

Disability Support Services e-newsletter

No. 60 March 2016

ISSN 2253-1386

From Toni Atkinson Group Manager Disability Support Services



Happy New Year everyone! The DSS team is all back on board and re-energised for the challenges of the new year. While we had a number of major achievements in 2015, there is still much to do in 2016.

This year will see the completion of the Putting People First review. Attached is our special edition newsletter which will showcase some of the work our providers are doing in this space.

In 2016 we will be looking at the various evaluations of the New Model elements and use this information to make decisions about the next steps. This will include looking to offer more options to people with a disability about how they can be supported that works best for them.

An ongoing goal is to increase the flexibility of existing supports. Examples of this are the inclusion of respite in individualised funding and the new contracting we are undertaking through Enabling Good Lives Christchurch to offer disabled school leavers a choice of provider to manage their funded support options in a way that works for them.

Another focus for the year is to work with residential service providers to support people who are keen to move from their residential service into a home of their own. This can be achieved through a variety of ways, for example, through Choice in Community Living or Local Area Coordinators (in some regions), or working with the Needs Assessment & Service Coordination organisation (NASC) to support the disabled person through a Supported Living contract.

We have been working on a new facility-based respite strategy for some time and hope to have the strategy in place in the coming months. This strategy will focus on how we can best provide a facility-based respite option to those families who most need this type of support.

This is just a small taste of our work plan for this year. Please enjoy this newsletter which will provide more detail on our work over the coming months.

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Christchurch

It has now been confirmed that an Enabling Good Lives (EGL) approach will continue past the end of the demonstration period for Christchurch while longer term decisions are made. This has been well received locally.

We are now working with schools to identify eligible students who are planning to leave school between now and the end of June 2018 so we can ensure they have everything they need to successfully move from school to the life of their choice. Being in contact with some students earlier on in the planning process has already resulted in some choosing to combine school with a tertiary course, a choice they may not have made without input from EGL.

The EGL approach continues to emerge with new components like Supported Self-Assessment and Flexible Disability Supports still at a very early stage of implementation. Supporting new ways of working for schools, NASC and providers is crucial so that they become the 'business as usual' as directed by EGL participants and their families.

As more existing participants leave navigation support, comments from final conversations include: 'Thanks so much for your help. I don't know how I could have got through all the [system] hurdles without your help.' 'I can't believe how far I have got and I'm amazed at how well things are going with the business. It is brilliant.'

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

Gordon Boxall, Director, Enabling Good Lives Christchurch Demonstration

Waikato

The Enabling Good Lives Waikato demonstration has now been in operation for six months and we currently have 137 people and their families engaged in EGL.

People funded through EGL are using their Government contribution in the way that best suits their needs. We are also seeing an increase in participants who are putting their plans into action in non-funded ways.

There is high interest from people and families wanting to take part and we will be working with a new group of participants in April. Not only is the list of participants growing but also our team of Tuhono/Connectors, to help keep up with the increasing interest.

In December last year Minister for Disability Issues Nicky Wagner visited Enabling Good Lives Waikato to see first-hand how the demonstration is progressing. We had three participants share their very different stories, though each had a focus on the importance of the Enabling Good Lives principles. The participants' stories included having control over their own living situation, giving back to the community and choosing what supports they want and when.





During her visit, Minister Wagner also met with members of the Waikato Leadership Group and talked with the team about systems and processes. Enabling Good Lives received great feedback from Minister Wagner who was impressed with both the participants' stories and the direction of the demonstration.

With so many success stories and learning already happening we look forward to the results of our initial evaluation report due in March.

More information about Enabling Good Lives Waikato can be found at www.enablinggoodlives.co.nz

Chris Potts, Director, EGL Waikato Demonstration

DSS news

Consumer Consortium

The Consumer Consortium had its six-monthly meeting in Wellington in November 2015. The Consortium consists of 28 representatives of organisations of disabled people and family member carers. Besides receiving updates on a number of DSS work streams, the Consortium provided its input into the renewal of the New Zealand Health Strategy and the renewal of the New Zealand Disability Strategy. The Consortium's next meeting will be in April 2016.

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

Frozen Funds Charitable Trust

The Frozen Funds Charitable Trust Board is seeking applications for the 2016 grant round.

Expressions of Interest made in 2016 must meet the theme 'Changing for the Better: employment opportunities that promote personal development for people with mental health and intellectual disabilities to flourish'

Expressions of Interest may be submitted by a charitable organisation, or individuals or groups without charitable status. Access the Expression of Interest form on: www.frozenfunds.co.nz

Expressions of Interest must be completed by **31 March 2016**.

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

Feedback from people living in residential disability services

On 24 November 2015, the Ministry contracted Malatest International to obtain feedback from people living in Ministry-funded community residential support services about the services they receive. Results from this project will inform DSS service development initiatives.

Since November 2015, Malatest International has presented to the Consumer Consortium about the project and is talking with residential service users and their families/whanau, and organisations to develop questions for a feedback survey.

Between March and July 2016, Malatest International will be conducting face-to-face interviews in a range of residential services in Wellington, Auckland and Palmerston North. People living in residential services will be also invited to complete the feedback survey online.

Malatest International would like to employ disabled people as interviewers for this project. If you know anyone who lives in Wellington, Auckland or Palmerston North who might want to be an interviewer, or for more information on this exciting project, please contact Malatest International on 0800 002 577 or email tim.rowland@malatest-intl.com

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

Upcoming events

3rd National Growing Pasifika Solutions Conference on **21 and 22 April 2016** at Vodafone Events Centre, Manukau, Auckland. The conference will be led by young Pasifika people to promote and share solutions that work for them in social sector areas – such as preventing violence, addiction, mental wellbeing, cultural identity, suicide prevention, public health and education. The audience are people who work alongside our Pasifika young people.

Registrations are now open. www.leva.co.nz/training-careers/gps-2016



Development of a National Low Vision Rehabilitation Service Strategy

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 had an initial inception face-to-face meeting in November 2015 to discuss the terms of reference and the project plan, with a further group teleconference in December. Allen + Clarke, who are leading the work, have conducted focus groups and telephone interviews with stakeholders including consumers, service providers and advocates in a range of locations. Topics for discussion have included definitions of low vision, multidisciplinary approach, equity of access to low vision services, specialist low vision training, benefits of rehabilitation and equipment to support living with low vision.

A literature review has also been undertaken drawing on international experience and information such as the *Stocktake and Needs Analysis of Low Vision Services in New Zealand* report published last year and available on the Ministry of Health's website www.health.govt.nz

The development of a proposed Low Vision Rehabilitation Service Strategy will be completed by the end of June 2016.

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

Quality review – Putting People First

Progress continues with implementation of a range of activities relating to the Putting People First recommendations targeted at improving the quality of services to people with a disability.

Here are some highlights from recent activities.

- Work is being done within the Ministry to actively ensure disabled people are recruited into advertised vacancies. This includes work to adjust the online recruitment tool to remove any potential barriers that might discourage people with a disability from applying.
- An updated PPF poster highlighting progress on the recommendations since the first poster was produced. This is now available on the Ministry website www.health.govt.nz
- Updated service specifications now specifically require providers to ensure people being supported have a personal plan and each primary support worker communicates effectively with each person receiving support.
- Developmental evaluation summaries and information about the evaluators is now being published on the Ministry website.
- Production of our special edition newsletter to highlight and promote innovative practice in disability support services.

We welcome any feedback on the 'special edition' newsletter.

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

DIAS/NASC Review

The Ministry has contracted Sapere Research Group Limited to review disability information and advisory services (DIAS) and needs assessment service coordination services (NASC).

The aim of the review is to look at what works well and what could be done differently with the view to recommending options around a future framework for disability information, needs assessment, and service coordination functions.

Stakeholder engagement has already begun with Sapere attending the Consumer Consortium in Wellington in November 2015 and some initial meetings being held with various stakeholders. Given the large number of DIAS providers, Sapere intends to undertake a survey to ensure all DIAS have the opportunity to have their say and feed into the future design.

Sapere is currently working with NASCA (Needs Assessment Service Coordination Association) to determine the best way to engage with NASCs.

Work on the review is expected to be completed by 30 September 2016.

Contact: Christine Petch, Contract Relationship Manager, (07) 929 3611

New Model – Local Area Coordination (LAC)

Evalue Research is currently undertaking a focused evaluation of the two trials of Local Area Coordination (LAC) through Needs Assessment and Service Coordination (NASC). These two-year trials are currently underway in the Hutt Valley and Central Otago/Southland.

In addition to identifying outcomes for people, their families and whānau, the evaluation will include investigating the value of LAC and, specifically, the arrangements around having LAC available through a NASC. This work is expected to be completed in May 2016.

Meanwhile, the work of LAC, as one ‘version’ of Independent Facilitation, continues in these areas and in the Bay of Plenty, including the Lakes district. For some people their involvement with a coordinator (LAC) is short-term to get information or be helped with links in their community. Others take up the opportunity to think about their lives with the LAC, plan for that and then move to putting their plans into action. Some are receiving funded services, others are finding they don’t need or want these, some have reduced their support from formal services after making links with wider family and people in the community. Their stories continue to demonstrate the broad variety of outcomes for people as they live their own lives.

LAC’s other major role is in community building. This includes community connections as they are needed by individuals, but also working directly with the community itself. Each of the three LAC initiatives has supported the development of family collectives who then go on to support each other, but other work has taken different forms, reflecting the very different geographical areas. Examples include a marae accessibility project in Eastern Bay of Plenty, a Family Network to work with Central Otago employers in Alexandra and Accessible Sailing in the development stages in Southland. The disabled people’s collective ‘My Life My Way’ in the Hutt Valley, is working closely with LACs and providing leadership to them from those with lived experience of disability.

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

Choice in Community Living

Continuing the demonstration

The Ministry is committed to continuing with the demonstration of Choice in Community Living (CiCL) in the Auckland and Waikato regions and DSS will renew the contracts with its CiCL providers in these regions for another two years. The evaluation of CiCL revealed many positive outcomes were being achieved for participants but that the demonstration was still in its initial stages of implementation and its potential had still to be fully demonstrated.

DSS is currently considering demonstrating CiCL alongside independent facilitation and assessing the scope for LACs to contribute to the outcomes of those seeking to live more independently through the support provided by CiCL.

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

Carers' Strategy

New National Carer Learning and Wellbeing Resource Service – Care Matters

SAMS (Standards and Monitoring Service) and Parent-to-Parent will deliver face-to-face learning workshops to carers across the country in 2016. They are also in the process of developing learning resources for carers. This new service aims to support families and friends of disabled people in their caring duties through the provision of information and learning workshops.

For more information on this service visit the care matters website www.carematters.org.nz

New National Carer Matching Service – Carers New Zealand

In December 2015, Carers New Zealand, in partnership with MyCare, launched its new and innovative carer matching online platform. Eligible people with disabilities are now able to register with this service online in order to find suitable relief carers. Additionally, people interested in providing relief care to disabled people are also able to register online. The aim of this new service is for disabled people to look for, and identify relief carers who match their needs and preferences.

So far, more than 100 disabled people and 700 relief carers have registered online. A total of 135 matches have been made since the start of the contract in September 2015.

To access this service, disabled people must confirm their eligibility through their Needs Assessment Service Coordination organisation. For more information on this service please contact Carers New Zealand on 0800 777 797 or go to: www.mycare.co.nz

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

Streamlined Contracting Update

By the end of 2015, a number of disability support services had moved to the new streamlined contract framework, including Community Residential Services (adult and children), Home and Community Support, Community Day Services, Foster Care, Contract Board and Regional Intellectual Disability Supported Accommodation Services. By March 2016 Facility-based Respite (adult and children) will also have moved to the new framework. Throughout 2016 DSS will continue to transfer current contracts to the new framework and outcome agreement template, and work with providers to update service specifications and develop results-based accountability performance measures.

Between January and June 2016, DSS will trial the development of an outcome agreement management plan (OAMP) with each of 10 providers who represent large, medium and small organisations. The OAMP template is available on the Ministry of Business, Innovation and Employment (MBIE) website. It provides a structured approach to managing the outcome agreement between the provider and the Ministry. After June 2016 plans will be developed with other providers where this approach is likely to add value.

For providers who wish to familiarise themselves with the new streamlined contract framework and Results Based Accountability, MBIE 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

A sincere thank you to those who took the time to be involved in this project throughout 2015 and we look forward to working with providers, disabled people and their families as this work continues on a lesser scale in 2016.

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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Our people

This is a new section to keep you up to date with changes in the DSS team.

Jenny Moor, Development Manager

This will be the last DSS newsletter I will contribute to as I leave the Ministry in March, after 14½ years. Coming from a DHB after a number of different roles there, including establishing and managing a NASC, I have also had a number of different roles in DSS. These have included working with providers of residential services for people with learning or intellectual disabilities, leading development programmes with NASCs and, more recently, establishing the demonstrations of the various components of the New Model for Supporting Disabled People. The work has been varied and worthwhile, in particular being part of the thinking about and trialling new ways to support disabled people.



I want to acknowledge the many people with whom I have been privileged to work with across the disability sector. I have learned a lot and I thank you all for sharing your experience and journey with me. To meet and hear the stories of people who have changed their lives and achieved some of their personal hopes and dreams, through talking with a Local Area Coordinator (LAC), or by using their own budget, has been a privilege. Thank you for those times.

I believe there have been significant changes in our collective thinking and in our moving towards supporting disabled people, families and whānau to plan and have their own self determined lives. As I say farewell from DSS and think about my next steps I wish you all lots of wisdom and courage in continuing that journey. I'll watch with interest.

Julia Balsillie, Development Manager

My last day at the Ministry was 11 February 2016. I have moved to Life Unlimited to take up a Service Manager role within the Hearing Services team and to support the ongoing development of projects within the wider Life Unlimited organisation.



I appreciate the opportunities I have been given within DSS as they have given me the opportunity to learn a lot about the disability sector. I have been involved in a wide range of projects including the New Model for Supporting Disabled People, Enabling Good Lives, and leading the development of the new DSS Strategic Plan.

I am looking forward to the new challenges and opportunities that my new role at Life Unlimited will bring. This role will allow me to work closer with disabled people, their families and the community. I look forward to continuing to work with the Ministry to improve the way disabled people and their families are supported to live the lives they choose.