

Disability Support Services e-newsletter

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From Toni Atkinson Group Manager, Disability Support Services



Welcome to our closing newsletter for 2013. After such a full and busy year, it's hard to believe we are now rapidly approaching summer and the Christmas break.

DSS has worked hard over the year to continue to improve our services for people with disabilities. We are excited about both what has been achieved and for the future. The next phase of our change programme involves building on the work and the learnings of the New Model. In particular, this will be through supporting one of the key initiatives introduced earlier this year, Enabling Good Lives – Christchurch.



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Enabling Good Lives is a cross-agency initiative that combines funding from the Ministries of Health, Social Development and Education. Launched initially in Christchurch, the initiative focuses on working with this year's school leavers with high and very high needs. It enables school leavers and their families to plan for their lives when leaving school. The transition from school is a major milestone for all young people. Enabling Good Lives aims to help this group of 18–21 year olds decide on the next steps for themselves, whether it be support to attend further education, gain employment or link into their community through their hobbies and interests.

The guiding principles for DSS development work for Enabling Good Lives reflect the vision for the transformation of the disability support system and underpin our development work. It is timely to reflect on these principles as we conclude the year. They are:

Self determination Person centred Ordinary life outcomes Mana enhancing
Mainstream first Easy to use Beginning early
Relationship building – with family/whānau and communities

If you are interested in learning more about the Enabling Good Lives initiative, visit the Office for Disability Issues website www.odi.govt.nz. The first newsletter is now live on the site [here](#).

I would like to take this opportunity to thank the sector for its support of DSS over the past year and the willingness to work with us on changing the way we purchase services. I wish you all a happy and safe holiday and look forward to continuing to work with you on the challenges of the new year.

People News

Valerie Smith retires

With great sadness, DSS recently farewelled Valerie Smith from her role as Senior Advisor, which she held for 17 years. Over her many years of service to the disability sector, Val has championed for improvement on a wide range of issues and has contributed to numerous pieces of work, which have changed the shape of the disability sector for the better. For example, her extensive work achievements include the development of the New Zealand Disability Strategy, Pathways to Inclusion, the Special Education 2000 Framework, Needs Assessment & Service Coordination (NASC) cross-agency trials, various iterations of benefit and housing reform, changes to pieces of complex legislation affecting people with disabilities, residential support subsidy issues, supporting the Policy team in Select Committee work and the New Model.



Valerie was a highly valued source of information and 'lived' experience with all of her colleagues, peers and managers over the years and made a huge contribution to the Ministry's work. She is now 'retiring' and plans to change the focus of her work in the disability sector and to reconnect in a more personal, low-key way with people with disabilities who need support to live independently.

We wish Valerie a wonderful next stage in her very distinguished life and career.

Welcome Gordon Sinclair

We are very pleased to welcome Gordon Sinclair to the Ministry in the role of Development Manager – Behaviour Support. Gordon is a registered clinical psychologist and joined us in October from the Department of Corrections where he was Manager Interventions Design and Development.

Gordon brings extensive leadership experience from his role at Corrections that encompassed a wide portfolio of programmes. He and his team were responsible for writing and supporting rehabilitation programmes, supporting a large workforce of facilitators to deliver those programmes throughout the country, measuring and reporting on intervention quality and implementing annual quality monitoring of programmes.



Previously, Gordon was principal psychologist for 10 years in Palmerston North for the Psychological Service, Department of Corrections. He has also held posts at Massey University Psychology Clinic and with Whanganui and MidCentral district health boards. Gordon's interest in working with people with intellectual disabilities began early in his career when he worked with the IHC and completed his clinical internship at Kimberley Hospital, Levin. At DSS, Gordon is leading the Behaviour Support Services improvement project, and we are delighted to have him on board.

Joanna Curzon

The team at Disability Support Services sadly acknowledges the recent passing of Joanna Curzon, Senior Advisor at the Ministry of Education. We had the privilege of working with Joanna on the autism spectrum disorder (ASD) work programme – a joint programme between the Ministry of Health and the Ministry of Education. Joanna was a champion for the programme as well as for people with ASD.

Joanna had a genuine and supportive approach and an exceptional ability to work alongside people. Her dedication to her work, combined with her outstanding capability and competence, meant she was a highly respected member of the Disability Group and the wider Ministry of Health. The ASD joint-work programme is a testament to Joanna's ability to build strong and meaningful relationships, to connect across government departments, to readily share her knowledge and expertise and to accomplish what have been described as world leading achievements. Joanna touched the lives of many. Farewell to our dear friend and colleague.

DSS New Model initiatives in Bay of Plenty

In this issue, we share more stories showing how the Ministry of Health's demonstration of the New Model for Supporting Disabled People is making a difference to people's lives through Local Area Coordination and Enhanced Individualised Funding initiatives, initially underway in Eastern and Western Bay of Plenty regions.

In charge and in control of her life

Bay of Plenty resident, Melanie, decided to seek help earlier this year as a result of becoming more frustrated with her vision impairment.

After learning through Plunket about local area coordinators (LACs), who walk alongside people with disabilities and their families/whānau, Melanie got in touch with LAC Debbie Davidson.

The two began talking through Melanie's goals and developed a plan. Melanie, a busy mother of three, says these steps helped her realise opportunities available.

'Debbie made me feel very comfortable and relaxed and worked really hard to gather information for me about what was available in the community.'

When Debbie told Melanie about flexible funding for disability supports – Enhanced Individualised Funding (EIF) – Melanie decided to apply.

Melanie says the process was 'quick and easy' and has enabled her to employ her own part-time staff and gain more independence, much the same as a fully-sighted person.

Host organisation Manawanui is taking care of the administration and payroll on Melanie's behalf. 'It really has made a huge difference to how I feel about myself and to being able to get out more and join in with my local community, which I didn't do before.'

Melanie says it has given her independence both as a mother and a wife, bringing positive spin-offs for the whole family.

'I feel in charge and in control. I can do what I want, when I want. It has been a very positive experience for me and is working really well.'



A good life... made even better!

It's not for everyone, the life George* lives on his own on the Bay of Plenty East Coast 25 km from the nearest shop.

Life here brings extra challenges for George who has a degenerative illness that means he requires a power wheelchair for mobility and has limited use of his hands. But he wouldn't swap this life for the world.

'From my deck, I feed the weka and watch the deer across the valley.'

George was keen to share his story about how his life has changed since learning about the New Model. George thinks it's the 'best thing since sliced bread' because it is giving him the flexibility to plan and make his own decisions.

Under the New Model, George is in control of the funding allocated to him for disability supports, and he can use it not just on hours of help but also in other ways to support him to reach his goals. A new battery for his wheelchair was one of his priorities.

Before he started using Enhanced Individualised Funding (EIF), he found it hard to get good caregivers to come out to his home.

Now he can choose and employ the assistants he wants – people he can trust to do his shopping, pay his bills and not baulk at filling up buckets of water from the river when his water supply breaks down.

Local Area Coordination, another part of the New Model, has also assisted George to have a good life by connecting him more closely with his community.

*George asked for his real name to be withheld for reasons of privacy.



Individualised Funding Resources

The Ministry of Health is supporting two recently released resources that look at options for people using Individualised Funding.

The resources focus on two different and real-life examples of young adults who are flatting and how they use their support allocations to work for them in their preferred living arrangements.

You can find more information about these resources from:

- *Four Go Flatting – The Individualised Funding Resource Handbook*
Contact: Parent and Family Resource Centre www.pfrc.org.nz
- *A Young Adult's Guide to Flatting*
Contact: Parent to Parent www.parent2parent.org.nz or www.paradigminitiative.co.nz

Welfare reform

New Zealand's welfare system is being reformed with new benefits that recognise most beneficiaries can and do want to work.

In July 2013, many of the previous main benefits were replaced by three new benefits:

- Jobseeker Support
- Sole Parent Support
- Supported Living Payment.

Benefit payments remain the same, but some obligations people must meet have changed.

If you receive any benefit and wish to travel overseas for a limited time:

- you MUST let Work and Income know your travel plans and your reason for travel before you leave New Zealand, otherwise your benefit will be automatically stopped
- Work and Income will decide whether the benefit will continue to be paid to you while you are overseas, depending on circumstances.

You can contact Work and Income about pending overseas travel by calling 0800 559 009 or visiting a Work and Income office or online using 'My Account – Going Overseas'. It is important that both the person receiving a benefit and their partner inform Work and Income if they're travelling overseas.

Check the Ministry of Social Development website for full details of the benefit changes:

www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/benefit-factsheet-changes-2013.html

Technology update – Video Remote Interpreting

Video Remote Interpreting (VRI) is another way for deaf people to communicate when meeting with hearing staff at government agencies if a face-to-face New Zealand sign-language interpreter cannot be present.

VRI is a free video-link service available at the following agencies: Child, Youth and Family (CYF); Work and Income; Senior Services; ACC; or when meeting with health professionals or at school settings, such as parent-teacher interviews and enrolment meetings.

VRI is available in small towns, rural areas and in some cities where there is a shortage of qualified interpreters.

How to book VRI in two easy steps

- Tell the government agency at least two working days before your appointment that you require VRI, and they will book an interpreter with the VRI service.
- Arrive 15 minutes before your appointment to allow time for a meeting room to be arranged to suit your communication needs.

Go to www.vri.govt.nz/ for more information about how VRI works.

Recent disability events

DSS Consumer Consortium

Barbara Crawford, Manager Strategy and Contracts

The DSS Consumer Consortium is a group of disabled people, carers and support people that meets every six months for three days to provide its expert advice to the Ministry of Health.

Glennis Wilson of the Brain Injury Association chaired the October meeting, which covered a wide range of topics.

The October agenda included: an update from Toni Atkinson, Group Manager Disability Support Services (DSS); Enabling Good Lives; the New Model – with stories of people's positive experiences using Local Area Coordinators in the Bay of Plenty demonstration; an opportunity to meet with the Ministry's Chief Medical Officer Don Mackie and Chief Nurse Jane O'Malley to discuss barriers disabled people face when accessing health care services; a review of DSS' four-year strategic plan; Equipment Modification Service; Funded Family Carers; and an update from the Autism Spectrum Disorder/Intellectual Disability Working Group.

Two people with disabilities presented to the forum. Rachel Noble, CEO of Disabled Persons' Assembly, presented on the new collaborative work of Disabled Persons' Organisations and government departments with disability responsibilities. Jill Waldron, Chairperson of the Canterbury Branch of the Muscular Dystrophy Association, presented on the association's work and its involvement in the rebuild of Christchurch to ensure an accessible city for the future.

The Ministry of Education was invited to speak at and listen to the consortium. Members appreciated the opportunity to raise questions, concerns and ideas with Sally Jackson, Programme Manager, Special Education Strategy, Ministry of Education.

DSS places great value on the advice and input received from the consortium and acknowledges the significant preparation its members make for each meeting. Information gathered is used for DSS' planning and decision-making. The next meeting is scheduled for April 2014.

Please contact Barbara Crawford at the Ministry of Health, barbara_crawford@moh.govt.nz or (04) 816 4384, if you have any questions about the DSS Consumer Consortium.

Becoming a member of the New Zealand Disability Support Network

The New Zealand Disability Support Network (NZDSN) aims to work for all service providers within the disability sector. NZDSN needs support from as many providers as possible to ensure it provides the strongest voice on behalf of members as well as delivering the most up-to-date information and best practice back to members nationally and regionally.



To ensure NZDSN continues to grow, it needs your support through membership and participation.

Members can attend forums with other providers to stay up to date. They can also gain benefits through collective buying power and supplier offers exclusive to NZDSN. To learn more about becoming an NZDSN member, follow this link www.nzdsn.org.nz/nzdsn/membership/

Upcoming disability events

Ministry of Health Disability Support Services Pricing Project: Pricing Workshops Consultation

Many thanks to all who attended the Ministry of Health's DSS Pricing Project workshops in July. The aim was to provide an overview of the project and to get input into the development of pricing principles.

Following the July workshops, we have been very grateful to providers who supplied data to KPMG about their disability support services' delivery costs. The data is being used to develop a baseline of the costs and activities undertaken by service providers to deliver disability support services.

The next phase of workshops will be held nationally between 29 November and 6 December 2013. The workshops will be an opportunity to provide further information to KPMG about current and likely future costs of disability support service provision to ensure a fair reflection of costs faced by the sector. KPMG will give an overview of the cost and activity data from the survey and seek attendees' views about their accuracy. They will also give an outline of pricing methodologies in general and how pricing models are developed. It is important to note here that providers' individual costing information will NOT be identified.

All are welcome to the workshops. Your attendance and input are important to us to ensure cost and activity data collected is an accurate representation of the data provided.





KPMG would also like to reiterate that the financial information collected by KPMG from DSS providers is not being provided to the Ministry of Health or any other party. KPMG will be providing aggregated information only to the Ministry.

Pricing Workshop Schedule

City	Day	Date	Time	Venue
Wellington	Friday	29/11/13	10 am – 2 pm	KPMG Centre 10 Customhouse Quay, Wellington
Auckland	Monday	02/12/13	10 am – 2 pm	KPMG Centre 18 Viaduct Harbour Avenue, Auckland
Hamilton	Wednesday	04/12/13	10 am – 2 pm	Kingsgate Hotel 100 Garnett Avenue, Te Rapa, Hamilton
Dunedin	Thursday	05/12/13	10 am – 2 pm	Scenic Southern Cross Hotel, 118 High Street (corner Princes and High Streets), Dunedin
Christchurch	Friday	06/12/13	10 am – 2 pm	Rydges Hotel 30 Latimer Square, Christchurch

To participate in any of the above workshops, please register by sending the following information to susan_fernandes@moh.govt.nz at the Ministry of Health by 26 November 2013.

- Your name
- Name of the organisation you will be representing (if relevant)
- Your contact details (email/phone)
- Workshop location you will attend (Wellington, Auckland, Hamilton, Dunedin, Christchurch).

Confirmation will be emailed to you within two days of your registering.

If you have any questions about this next phase of consultation, please feel free to contact Peter Chew of KPMG at pchew1@kpmg.co.nz or Barbara Crawford of the Ministry of Health at barbara_crawford@moh.govt.nz

More information on the Pricing Project is given in the DSS project updates section of this newsletter on page 15.

The New Model for Supporting Disabled People

Catherine Bennett, Programme Leader

Local area coordination (LAC)

The number of people connecting with local area coordinators (LACs) is steadily increasing, and more people are keen to tell their own stories of how local area coordination has assisted them. Over 2,000 contacts have been made in the past year alone through public meetings, meetings with disability and other providers and government departments. LACs have also been working with individuals and groups in communities to identify those who will actively include disabled people and support them with their goals.

More than 400 disabled people have chosen to talk to a LAC for information and/or support, and 92 people have either worked with or are continuing to work with a LAC. LACs are assisting people to complete their plans for a good everyday life in whatever way the person wants, including using the PATH (Planning Alternative Tomorrows with Hope) Tool.

Discussions continue on how local area coordination will best be provided beyond the demonstration. The New Model National Reference Group is taking a lead role in advising the Ministry of Health on options.

Enhanced Individualised Funding /Individualised Funding

Ninety-four people have now chosen Enhanced Individualised Funding (EIF) arrangements. A joint workshop is scheduled to take place in November in Tauranga to help clarify roles and responsibilities for Needs Assessment Service Coordination (NASC), the EIF host organisation, and local area coordinators (LACs).

New Funding Allocation Tool and Process Development

There has been a recent focus to improve and refine the Supported Self-Assessment Form. Two productive workshops were held with a group of people with good knowledge and 'lived' experience of being part of the current assessment processes.

A development plan is underway recommending how the Funding Allocation Tool should be introduced into the Bay of Plenty demonstration region. This plan will include the development phases, approval points as well as the phases of final testing, training and support.

Choice in Community Living

Twenty-eight people have now chosen to live independently in the community through the Choice in Community Living demonstration. Referrals into the demonstration continue to increase as awareness of the Choice in Community Living option grows. To encourage this growth, a communications workshop with service providers is scheduled for November in Auckland.



John Taylor

John Taylor has recently been contracted to provide support to the project following the departure of Gordon Boxall, to work as Demonstration Director for Enabling Good Lives in Christchurch. John is well known and respected in the disability sector and is the former chairman of New Zealand Disability Support Network (NZDSN).

John has been involved in the disability sector in New Zealand for more than 25 years. In that time, he has worked in a variety of roles including direct service roles, operational management, policy formation, political lobbying, governance, advocacy, organisational development, training and consultancy. His particular passion is assisting people to live their lives their way. Key areas have been: supported employment, behaviour support, working with people with Prader-Willi syndrome and supported living services.

John is currently involved in a number of sector areas at a national level. These include:

- the Board of NZDSN (he was chair during the establishment and first three years of operation)
- the national reference group for the Ministry of Health's New Model work
- the Enabling Good Lives National Leadership Group.

John has established a new entity called Novate 19 for the work he will do with the Choice in Community Living project and other sector work. He remains Executive Director of Community Connections Supported Living Trust.

Planning is also underway to look at how to extend the Choice in Community Living option beyond the demonstration regions and what supporting work and development would need to be completed first.

A 'Family Partnership' training course was attended recently by the Choice in Community Living providers and the Taikura Trust and Disability Support Links Needs Assessment Service Coordination (NASC) staff involved in the project. The Family Partnership Model is an evidence-based helping skills model developed by Professor Hilton Davis and colleagues from The Centre for Child and Parent Support in London. It is an approach that aims to enhance the skills of people, from a wide range of disciplines, who work with families. It focuses on partnering, building trust, negotiating for change and sharing the problem solving process between helpers and families.

Individualised Funding – Respite

Karen Smith, Development Manager, Family and Community Support Team

Contracting with Individualised Funding (IF) host providers for the inclusion of Respite Services, under the IF framework, is almost complete, and this is expected to be available by the end of November 2013. We have held information sessions in Auckland to advise people about IF Respite. We will also hold these sessions across the country where there is interest from people who have a combination of:

- Carer Support and Respite
- Respite and Home and Community Support
- Carer Support, Respite and Home and Community Support.

Service allocations can contact their NASC towards the end of November if they are interested in accessing IF Respite.

Child Development Services: Stocktake and needs analysis

Murray Penman, Family and Community Support Team

DSS has commissioned The University of Auckland to undertake a national stocktake and needs analysis of Child Development Services and Conductive Education. A team from the university's Centre for Child and Family Research, made up of Dr Deborah Widdowson, Asst Prof Robyn Dixon and Prof Saville Kushner, will conduct the stocktake. The work is a significant investment by the Ministry as, to date, there has been no systematic study of these services at this level.

The stocktake's aim is twofold. Firstly, it will inform decision-making and policy development in the Ministry based on realities and challenges on-the-ground. Secondly, the stocktake extension into a self-assessment instrument will support services to monitor, assess and inform their own practices and to report to the Ministry in terms that properly represent the work they do. The exercise will ensure the national Child Development Service and Conductive Education System are transparent to all and a basis for sharing experience.

If you have any questions about this work, the points of contact are:

Murray Penman, Relationship Manager, Family and Community Services
Murray_Penman@moh.govt.nz

Dr Deborah Widdowson, PhD, Director, Centre for Child and Family Research
d.widdowson@auckland.ac.nz

Growing Up With Autism

The Ministry ran an RFP in February 2013 for the delivery of Growing Up With Autism programmes. Professional service providers, IDEA Specialist Services, have successfully contracted to deliver the programmes. We are pleased to announce the first programmes began this month with very positive feedback from families taking part. Growing Up With Autism is an evidence-based education and skills-training programme for parents/caregivers of adolescents aged 11–16 years with a diagnosis of Autism Spectrum Disorder (ASD).

The programme enables families and carers to:

- meet with other families who have adolescent children with autism, to share experiences →

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- learn more about the developmental stages of adolescence and the changes it brings in physical, cognitive and social/personality development in a young person
 - learn more about understanding and managing social, emotional and behavioural problems that adolescents with autism may be experiencing
 - find out about evidence-based interventions
 - learn about wider support services
 - increase their awareness of how to support the development of functional skills in a range of areas, such as communication, self-management and social interaction.

The first programmes started in October 2013 in Auckland, Hamilton and Wellington. Delivery in other regions is scheduled from December 2013 and 2014.

The IDEA Specialist Services team comprises health and disability professionals from a range of backgrounds, including psychology, social work, occupational therapy, special education and speech and language therapy.

Families/caregivers may self-refer, or professionals may refer on behalf of families with their permission. Please refer to the IDEA website for more information at:

www.ihc.org.nz/our-services/idea-specialist-services-asd-services

Environmental Support Services

Sue Primrose, Development Manager, Service Access Team

Equipment and Modification Services Prioritisation Tool

DSS Consumer Consortium members were updated about the Prioritisation Tool Project at their October meeting. An information sheet, outlining the prioritisation process and what it means for disabled people, has been prepared for those who may benefit from equipment or modifications. The information sheet will be given to people by the Equipment and Modification Services (EMS) assessor at the time of their assessment. Consortium members were invited to provide feedback about the sheet.

The web-based system that EMS assessors will use for completing the prioritisation tool is progressing well. It will be ready for testing by their working group in November. An EMS assessor, who is blind, is working with Enigma – the developers of the web-based system – to assess the functionality required to make the tool accessible for all EMS assessors who are blind.

Further progress has been made on the EMS assessor online-training resource. The resource is expected to be ready for testing by the working group in mid-November. The Ministry project team was very grateful to three disabled people and their families and whānau from the Wellington area for allowing their photographs to be used as part of the online resource. A consumer consortium member has also kindly agreed to present a short video introducing the prioritisation tool and explaining its purpose to EMS assessors who will use the online training. Online training will be compulsory for all EMS assessors who need to use the tool when considering equipment or modifications with clients.

The first stage of implementing the prioritisation tool is scheduled for late January 2014. This will be in the Northern DHB region (the three Auckland DHBs and Northland DHB). A review of the first stage will take place in June and July 2014, and national roll-out is planned for August 2014.

Lifelong Design Advisory Service

The Lifelong Design Advisory Service provides free advice about lifelong housing design to the people of Canterbury who were significantly impacted by the earthquakes. The service has been extended until 30 June 2014. It is jointly funded by the Ministry of Health and the Office of Senior Citizens at the Ministry of Social Development and is operated through Enable New Zealand Christchurch offices. It encourages people who need to relocate or refurbish their homes, as a result of the earthquakes, to consider using lifelong design features to support their changing needs throughout their lifetimes, and in particular, as they age.

Disability Workforce Action Plan

Feala Afoa, Development Manager, Strategy and Contracts Team

New Draft Disability Workforce Action Plan 2013–2016

During the last quarter, the final draft Disability Workforce Plan 2013–16 underwent an extensive consultation process with Ministry of Health stakeholders and disability sector groups. Groups include the Disabled Persons' Assembly, the Enabling Good Lives National Leadership Group and the Disability Sector Strategic Reference Group. The revised and updated plan is due for completion in November.

Disability Workforce Development Innovation Fund

Applications for the workforce innovation fund opened 2 September and closed 18 October 2013. Te Pou administers and manages the fund and has received a total of 22 proposals. The moderation panel will meet in November to discuss and approve funding applications, and successful proposals will be announced in December. The fund aims to support improving the capacity and capability of the New Zealand disability workforce.

Graduate Diploma in Education – Disability Specialisation

The University of Auckland continues to deliver the graduate diploma programme to 13 enrolled students. During the last quarter, the students undertook work placements in a needs-assessment and service-coordination organisation different from their own. They have reported positive learnings from their experiences.

NZQA Mandatory Review of Qualifications – Disability Specialisation

A new suite of qualifications for the disability sector has been proposed by Careerforce, and this is currently being consulted with stakeholders through an online survey. Confirmation of the qualifications is planned for early 2014 and full development will follow.

Faiva Ora – National Pasifika Disability Plan

Feala Afoa, Development Manager, Strategy and Contracts Team

New Draft Faiva Ora Plan 2013–2016

The new draft plan is undergoing further consultation and is due to be presented to the Senior Management Team for discussion and approval in November.

Research on Pasifika disabled children, youth and their children

The University of Auckland's School of Population Health has been contracted to undertake research on Pasifika disabled children, youth and their families from September 2013 to December 2014. The research aims to identify challenges faced by the growing group of Pasifika disabled children, youth and their families, as well as the current impact and likely future changes needed for Ministry-funded disability support services to address these challenges.

DSS Pricing Model Review Project

Barbara Crawford, Manager – Strategy and Contracts Team

The Disability Support Services (DSS) Pricing Principles have been completed after feedback from workshops held in July 2013. A summary of feedback and the Pricing Principles will be posted on the website in the near future. Thank you to everyone who attended these workshops and contributed ideas.

KPMG developed a draft costing survey piloted by 10 providers representing each of the service lines within the project scope. They included: community residential (high and complex); supported living; respite; child development; home and community support; and assessment, treatment and rehabilitation. The finalised survey was distributed in September to approximately 200 providers. The survey is collecting information about costs that providers incur for the services they are contracted to provide. To date, there has been a good response, and KPMG has provided phone support for provider queries. Thank you to all who have completed this important survey.

The completion date for the Pricing Model Review Project has been extended to March 2014 and the final series of workshops will be hosted in February 2014.

KPMG, in consultation with Carers NZ and the New Zealand Carers' Alliance, has developed a draft survey of carers who receive the Carer Support Subsidy. The survey aims to find out more about how people use the subsidy and the extent of its flexibility in meeting their needs. It will be available on the Carers' Alliance website for completion by November. We encourage all carers who use the subsidy to complete the survey to help us improve the subsidy's usefulness.



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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To be added to the email list, send an email to: disability@moh.govt.nz requesting that your name be added to our mailing list.