

Disability Support Services e-newsletter

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From Toni Atkinson Group Manager Disability Support Services



Disability Support Services has been busy over the past two months evaluating and planning the next steps for a number of our key projects.

Work on Putting People First implementation, streamlined contracting and the New Model has been a priority, with the strategic plan and materials highlighting Putting People First progress in the pipeline for publication.

Streamlining contracts has required much input from the sector and we appreciate the time that disabled people, families and providers have been willing to put into this important work. As a result, we believe we have some good outcome measures that will help the Ministry and providers to deliver quality services to people with a disability. We are looking forward to completing this work on our contracts over the next six months.

For updates on the work of DSS, please take the time to read this newsletter – there are some great stories that demonstrate our increasing emphasis on quality.

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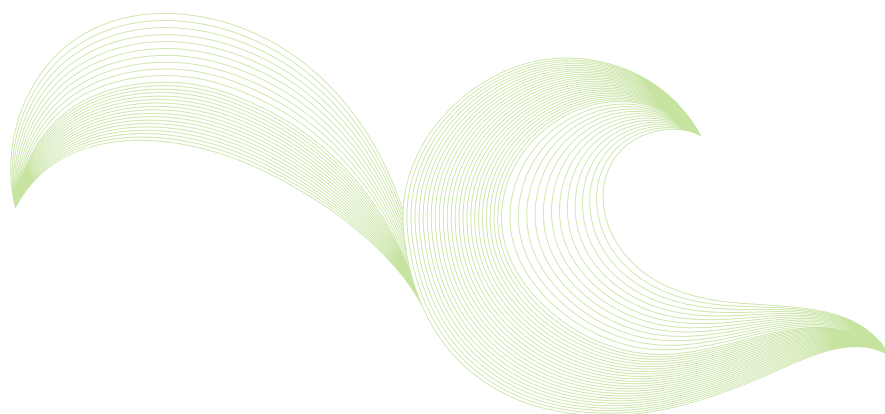
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Enabling Good Lives

The Enabling Good Lives (EGL) website was launched last month. Have a look at the information available at this address – www.enablinggoodlives.co.nz – and let the EGL team know what you think!

Christchurch

Enabling Good Lives Christchurch is now in a position to add up to 30 disabled people to the demonstration, in addition to school leavers.

These 30 additional people can ‘opt-in’ to be supported by a navigator to think about what a good life might look like for them.

More elements are being put in place to help create a complete EGL way of working, including building relationships with schools and providers. The EGL way of working focuses on people’s strengths rather than deficits and allocates funding directly linked to this vision of a ‘good life’.

Waikato

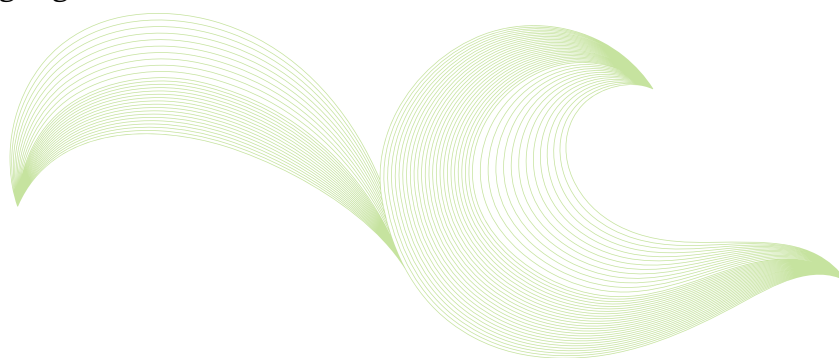
Enabling Good Lives will kick off in the Waikato on 1 July.

There will be 105 participants in the first year of the two-year demonstration. Enabling Good Lives Waikato has recently employed four new staff, a business manager, a team administrator, a connector and a senior connector, with two more connectors coming on board closer to the demonstration start date.

Over the past month, Enabling Good Lives Waikato has been:

- encouraging more organisations to adopt the EGL principles
- creating a stocktake of services and supports in all areas of life
- forming new systems and processes for participants
- contracting training and forums to upskill disabled people, families, disability service providers, and EGL staff.

If you are interested in finding out more information on Enabling Good Lives Waikato, please visit the new website highlighted above.



Minimum wage

The minimum wage has increased from \$14.25 to \$14.75 for adults and starting-out workers, with employees on training gaining increases from \$11.40 to \$11.80, effective from 1 April 2015.

The Ministry has therefore recalculated the Funded Family Carer rate, which increases from \$17.31 to \$17.91 for eligible people. Other contracts held by community residential providers that include night support (Sleepovers transitional arrangements) have also increased as a result of the changes in the minimum wage rates.

Supplier invoices

To help speed up provider payments of valid tax invoices sent to the Ministry of Health, suppliers need to ensure that any descriptions on the tax invoice details match the type of contract (CMS or CCPS).

CMS contracts

These should include contract number, contract description, month of service and invoice details.

CCPS contracts

These should include contract number, client NHI, service type, period and description including volume of units and invoice details.

Our Sector Operations team receives thousands of invoices each month and being able to clearly distinguish agreements between CMS or CCPS can improve our ability to match and pay providers on time.

If you have any questions regarding your invoices please contact providerinvoices@moh.govt.nz

Te Ao Mārama (The world of light)

Kia ora koutou. This is a new section to share stories of how our service providers are responding to the needs of Māori with disabilities and their whānau.

The aim is to promote and foster culturally integrated practice and culturally responsive services within our sector.

We would like to introduce Tania Thomas, CEO of Te Roopu Taurima o Manukau. Tania started her new role early this year.

Mauri ora (be well).

Inia Eruera, Senior Advisor Māori (04) 816 3659

Tania Thomas, CEO, Te Roopu Taurima o Manukau

Nō Kaitaia ahau
Ko Kotipu te maunga
Ko Mamaru te waka
Ko Mangataiore te awa
Ko Ngāti Kahu te iwi
Ko Kahutianui te tupuna
Ko Mangataiore tōku marae
Ko Tania Thomas tōku ingoa
Ngā mihi mahana ki a koutou.

I have been the Mana Whakahaere/
CEO of Te Roopu Taurima o
Manukau Trust since January and
I love my job! I came to Te Roopu
from the Families Commission
and prior to that I held the role of Deputy Health and Disability Commissioner – responsible for the disability portfolio.



Tania Thomas

It's a privilege to lead a kaupapa Māori disability service supporting people with intellectual impairments. Te Roopu's approach encourages holistic wellbeing in a caring and supportive environment using a whānau lens.

After a recent period of transition and restructure, Te Roopu is concentrating on putting the people we support at the centre of all that we do. We are making it easier for people we support and their whānau to tell us what matters to them and how we might better meet their needs.

A 'zero harm' culture is being fostered and implemented. It is the responsibility of Te Roopu's managers to set the example and to model values of tika (the right way to do things), pono (honesty and integrity in all that we do) and aroha (the principle of expressing empathy, compassion and joy for others in all that we do).

I have been very grateful for the advice and support from the Ministry of Health and people within the disability sector given to me and my team since I arrived at Te Roopu Taurima.

There are some exciting initiatives on the horizon:

- Te Roopu Taurima's 'Te Rito' – Community Lifestyle Centre in Auckland opened on 14 May
- Te Kakano – an innovative initiative where online learning resources in Māori, Sign and English are being developed by Te Roopu Taurima for use by people with intellectual impairments.

Visit Te Roopu Taurima's website www.terooputaurima.org.nz to find out about our new people and these initiatives.

Upcoming events

Altogether Autism Conference

The Altogether Autism Conference will be held on 22 and 23 July at the Holiday Inn Auckland Airport. The Conference will focus on enabling people to upskill and learn about current best practice and research around the autism spectrum. To register please visit www.altogetherautism.org.nz or phone 0800 ASD INFO.

New Zealand ShakeOut 2015 – get involved!

New Zealand ShakeOut is a national earthquake drill taking place at 9.15 am on 15 October 2015. It is coordinated by the Ministry of Civil Defence & Emergency Management (MCDEM) along with local and central government organisations, emergency and lifeline services and the private sector.

New Zealand first participated in this global exercise in 2012, with 1.34 million people taking part. Of these, around 63,000 were from the health and disability sector. We hope we can exceed this number in 2015.

The lead-up to the drill is an excellent opportunity to review and update emergency and business continuity plans, and to make sure your teams know the right action to take before, during and after an earthquake.

It's easy to take part – just sign up your workplace at www.shakeout.govt.nz today.

DSS project updates

Quality review – Putting People First

Over the past two months, there has been significant progress on many of the activities that came out of the recommendations in the Putting People First quality review. These include:

- developing a guideline for the prevention and management of incidents of abuse in Disability Support Services – the Ministry and the Keeping Safe Feeling Safe team from People First will host an interagency meeting in May with key parties from the Police, the Office of the Health and Disability Commissioner and Disabled People's Organisations to review the draft guideline document
- completion of training for a new complaints process tool, across all Disability Support Services teams.

Highlights during the period have also included:

- input into Ministry workshops developing performance measures for services as part of the project to streamline and simplify contracts with NGOs
- input into the cross-Ministry and external working groups reviewing the regulatory framework for quality and safety in disability.

A key theme of the provider forums held by Disability Support Services in November last year was improving the quality of service delivery. Detailed feedback from providers is now available on the Ministry's website at www.health.govt.nz/our-work/disability-services/disability-projects-and-programmes/provider-forums

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

New Model – Enhanced Individualised Funding

There are now 315 people using Enhanced Individualised Funding (EIF) in the Eastern and Western Bay of Plenty to purchase their disability supports.

In addition, a total of 2290 people are using Individualised Funding (IF) across the country as a mechanism to purchase home and community support services.

The number of people using IF Respite as a way of managing their respite allocation has increased to 150 people.

The Ministry is planning the next steps for EIF, which will feed into planned Enabling Good Lives work. This will ensure work is not duplicated and that both work programmes continue to learn from each other and share resources.

The IF Guidelines are currently being updated so that people using IF and Hosts are fully aware of their responsibilities and what users and Host organisations are expected to do. Information on these changes will be published on the Ministry website later this year.

In March and April the Ministry presented information about IF Respite to families at a number of seminars in Auckland. These seminars proved popular and additional seminars are being planned for the second half of this year.

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

New Model – Supported Self-Assessment and Funding Allocation Tool

The new approach to assessment and allocation, and alternative ways of working, are increasingly becoming embedded into NASC practice at Support Net NASC in the Bay of Plenty.

To date over 600 people have completed a Supported Self-Assessment process and have indicative allocations of funding.

Needs Assessors at Support Net are making Supported Self-Assessment available to people they are working with at the point of initial referral and/or reassessment, and the person's indicative allocation of funding is being calculated using the new Funding Allocation Tool.

Feedback from Support Net has been that the new processes are considerably different to traditional practices. Feedback has also indicated that these differences have generally had a positive influence on their practice and how they provide support to disabled people and their families.

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

New Model – Local Area Coordination

Here are some recently reported examples of what people working with a Local Area Coordinator (LAC) are achieving for themselves as they build their own good life, whether in the Bay of Plenty, the Lakes district, or through the NASC in the Hutt and Southland regions.

‘The LAC linked two young men with a love of chess to build the beginnings of a “Games Club”. LAC liaised with the local library to find a space for them to meet socially and to discuss the possible growth of the idea into a regular event. LAC also approached a member of the community who loves all types of games to be a mentor to the younger men.’

‘A young man has started his own business. He has just been contracted by the local council to undertake an evaluation of the quality of customer service, including to disabled people, at the council’s facilities, such as the swimming pool, stadium, and theatres. After many years of seeking meaningful employment, he is experiencing newfound independence and is actively contributing to the life of his community.’

‘The LAC took a young man’s love of sword-fighting and channelled what his parents viewed as a worry into European Martial Arts. This young man was encouraged to research the fighting style and see if it was what he would like to pursue. The LAC liaised with a club and took him to his first practice – he took part in the full session and was given individual attention because he was new to it. He went home very enthused and will be going back as he “loved it and it’s awesome!”’

LACs are also working directly with communities in the areas they operate in. This is helping to identify resources in the community and opportunities for disabled people to be welcomed and contribute. It also involves identifying specific projects supporting local disabled people to develop community initiatives, assisting with set-up of support groups for families, arranging for visiting experts to provide learning opportunities, and in one area, working with iwi to ensure both physical and cultural accessibility to marae for local people.

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

Behaviour Support Services Improvement Project

The transition to the new national provider for Behaviour Support Services has been completed. Explore are now the specialist Behaviour Support provider throughout the country.

The transition process has gone smoothly and Explore and the Ministry appreciate the support of providers, families and service users through this period. The next phase of the new service will involve Explore using referral patterns to finalise team locations and size as well as bedding in their referral management and prioritisation systems.

Explore will be working with the NASCs to understand likely referral patterns and understand the needs of the services and people they will be working with.

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

Residential Pricing Model Implementation

The change to a single, nationally consistent pricing model for all residential services has been in progress since KPMG was contracted by Disability Support Services in 2013/14 to carry out a review of community residential funding.

The first step in implementation was to move all residential funding bands to one of 30 new price points from 1 June 2015 when most residential contracts are due for renewal.

This process has now been postponed until 1 December 2015 so all Community Residential contracts can incorporate the updated community residential service specifications and meet the new streamlined contract framework requirements.

Community Residential contracts which expire on 31 May 2015 will therefore be extended by variation until 30 November 2015 and all Regional Intellectual Disability Supported Accommodation Services (RIDSAS) will be varied to end at the same time.

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

Māori Disability Action Plan

Disability Support Services has formed a Ministry working group to look at different ways to support the sector to implement the actions within Whāia Te Ao Mārama.

Recent work has involved the inclusion of cultural indicators within the service specification review process.

A meeting of the Māori Leadership and Advisory Group was held on 20 May 2015. DSS is planning to refresh the membership of this group, as the current membership has been in place for over two years and a nomination process for membership to this group has been developed. If you would like to nominate someone please contact Inia Eruera.

Contact: Inia Eruera, Senior Advisor Māori (04) 816 3533 or Inia_Eruera@moh.govt.nz

Pacific Development

Research on Pasifika disabled children, youth and their families

On 19 March, the University of Auckland completed an online survey with NASC employees to determine the effectiveness of Ministry of Health-funded disability support services for Pasifika children, youth and their families, and identify the enablers and barriers influencing success for services. Findings from this survey will be presented in the final research report due to the Ministry in May 2015.

Implementation of Faiva Ora 2014–2016 – Le Va Work Plan

The Le Va work plan for 2015 outlines actions to be undertaken by them to implement the Faiva Ora Pasifika Disability Plan 2014–2016. These actions include implementing a disability awareness

communications campaign to Pasifika churches, delivering the Engaging Pasifika disability cultural training to the disability workforce, and promoting and supporting disability providers to use the new Organisational Guidelines for Disability Support Services on their responsiveness to the needs of Pasifika. These are available online at: www.leva.co.nz/library/leva/organisational-guidelines-for-disability-support-services-working-with-pasifika-people-with-disabilities-and-their-families

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

Disability workforce development

Disability Workforce Reference Group

This group met on 9 April to provide progress updates on the implementation of the Ministry's Disability Workforce Action Plan. At this meeting, the group also received updates from Careerforce on the new NZQA suite of qualifications for people who want to make a career in the disability sector.

The group was also updated by Te Pou on the Let's Get Real – Disability framework, the Autism Spectrum Disorder (ASD) Toolkit and the Disabled Person's Assembly training on the United Nations Convention on the Rights of Persons with Disabilities.

Disability Workforce Information Report

In late February, consultants Allen & Clarke submitted a report on the disability workforce. This report outlined:

- barriers to the uptake of training
- training desires of consumers and providers
- service experiences of disabled people and Disabled Persons Organisations.

Report findings were used to shape the request for proposal (RFP) for disability workforce development services, which closed on 15 May.

Kaiāwhina Workforce Action Plan

On 15 April, the Kaiāwhina Taskforce Group met to discuss and provide feedback on the draft five-year implementation plan. This plan was developed based on the actions proposed by all seven domain workstreams. For more information please click on this link:

www.workforceinaction.org.nz/

As a result of the meeting, the group endorsed the plan to go out to wider sector consultation. To view and comment on the draft implementation plan, please use the following link:

www.surveymonkey.com/r/R6L9828

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

New streamlined contracting framework

The government-wide programme to simplify contracts with NGOs is well under way.

The new contract documents are being finalised ahead of a targeted consultation with DSS providers and representative groups. The consultation will run from 20 May until 1 July and will be hosted in the streamlined contracting section of the Ministry website:

<http://www.health.govt.nz/about-ministry/what-we-do/streamlined-contracting>

Project Manager Adrienne Percy says, 'We're working closely with people in the sector who have welcomed the opportunity to have a say in the new contracts, especially the performance measures and reporting'.

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

DSS service specifications update

As part of the streamlined contracting framework implementation, DSS is updating the service specifications for the following services: Community Residential, Children's Residential, Respite, Regional Intellectual Disability Supported Accommodation, Young People in Aged Care, Home and Community Support, Day Programmes, Contract Board, and Foster Care.

During April, DSS hosted a series of workshops attended by providers of the above services, disabled people using the services, and (where appropriate) family members of disabled people using the services. The focus of the workshops was to finalise the draft performance measures included in each updated service specification. The workshops were helpful in refining the proposed measures and suggesting further changes.

Final drafts of each service specification will be sent to each service provider for their comment and feedback during May. The consultation period will be around six weeks, after which any further changes will be made to the updated service specifications before the new Outcome Agreements are sent to providers for sign-off.

The Ministry is grateful to providers and sector representatives for the time and effort they have taken to work with us on this important project.

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

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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