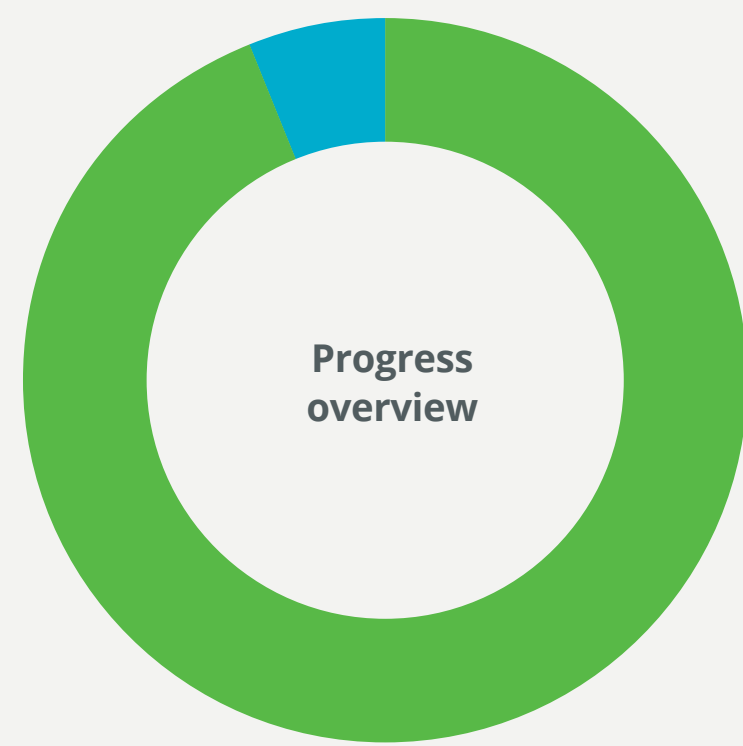


# putting people first

## Hearing the voice of disabled people



**94%**  
Completed or ongoing

**6%**  
In progress

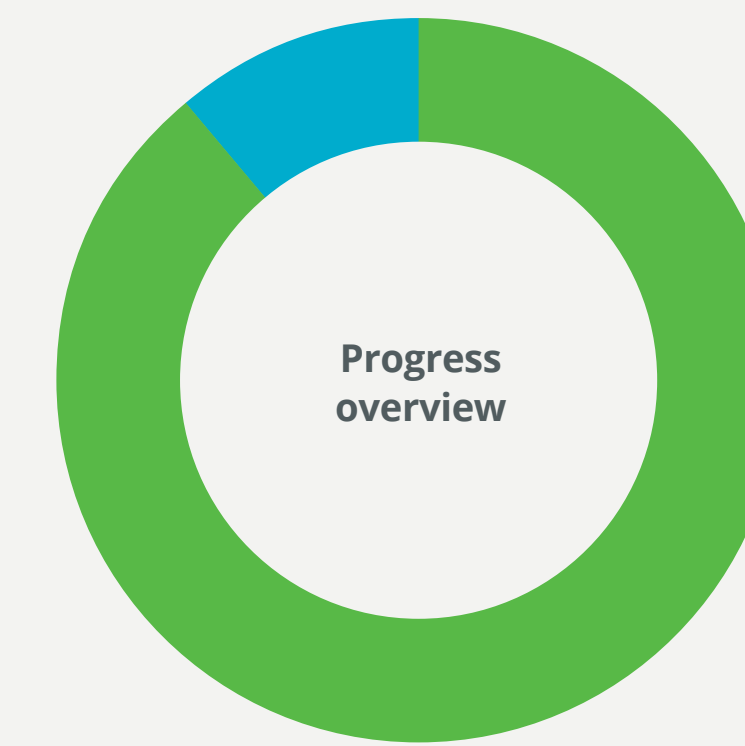
## Improving performance management



**96%**  
Completed or ongoing

**4%**  
In progress

## Supporting providers



**88%**  
Completed or ongoing

**11%**  
In progress

<p>Integrate the work of the Quality Improvement Panel with the Ministry's Quality team on complaint and incident management</p> <p>REC 16 17 18 32</p>	<p>Ensure those who can't speak for themselves, and their families, are represented at the Consumer Consortium</p> <p>REC 14</p>	<p>Work with the sector to identify how a support role could help people stay safe and speak out when needed</p> <p>REC 12</p>	<p>Contract specialist investigator(s) to manage and carry out complaint investigations</p> <p>REC 30</p>	<p>Review feedback on the performance of contracted evaluation agencies</p> <p>REC 28</p>	<p>Introduce a new incident reporting form for all providers</p> <p>REC 22 23</p>	<p>Encourage peak bodies to share best practice across sector</p> <p>REC 6 36</p>	<p>Contract Relationship Managers' Guidelines for Practice are now in place</p> <p>REC 2 3 4 31</p>	<p>Develop a comprehensive document outlining the Ministry's performance expectations of service providers</p> <p>REC 1 11</p>
<p>The Ministry and NZ Police have an agreement about how we work together</p> <p>REC 19</p>	<p>Ensure those who can't speak for themselves, and/or their families are involved in the residential service specification review</p> <p>REC 14</p>	<p>Support the use of disability responsiveness tools and training materials for organisations that support disabled people</p> <p>REC 12</p>	<p>Assess other Ministry electronic provider databases for potential use by Disability Support Services</p> <p>REC 33 34</p>	<p>We have issued a Request for Information about how we can improve evaluation of services we fund</p> <p>REC 28</p>	<p>Develop guidance for service providers on what is a 'significant incident' and how to use the new reporting form</p> <p>REC 22 23</p>	<p>Require peak bodies to routinely share information about good practice and service delivery</p> <p>REC 6 36</p>	<p>The Community Living Team which supports residential services is now working regionally</p> <p>REC 2 3 4 31</p>	<p>Review service specifications for accuracy, flexibility and person-centred focus and include outcome measures</p> <p>REC 1 11</p>
<p>Advice from the Police is included into the detailed processes for services on managing abuse</p> <p>REC 19</p>	<p>Work with the sector on ways to involve people who can't speak for themselves in decisions affecting their lives</p> <p>REC 14</p>	<p>Provide clear communication to the disability sector about the Ministry's position of zero tolerance to abuse</p> <p>REC 13</p>	<p>Develop a database to improve management of service provider data and performance - currently on hold</p> <p>REC 33 34</p>	<p>Evaluation agencies now on the Ministry's website that links to their websites and reports</p> <p>REC 28</p>	<p>We have investigated ways of reporting, storing and analysing incidents and risks</p> <p>REC 22 23</p>	<p>Ensure organisations have the knowledge and skills to implement quality governance procedures</p> <p>REC 6 36</p>	<p>A procurement strategy is in progress and due for completion in early 2017</p> <p>REC 5 9</p>	<p>Increase requirements of providers to strengthen their focus on quality outcomes for disabled people</p> <p>REC 1 11</p>
<p>Support the Police to use disability responsiveness training materials to enhance their skills when working with disabled people</p> <p>REC 20</p>	<p>Incorporate into contracts and service specifications detailed processes for how to manage incidents of abuse</p> <p>REC 15</p>	<p>Review and update policies relating to abuse prevention</p> <p>REC 13</p>	<p>Present bi-monthly quality reports to inform Disability Support Services' decisions about provider performance</p> <p>REC 33 34</p>	<p>Review the criteria the Ministry uses for deciding when to carry out issues-based audits</p> <p>REC 29</p>	<p>Review service provider performance reporting tools</p> <p>REC 24</p>	<p>Follow procurement guidelines and don't award new contracts to providers not meeting performance and safety standards</p> <p>REC 7</p>	<p>Encourage good providers to extend geographic boundaries</p> <p>REC 5 9</p>	<p>Promote good performance through Provider Forums</p> <p>REC 1 11</p>
<p>Disability Support Services are part of the Child, Youth and Family modernisation work</p> <p>REC 21</p>	<p>The Improvement Review Group has been established to review the management of complaints and incidents</p> <p>REC 16 17 18 32</p>	<p>We have developed guidelines for services to proactively prevent abuse and processes for reporting when abuse does occur</p> <p>REC 13</p>	<p>NASCs have available information on support options so disabled people can make an informed decision</p> <p>REC 35</p>	<p>Commission issues-based audits when and as required</p> <p>REC 29</p>	<p>Work with the sector to ensure expectations of provider performance are clear</p> <p>REC 24</p>	<p>A Decision Support Tool is being used to review providers' performance when deciding to offer new contracts</p> <p>REC 7</p>	<p>We are offering alternative residential support options, including Flexible Disability Supports in Christchurch</p> <p>REC 5 9</p>	<p>The Ministry will publish a special edition DSS newsletter recognising providers on, or close to 3 December annually</p> <p>REC 1 11</p>
<p>Develop an agreement with the Health and Disability Commissioner outlining processes when a complaint of abuse is lodged</p> <p>REC 21</p>			<p>NASCs provide information in a manner appropriate to the individual</p> <p>REC 35</p>	<p>Improve processes for monitoring action plans resulting from issues-based audits</p> <p>REC 29</p>	<p>We have a new evaluation tool, in draft, that covers service quality and quality of life measures</p> <p>REC 25 26 27</p>	<p>Identify the skills needed to support those with high and complex needs in the residential service specification</p> <p>REC 8</p>	<p>The need to encourage new providers is considered when new services are purchased</p> <p>REC 5 9</p>	<p>No date has been set for a new contract management system</p> <p>REC 2 3 4 31</p>
			<p>NASCs can adapt their processes to allow a disabled person sufficient time to make informed decisions</p> <p>REC 35</p>	<p>Review and improve the existing complaints management system</p> <p>REC 30</p>	<p>A working group to co-design proposals for changes to safety regulations in disability supports</p> <p>REC 25 26 27</p>	<p>Require providers to undertake police checks prior to hiring staff</p> <p>REC 8</p>	<p>Implement new payment structure to ensure nationally consistent and fair pricing for residential services</p> <p>REC 5 9</p>	<p>Updated contracts include common performance measures where appropriate to streamline reporting</p> <p>REC 2 3 4 31</p>
			<p>NASCs use an escalation process when unsure about appropriate support options for people</p> <p>REC 35</p>	<p>Provide training to Disability Support Services staff on the improved complaints management system</p> <p>REC 30</p>	<p>Options are being developed to change regulation so disabled people can live ordinary lives free from harm. In the same way as others</p> <p>REC 25 26 27</p>	<p>Establish a two-year project to provide paid internship opportunities for young disabled people</p> <p>REC 10</p>		<p>Contract Relationship Managers focus on building provider relationships. Guidelines for Practice are now in place</p> <p>REC 2 3 4 31</p>
						<p>Investigate the establishment of a two-year Mainstream supported employment placement for a disabled graduate</p> <p>REC 10</p>		<p>Contract Relationship Managers' work is assisted by a Decision Support Tool</p> <p>REC 2 3 4 31</p>
						<p>Actively ensure the employment of disabled people is promoted and supported within the Ministry</p> <p>REC 10</p>		