

Disability Support Services e-newsletter

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From Toni Atkinson Group Manager, Disability Support Services

Thank you for the warm welcome I have received since joining the Disability Support Services (DSS) team in early August.

I have met many committed people, both within and outside of the Ministry of Health, and many of you have taken the opportunity to welcome me into the role.

There is a clear commitment to making changes to, and improvements in, the way supports are provided to disabled people. This is evident in the DSS current work plan, including the ongoing activity occurring around the New Model.

Although I have only been a short time in the role, I have heard and understood the feedback from the sector asking that we go faster and make change quicker. Whilst I understand the pace of change can appear frustratingly slow, it is also important that we get this right.

I am looking forward to the challenges we face over the coming year and am excited to be part of it.



Public release of information

A reminder from Toni Atkinson, Group Manager, Disability Support Services

You may be aware that as a government agency, the Ministry regularly receives requests for information under the Official Information Act 1982. The sort of information we are asked to provide often relates to the quality and delivery of services funded by the Ministry either directly or through local providers and DHBs. We would like to remind our providers and stakeholders that under the provisions of the Act, we must comply with these requests and release the information. While the Ministry must sometimes disclose provider details, all appropriate steps are taken to protect the privacy of individuals or service users by withholding personal details or any other information that could identify them. We have an ongoing commitment to upholding the public's right to know about how and where their money is being spent on services provided by the Ministry and we will continue to release information as appropriate.

Our people – DSS updates

Pam Greenlee has been working with the Community Living Team as a Contract Relationship Manager for Residential ID services since mid-September 2012. Pam has worked in the disability sector for the last 18 years. She brings experience from the service provider sector as well as a range of skills from training delivery, through to management.



David Darling joined the Ministry on 8 October 2012 as a Contract Relationship Manager in the Community Living Team. His work will focus on support services for people with physical disabilities who access residential support services and people who use rehabilitation services. David has extensive experience in the disability sector. For the last 12 years David has worked in a management role with the NASC framework. He brings experience, a new point of view and a great sense of humour to the DSS team.



Louise Dickinson joined the Community Living Team on 8 October 2012, as a Contract Relationship Manager for the high and complex area. She will be working across the high and complex framework of providers, including the Regional Intellectual Disability Care Agencies, Supported Accommodation Services and Secure Services. Louise has come to this position from Auckland District Health Board, where she worked in the Planning and Funding department in the long-term conditions team. Her other roles include working for ACC, where she purchased community, allied health and primary care services, and working in the NHS service agreements team at a large London hospital.



New Model Launched in Eastern Bay of Plenty

The sun shone at the hui to launch the New Model into the Eastern Bay of Plenty on 10 September at the new accessible Te Manuka Tutahi Marae in Whakatane.

Minister of Disability Issues, Hon Tariana Turia gave a speech to the over 130 people who attended: disabled people, families and whānau, disability services, iwi services and key runanga. She spoke of the work done in the Eastern Bay by disabled people and disability services, and particularly the work of the Eastern Bay's Rena Savage, an active member of the local working group, who died earlier this year. The Minister described her as a 'wonderful and vivacious young woman who was a staunch advocate for improving accessibility'. Rena's mother and others of her whānau were at the launch.

People attending were appreciative that the government is bringing people to their area to help them.

The hui was a great success and it seems that the Eastern Bay, due to the lack of local services, is very open to the idea and usefulness of Local Area Coordination.

Before the hui, Ruth Gerzon from Inclusion Aotearoa and Roger Jolley from the Ministry spent three days travelling around the Eastern Bay with Poihaere Morris introducing themselves and the New Model to local community groups, disabled people, families and whānau, disability services, iwi services and key runanga.

The expansion of the New Model includes:

- engaging another three Local Area Coordinators in the Western Bay of Plenty (in addition to the current LACs), and three in the Eastern Bay of Plenty
- introducing an enhanced version of Individualised Funding (IF) to make it available for most people for most types of support in the Western and Eastern Bay of Plenty
- testing the new Funding Allocation Process and Tool which will provide people with a personal budget (rather than services), and can be used to purchase support within purchasing guidelines through the enhanced IF process.

All of these initiatives are now under way.



Tamihana Thrupp, Pourato Ngaropo and the Minister for Disability Issues, Hon Tariana Turia, at the hui



New local working group members from Eastern Bay of Plenty

The hui was also an opportunity to call for nominations from the Eastern Bay to join the local working group, which up until now has been made up of Western Bay people.

The group is there to work with the Ministry as the New Model is put into action and evaluated. Members include disabled people and others from the disability sector.

Following a great deal of interest, five new members were selected and had their first meeting on 9 October 2012.

The Ministry regrets to advise that since this photo was taken Michael Butterworth has died. In the short time in which he was involved, Michael made a significant contribution to the work of the New Model demonstration through sharing his own story and lived experience, not only of disability but of the good life that could be developed through having the choice and control of his individualised funding.



Pictured: The new Eastern Bay of Plenty local working group with LWG kaumatua, Tonty Te Amo, after their first meeting. From left: Michael Butterworth, Waata Houia, Bev Grammer, Tonty Te Amo, Poihaere Morris, and Maewa Hunt

Consultation on paying family carers to provide disability support

Catherine Maclean, Senior Policy Analyst, Populations Policy, Ministry of Health

For many years, the Ministry and its predecessors have had a policy of not paying parents, spouses or resident family members to provide support for their disabled relatives.

In May 2012 the court decided that this policy is discriminatory. The Government accepts this decision and is developing a new policy.

Responding to the court's decision is challenging. The issues involved are complex and the policy will need to balance the interests of carers, disabled people and taxpayers. The new policy will focus first on the groups and services that are most central to the court's decision, which is parents and resident family members providing Ministry-funded home and community support to adult disabled relatives. The approach taken will help the Government decide how to respond to other groups who may be affected by the court's decision.

A public consultation process, including a series of workshops around the country, began on 19 September 2012. The Ministry has written a consultation document to help this process, which explains different ways family carers could be paid and what that could mean. This is available from the Ministry's website: www.health.govt.nz/familycarersconsult. This website outlines submission options including an online survey, submission form or letter. **Submissions close at 5 pm on 6 November 2012.**

After the consultation period, the Ministry will analyse the feedback provided. Government will consider the results of the consultation process and policy proposals in December to January 2013. The new policy will be announced in early 2013 and implemented in May 2013.

Disability issues highlighted in new Asian health report

The most comprehensive report to date examining the health status and health service use of Chinese, Indian and Other Asian communities in the Auckland region has been released.

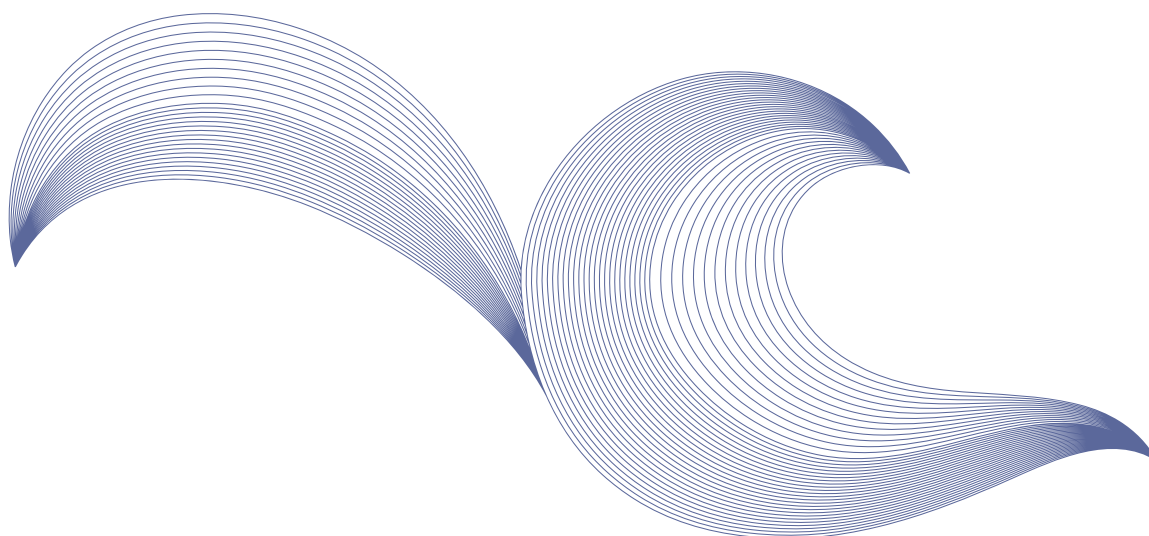
Written by Dr Suneela Mehta, *The Health Needs Assessment of Asian people living in the Auckland Region*, was commissioned by the Northern DHB Support Agency (NDSA) on behalf of Auckland's three district health boards.



The report includes analysis of health issues that have not previously been addressed in detail for Asian communities. Health service provider interviews revealed that issues such as disability are generally highly stigmatised in Asian communities and that this, combined with a lack of awareness of available services, are barriers to access. The fragmentation of disability service delivery in Auckland also makes services hard for Asian families to negotiate. The report recommends more culturally appropriate respite services and further recruitment of language-matched carer-support workers for non-English speaking families.

Currently, however, disability data is only available for the Asian population as a whole. Dr Mehta says: 'We need data regarding disability among Asian sub-groups in Auckland. Knowing more about the prevalence of disability and associated patterns of service access among Chinese, Indian and Other Asian populations will help inform service planning and provision for these communities.'

The study is available in hard copy from annette.mortensen@ndsa.co.nz (please include mailing address) and can be downloaded from www.caldresources.org.nz/info/ResourceLanding.php



Recent disability events

Consumer Consortium

The Consumer Consortium met for three days in October.

The new Group Manager of DSS, Toni Atkinson, opened the meeting and spoke about her background. Toni also outlined the work that DSS has under way.

There were several new people at the meeting including:

- Rachel Noble (DPA)
- Duncan Armstrong (New Zealand Down Syndrome Association)
- Andrea Courtney (Association for Blind Citizens)
- Stewart Sexton (CCS Disability Action)

The Consortium discussed and advised the Ministry on a variety of different issues and projects including:

- the demonstration of the New Model for Supporting Disabled People (including Enhanced Individualised Funding and Choice in Community Living)
- the Ministry of Health's website for disability support services
- the establishment of a new Disability Sector Reference Group
- Whaia Te Ao Marama (the Māori Disability Action Plan)
- a prioritisation tool for equipment and modification services (EMS)
- workforce development.

For some members of the Consortium this was their last meeting and their valuable contribution was acknowledged. More new people will be joining in April. Rotating the membership gives a wider range of people the opportunity to be involved and allows for fresh thoughts, ideas and input to be introduced to the Ministry's projects and initiatives.



Upcoming disability events

Disability support services provider forums

DSS will be holding their annual provider forums in November 2012.

These forums are open to all Ministry DSS contracted disability support providers, and are an important way for DSS to update providers on DSS work programmes and to hear providers' comments, innovations and feedback. These forums are not formal decision-making meetings, but an opportunity for discussion.

The forums schedule is as follows.

City	Day	Date	Time	Venue
Auckland	Thursday	1/11/12	9 am–4 pm	Holiday Inn, Auckland Airport
Hamilton	Friday	2/11/12	9 am–4 pm	Hamilton Airport Motor Inn
Palmerston North	Thursday	8/11/12	9 am–4 pm	Travelodge, Cuba Street
Wellington	Monday	12/11/12	9 am–4 pm	Travelodge, Gilmer Terrace
Christchurch	Wednesday	14/11/12	9 am–4 pm	Sudima Hotel, Memorial Ave
Dunedin	Friday	16/11/12	9 am–4 pm	Mercure Hotel, Princess Street

International Initiative for Disability Leadership Exchange and Network Meeting

Standards Plus is preparing to host the International Initiative for Disability Leadership Exchange and Network Meeting in the week of 4 March, 2013. For more information, visit: www.iimhl.com/iidl

Lorna Sullivan, Chief Executive for Standards Plus is arranging disability exchanges, which are listed on the website.

DSS regional consumer forums, hui and fono 2013

Disability Support Services will be hosting its regular two-yearly consumer forums, including hui and fono, during March and April 2013. These will be held in Auckland, Hamilton, Napier, Wellington, Christchurch, Dunedin and Invercargill.

Dates and venues will be advertised in the next DSS newsletter and also on the Ministry's website: www.health.govt.nz. The forums are open to all people with disabilities and their families/whānau /aiga. They provide a great opportunity to tell the Ministry of Health about your experiences of disability support services, and any improvements you would like to see.

We encourage you to attend these forums.

The New Model for Supporting Disabled People

Catherine Bennett, Programme Leader, DSS New Model

Local Area Coordination

The LACs in Western Bay of Plenty are continuing to provide information and support to people and families, and are working alongside people over the longer term to assist them with planning and accessing support to live their own lives.

They have been involved in community conversations, hosted by Imagine Better, where individuals and families come together to engage in conversation, where the creation of new ideas, wisdom and insight can occur individually and collectively. Topics discussed included: creating a vision; creating a home; power and authority; and authentic community engagement.

Enhanced Individualised Funding (EIF) and funding allocation tool

Demonstration of EIF is progressing with Manawanui in Charge being contracted as an independent organisation to provide EIF host services. People who use EIF will use purchasing guidelines as a new way of buying support. Disabled people, their family and whānau, providers, NASCs and the Ministry all need to learn how they will work. We are currently testing the new funding allocation process prior to EIF. The funding allocation process and purchasing guidelines will also be used in the Choice in Community Living Project.

Functions, roles, responsibilities

The Ministry has been exploring the current disability support functions, roles and responsibilities and how they fit within the model, and we've now concluded initial engagement with key people from several stakeholder groups from the disability sector. The feedback and responses received so far from this engagement will be used to determine what functions and roles will be required in the future to better support disabled people, their families and whānau.

Members of the national reference group will now support the Ministry to establish a working group, to identify the next steps for this design and development work.

Choice in Community Living demonstration

The Ministry has contracted eight organisations to be providers of Choice in Community Living in the Auckland and/or Waikato regions. These organisations are:

- CCS Disability Action Auckland Incorporated
- CCS Disability Action Waikato Incorporated
- Community Living Limited
- IDEA Services Limited
- IRIS Limited
- Renaissance 2001 Limited
- Spectrum Care Trust Board
- Te Roopu Taurima O Manukau Trust.

Choice in Community Living providers will support disabled people who might otherwise need residential services, to plan for and build the life that is set out in their personal plan, where the plan allows them to live in a home they rent, lease or own in their own right.

If you, or a family member, are interested in knowing more about the demonstration and/or participating in Choice in Community Living, then please contact your local Needs Assessment Service Coordinator representative to register your interest.

Waikato: Nellie Harris

Choice in Community Living Coordinator, Disability Support Link

phone: (07) 839 1441

email: nellie.harris@waikatodhb.health.nz

Auckland: Elizabeth Tohu

Choice in Community Living Coordinator, Taikura Trust

phone: (09) 277 3874

email: elizabeth.tohu@taikura.org.nz

Please note Choice in Community Living is targeted on a specific segment of the population and other initiatives may be better suited to individual circumstances.

Gordon Boxall has been contracted by the Ministry of Health to support the implementation of Choice in Community Living. If you have questions about the project you can contact

Gordon Boxall on

phone: 021 587 772

email: gordon@boxallconsultants.com

EMS prioritisation project

Sue Primrose, Development Manager, Service Access Team

Implementation of the EMS Prioritisation Tool (the Tool) aims to benefit disabled people, and their families and whānau, in the following ways.

- A fairer and more transparent process is followed when prioritising applications for Equipment and Modification Services (EMS).
- Disabled people, and/or their family and whānau, can contribute to the prioritisation process, by way of the Impact on Life questionnaire.
- The Tool will support the management of the Ministry of Health's capped budget by setting a threshold for determining that those disabled people who have the greatest need and ability to benefit, receive access to equipment or modifications.

The project team has been working on laying key foundation blocks – communication, building relationships with key stakeholders, and establishing governance and operational groups to guide the project.

The project has identified 'champions' (experienced EMS assessors) to provide leadership, input and support, to ensure successful uptake of the changes that are required to achieve the project's goal – a fairer and more transparent EMS prioritisation system in place by December 2013.

A steering group meets monthly to guide the project. A more operational working group, with relevant expertise, has been set up to help with refining the Tool and to provide input into how the Tool will integrate into the EMS application process. This group will also give advice on training EMS Assessors and developing training guidelines.

A reference group has been established to provide advice to the project team. This group includes representation from EMS providers, allied health leaders, consumers and consumer organisations, DHB funding and planning portfolio managers, Ministry of Education and Needs Assessment Services and Coordination Association (NASCA). The first meeting for the reference group is scheduled for 31 October 2012.

An integral part of the new Tool is the Impact on Life questionnaire as it gives the disabled person and/or their family and whānau 'a voice' in the equipment and modification services assessment and application process. Feedback on this questionnaire has been received from key people, including the DSS Consumer Consortium, and some changes have been made to the language used in the questionnaire. Further work will be undertaken with key people to see how best to design a version that is suitable for those people who have vision, hearing and communication needs.

Work is under way to develop a suitable electronic system to be used once the Tool is introduced nationally. This includes estimated costs to build and test the system in order to meet the project's timeframe of implementing the Tool nationally in the latter part of next year.

Whaia Te Ao Marama: Māori Disability Action Plan 2012–2017

Roger Jolley, Senior Advisor, Disability Support Services

The first stage of implementing Whaia Te Ao Marama has begun. Raising the awareness of a world view is one of the key messages indicating the government's current thinking on Māori and disability, being presented to the sector.

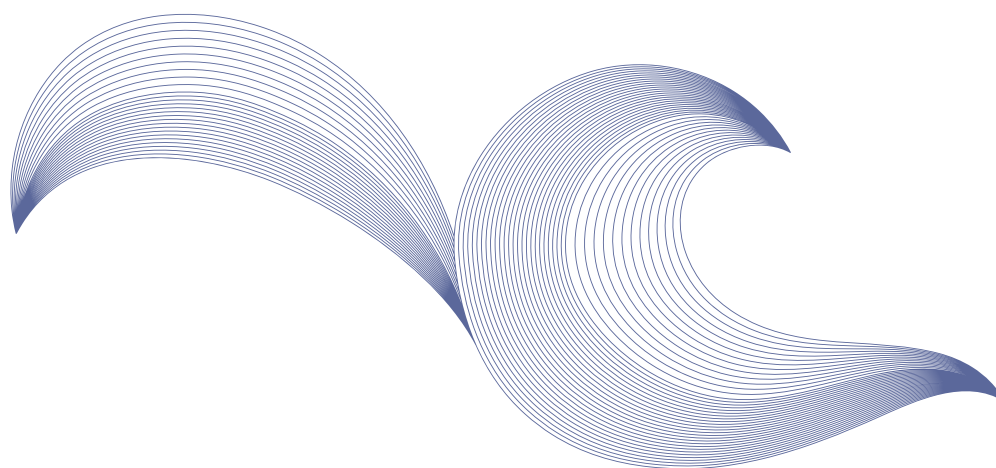
There is a lot of interest in how the plan is going to be actioned and the implementation of the priorities within the plan. A recent meeting and workshop was held with the West Coast DHB Community Public Health & Disability Services Advisory Committee, followed by a further meeting with the WDHB's Tatau Pounamu Iwi Relationship Committee on Whaia Te Ao Marama. These meetings involved some very inspired discussion about what the plan could mean for the West Coast, and what the planning and service development and Māori provider issues as areas of focus were for the DHB and the Māori community.

A workshop was held with the DSS Consumer Consortium which considered what their consumer organisations needed to do to implement the plan and how the Ministry could support them. Examples were discussed from organisations such as Ngati Kapo o Aotearoa, IDEA, CCS Disability Action, Parent 2 Parent and Deaf Aotearoa and Mana Turi. A further workshop is being prepared for the next consortium in April 2013.

DSS providers will be given an opportunity to consider how the plan will affect their service at the November provider forums where there is a short presentation and workshop. Copies of the plan will be available at the forum.

DSS senior management will be discussing the detailed annual action plan to improve outcomes for Māori, support whanau better, grow relationships with the Māori community and improving organisational performance for DSS and for providers. There will be a focus on the areas of Enhanced Individualised Funding, Community Living Options, Local Area Coordination, better data and access to service information, Māori NASC assessment, and workforce development through the funding for leadership and training from Te Pou.

The first meeting for the Māori Disability Leadership Group who are monitoring the implementation of the plan will be held on 20 November where the Ministry will present a summary of activities since the plan was launched in August 2012.



Behaviour Support Services Project

Tony Blackett, Development Manager, Family and Community Living Team

The *Report on the Provision and Funding of Specialist Behaviour Support Services* was released on the Ministry website in early September, which has generated positive interest among the sector – notably academics, clinicians and providers. Meetings are planned with Behaviour Support providers throughout October and November to hear responses to the report, and to discuss implementation of the recommendations within the report.

The Ministry will establish an advisory group that is representative of the disabled, Māori and Pasifika communities, relevant Behaviour Support academic leadership and service providers to work with the Ministry to develop a plan to implement the recommendations within the report.

Ministry staff also met with Department of Human Services, from Victoria Australia who have recently completed a similar process. The Department is willing to share reports, knowledge and material with the Ministry that may assist with progressing the behaviour support service project.

Workforce development

Disability workforce grants

Te Pou is an organisation that administers Ministry grant funding for disability workers to access training and development opportunities. Over 5550 disability workers from 165 Ministry-funded organisations have been allocated a disability grant fund in 2012. There are four types of grants: training grant; open round grant; consumer leadership grant; and leadership development grant.

A total of 927 workers so far have been allocated the training grant to support them to undertake a qualification on the Careerforce list of qualifications. The majority of workers accessing this grant have undertaken the Level 3 National Certificate in Health, Disability and Aged Support.

A total of 3377 workers so far have been allocated an open round grant to support them in training in core skills and competencies. The majority of workers accessing this grant have undertaken training in the area of behavioural support.

A total of 539 disabled peoples so far have been allocated the consumer leadership grant to develop their leadership skills. Such programmes funded through this grant include leadership workshop, leadership development forum, influencing or facilitating change programmes.

A total of 709 workers so far have been allocated the leadership grant to further enhance their leadership skills and potential. Such programmes funded through this grant include team leader and service manager skills, applied leadership training, and practical skills for first time leaders.

Graduate Diploma in Education (Disability Specialisation)

Feala Afoa, Development Manager, Strategy & Contracting Support Team

Contract negotiations have now been completed between the Ministry and Auckland Uniservices Limited to continue to deliver the diploma programme over the next two academic years from the start of 2013 to the end of 2014. In response to recommendations made in an evaluation of the course over the past four years, Auckland Uniservices are updating the programme content and programme delivery. The contract took effect on 23 October 2012.

Faiva Ora – National Pasifika Disability Plan 2010–2013

Le Va work plan 2012/13

Le Va is a Pasifika business unit within Te Pou that is contracted by the Ministry to implement actions in the DSS Faiva Ora Pasifika plan. The Ministry and Le Va have agreed on Le Va's work plan for the 2012/13 year. Outcomes of this plan include increasing uptake of training grants by Pasifika disability workers and delivery of a Pasifika cultural training programme to improve disability workers' cultural engagement skills.

Engaging Pasifika – Disability cultural training programme

Feala Afoa, Development Manager, Strategy and Contracting Support Team

Le Va continues to deliver the new Pasifika disability training programme in the main regions. This programme aims to enhance cultural skills of workers in disability services. The programme was delivered in Auckland on 31 August and in Wellington on 7 September and is scheduled to be delivered in Christchurch on 24 October. For more information please visit www.leva.co.nz

Sleepovers

Christy Richards, Business Support Analyst, Contract and Information Support

Significant progress is being made in the sleepover settlements process, with Cabinet having now approved the first Order in Council to extend the Sleepover Wages (Settlement) Act 2011 for the eight health funded organisations in the Order. The effective date of the Order was 10 September 2012.

This move means employees of those eight organisations will be paid what is owed to them under the terms of the settlements.

Another 22 settlements have been finalised and the Ministry is progressing another Order in Council in November, and if time and processes permit, a further one before the end of the year. This is a new and complex process for both employers and funders and the Ministry acknowledges the efforts of all parties in making such good progress.

All information, including FAQs, templates and updates, can be found on the Ministry of Health website at www.health.govt.nz

Contact Disability Support Services

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

Web: www.moh.govt.nz/disability

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