

Disability Support Services e-newsletter

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From Toni Atkinson Group Manager, Disability Support Services



Welcome back to a new year! We hope everyone had a good and relaxing break over the holiday period. I am pleased to report Wellington had fabulous weather.

The DSS team is back on board and focused on the challenges of a new calendar year. We are finalising our Strategic Plan for 2014–2018 which reinforces our direction of previous years – to continue to increase choice, control and flexibility of services and supports for people with a disability.

The work of the New Model is currently being evaluated and we will be making decisions on next steps with this over the next few months.

As the Christchurch Enabling Good Lives (EGL) demonstration moves past the halfway point and Waikato gears up to start supporting clients from July this year, DSS, alongside our colleagues in the Ministries of Social Development and Education, are working with the National EGL leadership group, and the two local leadership/advisory groups, on further demonstrating this new way of support. EGL is also a strong driver of our strategic direction. There is more about EGL in this newsletter.

The Government committed to reviewing its policy on Funded Family Care one year after its implementation in October 2013. The new operational policy is currently being evaluated by an external organisation and the findings from this will help inform any changes over the coming year.

Read more about our work programme in this newsletter.

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Enabling Good Lives

Enabling Good Lives is a new approach that offers disabled people and their families more choice and control over their support.

The second demonstration of Enabling Good Lives (EGL) will begin in the Waikato on 1 July. We profiled the project's early work in the last issue of the *DSS e-newsletter*.

This demonstration will include:

- disabled people who want more choice in all aspects of their life
- Māori disabled and their whānau; disabled children and young people
- disabled people who, with a small amount of assistance, can get and retain ongoing paid work.



Glen Terry

Between 70 and 105 disabled people and their families and whānau will be able to take part in the EGL Waikato demonstration in the first year.

Glen Terry represents people with a learning disability on the EGL Waikato Leadership Group. He says: 'to me Enabling Good Lives means showing disabled people new ways of doing things so that they can be who they are, do what they want to do, and go out there and live it.' Being on the Leadership Group has meant a lot of changes for Glen, who has Down Syndrome. It has given him a lot of public speaking and leadership experience and led to more work in another advisory role.

DSS news

Ministry guidelines to keep disabled people safe from abuse

This year the Ministry will develop guidelines to help keep people safe from abuse within residential disability support services.

The guidelines will set out our expectations for how to prevent, identify and respond to situations of abuse.

A key component of the development of these guidelines will be to consult with the sector so we can identify the best approach. We will be providing regular updates on progress and will be looking for feedback over the coming months.

We are also working with agencies such as the Police and the Ministry of Justice to agree consistent and appropriate processes for dealing with abuse when it occurs.



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Recently Ministry staff attended a number of forums that provided an opportunity to discuss the issue of abuse of disabled people. We believe that working together as a sector is the best way to keep people safe in their homes and communities. It is also important to clearly communicate our collective expectation of no tolerance for abuse of disabled people.

We would like to thank the organisations and people who are committed to working with us to ensure the safety and wellbeing of disabled people.

We have been very impressed by initiatives such as People First's 'Keeping Safe Feeling Safe', and community and government agencies working together as part of the Tairāwhiti Disability Working Group.

Look for updates about the guidelines, and related work, in future issues of this newsletter.

Contact: Amanda Smith, Chief Advisor Disability/Director IDCC&R, (04) 816 2042

Recent disability events

Attitude Awards 2014

People's Choice Award – sponsored by Ministry of Health

Jessica Quinn's proud sense of fashion won her the People's Choice Award at the national Attitude Awards on World Disability Day.

Jessica (21) is an AUT fashion student who is designing and making a series of interchangeable and fashionable prosthetic leg covers. This work is part of her study towards a Bachelor of Art and Design.

Jessica wears a prosthetic leg herself after losing her leg to cancer, and she believes people should have access to prosthetics that are functional as well as fashion accessories that can be worn with pride.

The Attitude Awards celebrate the excellence and achievements of Kiwis living with a disability. The 2014 winners were announced at a black tie gala held at Auckland's Viaduct Event Centre on 3 December hosted by TV news presenter Simon Dallow.

The Awards salute artists, sports men and women, disabled people, people with mental health issues, young and old. They also pay tribute to the employers who work to ensure disabled people are able to contribute their skills to society and live full and satisfying lives.

The event is run by the Attitude Trust with the support of the Ministry of Health and other organisations. For more information on the Awards, please visit:

<http://attitudelive.com/information-and-resources/attitude-awards>

Autism New Zealand conference 2014

In August 2014, the Ministry of Health attended the Autism New Zealand 2014 conference 'Where to Next for Autism? Looking to the Future'.

The conference was well attended, with 200 registered delegates. The keynote speakers included Dr Catherine Lord, Craig Smith, Neil Stuart and the Minds for Minds Network. There was also a range of work streams led by practitioners working in the field of Autism Spectrum Disorder (ASD) and by people with experience of ASD. The topics and workshop sessions were thought-provoking and interesting.

Delegates also had the opportunity to network with the New Zealand ASD community, experts and international speakers and to share the celebrations at the inaugural Autism New Zealand awards dinner. These awards recognised outstanding achievements in the autism community. Recipients were:

- Outstanding contribution by a volunteer to the autism community – **Jo Bromley**
- Outstanding contribution by a practitioner supporting people with an Autism Spectrum Disorder – **Serena Stace**
- Outstanding achievement in the field of Autism Spectrum Disorder Research and/or Practice – **Larah van der Meer**
- Outstanding achievement by an individual with an Autism Spectrum Disorder – **Jan Brooking**

Conference presentations are available at www.autismnz.org.nz/conference_2014/programme/presentations



Neil Stuart

Disability Consumer Consortium meeting in November 2014

The Consumer Consortium met to discuss and provide advice on a wide range of topics including:

- progress on implementing recommendations in the Putting People First report
- how do organisations represent their members who cannot speak for themselves
- the cross-government Disability Action Plan; DSS budget; Enabling Good Lives
- how can the Ministry of Health increase the number of disabled people in its workforce



Consumer Consortium participants



- the UN review of New Zealand's implementation of the Convention on the Rights of People with Disabilities
- disability complaints made to the Health & Disability Commissioner.

Heather Dawson gave an informative and interesting presentation on the work of the NZ Hearing Association which was very well received by the Consortium.

A presentation by Duncan Armstrong, Geraldine Wotnall, Dana Vakarina and Jessica Ferguson informed the Consortium about STRIVE. STRIVE stands for Speak up to be heard, Team work, Respect, Inclusion, Value individuality and Empowerment. The speakers wowed the Consortium with their energy, enthusiasm and impressive work programme of 'funshops' to promote self-advocacy and decision-making skills to young people with Down Syndrome. For more information go to:

www.tepou.co.nz/story/2013/12/09/successful-self-advocacy-training-for-people-with-down-syndrome

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

DSS project updates

Equipment Modification Services

Equipment Modification Services (EMS) cover a wide range of supports, including equipment such as wheelchairs, hoists and adjustable beds; housing modifications such as handrails and ramps; and contributions to specialist vehicle purchase and modifications.

The last six months have seen a significant growth in demand, particularly in the over-65 age group as people are supported to remain in their own home.

The Prioritisation Tool was introduced nationally late last year to ensure that eligible disabled people who meet specific access criteria, and who have the greatest need for services and the greatest ability to benefit from equipment and modifications, are able to access the available funding.

The Tool provides assessors with a fairer and more transparent prioritisation process for their clients. All disabled people are measured against the same questions (ie, the five areas of life outlined in the Impact on Life questionnaire) using the same Prioritisation Tool. A threshold score is set by the Ministry within the Tool and for those people who achieve the threshold score or higher, funding is available.

The Ministry is closely monitoring the new Tool. The two EMS providers, Accessable and Enable NZ, have introduced greater moderation of service requests received from assessors to ensure the most cost effective solution has been identified.

Contact: Kathryn Hall, Contract Relationship Manager (04) 816 2243

Quality review – Putting People First

At the provider forums held by Disability Support Services in November last year, a key theme was improving the quality of service delivery.

Below is a summary of the feedback received from workshops at those forums. More detailed feedback on the information collected from these forums will be provided on the Ministry's website.

The recurring themes arising from workshop discussions have been grouped into five key areas. These include:

- client-driven practice
- organisational responsiveness
- client safety
- staff recruitment and retention
- how the Ministry can support providers.

Some examples of client-driven practice are the establishment of residents' advisory groups, residents being part of recruitment panels and involvement of residents in staff performance reviews.

Under organisational responsiveness providers were keen to link with other providers, look at supporting people with the vision of 'an ordinary life' and valuing participation of disabled people across all levels of an organisational structure.

Observations on client safety related to transparency and participants offered advice about systems and processes, for example, ensuring that conversations with clients enable them to share concerns, complaints and other feedback in a safe environment.

The need for ongoing learning and development featured strongly in the feedback. A high priority was also placed on supervision, training and the importance of ensuring a diverse mix of staff.

A number of suggestions were made relating to ways in which the Ministry can further assist providers to improve and maintain high quality services to disabled people. These included sharing resources and sharing successes.

Work within the Ministry in implementing the review recommendations continues, with detailed actions being more than 50 percent complete across 12 of the 36 recommendations. Nearly 70 activities have been identified for action across the 36 recommendations. More detailed information about these activities will be available on the Ministry's website from next month.

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

Enhanced Individualised Funding (EIF)

There are now 284 people using Enhanced Individualised Funding (EIF) in the Eastern and Western Bay of Plenty to purchase their disability supports. A total of 2198 people are using Individualised Funding (IF) across the country as a mechanism to purchase home and community support services.

There are also 72 people using IF Respite as a way of managing their respite allocation.

In November 2014 the Ministry presented information about IF Respite to families at a number of evening seminars in Auckland.

An evaluation of how EIF is working will be available later this year, as part of the evaluation of the New Model Demonstration.

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

Choice in Community Living (CiCL)

The final CiCL Provider/NASC meetings and Local Work Group meetings were held in February 2015. Attendees gave feedback on a draft version of the New Model Evaluation.

Attendees discussed:

- what worked well
- what they would do differently
- what key things they would keep
- what advice would they give to other providers.

An evaluation of how CiCL is working will be available later this year, as part of the evaluation of the New Model Demonstration. All CiCL contracts are being extended to March 2016 to allow the Ministry time to respond to the recommendations in the evaluation.

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

Supported Self-Assessment and Funding Allocation Tool

Supported Self-Assessment (SSA) and an alternative Funding Allocation Tool continues to be used at Support Net NASC in the Bay of Plenty. The changes and alternative ways of working are now business as usual for NASCs in the region.

Over 500 people have now experienced SSA and had their indicative funding allocation calculated by the new Funding Allocation Tool.

An evaluation of the demonstration took place in late 2014 and a report is expected late March.

The experiences and learning gained in the Bay of Plenty work are being built upon through the development work in the Christchurch Enabling Good Lives Demonstration.

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

Local Area Coordination

As well as the continuing Local Area Coordination (LAC) programme in both Western and Eastern Bay of Plenty, the two trials of LAC through NASCs are now well established in the Hutt Valley and Southland. Imagine Better is also in the process of expanding services to cover the Lakes district.

Coordinators are active, both with individuals and families, and also in their communities. Each LAC programme is doing community building work in a slightly different way. This will add to the learning and be part of the evaluation of the LAC through NASC trials.

Reports from disabled people and family members have included that this is 'a refreshing approach', and a sense that they have 'someone on our side'. As well as planning for their own futures there are a number of personal stories of people finding alternatives to residential care, starting work experience, resuming regular work, finding new places to call home, being accepted by a regular social group and making new friends and becoming a regular volunteer.

There has been consideration of shared work across the sites, including joint training and ongoing mentoring. Discussions are also continuing on 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

Behaviour Support Services improvement project

The Behaviour Support Service (BSS) implementation is on track for completion by 31 March this year. Over the past nine months, the new provider Explore has moved up to 375 people to the new service.

The Ministry held stakeholder meetings in Timaru and Whangarei and is happy to meet or talk with groups and individuals who are interested in finding out more about the new service.

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

Pricing models review

The new pricing models for Home and Community Support Services and Supported Living were implemented in November 2014.

Work continues on options to increase the flexibility of the Carer Support Subsidy.

The proposal to change to a nationally consistent pricing model for residential services 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. →



On 1 June 2015, the intention is to translate the current funding packages of service users living in residential facilities (receiving less than \$164,235 per annum) to the nearest one of the 30 new price points. Those at the higher end of residential funding will remain on their existing pricing at this stage.

The new price points will include sleepover payments and will remain in place until each client has their support needs reassessed by the NASC when their next assessment is due, after June 2015.

Letters were sent to all affected residential providers in January and included indicative proposed funding information for each of their clients. This information will be finalised in March.

Any providers with queries should contact their contract relationship manager in the first instance.

**Contact: Barbara Crawford, Manager Strategy and Contracting (04) 816 4384
Viv Ruth, Contract Relationship Manager (03) 9742304**

Māori Disability Action Plan

The Māori Advisory Group met in November 2014 and discussed progress and next steps regarding the implementation of Whāia Te Ao Mārama. DSS is looking at ways to improve data quality to help with decision-making, supporting community activities to build awareness, supporting kaupapa Māori services, training and development of service providers to become more culturally responsive and a review of service specifications to incorporate cultural competency indicators.

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

Pacific Development

Promoting Disability Support Services in Pasifika communities

Since November 2014, advertisements to promote the six Pasifika language information guides on disability support services have been appearing on Pacific radio stations. These promotions, developed by Le Va, aim to heighten the awareness of disability support services within Pasifika communities. They will continue over the next three months.

Evaluation of Faiva Ora 2010–2013

In October 2014, the Ministry contracted Integrity Professionals Limited to undertake the evaluation of the Faiva Ora Plan 2010–2013. Over the last three months, Integrity Professionals have completed interviews and focus groups with Pasifika disabled people, community leaders and disability support service providers to measure the effectiveness of the Faiva Ora plan. The final evaluation report is due to be completed soon.

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

During November and December 2014, the University of Auckland undertook focus workshops with Taikura Trust staff to identify ways to improve access to the Needs Assessment and Service Coordination service for Pasifika people. Also as part of the research, the University of Auckland is undertaking an in-depth quantitative analysis of data from the 2014 Statistics New Zealand Disability Survey and from Ministry of Health databases on Pasifika disabled people. Results from the quantitative analysis and the interviews will be presented in a research report due to be completed in early 2015.

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

Disability workforce development

Disability Workforce Information Project

Health Workforce New Zealand contracted Allen & Clark in December 2014 to collate, analyse and complete a report on the disability workforce. This report is due for completion by the end of February 2015.

Kaiāwhina Workforce Action Plan

Health Workforce New Zealand and Careerforce are working together to support the implementation of the Kaiāwhina plan which aims to develop a sustainable and capable non-regulated workforce in the health and disability sector. Seven work streams are developing actions in relation to their respective areas. These are:

- consumer focus
- quality and safety
- workforce intelligence
- sustainability
- access
- career development
- workforce recognition.

A five-year Kaiāwhina implementation plan is due to be finalised in April 2015.

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

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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New streamlined contract framework being introduced

In the November e-newsletter we talked about introducing a new streamlined contracting framework for a number of the Ministry's contracts with NGO providers. The Ministry of Health together with other government social sector agencies is implementing the new structure for contracting with NGO providers.

The purpose of the new contract framework is to make it easier for providers to work with the Ministry by ensuring:

- contract documents are simple and easy to understand
- performance measures are relevant and realistic. Contracts will incorporate a simple, common sense framework (Results Based Accountability) which enables providers and DSS Contract Managers to focus on the results and outcomes services are achieving for service users
- reporting requirements are straightforward, fit for purpose and avoid duplication.

Contract Managers will contact providers prior to the contract renewal date to discuss any changes.

Further information is available on the DSS page of the Ministry of Health website:

www.health.govt.nz/our-work/disability-services/contracting-disability-support-services/disability-support-services-contract-streamlining-and-review-service-specifications

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

DSS Service Specifications update

DSS is working with disabled people and providers to update the service specifications for the following services:

- Needs Assessment and Service Coordination
- Home and Community Support Services
- Respite
- Community Residential
- Supported Living
- Day Programmes
- Regional Intellectual Disability Supported Accommodation Service.

These will be updated to:

- include outcome measures which will focus on improving outcomes for disabled people using the services
- include clauses recommended by the Putting People First report
- align with the new government streamlined contracting framework for NGO providers (see previous story).



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Each service specification update group will include a current provider of the service and a disabled person currently using the service (or who has used it recently). Some update groups will also include family members of a disabled person using the service. Disabled Persons' Organisations have been informed of this work and asked to nominate disabled people for the update groups.

It is intended that the updates will be completed during 2015. Updates on progress are being posted regularly on the DSS page of the Ministry of Health website.

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

Internship Programme Update

Robert Mackay was appointed as DSS's second intern in late November.

Robert comes from the non-governmental sector working for many organisations including the United Nations Association of New Zealand and the Peace Foundation.

He was until early last year the Co-Chair of the Accessibility Advisory Group for Wellington City Council. This group provides advice to councillors and council staff on accessibility issues in the city. He is currently completing post-graduate qualifications in autism studies online with an international university.

Here's what Robert has to say about his experience at the Ministry of Health:



Robert Mackay

'Half-way mark, six weeks to go! So much has happened since I came on board late last year.

'I have a wide variety of tasks including giving feedback and advice on accessibility issues with the DSS website, providing summaries for documents and sections on the website, filing, scanning and emailing documents, booking flights for staff, ordering stationery and other items for staff, mail delivery and updating the DSS provider contact databases.

'Working for a government department is quite different from working with volunteer organisations but despite initial trepidation of such a new experience I have not been daunted by it so far.

'The internship programme is so important for those with impairments because it gives them an opportunity to work in this particular environment, to feel they can contribute. It is also vitally important for those who have no impairments to get an insight into the lives of those with impairments.

'I relish the structure, the support, the interaction with my colleagues, the tasks given to me and most importantly I relish the knowledge that I am a part of a great team who are here to help those with impairments live fulfilling lives.'

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