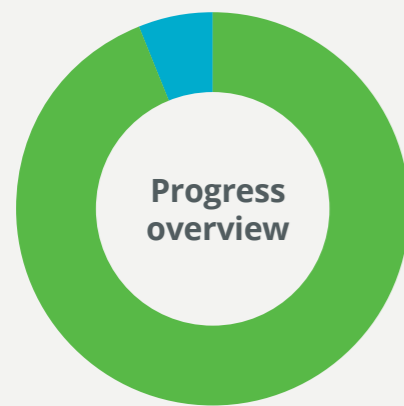


putting
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Hearing
the voice
of disabled
people



94%

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6%

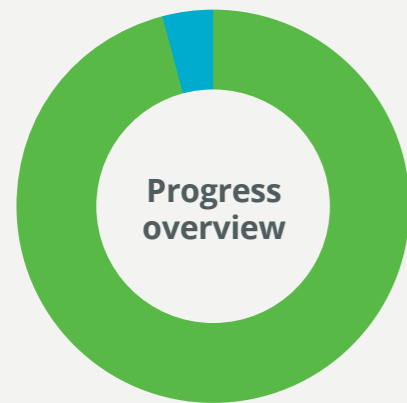
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<p>Integrate the work of the Quality Improvement Panel with the Ministry's Quality team on complaint and incident management</p> <p>REC 16 17 18 32</p>	<p>Ensure those who can't speak for themselves, and their families, are represented at the Consumer 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>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>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>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>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>Develop an agreement with the Health and Disability Commissioner outlining processes when a complaint of abuse is lodged</p> <p>REC 21</p>

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Improving performance management



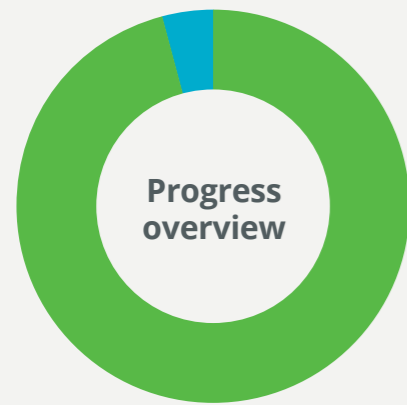
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<p>Contract specialist investigator(s) to manage and carry out complaint investigations</p> <p>REC 30</p>	<p>Review feedback on the performance of contracted evaluation agencies</p> <p>REC 28</p>	<p>Introduce a new incident reporting form for all providers</p> <p>REC 22 23</p>	<p>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>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>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>

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Improving
performance
management



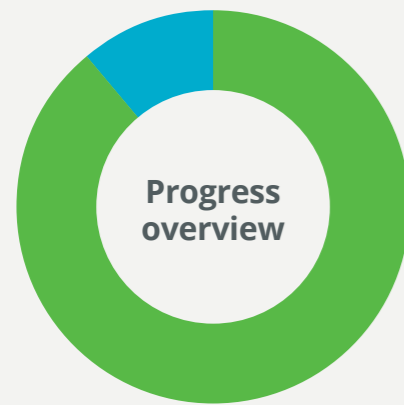
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NASCs have available information on support options so disabled people can make an informed decision	Commission issues-based audits when and as required	Work with the sector to ensure expectations of provider performance are clear	NASCs provide information in a manner appropriate to the individual
REC 35	REC 29	REC 24	REC 35
Improve processes for monitoring action plans resulting from issues-based audits	We have a new evaluation tool, in draft, that covers service quality and quality of life measures	NASCs can adapt their processes to allow a disabled person sufficient time to make informed decisions	Review and improve the existing complaints management system
REC 29	REC 25 26 27	REC 35	REC 30
A working group co-designed proposals for changes to safety regulations in disability support	NASCs use an escalation process when unsure about appropriate support options for people	Provide training to Disability Support Services staff on the improved complaints management system	Options are being developed to change regulation so disabled people can live ordinary lives free from harm, in the same way as others
REC 25 26 27	REC 35	REC 30	REC 25 26 27

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Supporting
providers



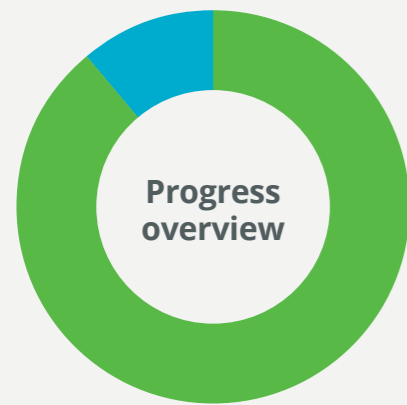
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<p>Encourage peak bodies to share best practice across sector</p> <p>REC 6 36</p>	<p>Develop a comprehensive document outlining the Ministry's performance expectations of service providers</p> <p>REC 1 11</p>	<p>Require peak bodies to routinely share information about good practice and service delivery</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>Review service specifications for accuracy, flexibility and person-centred focus and include outcome measures</p> <p>REC 1 11</p>	<p>Ensure organisations have the knowledge and skills to implement quality governance procedures</p> <p>REC 6 36</p>	<p>Increase requirements of providers to strengthen their focus on quality outcomes for disabled people</p> <p>REC 1 11</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>The Community Living Team which supports residential services is now working regionally</p> <p>REC 2 3 4 31</p>	<p>Promote good performance through Provider Forums</p> <p>REC 1 11</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>A procurement strategy is in progress and due for completion in early 2017</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>Identify the skills needed to support people with high and complex needs in the residential service specification</p> <p>REC 8</p>		

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Supporting
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Encourage good providers to extend geographic boundaries	No date has been set for a new contract management system	Require providers to undertake police checks prior to hiring staff	We are offering alternative residential support options, including Flexible Disability Supports in Christchurch
REC 5 9	REC 2 3 4 31	REC 8	REC 5 9
Updated contracts include common performance measures where appropriate to streamline reporting	Establish a two-year project to provide paid internship opportunities for young disabled people	The need to encourage new providers is considered when new services are purchased	Updated contracts include common performance measures where appropriate to streamline reporting
REC 2 3 4 31	REC 10	REC 5 9	REC 2 3 4 31
Investigate the establishment of a two-year Mainstream supported employment placement for a disabled graduate	Implement new payment structure to ensure nationally consistent and fair pricing for residential services	Contract Relationship Managers' work is assisted by a Decision Support Tool	Actively ensure the employment of disabled people is promoted and supported within the Ministry
REC 10	REC 5 9	REC 2 3 4 31	REC 10