

# Disability Support Services e-newsletter

No. 65 May 2017

ISSN 2253-1386

## From Toni Atkinson Group Manager Disability Support Services



### Welcome to the May edition of the DSS newsletter.

We were very excited to gain government approval in February for the first stage of the disability support system transformation. In the four months from March to June this year, the team in DSS is supporting the co-design work with the sector to plan for system transformation starting in the MidCentral region. A dedicated team from the Ministry of Health is focused on the work required to plan for the first stage.

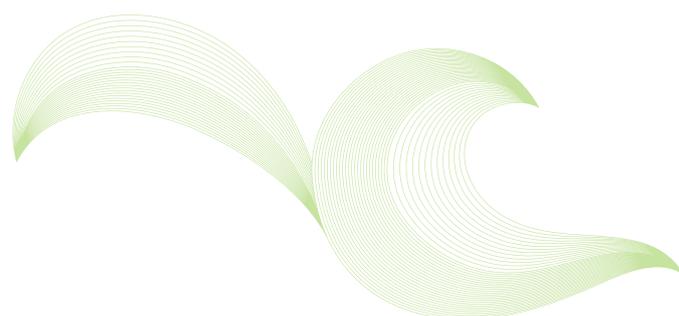
Although we are keen to support and progress the transformation work, DSS also needs to continue its ongoing programme of service improvement. This will focus on ensuring alignment with the Enabling Good Lives principles and will be for those areas that will not be significantly impacted by the transformation work.

We continue to work with the sector outside of the transformation process. This includes the respite strategy, refresh of Whaia te ao Marama, Faiva Ora and our regular workforce planning.

We look forward to working with you on system improvements over the coming months.

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## Christchurch

**Joanna Martino: EGL Lead, Ministry of Health**

**The start of 2017 has been a busy time for EGL Christchurch and everybody involved.**

We have two new Independent Facilitators to maintain choice for participants and their families. Caroline and Lisa have slotted in well and bring fresh perspectives and energy to the team. They are meeting with participants and their families as they negotiate their final year at school and plan their lives.

The year kicked off with a very successful 'Meet the Facilitators' event in February where participants and their families could come along and learn about Enabling Good Lives, meet the facilitators and ask questions. It was a great opportunity to network and share ideas and learn from other families. We heard many great conversations and nearly all of this year's participants have now chosen an Independent Facilitator to work with them. Several schools and providers also attended in support of the young people joining Enabling Good Lives this year.



Our local network of providers planned and hosted a Next Steps Transition Expo for the first time in several years. Holding the expo was a joint effort, however I would like to acknowledge Debbie from the Helen Anderson Trust, Jonathan from CCS and Rawdon from IDEA Services for their energy and dedication to seeing this happen. Many young people and their families came through the expo to learn about the opportunities that lie ahead for them. The EGL Flexible Disability Support providers were among the stall holders for people to talk to and ask questions.

March saw some great work among the Flexible Providers with four young men now being supported in a flatting situation. Achieving this goal has been a collaborative effort between the families, the provider, LifeLinks (the NASC) and the EGL working group, highlighting the importance of relationships at all points.

Families are increasingly asking for opportunities to share experiences, network and discuss how to approach providers given an EGL personal budget and their young person's planned goals and dreams for a good life. We will plan some family events to meet this demand and answer questions.

If you have any suggestions or queries please contact Joanna Martino (EGL Lead Christchurch on (03) 974 2308 or [Joanna\\_martino@moh.govt.nz](mailto:Joanna_martino@moh.govt.nz)

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# Waikato

**The Waikato is pleased the recent government decision extends the timeframe of Enabling Good Lives Waikato, with an additional 60 people being able to join in each of the next two years.**

The demonstration is looking forward to developing and improving over this period.

To date, 185 disabled people, families and whānau have received personal budgets and are flexibly buying the supports and services that make sense for them. Another 35 people are working through the EGL process and will move to budgets over the next couple of months.

The Phase 2 Evaluation report has been released and is available on the ODI website: [www.odi.govt.nz/nz-disability-strategy/other-initiatives/enabling-good-lives/](http://www.odi.govt.nz/nz-disability-strategy/other-initiatives/enabling-good-lives/). This evaluation focused on the first year of implementation (July 2015 to June 2016).

## Findings from the Phase 2 evaluation

The evaluation found that the EGL Waikato Demonstration is providing a new option for disabled people, families and whānau that is person centred and offers greater choice and control over their supports and lives.

## Disabled people, families and whānau

The EGL Waikato Demonstration is creating a difference for participants by offering an approach that:

- is person centred and strengths based
- provides skilled Tūhono/Connectors, who model the EGL principles to work with disabled people, families and whānau
- takes a whole-of-life, holistic approach to investing through personal budgets
- creates options for people to self-manage or work with a host provider.

While the demonstration had only just completed its first year of implementation at the point of the phase 2 evaluation, clear learnings were found to be emerging. The demonstration is:

- creating opportunities for people that were not always possible in the previous system
- fostering relationships across the sector to ensure there is a continuum of support for participants. Some participants have been actively connected with others to provide ongoing facilitation, coaching or intensive supports, particularly where people or families are living with high and complex social and health needs
- enabling and recognising the evolution of relationships – for example, parents and grandparents don't have to be solely caregivers; young people can 'do ordinary things'.

## Providers

This evaluation also interviewed six providers who had worked with EGL Waikato participants to discuss their reflections about the demonstration.

Three providers of disability services reported that they see EGL as a fresh, new approach that is putting power into disabled people's hands. Two providers reported they have already been working in an EGL way for many years. Five providers and EGL staff noted that they are building effective





relationships to ensure open discussion and collaboration so participants have choice and are connected and well supported.

Two providers interviewed acknowledged that there are some challenges with having two systems operating for supporting disabled people and their families and whānau. Providers still have their existing contracts with Ministries and this creates some challenges because their contractual obligations may not encourage them to work in an EGL way.

Contact: [Kate.Cosgriff001@msd.govt.nz](mailto:Kate.Cosgriff001@msd.govt.nz)

## DSS system transformation

**On 2 March 2017, the Minister for Disability Issues Nicky Wagner announced a three-month co-design process with the disability sector to begin a nationwide transformation of the disability support system.**

The transformation will be based on the Enabling Good Lives vision and principles and will include an explicit social investment approach. It will build on lessons learnt from EGL demonstrations in Waikato and Christchurch, as well as evidence from here and overseas.

There have now been two workshops held by the co-design team.

The Ministry of Health's Sacha O'Dea is the Programme Lead, System Transformation, and is keen to keep the disability sector informed. Information about what has happened during the workshop is posted on the Enabling Good Lives' website. It can also be found on the Office for Disability Issues and the Ministry of Health's websites.



During the second workshop, questions about the scope of the transformation were discussed and a working definition of the Mainstream First principle was agreed.

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You can contribute to this work by submitting ideas or suggestions to [STfeedback@moh.govt.nz](mailto:STfeedback@moh.govt.nz)

Find out more at: [www.enablinggoodlives.co.nz/system-transformation/transformation-papers/system-transformation-updates/april-26-workshop/](http://www.enablinggoodlives.co.nz/system-transformation/transformation-papers/system-transformation-updates/april-26-workshop/)

Contact: **Sacha O'Dea, Programme Lead, Ministry of Health**

## Care and support workers pay equity settlement

**On 18 April 2017, the Government announced a \$2 billion pay equity settlement for 55,000 care and support workers in New Zealand's aged and disability residential and community support services.**

From 1 July, eligible workers will receive a pay rise between 15 and 50 per cent depending on their qualifications and or experience. The settlement means over the next five years, the workforce will see their wages increase on a range between \$19 to \$27 per hour. On 1 July, workers currently on the minimum wage of \$15.75 per hour will move to at least \$19 per hour – a 21 percent pay rise. This will result in increases to their take home pay of at least \$100 a week, or more than \$5,000 a year.

### Data collection

Providers have a legal obligation to pay eligible employees the new pay rates from 1 July 2017. To ensure providers have funding to make those payments, the Ministry is making advance interim payments for the first year. The payments will be made on estimates. To enable the advance interim payments to be made, the Ministry requires data to be submitted.

The Data Collection Tool can be downloaded from the following Ministry of Health webpage:

[www.health.govt.nz/new-zealand-health-system/care-and-support-workers-pay-equity-settlement/pay-equity-settlement-information-providers](http://www.health.govt.nz/new-zealand-health-system/care-and-support-workers-pay-equity-settlement/pay-equity-settlement-information-providers)

It is critical that the Ministry receives completed Data Collection Tools by 24 May 2017 in order for funding to be paid on time. The Ministry will be actively working with providers to assist with this.

The Ministry has a centralised team established to co-ordinate and support this process. This team can be reached on [payequity\\_implementation@moh.govt.nz](mailto:payequity_implementation@moh.govt.nz).

### Frequently asked questions

The Ministry has reviewed the most common questions and developed updated fact sheets including frequently asked questions for both providers and employees. These are available here:

- Frequently asked questions for providers: [www.health.govt.nz/new-zealand-health-system/care-and-support-workers-pay-equity-settlement/pay-equity-settlement-information-providers](http://www.health.govt.nz/new-zealand-health-system/care-and-support-workers-pay-equity-settlement/pay-equity-settlement-information-providers)
- Frequently asked questions for employees: [www.health.govt.nz/new-zealand-health-system/care-and-support-workers-pay-equity-settlement/pay-equity-settlement-information-employees](http://www.health.govt.nz/new-zealand-health-system/care-and-support-workers-pay-equity-settlement/pay-equity-settlement-information-employees)

### More information and questions

We welcome your feedback and questions. Other ways to access pay equity implementation information are:

- This page on the Ministry of Health website is dedicated to pay equity implementation and will be updated regularly: [www.health.govt.nz/new-zealand-health-system/care-and-support-workers-pay-equity-settlement](http://www.health.govt.nz/new-zealand-health-system/care-and-support-workers-pay-equity-settlement)
- You can send questions at any time to the pay equity implementation email address, [payequity\\_implementation@moh.govt.nz](mailto:payequity_implementation@moh.govt.nz). Someone from the team will respond to you as soon as possible.

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# Update to the *Guide to Engagement with Disabled People*

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

*A Guide to Community Engagement with People with Disabilities*, has been updated. The updated version incorporates various changes requested by people from the disability sector and also reflects the publication of the new Disability Strategy in late 2016.

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## Providers doing great work...

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

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

Once again DSS will be publishing a special edition newsletter showcasing providers' innovative practices to mark the International Day of Persons with Disabilities on 3 December 2017.

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.
- A photograph (high resolution please).
- Confirmation 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, 29 September 2017**.

We can't guarantee that we will include your article or story, but we are very pleased to receive them. 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 under way in the sector!

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## Making a complaint about a disability service or support

**You have the right to make a complaint about the Ministry of Health funded disability support services you or your family/whānau/aiga are receiving, and you have choices about who you can make a complaint to. The Ministry of Health takes all complaints seriously.**

Find out who you can send your complaint to at:

[www.health.govt.nz/your-health/services-and-support/disability-services/more-information-disability-support/contact-disability-support-services](http://www.health.govt.nz/your-health/services-and-support/disability-services/more-information-disability-support/contact-disability-support-services)

# Upcoming disability events



## The bi-annual conference of NASCA, the NZ Needs Assessment Service Co-ordination Association is in Auckland 7–8 September 2017.

The theme for the conference is Working in the Space Between and the programme will be based around the five strategic themes in 2016 New Zealand Health Strategy. These themes provide an inclusive and holistic framework for a wide variety of discussion and presentation topics from across the health and disability sector. Expressions of interest to present are welcome. To find out more about the conference go to: [www.nascaconference.co.nz/](http://www.nascaconference.co.nz/)

Liam Malone, one of the keynote presenters, is the world number one in the sport of Bladerunning. In 2014 he turned his life around after hitting rock bottom while at university. He went on to win two gold medals and a silver medal at the 2016 Rio Paralympic Games. He also broke the previous Paralympic records held by Oscar Pistorius. His times on the track make him New Zealand's second fastest 400 m sprinter ever – legs or not.

Liam thrives on talking about adversity, achieving your dreams, challenge and technology. To read more about Liam go to: <http://conf.hardingconsultants.co.nz/workspace/uploads/liam-malone-web-bio-590fde8a805b0.pdf>

To find out more about NASCA go to: [www.nznasca.co.nz](http://www.nznasca.co.nz)

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## Contact Disability Support Services

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

Web: [www.health.govt.nz/disability](http://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](mailto:disability@moh.govt.nz)

# Recent disability events

## Disability Consumer Consortium 29–31 March 2017

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

**Hon Nicky Wagner, Minister for Disability Issues, opened the March Consumer Consortium meeting. The Minister discussed with the group system transformation, the New Zealand Disability Strategy and Robert Martin's election to the United Nations Committee.**

Chai Chuah, Director-General of Health, also had a discussion with Consortium members. The main themes were reducing barriers, technology and leadership.

Other agenda items included an update on Disability Support Services, progress on the respite strategy, the co-design process for system transformation, the Health and Disability Commissioner's Code of Rights and the relationship between the New Zealand Disability Strategy and the United Nations Convention on the Rights of Persons with Disabilities.

The next Consumer Consortium meeting is scheduled for 1–3 November 2017.

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## Te Ao Mārama Meeting

**Contact: Toni Atkinson, Group Manager, (04) 816 2058**

**Te Ao Mārama met in March and April.**

Agenda items included an update on the DSS work programme and in-depth discussion of the future of services supporting Māori disabled to live in their communities, the development of the new respite strategy, and the progress in refreshing Whāia Te Ao Mārama.

Information was provided to Te Ao Mārama regarding the outcome measures DSS is now using to assess cultural outcomes for Māori using a range of disability support services, and an overview of the findings from the September 2016 report on the demographics of disabled people using Ministry-funded disability supports.

The demographic report showed that the number of Māori disabled using Ministry funded disability support services had increased by 18% over the three years from 2013 to 2016.

The April meeting provided an opportunity to work in more depth with the group over the refresh of the *Māori Disability Action Plan 2017–2022*. This document will be coming out to the sector for comment in the next few weeks.

# DSS project updates

## Respite Strategy

**Contact: Deborah Mills, Development Manager (04) 816 3956.**

**During April 2017 we asked the disability sector to give us feedback on the draft respite strategy *Transforming Respite*.**

The draft strategy is on the Ministry's website

[www.health.govt.nz/publication/transforming-respite-disability-support-services-draft-respite-strategy-2017-2022](http://www.health.govt.nz/publication/transforming-respite-disability-support-services-draft-respite-strategy-2017-2022)

Submissions closed on 3 May 2017. We held workshops for providers, disabled people and their family/whānau in Auckland, Wellington and Christchurch and around 160 people attended. We are also holding some additional meetings to get feedback from youth with disabilities.

Overall, people were supportive of the future direction proposed in the strategy. We received a number of suggestions for improvement, and will be making changes to the strategy in response.

This engagement process is just one way that people can contribute to the strategy's development. We will also be asking people to help us prepare detailed implementation plans for each work stream.

A summary of the submissions received and workshop feedback will be made available in June or July 2017. Please contact us on [respitestategy@moh.govt.nz](mailto:respitestategy@moh.govt.nz) if you wish to discuss any aspect of the strategy further.

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## Work plans for DSS-funded services

**Contact: Riaz Azam, Strategy Developer**

**Since December 2016, Disability Support Services has hosted a total of five workshops to get advice and input from disabled people, disabled people's organisations, families and disability support service providers to develop a range of future plans for DSS-funded services.**

These include:

- community-based disability therapy services
- community residential services
- child development
- independent living
- respite.

These work plans are all focused on increasing choice and control and improving outcomes for disabled people and their families/whānau/aiga using these services. →

←  
Since the workshops, the announcement on system transformation has resulted in a decision to incorporate the feedback and insights gained from the workshop on Independent Living into the work on transforming the disability support system.

Development of the other service work plans remains on track to be completed by the end of June 2017.

The Ministry is well supported by the disability sector in providing input into its future development work. The workshops and ongoing discussions in a variety of forums helps to shape the future of services for disabled people.

## Our people

### Lee Brooks moving to new pastures

I have been working in DSS as the Contract Relationship Manager for the upper North Island NASCs for almost a year now. From 28 April 2017 I will be moving on from the Ministry. Originally from the UK, I am no stranger to being away from home and after 3.5 years in New Zealand I am moving to Australia. I am originally from the ambulance sector so when offered the chance to work as Director Operations for Metropolitan Adelaide I couldn't say no. On the plus side, I am edging my way toward the UK so those flights to visit family should be that little bit shorter! It is very bittersweet though as New Zealand is a wonderful country and I tell many Kiwis I meet never to take it for granted!

I have been impressed by the demonstrated passion and commitment for all matters concerning disability amongst the people I have met. System transformation offers a great opportunity and I wish all of the team involved the best through the design and implementation.

### Feala Afoa moving to a new organisation

There is a Samoan saying that goes  
'Ua o gatasi le futia ma le umele' – we must be of one mind in the undertaking.

Whether you are a family member or a carer of a disabled person, or work in a disability service provider, or a public servant in the Ministry of Health, we all share a common goal and that is to support disabled people to live the lives they choose.

Since joining the Ministry in July 2008 I have had the privilege of working alongside many passionate and committed people, organisations and communities, all with a common goal. During my time in the Ministry, I have led the development and the delivery of the national disability workforce strategy and established the first national Pasifika disability strategy Faiva Ora plan in 2010. I have also led the commissioning of various disability services including the new and innovative carer matching service and carer learning resource service, the first service user feedback tool, and the new disability workforce development service.

I would like to acknowledge all who have been involved in this work over these years. Special thanks to the Ministry DSS group and my aiga for your ongoing counsel and support.

Manuia lava galuega ma tiute o feagai ma outou – May your work be blessed

Lefauaitu Feala Afo