

## Consumer Forum, Hui, Fono 2011

### Do you or your family member have a disability?

Disability Support Services is travelling to towns and cities around New Zealand to talk about what we are doing over the next few years. We would like to talk to you about what we plan to do and when and how we hope our work will improve supports for consumers.



Most of the work is in the early stages and we are keen to hear your views and questions. We will be holding forums, hui and fono.

### What will we talk about?

We want to talk about what we are working on such as:

- The new model for supporting people with disability
- Individualised funding for consumers
- Supported living options
- Ideas for new respite support models
- Carer support
- Community living options
- Child and youth projects

We will have a panel with people from the Ministry of Health, your local Needs Assessment and Service Co-ordinator, and your local Disability Information Centre. After we have highlighted the work plan, we will then ask for questions from the floor so that we can hear your views and ideas.

We hope it will provide you with information and give you an opportunity to share ideas and give us feedback.

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DATE	PLACE	TYPE	TIME
Monday 28 February	Alexandra Community Centre, Skird St	Forum	10am - 1pm
Tuesday 1 March	Sopheze on the bay, Caroline Bay Tearooms, Timaru	Forum	10am - 1pm
Wed 2 March	Nga Hau E Wha Marae, 250 Pages Rd, Aranui, Christchurch	Hui	10am - 2pm
Thursday 3 March	Holiday Inn on Avon, 356 Oxford Tce, Christchurch	Fono	10am - 2pm
Thursday 3 March	Trailways Hotel, Trafalgar St, Nelson	Forum	7 - 9:30pm
Friday 4 March	Marlborough Conference Centre, 42a Alfred St, Blenheim	Forum	1 - 3:30pm
Monday 14 March	Enable NZ, 69 Malden St, Palmerston North	Forum	10am - 1pm
Tuesday 15 March	New Plymouth Fishing and Underwater Club, Ocean View Pde	Forum	10am - 1pm
Wed 16 March	YES Disability Resource Centre, Lion Foundation Life House, 3 William Laurie Place, Albany	Forum	10am - 1pm
Wed 16 March	Hotel Grand Chancellor, Auckland Airport, Cnr Kirkbridge & Ascot Rd, Mangere	Forum	7 - 9:30pm
Thursday 17 March	Puawairua Marae, Cnr Thornton Rd and State Hwy 30, Whakatane	Hui	10am - 2pm
Friday 18 March	St Luke Pacific Islands Community Hall, Cnr Maratai & Kelso Sts, Tokoroa	Fono	10am - 2pm

**Please note that the fono and hui in Christchurch have been cancelled**

It is important that you register. Please use the phone and email to raise any questions - e.g. if you need help with transport or with equipment or interpreters on the day.

To register or for more information please:

**Email:** [mohforum@nzfdic.org.nz](mailto:mohforum@nzfdic.org.nz)

**Call:** 0800 MOH FORUMS (0800 664 367)

**Text:** 021 08203922

**Go to:** [www.moh.govt.nz/disability](http://www.moh.govt.nz/disability)



## From Anne O'Connell Group Manager

# 3

Well 2011 has got off to a busy start. We have a new Director-General of Health, Kevin Woods and the new model demonstration project is steaming ahead. Details about these are in this newsletter.

As many of you may be aware the policy side of the Ministry underwent a restructure towards the end of last year and we are delighted to welcome back Valerie Smith to the group. Val has been a Senior Advisor in disability for many years and also has strong connections with the disability community. Having such an experienced policy advisor embedded back in the group will enhance our planning and development work.

You will probably have seen recent reports in the media about the "Sleepover" case. This case was taken by the union, on behalf of an employee, against IDEA Services. In October 2010, the employment court found that sleeping over constituted work and that the employee involved should be paid at an hourly rate. IDEA Services appealed the ruling. On February 16 the Court of Appeal agreed that sleepovers were work and therefore should be paid at minimum wage. It also decided that wage averaging does not apply in this particular case.

This means that the support worker must be paid at no lower than minimum wage for each and every hour they work. There is also an issue of back pay. The potential cost of this may make place some providers in financial difficulty. However the impacts will differ from provider to provider. Our priority is to ensure that community residential services are not disrupted and we will be working with providers to achieve this.

The outcomes of this case have far-reaching employment and fiscal implications for health as well as other sectors. Therefore the Government is looking carefully at the ruling before making any decisions.

We are about to start another round of consumer forum, hui and fono across the country and I hope to see some of you at these and at the provider forums throughout the year.

*Anne*

**Post script:**

**We are working with providers to support disabled people in Christchurch.**

**We have already evacuated a number of residential consumers. Home Health providers are contacting disabled people to check they are safe and being cared for, and visiting those they have been unable to contact. If you are disabled and need help in your home, or if you need to be moved or evacuated the Ministry can help, so please get in contact with your provider. Please also let your provider know if you have moved or gone to stay with family, so we can make sure everyone is safe.**

**If you cannot get in contact with your provider you can contact Disability Support Services on 0800 373 664.**

**If you are unable to move or get around because your wheelchair or other equipment is damaged, an emergency repair centre has been set up in Christchurch. Please contact Enable New Zealand on 0800 362 253.**

The views and opinions expressed in this newsletter do not necessarily reflect the views of the Ministry of Health. While every effort has been made to ensure the accuracy of the information contained in this newsletter, the Ministry of Health is not responsible for any omissions, inaccuracies or changes that may have taken place after publication.

# 4 New model for supporting disabled people



A powhiri was held on 17 December 2010 to welcome members of the Ministry and Inclusion Aotearoa (IA) to the Western Bay of Plenty. The

powhiri was followed by a presentation on the new model demonstration from the Ministry's Programme Leader, Jenny Moor. The presentation outlined the aims of the demonstration, clarified that the Ministry were actively seeking community support and feedback, and advised that the Ministry and IA were in the process of establishing both a Local Working Group (LWG) and a National Reference Group (NRG). The morning was attended by over 110 stakeholders including disabled people.

The local Pasifika community welcomed the Ministry and IA team to lunch after the presentation.

Inclusion Aotearoa are the support people on the ground in the Western Bay of Plenty. They are helping the Ministry to set up the processes for the demonstration. They have been busy completing an engagement plan and a community profile and generally introducing themselves and the Ministry into the region. One of their key tasks is setting up and administering the LWG.

Following the December powhiri an invitation was sent to all attendees, and other interested parties, seeking nominations for the LWG. The selected members represent a balance of people who have a lived experience of disability, include Maori and Pacific people, with some also having experience as providers of disability support services within the region and other disability support groups.

The LWG had their inaugural meeting on 15 February 2011. Its purpose is to :

- Provide advice and assistance during the planning, and implementation of the demonstration of the New Model, and as the project progresses.
- Share in the thinking about the model and how it is working to support people to have a good life, and suggest changes that might improve the demonstration.

IA and the Ministry have met with the Runanga and invited their advice on the demonstration as well as membership of the LWG. They have also met with Nga Mataapuna Oranga, the local PHO working on Whanua Ora. A workshop is planned with Nga Mataapuna Oranga to consider possible links between the Whanua Ora work and the Ministry's new model demonstration. The Ministry and IA will be meeting with local City Councillors and the Tauranga Mayor soon.

## New Model Work Programme

The New Model work programme is organised into four workstreams which relate to each of the four components of the model.

The programme team has been working on all aspects of the demonstration.

### Work stream One - Information & Personal Assistance

The main focus of this team at the moment is to review Australian material on Local Area Coordination (LAC), for its use in New Zealand. This includes the LAC manual which Queensland has agreed we can review and use in our demonstration. The draft work will then be reviewed by the LWG, who will have a continuing role in advising on Local Area Coordination.

We are working hard towards having some coordinators confirmed to work in Western Bay of Plenty by April. There will be a call for suitable local people to express interest very shortly.

### Work stream Two - Allocation

This work stream team is tasked with implementing a change towards greater use of self assessment, and reduce the use of assessments solely by professionals. A commissioned report on types of self assessment being used in New Zealand and overseas has been completed. IA will be negotiating with an organisation to develop the self assessment process and a trial questionnaire, as well as assist Support Net, the local NASC, in offering this as an option for some people in the demonstration.

The team are also looking at how to change to allocating indicative funding (but not entitlements) rather than funding types of services, for the Western Bay of Plenty and Tauranga demonstration site. This is still in its early stages and will be a longer term piece of work.

### Work stream Three - Purchasing

This work stream team is tasked with developing ways to make Individualised Funding (IF) a more available and more flexible option in the Western Bay of Plenty and Tauranga demonstration site. This will build on the ongoing work of the existing IF project.

The team is currently developing a document which will describe what support can be purchased using Individualised Funding for the

demonstration, and what support cannot be purchased. This will be a key document for the work stream and wider programme of work, and, again, both the LWG and the NRG will assist with this.

### Work stream Four - Accountability & Evaluation

The Workstream Four team have:

- developed a model that is being used by all the work streams to determine the inputs, processes required and desired outcomes of all the key changes.
- completed a tender process and engaged researchers who have commenced work on a baseline evaluation for “research of the experiences of disabled people and their families/whanau with the Ministry’s current disability support services and systems” This evaluation is due to be completed in May 2011.
- developed the criteria and tender processes for the longer term developmental evaluation of the demonstration. This is likely to be advertised in March
- been thinking about and researching ideas for developing an accountability framework for the model.

### Keeping Up to Date:

Updates and links which may be of interest are being added to the Ministry’s website at:

<http://www.moh.govt.nz/moh.nsf/indexmh/disability-keyprojects-model>.



# 6 Behaviour Support Project

The Ministry purchases Behaviour Support Services to improve the quality of life for people who have challenging behaviour. Challenging behaviour often affects people's relationships and may place the person or others at risk of harm.

During 2007 and 2008 Disability Support Services (DSS) undertook a range of activities which sought to find a better way of providing Behaviour Support Services (BSS). The work was guided in part by the outcomes of two previous reviews of BSS, one internal by DS and one by Enhancing Quality Services (EQS). Both reviews highlighted concerns regarding the purchase and delivery of BSS and led amongst other outcomes to a common service specification regardless of service provider. The reviews did not look at different models but more at the quality of existing services.

The Ministry of Health has engaged Split Ridge Associates Ltd (SRA) to undertake the development of options for service delivery for the provision of Behaviour Support Services for people with an intellectual disability who have challenging behaviour. The review team will also develop options for the provision of Behaviour Support

Services for people with Autism Spectrum Disorder who have challenging behaviour.

This project intends to establish a consistent and effective Behaviour Support Service that provides a continuum of service for the client group, has equity of access and is value for money.

This is a phased project comprising

- Data Gathering and Analysis of current contracts and costs
- Targeted consultation with both providers and the Ministry to develop various model options
- Consideration - for each model option the benefits for clients, implications for providers and the workforce, service costs and procurement, transition arrangements and future proofing and governance

It is intended that monthly updates will be provided on our website.

For enquiries related to the review please contact Suzanne Win:  
03 5278487 or 027 2287803, Email: [Suzanne.win@xtra.co.nz](mailto:Suzanne.win@xtra.co.nz)

## NZ Rehabilitation Conference

The New Zealand Rehabilitation Conference is on in Auckland on 3-6 March 2011. [Please visit www.nzrehabconf2011.co.nz](http://www.nzrehabconf2011.co.nz) to explore the conference programme

## New disability information sheets

New fact sheets are now available on:

- Day Programmes
- Child Development Services
- Behaviour Support Services

You can find them as well as other information about the disability support services funded by the Ministry of Health by going to:

<http://www.moh.govt.nz/moh.nsf/indexmh/disability-news-factsheets>.

## New Director-General of Health Kevin Woods



Director-General and Chief Executive Kevin Woods began a three-year term as Director-General and Chief Executive on 10 January 2011.

Before joining the Ministry, Kevin was the Director-General for Health and Chief Executive, National Health Service (NHS) Scotland, a position he was appointed in January 2005. In that role he was responsible for a budget of over £11 billion and played a leading role in developing health policy and improving health system performance. The NHS in Scotland employs over 150,000 staff through 22 NHS Boards.

Kevin has extensive health sector experience including Chief Executive of the North Central

London, Strategic Health Authority. Before that he was the Director of Health Policy and Strategy and had a period as Acting Chief Executive at the Avon Gloucestershire and Wiltshire Strategic Health Authority.

He has also been the William R Lindsay Professor of Health Policy and Economic Evaluation at the University of Glasgow, and the Director of Strategy and Performance Management at the Scottish Executive Health Department.

Dr Woods has a Doctor of Philosophy and Bachelor of Science (Honours), Geography, from the University of London, and is a Fellow of the Faculty of Public Health.

## Contacts

### Disability Support Services

**Email:** [disability@moh.govt.nz](mailto:disability@moh.govt.nz)

**Call:** 0800 DSD MOH (0800 373 664)

**Web:** [www.moh.govt.nz/disability](http://www.moh.govt.nz/disability)

Disability Support Services is part of the National Health Board

[www.nationalhealthboard.govt.nz](http://www.nationalhealthboard.govt.nz)



The National Health Board is a business unit of the Ministry of Health.

### Looking for musicians with learning/ intellectual disabilities

A band from the UK which is made up of musicians with and without learning/ intellectual disabilities are collating a CD of musicians from around the world. They are looking for NZ musicians. This will be the third compilation CD they have put out.

If interested please contact: Paul Richards on [P.Richards@southdownhousing.org](mailto:P.Richards@southdownhousing.org).

To find out more about the band go to:  
[www.heavyload.org](http://www.heavyload.org)  
[www.heavyloadthemovie.com](http://www.heavyloadthemovie.com)