

## From Anne O'Connell Group Manager, Disability Services



As this is the last newsletter for the year, I want to reflect on 2011 – and the work done towards achieving the DSS vision of ‘Disabled people can live in their home and take part in their community in the same way other New Zealanders do.’

I am thankful to all the disabled people and their families, whānau, providers of disability support services and consumer organisations who have taken time to provide input and advice into improving outcomes for disabled people. We have relied on the disability sector for input and support in working on major initiatives and challenges this year.

Some of these initiatives include the following.

- The demonstration of the ‘New Model for Supporting Disabled People’, Local Area Coordination. Four local area coordinators have completed training and are now working in their communities in the Western Bay of Plenty/Tauranga area.
- Supported self-assessment is also now being offered as an option for newly eligible people or people at the point of reassessment by the local Needs Assessment Service Coordination (NASC).
- A project to increase the number of people accessing individualised funding (IF) which had seen 1000 people enrolled by September and is continuing to grow.

The number of IF host organisations has also increased from 1 in 2010 to 12 in 2011.

- A trial of new ways of making respite more accessible is about to begin in Nelson in November.
- Following significant consultation with the disability sector we are about to commence a demonstration project: Choice in Community Living, in Auckland and the Waikato. You can read more about this in the project update.

Additional funding from the government was allocated to disability support providers for price increases (cost of living) and also for

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### New format

The Disability Support Services (DSS) newsletter is becoming quarterly and will now include detailed updates of current projects and activities being undertaken by DSS. We hope you enjoy reading it.

reducing Environmental Support Services (ESS) waiting lists. This keeps services more sustainable and ensures that disabled people continue to receive the services they need.

I can proudly say we have also invested in training over 1200 frontline disability workforce staff and 40 disabled people to develop new leadership skills. This investment in training will also ensure improved and continued support for disabled people at home and in the community.

Lastly, I am looking forward to attending the Attitude Awards in Auckland on

1 December. The Ministry is sponsoring the Artistic Achievement Award again this year. The feedback from last year's event was very positive, and I am looking forward to seeing the remarkable achievements and contributions of New Zealanders living with disabilities.

As we enter the last two months of the year, I wish you all the best for the Christmas and New Year period and look forward to continuing to work with you in 2012.

**Anne O'Connell**

## Local Area Coordination is now in Western Bay of Plenty/Tauranga

**Local area coordinators (LACs) have started working with the community and disabled people in the Western Bay of Plenty/Tauranga following an official launch at Huria Marae in Tauranga.**

Minister of Health Tony Ryall spoke of the significance of the occasion and also introduced the four new local area coordinators to an enthusiastic audience of over 100 people. Special thanks were given to the local working group which has been providing a great deal of support and advice to the Ministry's programme team and Inclusion Aotearoa, the organisation in the Bay of Plenty supporting the demonstration.

You can read more about the launch, including the Minister's speech, and see more photos of the occasion on the LAC Bay of Plenty website. You can read more about the LACs and how they work in their communities at

[www.lacbop.org.nz](http://www.lacbop.org.nz)



Above: Attendees being welcomed onto the marae

Below: Question and answer sessions with Jenny Moor (Ministry of Health)



## Pacific disability child and youth research

**The Disability Support Services Group will shortly be commissioning a research programme on Pacific disabled children and youth.**

The research will identify the demographics of the Pacific disabled children and youth

population, and associated issues, concerns and challenges impacting on Ministry-funded disability support services now and in the future.

## Lu'i Ola transition plan

**Lu'i Ola is a Pacific disability project working group made up of representatives from the Pacific disability community, Pacific disability service providers and 11 local and regional government agencies.**

Lu'i Ola supports the concept, 'Together I Am Able', meaning everyone plays a part in enabling Pacific disabled peoples to live in their home and take part in their Pacific communities.

Work is under way to finalise the Lu'i Ola transition plan. It aims to identify key aspects of the Lu'i Ola Interagency Auckland Disability Project which can be delivered under the DSS Faiva Ora Pacific Strategy. It is envisaged that the transition plan will enable Pacific disabled peoples, Pacific communities and disability service organisations across New Zealand to access a number of valuable Lu'i Ola tools and resources including the Pasifika Church Disability toolkit and the Pacific provider mentoring package.

## Disability workforce development

**The Ministry of Health has contracted Heathrose Research Ltd to evaluate the post-graduate diploma in education: Disability Specialisation.**

The evaluation work involves collating and analysing information through focus groups, interviews and online surveys from key stakeholders involved in the qualification. The evaluation findings and recommendations

will help to shape the delivery of the disability specialisation programme after July 2012.

Also in the area of workforce development, Te Pou continues to administer the Ministry of Health disability workforce training grants. For information on the training grants, Te Pou's new publications and Te Pou's current work, visit [www.disabilityworkforce.co.nz](http://www.disabilityworkforce.co.nz)

# Health indicators: people with intellectual impairment

In September, the Ministry of Health released a report *Health Indicators for New Zealanders with Intellectual Disability*. The report:

- shows that people with intellectual impairment tend to experience higher rates of health problems such as chronic respiratory disease, heart disease, epilepsy, mental illness, and use health services more. The exception is preventive screening services, which people with intellectual impairment use less than other people. These findings are consistent with similar international studies and reinforce the earlier findings of New Zealand's National Health Committee, which looked at the poor health status of adults with intellectual disabilities, in its report *To Have an Ordinary Life*
- provides a baseline against changes in health status and the effects of health interventions for people with intellectual impairment, and can be measured in future years
- highlights the need to improve the health status of people with intellectual impairment.

Overall, the life expectancy for people with intellectual impairment in New Zealand is just under 60 years – 23 years lower on average for women and 18 years lower than average for men compared to the life expectancy for men and women without impairment.

The Ministry of Health is currently reviewing effective health programmes for people with an intellectual impairment both internationally and in New Zealand. The review report will include a number of in-depth case studies of health programmes, including assessment tools, currently being used in New Zealand.

It is expected that this review, along with the report, will help shape the policy, planning and service delivery decisions of district health boards, primary care providers, and other health service providers. The review and any actions which result will also have important implications for a range of disability support providers. The review report is due to be completed by late 2012.

For more information on the report, including how the data was developed, and access to the report itself and a useful easy-to-read summary, please visit

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

## Disclaimer

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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.

# Welcome to new Human Rights Commissioner, Paul Gibson

**Paul Gibson is the first Human Rights Commissioner to formally have the responsibility for disability issues.**

Paul, who has a visual impairment, has had an active role in the disability rights movement as well as the disability sector, and is therefore well placed to understand the complex disability human rights complaints that come before the Commission.

He was National President of the Disabled Persons Assembly (DPA) from 1997 to 2000, on the steering group for the New Zealand Disability Strategy, and later National Policy and Strategy Manager for the Crippled Children's Society (CCS) Disability Action, and

Senior Disability Advisor at Capital and Coast District Health Board.

Paul was warmly welcomed to his challenging new role by Associate Minister of Health, Tariana Turia, at a powhiri at Parliament on 26 September, the third anniversary of New Zealand's signing of the United Nations (UN) Convention on the Rights of Persons with Disabilities.

Minister Turia has previously acknowledged the Human Rights Commission, the Office of the Ombudsmen and the Convention Coalition of disabled peoples' organisations are taking on an important task in the responsibility for the promotion, protection and monitoring of New Zealand's progress under the UN Convention.

## Upcoming Disability Events

### DSS provider forums

This year's disability provider forums will be held in November. These forums are for contracted providers only and we are also inviting the NASCs. Please pencil in the below dates:

**Auckland** Thursday 3 November  
Holiday Inn, Auckland Airport

**Hamilton** Thursday 10 November  
Hamilton Airport Motor Inn

**Christchurch** Thursday 17 November  
Hinton's Conference Venue

**Wellington** Wednesday 23 November  
Brentwood Kilbirne

### 2011 Attitude Awards

Celebrating the lives and achievements of people living with disability. Ticket sales are available at [www.attitudepictures.com/attitude-awards/](http://www.attitudepictures.com/attitude-awards/)

**Date/time:** Thursday 1 December 6 pm

**Venue:** Viaduct Events Centre

**Dress:** Black Tie

### The Big Event – National Disability Expo

A National Disability Expo brought to you by the Auckland Disability Providers Network. Please note the date change from 2 to 3 December 2011 to the new date 9 to 10 March 2012. For more information go to:

<http://adpn.org.nz/wp-content/uploads/The-Big-Event-Expo-Date-change-9-10-March-2012.pdf>

# Projects Update

This update is a general summary about current projects. Please contact the Ministry of Health if you wish to use any of this information.

## A New Model for Supporting Disabled People

### What is happening in the New Model for Supporting Disabled People demonstration?

Local area coordinators are now out and about in their communities in the Bay of Plenty. They have been introducing themselves to various local groups, organisations and individuals and offering information about what they do. You can get more information about local area coordination (LAC) and the location of the local area coordinators in the Bay of Plenty at [www.lacbop.org.nz](http://www.lacbop.org.nz)

Supported self-assessment is being offered by SupportNet, the Bay of Plenty Needs Assessment Service Co-ordination (NASC), to people who are newly eligible or having a review or reassessment for their Ministry-funded supports. Supported self-assessment provides the option for people, their families and carers to assess their requirements themselves and take a greater part in the process of determining their supports.

The programme team is developing a new way of allocating funding for supports (rather than allocating services) and making more supports available through individualised funding. This will be offered initially in the Bay of Plenty demonstration project. The demonstration's local working group and National Reference Group have been providing very useful input into how this and other areas of the demonstration might be achieved.

Earlier this year, the Ministry commissioned a report: *Assisting people with disabilities and*

*their families/whānau live everyday lives in everyday ways* on the experiences of people with disabilities and their families/whānau with the Ministry of Health's current disability support services and system within the Western Bay of Plenty.

This report provides the Ministry with information of the experiences of disabled people prior to the Model for Supporting Disabled People demonstration being introduced. Participants in the report were asked what a 'good life' means for them. The responses confirmed a good life meant doing 'everyday things in everyday ways.' About a third of the respondents identified themselves as having a 'good life', one third were mixed, with a third saying they were not living a 'good life'.

This baseline report enables us to measure whether things are changing or have changed for disabled people when we start evaluating the demonstration project. It can show us if things are changing for the better for disabled people and guide us in the next stages of the programme.

Further information about the New Model for Supporting Disabled People and the demonstration can be found on the [Ministry of Health disability web pages](#).

**Contact: Jenny Moor, Programme Leader  
Ph: (09) 580 9070 or John Wilkinson, Policy Leader  
Tel: (04) 816 2780**

## Individualised Funding

National individualised funding scheme enrolments are 1030 as at 30 September 2011. This now equates to 12 percent of the total eligible population and has grown steadily over the past three months.

The Auckland region has the national majority with 45 percent of the total eligible individualised funding population, followed by Canterbury and West Coast regions at 14 percent, then Waikato at 8 percent, with Otago/Southland and Bay of Plenty/Lakes regions both on 6 percent.

Regional uptake of the scheme is above the 12 percent national average for eligible populations in the following regions: Whanganui 21 percent, Taranaki 18 percent, Auckland 17 percent, Waikato 15 percent and Nelson/Marlborough 13 percent.

Planning is under way to explore options for expanding the scheme further.

**Contact: Karen Smith, Tel: (09) 580 9056**

## Choice in Community Living

Choice in Community Living is an alternative to residential services and is about opening up opportunities for disabled people and their family and whānau. The aim is to have more choice and control about their living circumstances; including where they live, who they live with and how they are supported. It is about increasing their status as a tenant or home owner and separating this from their support arrangements.

The Ministry of Health is now working on a project to demonstrate Choice in Community Living in the Auckland and Waikato regions.

The demonstration is limited to 150 people and will run until October 2014. We will advise the disability sector on the opportunities for consumers and providers to be involved in the demonstration at a later date. A formal evaluation of Choice in Community Living will be completed during the demonstration.

The Disability Support Services (DSS) Group has contracted Gordon Boxall from Boxall Consultants Ltd to support the demonstration of Choice in Community Living. Gordon's role includes:

- working with the sector to further define Choice in Community Living
- undertaking service development activities as required
- assisting stakeholders to identify and overcome barriers to disabled people being supported to live a good life
- supporting the establishment of the new services.

Gordon has worked for many years in the disability sector having founded and directed a not for profit agency in the UK which developed a range of housing and support arrangements as alternatives to institutional care. More recently a major focus was a shift from residential care to more independent living arrangements. He has also worked in the UK public sector supporting the translation of good policy into best practice on the ground. Now a resident of Christchurch, Gordon was recently contracted by the DSS Group to support service providers to get back on track following the earthquakes.

**Contact: Elliot Lloyd-Jones  
Tel: (04) 496 2372**

## Environmental Support Services

### Equipment and Modification Services (Ems) Prioritisation Tool

An initial report has been received in draft from Synergia, the organisation contracted to complete an evaluation of the Equipment and Modification Services (EMS) Prioritisation Tool. Once a final report has been confirmed, Disability Support Services will consider the recommendations made in the report.

A decision can then be made as to whether to implement the tool nationally, and if so, what changes should be made to ensure its successful implementation. A summary of the reports key findings and recommendations, once finalised, will be published on the Ministry's website.

### Hearing aid services

The average price targets for hearing aids funded through the Hearing Aid Funding Scheme was introduced on 1 September – two separate average price targets have been set, one for hearing aids for children and one for adults.

The average price of hearing aids recommended by audiologists under this scheme must meet the defined targets over a rolling six month period. The introduction of these targets will assist with wider management of the overall hearing aid services budget.

Accessible is now managing all hearing aid service nationally on behalf of the Ministry and is working with all key groups to implement an efficient and cost-effective system. Future plans include an on-line

application system for audiologists to use, establishment of a sector group to get feedback about the new service, and working with the sector to ensure it is operating effectively.

### Assessor accreditation

Enable New Zealand is currently developing a new web-based system to support Equipment and Modification Services (EMS) Assessors to register as an assessor on-line. Online registration will replace the current paper-based process and be more efficient for assessors to complete the registration requirements and locate necessary information about credentialing, training materials and declaration forms. Enable New Zealand is planning to introduce this new system early in 2012.

**Contact: Sue Primrose, Tel: (04) 496 2294**

## Respite

NZ Care is the contracted provider for the flexible family respite trial being conducted in the Nelson/Marlborough region. The service will commence from 1 November as a two-year trial. A developmental evaluation will be conducted during the term of the trial.

The Ministry of Health is reviewing how it purchases respite services and will conduct a formal review on how these services are funded for people with disabilities. At the same time it will conduct a review of the Carer Support Guidelines.

We are aware of areas for improvement in regional respite services and are working to address these issues with help from families and carers. A thorough understanding is needed of the current state of regional respite

services, before putting in place a long-term plan. To address this, a Respite Review is planned for early 2012.

A resolution is already close for the Auckland region where respite services for people over 17 are limited. Negotiations with providers are under way to extend the age of the current children's services to 21 years old. This will enable appropriate planning, informed by the Respite Review, to occur to purchase, as required, additional capacity for adults.

**Contact: Natasha Gartner**  
**Ph (07) 858 7015 or**  
**Leigh Sturgiss**  
**Ph (04) 816 2554**

## Autism Spectrum Disorder (ASD) Work Programme

A request for proposal for Autism Spectrum Disorder (ASD) specific parent education for parents of before school aged children is in progress. These new services will replace the current ASD parent education programmes currently being delivered by Autism NZ and IDEA Services.

A request for quotation for the evaluation of the Family and Whānau Outreach programme will be run before the end of the year.

**Contact: Amanda Bleckmann**  
**Ph (09) 580 9083**

## Behaviour Support

An independent review of how Behaviour Support Services are delivered throughout New Zealand has been completed, and the review report has been received by the Ministry of Health.

The review was commissioned by the Ministry to ensure we are providing consumers with the best possible services. The report makes a number of recommendations about the future shape of Behaviour Support Services delivery.

The Ministry of Health is currently reviewing this report and once it is published we will engage with current providers, consumers and other stakeholders about the recommendations.

Some of the meeting information provided in the September 2011 project update has changed. We will be progressing with the specific Behaviour Support Services provider meetings and workshops after the report is released. In the meantime Disability Support Services Provider Forums are taking place in November, where an update about the project will be provided.

The implementation plan and timeline for this work has not yet been finalised, however the key steps to implement a new Behaviour Support Service Delivery Model will include engagement with current providers, consumers and other stakeholders.

The Ministry is committed to ensuring Behaviour Support Services are established that are nationally consistent, effective, equitable, provide value for money and have clinical oversight. In particular, the Ministry would like to emphasise its continued commitment to quality service

provision for consumers who are part of the deinstitutionalised population.

Continued input is important to us and we look forward to updating you soon on the programme for this work.

**Contact: Marie Day**  
**Ph (04) 816 3533**

## Supported Living Project

The Supported Living Guide has been distributed to providers this month and will be available on the Ministry of Health website over the coming weeks. Revised forms (referral, request for review and proposed support package) will be introduced to the sector next month. This project will then be closed.

**Contact: Fiona McLeod**  
**Ph (03) 372 3053**

## Workforce Development

### Disability Workforce Reference Group

This cross-sector group serves to support and advise on the Ministry of Health's delivery of the Disability Workforce Action Plan. Facilitated by the Ministry, the group met earlier this year to provide comment on the draft two year work plan 2011/13 and confirm the group's revised terms of reference. Te Pou currently provides secretariat support for the reference group.

A workshop is scheduled on 8 November 2011 for the group to discuss workforce implications on the emerging new disability support environment, with a particular focus on the local area coordination demonstration, the individualised funding scheme and the choice in community living programme. Actions arising from the workshop will be included in the Workforce Two Year Work Plan 2011–2013.

### Graduate Diploma in Education – Disability Specialisation

#### Course delivery

The University of Auckland continues to deliver this Graduate Diploma to 42 enrolled trainees. Two trainees graduated with the diploma qualification in the September 2011 graduation. A further 18 course participants are scheduled to graduate in May 2012.

#### Evaluation

Heathrose Research Ltd has been contracted by the Ministry of Health to undertake and complete the evaluation of the graduate diploma. Evaluation findings and recommendations will inform the delivery of the programme post July 2012.

### Carers' Strategy – Workforce related actions

Two reports have been completed reviewing Ministry funded informal carer training programmes and respite carer services. Actions will be developed as needed to address the recommendations.

**Contact: Feala Afoa Tel: (09) 580 9053**

## Pacific Development

### Disability Faiva Ora National Pasifika Disability Plan 2010/13

Le Va, which is a business unit within Te Pou organisation has been contracted for another two years to implement key actions of the national plan. A one-year annual work plan was developed by Le Va and approved by the Ministry. This work plan outlines key actions and outcomes, which Le Va will deliver from now until 30 June 2012.

### Faiva Ora Leadership Group

Le Va currently provides secretariat support to this group which comprises Pacific disabled peoples, Pacific family members of people with disabilities and Pacific disability workers. The group met on 27 September 2011 to introduce new members of the group and to provide advice on the Ministry's Choice in Community Living project from a Pacific disability perspective. The group's work for the 2011–12 year is outlined in a draft group work plan which was also discussed at the meeting.

**Contact: Feala Afoa**  
**Tel: (09) 580 9053**

## Consumer Consortium

A successful two day Consumer Consortium was held in October. Attended by representatives from a wide range of disability organisations from across New Zealand, the Consortium received updates on the Ministry's initiatives relating to the pilot of the New Model in the Bay of Plenty, Choice in Community Living, the Nelson Marlborough Respite Trial, development of the Māori Disability Strategy, Behaviour Support, and Consumer Leadership grants. The Disability Support Services Annual Quality Report was also presented.

The Consumer Consortium provided very valuable feedback to the Ministry and this feedback will be used to inform its future work on these initiatives.

**Contact: Barbara Crawford**  
**Tel: (04) 816 4384**

## Contact Disability Support Services

Email: [disability@moh.govt.nz](mailto:disability@moh.govt.nz) Phone: 0800 DSD MOH (0800 373 664)

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

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