

Disability Support Services e-newsletter

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From Toni Atkinson Group Manager Disability Support Services



Happy New Year everyone! The team is back from their summer holidays and re-energised for the coming year. Here in Wellington we have had some fabulous weather over the holiday period and I hope you are enjoying a great summer where you are.

There are some big pieces of work from Disability Support Services over the coming year, including an update of Whaia te ao Marama (Māori Disability Action Plan), Faiva Ora (Pasifika Disability Action Plan), the Respite Strategy and Community Residential Strategy.

We are pleased to have worked with a small group of providers and the New Zealand Disability Support Network (NZDSN) to progress the residential pricing model to test our assumptions and comment on the way the model works. I would like to thank those providers for their contribution so far.

We are also looking to move pay equity funding into some of our contract lines over the next few months and will be writing to providers to ask for feedback on how we plan do this.

Lastly, the system transformation team is busy finalising a more detailed plan for the MidCentral region. We will be working closely with the team on the transition planning for these changes. We are excited by the proposed changes and are keen to support the transition process.

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Christchurch

Hannah Perry, Enabling Good Lives Lead, Ministry of Health

Kia ora koutou. The Enabling Good Lives Christchurch team has already linked with over half the young people who are expected to leave school this year. It is helpful to start early with planning and thinking about life beyond school.

People can use their Enabling Good Lives personal budgets and use them to get the most out of their last year at school. Some students have chosen to employ a favourite teacher aide outside of school hours, go on a camp and push themselves physically, or buy equipment to improve their independence.

The Enabling Good Lives independent facilitators are looking forward to meeting with many of the 2018 school leavers and whānau at our annual 'meet the independent facilitator family event' on Saturday 3 March. This will be followed by the 'Next Steps' expo on 16 April, where we partner with community organisations and service providers to showcase the groups and connections that Christchurch has to offer (details on page 10).

We will also be hosting a variety of events and forums through the year as we start to think about what the transformation of the disability support system might mean for us in Canterbury. The first meetings are on 8 and 9 March and we will have invitations out soon.

In the meantime, earlier Enabling Good Lives participants are getting on with their good lives. There are young people who are flatting with their friends, and pooling their budgets so they have the support they require, when they want it and from people they choose to work with. Some people are pursuing further education at a variety of places including ARA, National Trades Academy and Hagley Community College.

Finally, we hear wonderful stories about people having fun and developing strong friendships and relationships with others. There is a young man who invites his friends over for a swim (in what has been a very hot summer!); a woman whose fine weaving is made into a garment (pictured) and sold in a shop; and a young man who loves working outside and has secured a job at a gardening store and café.



Waikato

Kate Cosgriff, Director, Enabling Good Lives Waikato

There are now more than 300 disabled people and families involved in Enabling Good Lives Waikato. They are diverse in every way: their age, ethnicity, geography, living situation, family make up and support, dreams and goals and disability.

Two hundred and forty-three people have personal budgets and are buying the supports, services and items that make sense for them. The remaining 60 people are working through the Enabling Good Lives process and will move to budgets over the next couple of months.

Demand for Enabling Good Lives remains high, with 102 people currently waiting to join.

The Enabling Good Lives Waikato leadership group continues to ensure the work of the demonstration is well supported and aligned with the Enabling Good Lives principles and approach. In addition, regular forums run by families, disabled people and providers also support the Enabling Good Lives approach. The leadership group is contributing to the system transformation work.

In December, a tangata whaikaha hui was held in Hamilton, attracting people from Huntly/ Ngaruawahia, Raglan/Kawhia, Te Awamutu and Hamilton. Twenty-three disabled Māori and whānau attended. The major aim of the hui was to connect participating whānau with each other and share information and stories. Feedback was that people thoroughly enjoyed themselves, especially meeting others, sharing kai and karaoke. A second hui is being planned for south Waikato.

Enabling Good Lives Waikato needs to be able to respond easily and quickly to changes in people's lives. Sometimes people need budget increases and, at other times, their budget can reduce and this needs to be an easy and straightforward process.

A recent example is of a one-off, 12-month investment into a young person, Brigid. She used her Enabling Good Lives budget to connect with community activities, improve her communication, purchase one-on-one mentoring from a service provider, secure a part-time job, attend a conference, join the gym and to help her become comfortable going out.

Brigid's mum summarised their year with Enabling Good Lives: 'The support from Enabling Good Lives has enabled Brigid not only to achieve the plan we originally put in place, but so much more. I feel Brigid has been able to achieve the strategies she will need to be successful next year and be able to cope with what lies ahead.'

There is other recent feedback.

This, from Rose: 'I can't believe how this has changed Te Kaha and my life, we are able to be free, spontaneous and to live life. I am allowed to be Te Kaha's mother and act like a mother, not a keeper . . . we can live life like ordinary people. I can ensure the best for Te Kaha and we as a family can plan the future with and for Te Kaha. Enabling Good Lives has given us freedom and Te Kaha independence from service provider life.'

Another young woman and her mum described that Enabling Good Lives gave them back independence and the control of her life that the disability took away. 'Enabling Good Lives enabled us to make a whole shift to look at life differently and try things again. We should be renaming Enabling Good Lives to . . . Hope.'

System transformation

Sacha O’Dea, Programme Lead, Ministry of Health

It’s been a busy start to the year as we meet with new Ministers about the prototype for the transformed disability support system, planned to be rolled out in MidCentral later this year.

To recap where we’ve got to: the system transformation team was formed in April 2017. We then had a three-month co-design process with the sector where we came up with the high-level design. That was followed by almost 20 working groups developing the detailed design.

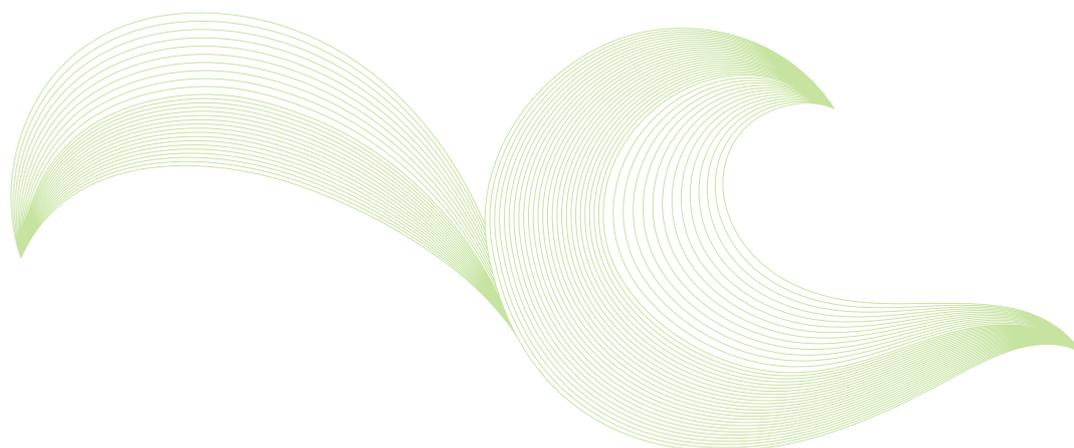
Before Christmas, the team set up virtual testing groups for the information front end hub; funding mechanism for disabled people and whānau; information tools, pathways and processes; team roles; system responsiveness; provider analysis and capability; and environmental support services. We are using an online space called Loomio that helps groups to read documents, test ideas and make collective decisions. The prototypes which the working groups have developed are posted on Loomio and people are reading and commenting on these.

Now we are working on a Cabinet paper that is asking for agreement to the detailed design for the prototype to be rolled out in MidCentral, for the funding to do that, and for decisions on what funding comes across from other government agencies. It also outlines the process for making decisions about how organisations will be arranged to support the new disability support system.

Virtual testing groups in regards to safeguarding and network building have been set up in the last week, along with virtual testing groups on government interfaces such as ACC, Education and the Ministry of Social Development. We will also be starting new working groups on market shaping, brand and identity, Whānau Ora and organisational arrangements for the new system.

Up to this point, communication has been about the design process, what we’ve been doing in terms of working groups and testing groups and how it’s being pulled together. This year it will focus much more on what the changes will look like in practice and what it will mean for you, whether you are a disabled person, a family member, a provider or you are currently working within a NASC or a government agency.

Thank you to everyone who has participated and provided feedback. There is still time to be part of virtual testing groups. If you are interested in taking part, please contact us at STfeedback@moh.govt.nz



Christina Curd, Senior Advisor, Ministry of Health

Complaints

Anyone can make a complaint to the Ministry of Health about problems or concerns with a Disability Support Services-funded service. We aim to resolve all complaints within 20 working days, depending on their complexity. If a complaint is not resolved in 20 working days, complainants can expect regular updates on the status of their complaint.

The information collected from complaints gives Disability Support Services opportunities to look at how to improve the quality and delivery of Ministry-funded services for disabled people.

Number and types of complaints

During 2016/17, Disability Support Services received 41 complaints relating to 27 providers, with an average of 3.4 complaints per month. This was a decrease in complaints received compared to the previous year (66 complaints). This continues the trend over the last 10 years of a decreasing number of complaints received by Disability Support Services.

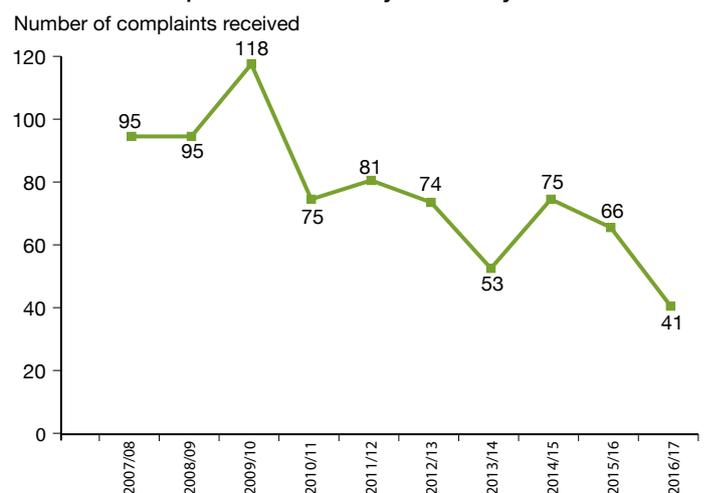
We want a culture where people can speak up about the supports they receive and use the complaints process as an opportunity to improve the quality of provider services. As only seven of the 41 complaints made last year were by disabled people, we also need to seek ways to make the complaints process more accessible. Most complaints were made by relatives of the people using the services (including partner, parents or other family members).

The most common reason for complaints (71%) was about service delivery (eg, inappropriate care, understaffing and vetting of staff, communication). The second most common reason for complaints (17%) was about allegations of abuse including staff to client, client to staff or client to client.

For more information on who to contact if you've got a question about Ministry-funded disability support services, or to make a complaint, go to: www.health.govt.nz/your-health/services-and-support/disability-services/more-information-disability-support/contact-disability-support-services

We are always looking at how we can improve our complaints process and make it more accessible to people with disabilities. If you have any suggestions please contact us on dsscomplaints@moh.govt.nz

Number of complaints received by financial year



Transforming Respite

Deborah Mills, Development Manager, Ministry of Health

We expect to see good progress in implementing the respite strategy during 2018. During the next few months we will:

- publish information on the disability respite market on the Ministry's website – this is to support providers to respond to opportunities for service development arising from implementation of the respite strategy. The document includes information about the number/age/ethnicity of Disability Support Services' clients in each region and provides a snapshot of what services are currently available and the potential gaps
- make the results of a disability respite stocktake available online – this is to help disabled people and their whānau to find out about the respite options currently available in each region
- continue with planning to change Carer Support to 'flexible respite budgets'. Once available, families will be able to use flexible respite budgets to achieve a break from caring in the way that suits them best. We will also release new purchasing guidelines that will show families how the budgets can be used.

Disabled people, their families/whānau and existing or new providers of disability support are welcome to contact us at any time to discuss the opportunities that may be available for them through changes to respite (respitestrategy@moh.govt.nz).

Te Ao Mārama: The Māori Disability Advisory Group

Jason Moses, Senior Advisor Maori, Ministry of Health

Disability Support Services is looking for new members for Te Ao Mārama, the Māori Disability Advisory Group. Te Ao Mārama is responsible for:

- monitoring the implementation of Whāia Te Ao Mārama, the Māori Disability Action Plan
- providing advice to Disability Support Services (and the wider Ministry of Health) on the effectiveness of the plan to improve the lives of tāngata whaikaha Māori (Māori people with disabilities)
- providing advice and support to the future design and implementation of the disability support system.

Members of Te Ao Mārama should:

- have a good understanding of and connections to Te Ao Māori (the Māori world)
- be excited and passionate about improving the disability support system so that it is more responsive to the needs of tāngata whaikaha Māori and their whānau





- be able to translate their experience of living with a disability, or as a caregiver or parent of a tāngata whaikaha Māori, into possible service improvements and future actions
- be available and willing to provide timely advice to Disability Support Services on providing health and disability services to tāngata whaikaha Māori.

If you are interested in being a member of Te Ao Mārama, please contact Jason Moses on jason_moses@moh.govt.nz or telephone 021 936 864.

Faiva Ora: Pasifika Disability Action Plan

Bella Bartley, Contract Relationship Manager, Ministry of Health

Faiva Ora: National Pasifika Disability Plan 2016–2021 builds on past achievements of previous Faiva Ora plans¹ and provides a coordinated and collaborative response by the Ministry of Health (the Ministry) to address issues faced by Pacific people with a disability. Support from across government agencies, health and disability services, DHBs and NGOs is required for addressing the needs of Pacific peoples with disabilities and their families.

Over the next five years, the Faiva Ora plan will deliver four priority outcomes and will focus on:

1. improving outcomes for Pasifika disabled children, youth and their families
2. strengthening Pasifika communities to engage with and support people with disabilities and their families to participate in their communities
3. increasing the cultural responsiveness of disability support services
4. stakeholders working together to address challenges experienced by Pasifika disabled people and their families.

In 2017, the Ministry contracted Le Va to lead the implementation of some actions of Faiva Ora. Le Va works alongside Vaka Tautua and various community groups and services to ensure important health and disability messages and information to access support is reaching the Pasifika community.

Faiva Ora Community Innovation Fund provides an opportunity for innovative projects from Pasifika community groups and support for people who support Pasifika people with disabilities. It is aligned with priority outcome 2 of the Faiva Ora Action Plan 2016–2021. This innovation fund helps community groups and individuals with disabilities to live independently, raise awareness of disability services and challenge and eliminate stigma.

The Faiva Ora Community Innovation Fund has been promoted widely within the health and disability sector and also on all of Le Va's social media platforms. Applications have now closed for 2017–18. The assessment process is under way and successful applicants will be notified.

Engaging Pasifika cultural competency training programme ensures that the health and disability workforce learn how to effectively engage with Pasifika disabled people and their families.



¹ Faiva Ora 2010–2013; Faiva Ora 2014–2016



Le Va delivered five training sessions in late 2017 in Auckland, Palmerston North and Christchurch. A total of 148 disability workers successfully completed the Engaging Pasifika programme. Participants were from 13 health and disability organisations. Providers are encouraged to contact Le Va to book training time for staff on (09) 2613490 or visit the website: www.leva.co.nz

Faiva Ora Leadership Group (FOLG) enables Pasifika people with disabilities and their families to champion Pasifika disability issues by having their views represented at the highest levels in New Zealand. The first Faiva Ora Leadership group meeting for 2017/18 was held on 11 December, 2017. The next meeting is scheduled for April this year. The group has also provided valuable feedback and input into the system transformation project.

New service

Liz O'Callaghan, Development Manager, Ministry of Health

Over recent years the Ministry of Health has identified the need to develop individualised services for a small number of people currently living within mental health and intellectual disability services.

These people have an intellectual disability and/or mental health conditions. They have been in long-term hospital level care but have not made significant gains in moving towards community placement. This group often present significant risk to themselves and/or others.

The Ministry is working with Capital and Coast District Health Board (CCDHB) to develop a business case for a new service for this group of people. A number of single units at Ratonga Rua Hospital in Porirua, Wellington, have been suggested to be used for this service. This will give this small group of people increased independence, a greater quality of life and a reduction in restrictive practice. The project is still in its early stages of development.

The Ministry will be running information sessions on the new service over the coming months. Regular updates will also be available on the Ministry's website.

Provider news

Community Living delivers accessible housing

Charlotte Tollervey, Advisor Communications, Community Living Trust, Hamilton

Five new houses at 32 Fifth Avenue, Enderley have now become homes to the people we support. The new houses were in response to the lack of affordable housing in our community and for suitable homes for the people we support.

In 2014, a property within Community Living Trust's own portfolio was identified as having the potential to provide such housing.

In 2015, the decision was made to demolish the existing building and develop five new homes in its place. Demolition began in July 2016, with groundwork starting in August 2016.

The homes were completed in August 2017 and the site now has three, two-bedroom units and two, four-bedroom houses.

Being in the convenient Hamilton location of Enderley and offering affordable housing that also meets the needs of those living with an intellectual disability and/or a physical disability, the houses were quick to be tenanted.

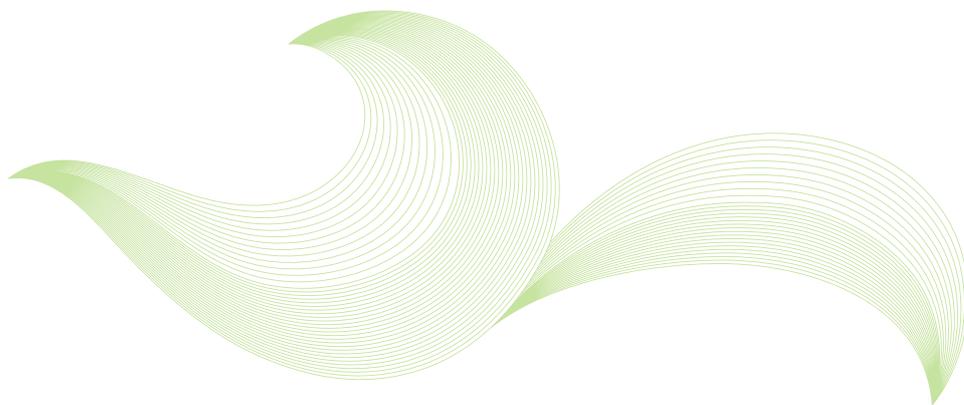
The build was headed by our Property and Assets Manager – Ron Pollock, who lived and breathed the project and to whom we are so grateful for his dedication and tenacity. At the opening event Ron commented: ‘The project’s greatest success was the way that numerous contractors worked alongside each other, new and existing partners really came together to support the project.’ The homes have all been designed according to the Lifetime Design principles, ensuring accessible, adaptable, inclusive and usable housing.



The homes all meet the 33 design features listed to gain a Lifemark award including level entry points, widened doors and passageways, and provision for future installation of a stair lift. Community Living also opted to install fire sprinkler systems throughout to add an additional level of safety for residents, sound proofing, and HRV fresh air systems. The homes have been constructed from quality, sustainable materials to extend the lifetime of the properties.

Our Chief Executive Marese McGee commented: ‘We’re proud to be providing much needed safe, secure and healthy homes for those with intellectual disabilities or those in need of social housing in Hamilton.’

The houses were officially opened at a ceremony with Stu and Camille from The Breeze Waikato and with many of the partners who assisted with the build, staff and board members.



Upcoming disability events

Show Your Ability – 2018

Enable NZ information sessions on disability support system change

The next steps for transforming New Zealand's disability support system is under way. Come along to one of the information sessions.

Information Sessions at Show Your Ability 2018

Information sessions from Enable New Zealand on the Ministry of Health disability support system transformation are being presented at Show Your Ability 2018 at the following times:

Auckland ASB Showgrounds, Tuesday 27 February 2018, 8–9 am and 2–3 pm

Hamilton Claudelands Event Centre, Thursday 1 March 2018, 8–9 am and 2–3 pm

Palmerston North Central Energy Trust Arena, Friday 2 March 2018, 8–9 am and 2–3 pm

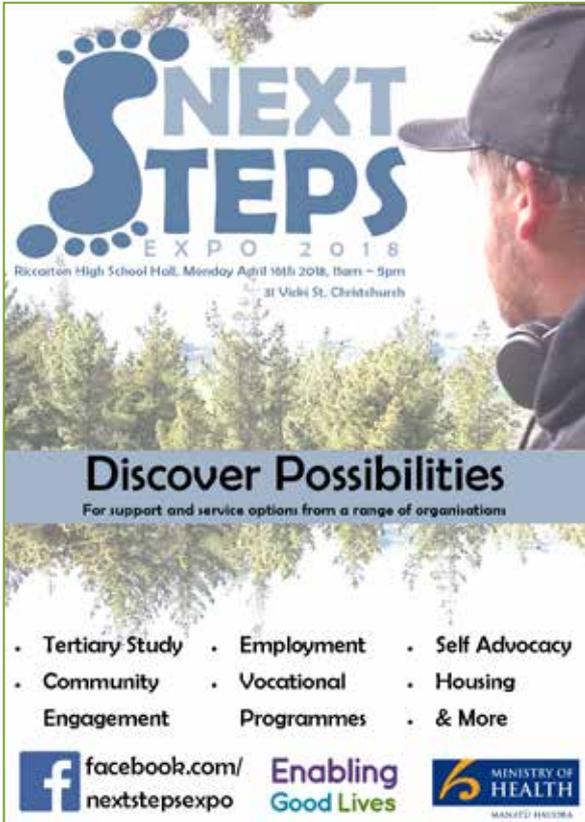
Christchurch Pioneer Recreation & Sports Centre, Monday 5 March 2018, 8–9 am and 2–3 pm

Dunedin Edgar Stadium, Tuesday 6 March 2018, 8–9 am

Registration to attend is not required.

Next Steps Expo 16 April 2018

The Next Steps Expo showcases the different community groups and organisations that support Enabling Good Lives.



The poster for the Next Steps Expo 2018 features a large blue footprint graphic on the left, with the words 'NEXT STEPS' in a bold, blue, sans-serif font to its right. Below this, 'EXPO 2018' is written in a smaller font. Further down, the event details are listed: 'Riccarton High School Hall, Monday April 16th 2018, 9am – 5pm' and 'at Vieski St, Christchurch'. A man in a dark cap is shown in profile on the right side of the poster, looking towards the event. The background is a bright, outdoor scene with trees. A dark blue banner across the middle of the poster contains the text 'Discover Possibilities' in white, with a subtitle below it: 'For support and service options from a range of organisations'. Below the banner, a list of topics is presented in three columns: 'Tertiary Study', 'Community Engagement', 'Employment Programmes', 'Vocational Programmes', 'Self Advocacy', 'Housing', and '& More'. At the bottom, there are three logos: the Facebook logo with the URL 'facebook.com/nextstepsexpo', the 'Enabling Good Lives' logo, and the 'MINISTRY OF HEALTH' logo with the Māori name 'MANATU HAUORA' underneath.

New staff at Disability Support Services

Kia ora tatou

My name is Victoria Parsons and I am the new Development Manager in the Family and Community Support team in Disability Support Services.

I have joined Disability Support Services after working as an Educational Psychologist at the Ministry of Education. Prior to this I also worked as a communications specialist with the NGO sector and within government. In all my roles I have supported schools and communities to create cultures that are inclusive and responsive to children and their families. I am looking forward to working in Disability Support Services to support children and their families access the right support to enable them to thrive and lead good lives.



I will be responsible for the Autism Spectrum Disorder portfolio and working with Child Development Services. As part of this work I will be representing Disability Support Services on the cross-agency Enabling Good Lives project.

I am passionate about working as part of a team to create services that are child and whānau centred and finding ways to deliver consistent and integrated support.

Please contact me with any ideas, comments or questions at victoria_parsons@moh.govt.nz

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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