

Disability Support Services e-newsletter

No. 70 August 2018

ISSN 2253-1386

From Toni Atkinson Group Manager Disability Support Services



Welcome to our August newsletter! This month we have a 'Spotlight on Quality'.

The team have been very busy over the past two months progressing our major pieces of strategy work: Transforming Respite, Where I Live – How I Live, Whāia Te Ao Mārama and Faiva Ora. In addition, I was able to attend my first meeting of the regional leadership group in MidCentral. I was very impressed with the commitment and maturity of thinking that this group has around system transformation work they are leading with the Ministry and cross-agency teams. They made me very welcome and I look forward to attending again.

In the business-as-usual space we have been working hard on pay equity. This has been a confusing time for providers, but hopefully the messaging is becoming clearer about next steps. This time of year is also a time for finalising budgets. We continue to see a significant increase in demand as people present with more complex support needs, often requiring more tailored services.

Work has started on drafting up our agenda for this year's provider forums, which are being held in early November. To make it easier for providers in the lower North Island to attend we have decided to move the Wellington forum to Palmerston North this year. I know providers based in Taranaki and Hawke's Bay were very appreciative when we did this a few years ago. We have seen fewer providers attending our Dunedin forum, so this year we will be holding the South Island forum only in Christchurch. The Auckland and Hamilton forums remain.

If you have ideas about what you would like covered in the forums, please let me know. At the moment we want to briefly update you on our work programme for the year, but are also keen for a workshop to talk about the impact of pay equity on your workforce. Come along prepared to share your thoughts on what you have seen in your organisation as a result of the new support worker rates.

I hope you enjoy this latest edition of the newsletter. As always, feedback is welcome!

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Christchurch

Hannah Perry, Enabling Good Lives Lead, Ministry of Health

Kia ora koutou

During the second half of the year, Christchurch school leavers are spending less time in their classrooms and more time in the community, trying new experiences, learning new skills and creating plans for a great life beyond school.

Cooking classes have led to cooking meals for the family (and one day flatmates . . . voluntary work has led to paid employment . . . independence has been gained with technology, confidence and skills development.

Enabling Good Lives personal budgets continue to be used really flexibly so people can live good lives, contribute to their local communities, and develop relationships with the people who recognise and value the richness that diversity brings to all our lives.

Gemma's mum, Shirley writes:

'Gem's Emporium was inspired by our daughter Gemma. She is moving on to the next stage of her life. She has a love for all things old, cars, coats, and checking out secondhand shops. Gemma lives in a rural area and for her to be involved in most social activities we need to travel. So we have people coming to her by setting up a wee shop; Gem's Emporium. It's Gemma's job to greet people, sign thank you, hello, good-bye and show them around. Together Gemma and I upcycle old furniture, (she's not bad on the end of a paint brush), make one-off pieces and sell anything vintage. This was a bit of a gamble but is paying off as our community has been great with their support.'



Above left: Gem's Emporium
Above right: Gemma
Below: Nathan

Check out Gem's Emporium on Facebook, and do pop in and support Gemma next time you're in the South Island!

One of our Enabling Good Lives' independent facilitators Bridget and her son Nathan were featured on TV recently. Nathan talks about how his autism makes him feel proud and Bridget talks about the importance of identifying and building on your strengths. Nathan overcomes some significant challenges (including noise and crowds) and is an accomplished runner in both para-athletic and mainstream running clubs. In his local community he is well known as a sports champion.





Bridget has a strong belief in the importance of dreaming big: Nathan's goal is to run the Great Wall of China!

Bridget's work with school leavers and their families has meant some wonderful outcomes for those young people and the communities they live in, with people getting jobs, learning to use the bus, pursuing tertiary education and moving out of home.

Click on this link to watch Nathan's story: www.newshub.co.nz/home/new-zealand/2018/07/from-autistic-teen-to-cross-country-champion.html.



Nathan

Waikato

Kate Cosgriff, Director, Enabling Good Lives Waikato

The Waikato continues to contribute to the system transformation work and we are excited to see how the MidCentral prototype rolls out in a few months' time. Disabled people, families and whānau participating in Enabling Good Lives Waikato are really interested to see what this future system means for them.

Many great stories continue to emerge. We are really pleased another Enabling Good Lives Waikato story has been recorded and posted on the Enabling Good Lives website and YouTube. Charlie is six years old, has autism and lives with his grandmother Jenny and her partner Eddie. In the video Jenny talks about working with Enabling Good Lives, how she uses their budget and the items she has bought that are really useful in supporting Charlie to thrive. This five-minute video is a good example of the difference that can be made for families with the support of a tūhono/connector and a flexible self-managed budget. Watch the story at: www.enablinggoodlives.co.nz/current-demonstrations/enabling-good-lives-waikato/enabling-good-lives-waikato-stories

Three further video stories are in the planning and editing stages.

Phase three of the Waikato evaluation is under way and will be completed in October. It is anticipated that we'll learn more to help us improve what we do and also contribute to the national work on system transformation.

Recently, Enabling Good Lives Waikato was invited to present to a large group of students studying the 'Understanding hauora, health and well-being' paper at the University of Waikato. The group is a mix of young and mature students and 40 percent are Māori and/or Pasifika. A disabled woman, Alice Campbell, and the demonstration director co-presented. Alice gave a compelling political analysis of disability rights including the concepts of ableism, microaggression and inspiration porn.

Feedback on the university session from Professor Lisette Burrows, Community Health included:

'The feedback from students in tutorials has been extraordinary. The philosophy underpinning EGL's work closely aligns with that underpinning our community health major . . . The vignettes of disabled voices, your discussion of the ways EGL and sharing people's experiences of EGL were so compelling. Students have been inspired to think about disability differently, to reflect on the ways current resources do/do not work for people and we have had several students keen as brass to be involved with the project in some way. Personally, I found your lecture, and EGL's work an inspiration (not in an "inspiration porn" kind of way!).'

DSS system transformation

Sacha O’Dea, Programme Lead, Ministry of Health

The highlight for the system transformation team has been the appointment of two new directors and other roles for the two teams, as work continues to be ready to launch the new disability support system in MidCentral on 1 October.

Lorna Sullivan will be the Director of the Disabled People and Whānau Supporting team. Lorna has played a significant leadership role in the disability sector in New Zealand and was the chair of the working group that developed the Enabling Good Lives (EGL) vision and principles. She has been involved with a range of disabled people and family organisations and providers in New Zealand during her career. Lorna has spent the last five years leading change within Uniting Care Queensland preparing its transformation of services and systems as they moved into the National Disability Insurance Scheme.



Marshall Te Tau and Lorna Sullivan

Marshall Te Tau will be the Director of the System Enabling team. Marshall has been involved in the disability sector for many years having held a number of roles with providers, most recently with HealthVision. He was a member of the MidCentral regional leadership group and has been leading many of the conversations regarding the readiness of the sector to support this exciting change. Marshall is passionate about supporting disabled people and their whānau and will be an asset as we look to transform disability support services in the region.

Other roles have also been filled including connectors/kaitūhono, who will be allies for disabled people and whānau. A further round of recruitment is under way as seven more connectors are needed to build the team up to a total of 18 connectors.

Getting the right people for the two teams is critical to deliver a transformed disability support system that gives people more flexible support options and greater decision-making over their support and their lives.

The induction for the teams begins in Palmerston North on 27 August and there is a full programme planned including training to ensure the Enabling Good Lives vision and principles are understood and embedded in work practices.

There has also been work on forming the MidCentral governance group. Seven people have been recommended to Ministers to join the group, including a workforce representative, and we are now looking to seek two independent members.

There is also communication planned in MidCentral with workshops being held for people with learning disabilities, alongside People First, and presentations to the MidCentral District Health Board and the Central Primary Health Organisation.

Spotlight on quality

Christina Curd, Senior Advisor, Ministry of Health

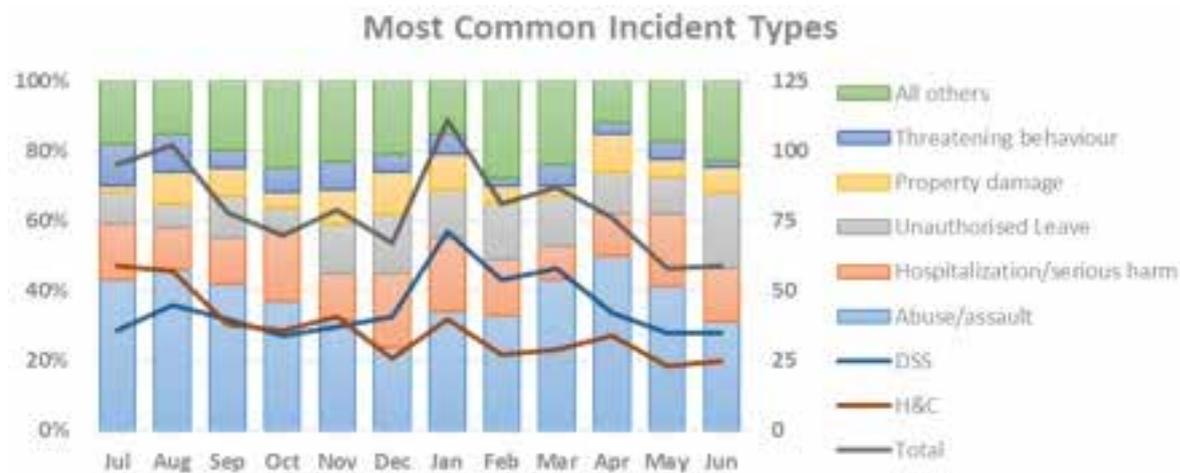
Welcome all to a new financial year.

We thought it might be useful to provide a snapshot of critical incidents that have been reported to the Ministry of Health over the past financial year and share with you a few of the observations we have made.

Number of critical incidents reported

The graph below illustrates the number of critical incidents reported to Disability Support Services from all providers of DSS-funded services from July 2017 to June 2018.

Graph 1: Reported critical incidents for 2017/18, by incident type



In the last six months we have noticed an overall decrease in the amount of critical incidents reported, both in mainstream disability support services and high and complex services (as illustrated by the bold lines in the graph above). In June 2018 the total amount of incidents reported were the lowest since the beginning of the financial year.

The decrease in critical incidents reported may be due to:

- the success of policies, systems and organisational improvements that encourage staff to learn from incidents and take action to prevent future incidents
- under-reporting of incidents, for example, new staff not being aware of the process, fear of reprisal if staff report incidents, or the belief that the incident was not deemed serious enough to be reported.

We are keen to hear your thoughts or observations on why critical incidents have decreased, so please do get in touch with me at email address christina_curd@moh.govt.nz

A large percentage of critical incidents still relate to allegations of abuse/assault, hospitalisation/serious harm and property damage. The amount of critical incidents relating to allegations of abuse/assault have decreased from 41 percent to 31 percent for the months of May and June 2018.



Recently we have had some providers report to us who have not previously reported (despite incidents occurring). As a reminder, please remember that all DSS-funded providers must report critical incidents to the Ministry as soon as practical within 24 hours of it happening.

DSS has a dedicated form for reporting of critical incidents. Download the form from www.health.govt.nz/our-work/disability-services/contracting-and-working-disability-support-services/reporting-critical-incidents

Reporting critical incidents helps providers recognise patterns and trends of incidents and take action to prevent incidents from re-occurring. This is an important opportunity for service providers to learn and to improve the quality and safety of their services. Because of this we promote over-reporting, rather than under-reporting – if in doubt report it.

Please also remember that if your service and the incident site are certified by HealthCert (ie, has five or more beds in a residential service) also email the incident form to certification@moh.govt.nz.

The quality team look forward to continuing to foster working relationships with you to ensure that all DSS-funded services are safe and are of high quality for the people who use them.

Who can I talk to?

If you have any queries or concerns about incident reporting or want to discuss issues please contact the DSS quality team at dsscomplaints@moh.govt.nz

DSS project updates

Funded Family Care policy – Easy Read translations now available

Suzanne McGifford, Strategy Advisor, Ministry of Health

The Court of Appeal in *Chamberlain v the Minister of Health* [2018] NZCA 8 noted the need for more accessible and understandable information about the Ministry’s Funded Family Care (FFC) policy.

To address this, the Ministry has developed Easy Read translations of its FFC brochure, and questions and answers. The Ministry has published two Easy Read translations on its website alongside the standard formats. Easy Read presents information that is easier for people, especially people with learning disabilities, to understand. It includes pictures, everyday words and more space. Access the translations at www.health.govt.nz/your-health/services-and-support/disability-services/types-disability-support/funded-family-care



Transforming Respite

Deborah Mills, Development Manager, Ministry of Health

The excitement for flexible respite budgets is growing!

We have listened to feedback from disabled people and their families about the problems with Carer Support. In response, we are making plans to replace Carer Support with flexible respite budgets. Here are the key things you need to know.

- Most families that get disability Carer Support will soon move to having a ‘flexible respite budget’ instead.
- Flexible respite budgets are a payment into a new bank account that the family will set up specifically for this funding.
- There will be no more Carer Support claim forms to fill in and post.
- Families will be able to use the flexible respite budget to buy any respite support or service they want (as long as it gives them a break from the caring role).
- New ‘purchasing guidelines’ will replace the current Carer Support rules for use. These guidelines make it easier for families to use the money to have a break. The guidelines are available on the Ministry’s website: www.health.govt.nz/publication/what-people-can-buy-disability-funding-ministry-health-purchasing-guidelines
- Once we are ready to make flexible respite payments, Needs Assessment and Service Coordination Services (NASCs) will discuss moving to a flexible respite budget with each family when they have a review or reassessment.
- Carers will be able to work in paid employment when using a flexible respite budget if they want to.
- Providers are encouraged to work with their communities to identify what respite services and supports people want. Families can pay for these services or supports with their flexible respite budget.

More information about the changes will soon be available on the Ministry’s website. Please email the Ministry on respitestrategy@moh.govt.nz if you have any questions.

News from our providers

Winner of Community Choice award!

Charlotte Tollervey, Advisor Communications, Community Living Ltd

It was great to see Bernadette Stewart and colleagues collect the Te Pou Community Choice award at this year’s New Zealand Disability conference in Wellington.

Through leadership and bravery, people living with impairment and their supporters have collaborated with community leaders to work towards creating an accessible world, by creating Project Brave.

The Project Brave committee formed three years ago to campaign and advocate for fully accessible bathroom spaces in Hamilton City's Civic Centre, Waikato Hospital and Shopping Malls throughout the Waikato. Bernadette has been part of Project Brave alongside fellow committee members: Kim Simpson (Community Living), Saffron Mitchell (Community Living) Nathan Carney (Active Health NZ) Carol Maynard (Parent to Parent) Judy Small (HCC) Steve Taylor (Taylored Accessibility Solutions) and representatives from CCS.



Bernadette Stewart

Its not just your standard disability facility with a widened door, the accessible bathroom space being advocated for is the gold standard of bathrooms, complete with hoist, adjustable changing table, plenty of space for wheelchairs to manoeuvre and room for support staff.

People with disabilities and families cannot take part in activities that most of us take for granted. In New Zealand 1 in 4 people have a disability and close to 20 percent tourism revenue is generated by people with a disability. When asked what her primary motivation for her involvement in Project Brave was she simply said, 'I want to be helpful'. Bernadette wants to encourage others to connect with their communities and challenge the status quo in an effort to make New Zealand a better place for us all, one that is thriving and supports all differences so no one is left feeling isolated.

Project Brave, alongside a number of other providers, presented a verbal submission towards the HCC 10 year plan to include a fully accessible bathroom space in the civic square. They have also met with Tainui representatives and the Hamilton Business Association.

Hamilton is leading the way in New Zealand – watch this space!

You can follow the progress of Project Brave via their Facebook page @Projectbrave2018

Talented artists wow Ministry staff

Ministry of Health staff who attended the IHC Art Awards in Wellington recently say they were again overwhelmed by the talent on display.

Group Manager for Disability Support Services, Toni Atkinson, says although the Ministry holds significant contractual relationships with IHC, attending the awards means more than that.

'Every time I go, I'm just blown away by the energy and enthusiasm of the artists, their families and their wider communities.'

Deputy Director of Service Commissioning Keriana Brooking agrees. 'One of the judges talked about the courage it takes to put yourself and your artwork on public display. As well as being talented, these artists are also fearless and brave.' →



Top: Kathryn Hall, Christy Richards, David Darling, Toni Atkinson, Andrea Darling looking at Collen Bauer's 'Tiger Tea' and Olivia Wynn's 'Bubble Bowl'.

←
Attendees at the evening event in Wellington's Shed 6 were able to view the top 30 works selected from hundreds of entries from around the country. All were for sale – some by live auction, and others by silent bids. With all proceeds going directly to the artists, bidding was fast and furious across a range of specialties, including acrylic and oils on canvas, paper mache, weaving, knitting and clay.

The Ministry group found it difficult to agree on a favourite work, but the official judging panel declared the overall winner to be Becky Donovan's striking grey and white 'Cat,' drawn in graphite.

Congratulations to IHC and the artists for this special event.



Far left: Deputy Director of Service Commissioning Keriana catching up with long standing IHC employee Michael Holdsworth.

Left: Christy Richards and Toni admiring Peter Chou's highly commended 'Manila' in the foreground and Tushaye Manuel's 'Chinatown Condisidie Fernandez' in the background.

DSS newsletter supplement

Cheryll Graham, Senior Advisor DSS, Ministry of Health

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

DSS will be publishing a supplement in our November newsletter showcasing providers' innovative practices to mark the International Day of Persons with Disabilities on 3 December. 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 and high quality please) if appropriate
- Confirmation, in writing, 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, 5 October 2018**, addressed to susan_fernandes@moh.govt.nz

Regretfully, we can't guarantee that we will include every article or story submitted.

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 the sector is doing!

Upcoming disability events

DSS provider forums

Jason Moses, Senior Advisor DSS, Ministry of Health

DSS will host four provider forums in November 2018. All DSS-contracted providers are invited to attend a forum.

Day	Date	City	Venue
Thursday	1 November	Auckland	Jet Park Hotel 63 Westney Road, Mangere, Auckland
Friday	2 November	Hamilton	Hamilton Airport Hotel & Conference Centre Airport Road, Hamilton 3283
Monday	5 November	Christchurch	Sudima Hotel 550 Memorial Ave, Christchurch Airport
Tuesday	6 November	Palmerston North	Distinction Hotel & Conference Centre 175 Cuba Street, Palmerston North

If you wish to attend a forum, please email susan_fernandes@moh.govt.nz with the following details. Confirmation will be emailed to you within two days of registering.

- Name
- Organisation
- Contact email
- Contact phone
- Forum location (city)
- Requirement for a New Zealand Sign Language interpreter (Note: Interpreters will only be provided on request and need at least three weeks' notice.
- Any special dietary or other requirements – if so please specify.

Registration closes **Friday 12 October 2018**.

Contact Disability Support Services

Email: disability@moh.govt.nz **Phone:** 0800 DSD MOH (0800 373 664)

Web: www.health.govt.nz/disability

To be added to the email list of this newsletter, or if you no longer wish to receive this newsletter, please email disability@moh.govt.nz