

Disability Directorate e-newsletter

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From Toni Atkinson Group Manager, Disability Support Services



Welcome to our spring edition! I hope you are all looking forward to lighter days and warmer weather.

We are part way through our programme of Community Conversations, where Adri Isbister, our new Deputy Director-General Disability, is visiting regions around Aotearoa to meet disabled people, their family/whānau, carers and our providers. I hope many of you have been able to attend these forums and provided some input into the strategic direction for the Directorate over the next few years.

The Directorate has been going through a time of significant change – and it's not over yet! We have been reorganising ourselves to better meet the needs of the disability community and the Ministry going forward. This has meant a change of roles for many people and you will see some new faces over the coming months as we recruit to full staffing. I want to also acknowledge the people who have left the Directorate over the past few months and wish them well with the next steps of their careers.

We are making progress on our strategic plan and I look forward to this document being finalised by the end of the year. Thank you to everyone who has contributed to the work on setting our future direction – whether it has been through community forums, surveys or contacting us directly with your thoughts about the future.

I hope you enjoy this spring edition of the newsletter.

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Enabling Good Lives

Christchurch

Hannah Perry, Enabling Good Lives Lead, Ministry of Health

Flexible Disability Support

In Christchurch, young people and families connected with EGL have personalised, flexible budgets and choose how they wish to manage them. Most people elect to use a budget 'host', which gives them control of how, when and where they use their budget. Other families find that employing their own staff and keeping track of purchases adds a layer of stress and complication into already busy lives. In response to that, we have a number of Flexible Disability Support (FDS) providers which means that EGL participants still have choice and control over their budgets, but pass over some of the responsibility to the provider.

Families ask the FDS providers to do a number of things differently to what has previously been offered, so they can truly be of service to EGL participants. This includes:

- Providing direct support (eg, a support worker comes and assists the young person to live their life in the community)
- Making purchases on behalf of the person (eg, paying to raise the garden beds to a height where the person is able to reach inside and independently grow vegetables)
- Directly funding a young person and families (eg, ensuring a young person has cash on hand to pay the weekly fee at darts).

These options have meant that people:

- join clubs, courses and groups
- choose their own staff, without the responsibility of rostering, training and management
- go on camps, holidays, tramps and to concerts with their friends
- investigate and make purchases such as technology and e-bikes (and e-trikes!) that ensure they are well connected to their community, able to build and maintain relationships, have fun and keep fit
- lead lives that are centred around who they are as a person, rather than what time works for the taxi company or rostered staff.

The Enabling Good Lives approach is about creating options and building opportunities for disabled people and their families to live great lives in communities that value who they are and what they have to offer. Having service providers that can work flexibly to offer the family what they want means that it is easier for a young person to build a good life for themselves. →

Waikato

Kate Cosgriff, Director, Enabling Good Lives Waikato

Collaboration with other key agencies and systems that impact on the lives of disabled people continues to be a focus for the Waikato demonstration. In the past year we have focused on areas where our work intersects with the Waikato District Health Board (DHB), including clinical services and planning.

We are helping the DHB to develop a Tāngata Whaikaha/Disabled Peoples Health Profile. The advocacy of disabled people and families on the DHB's Consumer Consortium resulted in this new initiative. The DHB now has a key strategic intent to radically improve the health outcomes of disabled people. The Profile is an initial step to help the DHB understand the needs and aspirations of disability communities across the Waikato.

In the last quarter, we held a meeting with one of the members of the Health and Disability System Review. This meeting saw a wide-ranging discussion and they were interested to understand how EGL operates and its potential applications.

The demonstration is contributing to the Waikato Plan Regional Housing Initiative Working Group to ensure disability and accessibility are front of mind as the Group begins its strategy work.

Two new EGL videos were completed in the period, with both now up on the website. As well as this, EGL featured in a Radio New Zealand story about the Oliver family. The Olivers had a big vision and built a positive rural flatting situation for their adult son Andrew. The first part of the RNZ story featured Andy's special relationship with Fonterra. The second part focused on his move into his own home and being part of Enabling Good Lives, with one of the connectors interviewed. You can see these stories on Radio New Zealand's website.

<https://www.rnz.co.nz/national/programmes/first-up/audio/2018695079/fonterra-fan-andrew-oliver-s-journey-with-disability-to-independent-living>

George

George joined EGL at the end of 2016 when he was 18 years old. He has autism and lives with his supportive family. At the time, George experienced bullying at school, spent a lot of time in his room, had no friends, little confidence and needed a lot of encouragement to come out of his shell and connect with others. George's EGL budget originally employed a buddy 7 hours a week to go out and help him try everyday activities and attend a youth group.

Over the last two years George has left school and used his support to try activities and go places typical for young people. As his confidence has grown over the past year, he has focused his budget on getting his licence and finding employment. He now attends a computer training class and recently got his First Aid Certificate. George plans to start flatting within the next year.

A recent email from George's mum indicates the progress George is making as, step by step, he builds his good life as a young adult:

George is going really well. He has started work experience at the Main Meat Works, 2 weeks ago, Wed-Fri 7am-1.30pm and is loving it. His support worker Michele goes for 8 hours of that time just to check up and ensure all going well with his workmates. We had a big meeting with them and his employment facilitator this week and we are applying for Mainstream. I now no longer need to support George at work, but Michele is still going for 8 hours of his week. It is amazing how it has boosted his confidence, he even went back onto Facebook, declaring on a big first post: 'Hi I am back. I have done great things and I am independent, I have my licence, a car and I now work at Main Meats - Wish me Luck!' We were quite blown away!

Community conversations

Katie Sherriff, Disability Directorate, Ministry of Health

Disability Support Services are travelling to towns around New Zealand to talk about the supports and services you or your whānau may access or provide – and we want you to join us. This is also your opportunity to meet our new Deputy Director-General, Adri Isbister, and hear about her vision for disability support services.

Where will the community conversations be held?

The table below shows when we are coming to your area. The start time is the same for all sessions:

9 am – 12 pm for disability providers

1 pm – 4 pm for disabled people, their whānau and carers.

| City/Town | Date | Venue | Room |
|--------------|--------------------------------|--|-------------------|
| Wellington | Wednesday 4 September 2019 | James Cook Hotel, 147 The Terrace | Chancellor 3 |
| Nelson | Monday 9 September 2019 | Honest Lawyer, 1 Point Road, Monaco | Banquet Room |
| Christchurch | Tuesday 10 September 2019 | Sudima Christchurch Airport, 550 Memorial Ave | Avon 2 |
| Dunedin | Wednesday 11 September 2019 | Distinction Dunedin Hotel, 6 Liverpool Street | The Exchange Room |
| Auckland | Wednesday 25 September 2019 | Jet Park Airport Hotel and Conference Centre, 63 Westney Road, Mangere | Pukeko Room |
| Whangarei | Thursday 26 September 2019 | Forum North, 7 Rust Ave | Cafler 1 Room |
| Hamilton | Friday 27 September 2019 | Jet Park Hotel Hamilton Airport, 201 Airport Road | Harvard Room |
| Whanganui | Tuesday 1 October 2019 | The Avenue Kingsgate Hotel Wanganui, 379 Victoria Ave | Function Room |
| Tauranga | Thursday 3 October 2019 | Classic Flyers, 8 Jean Batten Drive, Mount Maunganui | Boeing Room |
| Napier | Friday 4 October 2019 | Crown Hotel, Vautier Room, 22A Waghorne Street, Ahuriri | Vautier Room |

How to register

It's important that you let us know if you are coming to a community conversation. Please register on our website, or email or call us, at least 10 days before the event, using the details below:

Email: disability@health.govt.nz

Call: 0800 855 066

Visit: the disability conversations page of the Ministry website

www.health.govt.nz/disabilityconversations



When you register, please include the following information:

- the session you're attending (afternoon session for disabled people, whānau and carers)
- the location you're registering for
- the company or organisation you're representing (if applicable)
- if you have any requirements for equipment or interpreters
- if you have any dietary requirements
- anything else that will be useful for us to know.

What will we talk about?

Adri Isbister will share her vision for the future of disability supports and services. We're keen to hear your views and questions, and to hear about the supports and services you or your family and whānau access or provide.

We're grateful to the disabled people, their family and whānau, carers and providers who have shared their stories, experiences and ideas with us so far. We've used what you've told us to develop the first stage of a strategy, and we want to know if we're heading in the right direction.

Can you help us share this information?

We would appreciate if you could share this information with your networks.

You can:

- share this information on social media – contact us for some images you can share
- put up posters in your community spaces – contact us for posters
- tell your whānau, friends and community.

Don't forget to register!

Funded Family Care

Stuart Parkinson, Disability Policy, Ministry of Health

In July 2019, the Prime Minister and Minister Genter announced that we're making changes to Funded Family Care in 2020.

The term Funded Family Care has covers both the Ministry of Health's Disability Support Services policy and District Health Boards' Paid Family Care policies. The upcoming changes apply to both.

These changes include:

- Repeal of Part 4A of the New Zealand Public Health and Disability Act 2000
- Eligibility for Funded Family Care to change to allow spouses and partners to provide Funded Family Care to people with high or very high support needs, and children and young people under the age of 18 with high or very high needs to receive Funded Family Care from resident parents or family members (who are over 18)



- Removing the requirement for an employment relationship between a disabled person and their family member under the Ministry of Health's Funded Family Care policy
- Raise pay rates for funded family carers under the Ministry of Health's Funded Family Care policy to be consistent with the rates received by care and support workers.

These changes to Funded Family Care will make it fairer for family carers and those being cared for, including improved support and paying carers appropriately.

Right now, we're working through the details of these changes so that we can provide advice to Ministers about what these may look like and how we can implement them across New Zealand in a way that is equitable and sustainable.

To help us prepare advice for Ministers that takes our communities' voices and experiences into consideration, we'll be undertaking targeted engagement in the next two months. This will also enhance our understanding of the impact that potential policy options may have on carers, disabled people and their whānau.

We will keep you updated as this work develops, including how we're seeking feedback from people, via our website.

You can also see more information about these changes, including what feedback we've already received, on the Ministry of Health website. health.govt.nz/your-health/services-and-support/disability-services/types-disability-support/funded-family-care

Pay equity update

Contract Support Team, Ministry of Health

The contract support team would like to extend their sincere appreciation to those who have provided their Workforce Data Collection Surveys. Thank you for your cooperation, involvement and timely submissions. We really appreciate the effort it has taken to provide this data.

We would also like to take this opportunity to remind providers about the importance of the development of a well trained workforce for the sector and the clients they serve. The Care and Support Workers (Pay Equity) Settlement Act 2017 states that an employer must take all reasonably practical steps to ensure eligible workers are able to attain qualifications within the prescribed framework set out in the Act. The Ministry of Health and the District Health Boards jointly agreed their accountability to ensure workers have access to training and education opportunities, but providers have the responsibility to meet their obligations. How employers provide opportunities for workers is not specified.

There is understandably great interest from the sector in being informed of the results for the data provided. With approximately 90 percent of providers sharing information that covers roughly 50,000 workers, the Ministry continues to validate and analyse the information and plans to release high level analysis of the data by October 2019. We will share more information around the publication of our findings in the coming weeks.

Child development services

Noreen MacMahon, Project Lead, Disability Support Services, Ministry of Health

In Budget 2019, the Government allocated an additional \$35 million (\$8.75 million per annum) over four years for Child Development Services (CDS). These services support children with disabilities to maximise their potential and support greater independence.

Demand for CDS has increased, so the additional budget will see more children access the supports they need to help achieve their potential. The Ministry also supports CDS to work in a regional and integrated way with other services supporting disabled children, such as specialist communication services, equipment services and Ministry of Education early intervention services.

We've met with CDS providers to help them work in an integrated and consistent way regionally and nationally. Our approach aligns with System Transformation, Enabling Good Lives vision and principles and the Good Start in Life work.

The Ministry held four workshops with CDS providers in Christchurch, Wellington, Rotorua and Auckland throughout August. The workshops aimed to support providers to complete regional implementation plans that outline the approach in each region. This includes increasing the number of FTEs each region requires to reduce waiting lists, deliver more integrated services and shift towards an agreed model of care so that children and their families receive seamless services wherever they live in New Zealand.

We will review the implementation plans in September and will keep you updated as this work progresses.



All smiles at the end of the first Northern Regional workshop for CDS.

Preventing the spread of measles

A DSS-funded Community Residential Support Services provider in the Auckland region informed us this week that one of their clients has contracted measles. This is a good time to encourage you to follow the Ministry's advice on preventing the spread of measles.

- Measles is circulating in New Zealand, particularly in the Auckland region. More cases are likely, and people are encouraged to be vigilant of the symptoms of measles.
- Measles is highly contagious, affects children and adults and can be life-threatening.
- Immunisation is the best way to protect against getting measles. Two doses of the MMR vaccine give 99 percent protection against the virus. In New Zealand the MMR vaccine is offered free at 15 months and at 4 years of age. The MMR vaccine is also free for those under 50 years who have not had 2 documented doses.

We encourage people to get immunised, particularly:

- children and young people who have never been vaccinated
- people born from 1969 who have not had two documented doses.

Measles used to be very common, so those over 50 years old are considered immune and don't need the measles immunisations. Some people can't get immunised (for example, pregnant women and people with low immunity, such as those receiving cancer treatment).

What should I do?

- Please ensure that people younger than 50 years old have been vaccinated, or support them to get both doses of the vaccination.
- Make sure you follow the advice on what to do to minimise the spread of measles if you come into contact with someone with measles.

For more information see the measles page on the Ministry of Health website.

[health.govt.nz/your-health/conditions-and-treatments/diseases-and-illnesses/measles](https://www.health.govt.nz/your-health/conditions-and-treatments/diseases-and-illnesses/measles)

For up to date information about measles in Auckland, and useful information on what symptoms to look out for, how to best protect yourself and others, as well as what actions to take if you've been in contact with someone with measles see the Auckland Regional Public Health measles page on their website. <https://www.arphs.health.nz/public-health-topics/disease-and-illness/measles/>

Thank you for your attention to this.

Recent publications

Medication Guidelines for the Home and Community Support Services (HCSS) Sector

In May this year, the Ministry of Health published guidelines to support HCSS providers to provide safe medication support for people at home.

The Guidelines were developed by a working group made up of HCSS providers and representatives from the health and disability sector. The Guidelines are a resource to support the implementation of safe medication practices according to the Home and Community Support Sector Standard that all DSS funded HCSS providers are required to comply with. You can find a copy of the Guidelines on the Ministry's website. health.govt.nz/publication/medication-guidelines-home-and-community-support-services-sector

Information Sharing Guidance

The guidance document, *Information Sharing Guidance for Health Professionals, from 1 July 2019*, is now available for download on the Ministry of Health website.

The guidance is to assist the health workforce to understand and respond to new changes. It complements the guidance on sharing information safely and supporting resources published by Oranga Tamariki and the Ministry of Justice. health.govt.nz/publication/information-sharing-guidance-health-professionals-1-july-2019

Cancer Action Plan

On 1 September 2019, the Right Honourable Prime Minister Jacinda Ardern and Honourable Minister of Health Dr David Clark released the Ministry of Health's *Cancer Action Plan 2019–2029* which outlines actions that will make a real difference to New Zealanders.

Modernising our approach to cancer care and improving survival rates is a long-term challenge. As kaitiaki of the health and disability system we aspire to achieving equity and sustainable services to all New Zealanders.

In January 2019, the Minister announced at the Cancer Care at a Crossroads Conference the development of a new cancer action plan with the bold goal of achieving equity of outcomes as a priority.

It's important that we know whether this is right or not, so that we can roll out a plan that delivers equitable care.

You can have your say about the Cancer Action Plan from 1 September to 13 October 2019.

See the *Cancer Action Plan 2019–2029* on our website.

health.govt.nz/publication/new-zealand-cancer-action-plan-2019-2029

Have your say: <https://consult.health.govt.nz/cancer-services/cancer-action-plan>

Looking for information about disability in New Zealand? Find it on Firstport!

Have you visited the national disability information website Firstport yet? If not, make time today to check it out!

Replacing the old WEKA site, Firstport has fast become a trusted resource for those searching for information on things like:

- disability funding streams and how to apply
- support available around education, transport, employment, housing and vehicle modifications and more
- how to find local Disability Information Centres and support services
- guides and articles on disability equipment and assistive technology
- latest news and events related to disability
- real life stories and videos.

Firstport has had over 50,000 visitors since it launched. It aims to be a welcoming, easy to use presence in a busy online world and is completely accessible. Users can use colour contrast, keyboard navigation, adjust text size and block animations.

'If you work with disabled people and their whānau, Firstport is a great resource to signpost them to.' says Rhi Galpin, Communications and Marketing Specialist for Firstport. 'You could also explore the site with them and help them find the most effective next steps for their needs.'

Firstport is keen to make sure the look and feel of the site resonates with its target audience. In last year's 'Life through a Lens' photography competition, people sent in photos of how they view life with a disability. Entries now feature on the site, along with the personal stories behind the images. 'In My Own Words' shares real life stories of disability through videos and articles. Julie Woods shared her story of going progressively blind following a diagnosis of Stargardt disease at 18. Her video has had over 22,000 views and has been shared almost 100 times.

The team find information from a range of sources and are keen to receive ideas for content to add to Firstport. They're currently working with a professional advisor to create guides on common questions and will focus on topics that are often searched for online, or that Disability Information Centre staff get asked regularly.

Firstport also has an active presence on Facebook with over 2000 followers. You can link up with them online at [@FirstportNZ](https://www.facebook.com/firstportNZ). If you've got ideas or feedback for the site, then contact the team at comms@firstport.co.nz

Check out the Firstport website today at <http://www.firstport.co.nz>



Our people

Murray Penman

Amanda Bleckmann, Manager Family and Community Support, Disability Support Services

Sadly, our colleague Murray Penman has decided to leave us! While I am so sorry to see Murray go, I'm personally delighted to let you know that Murray has been offered and accepted a role as General Manager, Vision West, one of our HCSS/IF Host providers.

Murray has been instrumental in the development of IF, expanding IF participants from 200 in 2008 to almost 6000 as a result of the Ministry's response to the Select Committee Inquiry. Murray worked tirelessly as we travelled around the country, providing training to all the IF Hosts and NASCs. Murray helped in getting Child Development Services budget bid and in highlighting the need for the CDS Stocktake back in 2011.

Murray's been our DSS go to person on all things related to service improvement and self-direction, from Enhanced IF, CICL, flexibility disability supports, EGL Christchurch and EGL Waikato, FDS on Waiheke Island and now the System Transformation prototype. He has updated the purchasing guidelines, written the verification guidelines and co-presented with me at the Self Direction conference. Murray has provided a wealth of knowledge in a range of other areas across DSS.

For those of you who don't know, Murray has worked at the Ministry for 17 years – and during that time, he also got married, has had five children and kept up all his other extracurricular activities such as playing in bands and orchestras.

Murray's last day at the Ministry was Friday 6 September 2019 and we hand him over to Vision West on Monday 9 September 2019.

We know you will join us in congratulating Murray and wishing him every success in his new role.



Murray with his family and colleagues at his farewell.

Provider stories/Innovative practices

Cheryll Graham, Disability Support Services, Ministry of Health

If you provide DSS funded services and you want others to know how your service makes a difference to people with a disability, please tell us about it.

DSS will be publishing a supplement in our December newsletter showcasing providers' innovative practices to mark the International Day of Persons with Disabilities on 3 December 2019.

Here's what we are looking for:

- a story or article in a word document of up to 300 words, saying what you are doing and how it makes a difference
- we'd particularly like to hear about how you help people understand choices so they can make their own decisions (supporting a person's decision making)
- a photograph (high resolution please) if appropriate
- confirmation that you have formal permission from your organisation and from the person or people to use the story and photograph
- please get your submission to us by Friday, 20 September 2019, addressed to susan.fernandes@health.govt.nz

Articles may be edited before they are published.

Articles for publication will be selected by a review team. We can't guarantee that we will include your article or story.

We will email a copy of the newsletter to you at the time of publication and will also post it on the Ministry of Health website.

Thank you and we look forward to hearing about the great work underway in the sector!

Contact Disability Support Services

Email: disability@health.govt.nz

Phone: 0800 DSD MOH (0800 373 664)

Web: www.health.govt.nz/disability

To be added to or removed from the email list for this newsletter, please email disability@health.govt.nz