Quality Improvement Lead position in April 2014. I have also learned a great deal about the very diverse and important work of DSS. The process of implementing the recommendations from Putting People First has confirmed my strong views about the critical importance of self-determination for disabled people.

Finally, I wish to acknowledge the many people with whom I have been privileged to work across the Ministry and the disability sector. I thank you all for your generosity and willingness to share your experiences with me and I look forward to continuing our association into the future.



Pam MacNeill



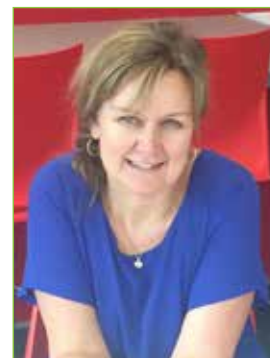
Putting People First Steering Group's last meeting. From left to right: David Russell (Guest), Pam MacNeill, Jill Lane (Chair), Valerie Smith, Stuart Powell, Angela Radich, Barbara Crawford, Toni Atkinson, Christopher Carroll

Natasha Gartner, Contract Relationship Manager

I am leaving the Ministry to take up a new and exciting challenge at the Waikato Hospital after working at the Ministry of Health for 10 years.

I have learnt so much from my time here and will be leaving with many rich experiences.

I would like to say thank you to the people who work away quietly (and sometimes not so quietly) in the background, to make things better for the people we support and their families and carers.



Natasha Gartner



I will remember the:

- woman who has dedicated her life to making sure carers are supported
- father who has dedicated his life to supporting his intellectually disabled son and who, along the way, had many long conversations with me about what he needed from us
- young woman with a degenerative physical condition who lived in her own home and just needed to be in control and make the decisions about who and how people would support her
- small South Island organisation who tried so hard to provide a quality, safe and professional service, in a very challenging environment
- huge effort that many providers and their staff make in supporting people with disabilities and in trying to do the right thing.

A colleague who has also worked at the Ministry for some time agrees with me when I say that Disability Support Services feels almost unrecognisable from when I first started. I see a Ministry that has been courageous in its attempt to make a real difference to disabled people's lives, despite it being hard and sometimes uncertain.

Finally I would like to say thank you to my colleagues here who have been so supportive and work so hard to make a real difference to the lives of disabled people, their families and carers.

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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