

# Putting People First

What we have done so far and what we are going to do



**Easy Read Summary**

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October 2016

## Putting People First



The **Ministry of Health** looked into what residential care is like for Disabled people.



The **Ministry** wanted to make sure Disabled people were safe and that their needs were being put first.



A report was written about this.



The report was called **Putting People First**.



You can get this report in **Easy Read** from the **Ministry's website**:



[www.health.govt.nz/publication/review-disability-support-services](http://www.health.govt.nz/publication/review-disability-support-services)



Now some new information has been put on the **Ministry's website** about what the Ministry has done since the **Putting People First** report came out.



**This is an Easy Read version of that information.**

## What the Ministry of Health is doing with the report



The **Ministry** is making sure it is doing what the **Putting People First** report says it needs to do.

# 60

There is a list of more than 60 things to do.



In the report these are called **activities**.

Some of the **activities** will take a lot of work to finish.



The **Ministry** will let everyone know:

- what activities are finished
- what is happening with the other activities.



They will do this around **3 times a year**.

## Activities – what we have done



We will keep doing many of these **activities** because they are the best way to do things.



1. The **Ministry** has a group to help them work with Disabled people.



We made sure that people who cannot speak for themselves have someone to speak for them at this group.



2. We looked at how disability support services give the **Ministry** information about what they do.



We did this by looking at our **contracts**.

A **contract** is a legal document.

These contracts are between the **Ministry** and the people who run the services.

The contracts tell the services what they should be doing to help Disabled people.



3. We set up a group to come up with ideas for changing some of the rules.

Rules help keep Disabled people safe in services.



4. We made sure the people who check up on services are doing a good job.



5. We looked at how we choose when is a good time to visit a service and check on what they are doing.



6. We made sure the **Ministry** checks on services when they are worried about the safety or wellbeing of a Disabled person.

Now this happens without telling the service first.



7. We looked at how we make sure services do what they have been told they need to.





This is after the **Ministry** has gone in to check on things we are worried about.



8. We looked at how we can do things better when a Disabled person makes a complaint.



9. We set up training for **Ministry** staff so they can do things better when a Disabled person makes a complaint.



10. We put an **expert** in charge of looking into any complaints made by Disabled people about abuse.

An **expert** is somebody who knows a lot about a topic.



11. We have looked at other computer systems the **Ministry** has for keeping information about services.



12. We write reports every 2 months that show what service providers are doing.

This helps us make decisions about these services.



13. We tell organisations that we need them to make things better for Disabled people.



14. We have shared some examples of how to do things well with service providers.



15. We have made sure organisations who work with Disabled people help others who work with Disabled people to do things well.



16. We do not give government money to people who provide a bad service.

We do not give money to people who do not do what they said they would.



17. We have made sure that services get new staff checked by the Police before hiring them.



18. We give young Disabled people the chance to work at the **Ministry** to get work experience.



19. We make sure that people who work with Disabled people know the **Ministry** has policies.



All the policies say **no abuse of Disabled people is allowed.**



A **policy** is a set of rules.

It tells the service how something should be done.



20. We work with disabled people to see how their support people can help.

**The support people:**

- help Disabled people to keep safe
- help Disabled people to speak out when they need to.





21. We help organisations work with Disabled people in the right ways.

We do this by giving them training and support.



22. We made sure the **Ministry** has good policies that will help stop Disabled people being abused.



23. We made sure that people who cannot speak for themselves have someone to speak for them.



24. We made sure that people who cannot speak for themselves can decide things about their lives.

We will make sure they have someone to speak for them.



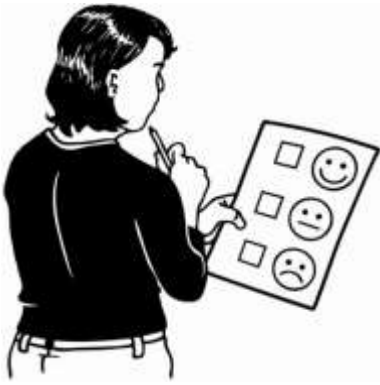
25. We made sure that **contracts** and **service specifications** show what to do when a Disabled person makes a complaint about abuse.



**Service specifications** tell the services what things it should do to work well.



26. We made sure the work the **Quality Improvement Panel** does works well with the work being done by other **Ministry** groups.



27. We made a new form for services to fill in when bad things happen.

This is called an **incident reporting form**.



An **incident** is when something bad happens.



28. We help services understand what a **significant incident** is.

A **significant incident** is when something very bad happens.



When this happens services have to let us know and fill in a form.



29. We work with services to make sure they understand what we need them to do and how to do it.



30. We wrote a list for services showing them what the **Ministry** wants them to do and how they should do it.



31. We get people who do a good job of running services to run services in other places.



32. We help organisations who work with Disabled people to get together and share how to do things well.





33. We made a list of what things are needed to work with Disabled people who need lots of support.



34. We give Disabled people the chance to work at the **Ministry** through the **Mainstream programme**.

## Activities

### – what we are doing now



1. We have written a list of ways for services to stop abuse before it happens.



2. We have set up a group to help with hard complaints and issues.



3. We have worked with the Police on what needs to happen when a Disabled person complains of abuse.



4. We are helping the Police to work better with Disabled people.



5. We have looked at the **Ministry** rules about working with **Child, Youth and Family Services**.



6. We are working with the **Health and Disability Commissioner** on what should happen when a Disabled person complains about abuse.



7. We have looked at keeping a list of **incidents** and bad things that could happen.

This list would cover all services and organisations.



8. We are looking at how good Disabled people's lives are in services.



9. We have looked at changes that could be made to the rules to keep Disabled people safe.



10. We are finding the right people to look at services.



11. We have made a list of people who look at services to make sure they are working well. We are putting this list on our website.



12. We are setting up a computer system to help us know what services are doing.



13. We are helping **Needs Assessment and Service Coordination** people (**NASCs**) give Disabled people enough time to make choices.



14. We are looking at the rules that services agree to when they get given government money.



15. We are saying well done to some services and share what they do with others.

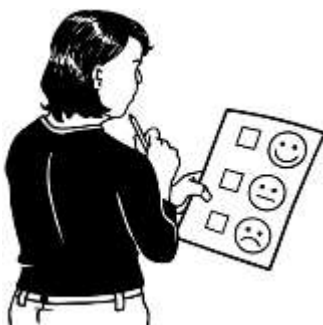


16. We are hoping to replace the computer system the **Ministry** uses for its **contracts**.

This will save time and help us work with the people who run services.



17. We are making the measures in **contracts** the **Ministry** uses more simple and clear.



18. We have a new way of checking how services are keeping Disabled people safe.



19. We have looked at the roles of people in the **Ministry** – making sure they have the time and the things they need to do their job well.



20. We are giving **Ministry** staff training on how to better manage contracts.



21. Some people in the Ministry now work across regions.



22. We are looking at how the **Ministry** chooses which people run services.



23. There are new ways for Disabled people to choose where they want to live and how they want to be supported.



24. We are looking at what other services are needed.

People who already run good services will be asked to run these.



25. We are making sure the way we pay the people who run services is fair.



26. We are helping organisations to do things better.





27. We are looking at how new **contracts** are given to services.

We are making sure this is always done the same way.



28. We are helping other parts of the **Ministry** to employ and support Disabled people.



29. We are using what the Police have told us to help services deal with complaints of abuse.



30. We are making sure Disabled people have all the information they need about what services are out there.

People can get this information from **Needs Assessment and Service Coordination (NASCs)**.



31. We are making sure **NASCs** give Disabled people information in a way that is right for them.



32. We are helping **NASCs** when they are not sure what to tell a Disabled person.

This has been translated into Easy Read in consultation with  
People First New Zealand Inc. Ngā Tāngata Tuatahi



Citation: Ministry of Health. 2015. *Putting People First – what we have done so far and what we are going to do (Easy Read Summary)*. Wellington: Ministry of Health.

Published in March 2015 (Updated October 2016)  
by the Ministry of Health  
PO Box 5013, Wellington 6145, New Zealand

ISBN: 978-0-478-44488-9 (online)  
HP 6123

This document is available at [www.health.govt.nz](http://www.health.govt.nz)

