

PROJECTS UPDATE

AUGUST 2010

This update is a general summary about current projects. Any use of the information contained in it will need the prior consent of the Ministry of Health

ENVIRONMENTAL SUPPORT SERVICES (ESS)

ESS Development Programme

A number of projects are continuing which will support ongoing improvements to the provision of equipment and modifications, and also help manage the increased demand for these services. Key projects include:

1. DHB Assessor Engagement

In June, Ministry of Health hosted clinicians at two meetings in Wellington to seek their views on ways to manage the increasing demand for Equipment and Modification Services (EMS) without impacting on good clinical practice or the safety of disabled people. Thirty-five people, primarily Occupational Therapists and Physiotherapists working in District Health Boards, attended the two meetings, with robust debate about many suggested options that have potential to help with manage demand.

We are now considering the suggestions made from the two meetings and will use this information to guide our planning. The contributions made in these discussions have been highly valued, and we look forward to progressing some of the suggestions in the coming year.

2. Prioritisation

The Prioritisation Tool is currently being finalised and will be trialled in three District Health Board (DHB) areas, Counties Manukau, Hutt and Southern, starting within the next few weeks. In addition, some specialised assessment services (such as wheelchairs and seating and communication assistive technology) will also be participating in the trial. A key part of this tool is the inclusion of a client self-assessed questionnaire about the impact of their disability on their life, which will be completed by them (or their key support people if they are unable to do this on their own). Consumer representatives have been involved in the development of this brief questionnaire and an application is being made for ethics approval for this section of the new prioritisation tool.

3. NASC and EMS Guideline for High Cost and/or Complex Applications

This guideline has been developed because it is recognised that consideration of many high cost and/or complex equipment and modifications should be undertaken in collaboration with Needs Assessment and Service Coordination (NASC) organisations. It will guide closer working relationships between NASCs and Assessors and help with ensuring that services, particularly costly housing modifications, provide the best value for money solution/s to meet the person's needs.

The draft version of this guideline has been circulated to DHBs for final feedback and it will be introduced by the EMS providers, Accessable and Enable New Zealand, by September 2010.

4. Assessor Accreditation

An expert advisory group, with representatives of relevant clinicians working in District Health Boards (DHBs) and other assessment services, has been working with the Ministry to prepare for the implementation of the framework, which will start on 30 August 2010.

The new framework has three levels of accreditation for access to Ministry funded equipment and modification services. These levels are: Approved Assessors, Credentialed Assessors, Service Accreditation.

Under the current Ministry's requirements, people completing assessments have been accredited or registered as 'specialised assessors'. The majority of these specialised assessors will be automatically transitioned to the new accreditation programme as either an Approved or Credentialed Assessor where they will have six months to complete any requirements needed to maintain their status for a further three year period. All those people who are already registered on the Enable New Zealand accreditation data base will receive notification of transition requirements as they relate to them over the next few weeks. Service accreditation will be available later in the year for introduction in DHBs that choose to participate in this approach.

5. Purchasing and Provision of Hearing Aids

Changes to the way hearing aids are provided and purchased will be introduced on 1 October this year. The Ministry is currently working with audiologists, suppliers of hearing aids and consumers to ensure that hearing aids are as affordable as possible for people with hearing loss and that the Ministry can contribute as much as possible towards their costs. Work is also being done to improve information about hearing aids for consumers – this will include what range of costs people can expect to have to pay towards hearing aids and information about the different types of aids and their features.

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CHILD AND YOUTH

The guideline on 'Roles and Responsibilities for Supporting Disabled Children and Young People under the Children, Young Persons and Their Families Act 1989' is available on the Ministry of Health website. National implementation was jointly coordinated between Child Youth and Family (CYF) and Disability Support Services in June 2009.

Disability Support Services met with CYF to review the guideline in March 2010. Some changes have been made and these have been communicated across both agencies ([http://www.moh.govt.nz/moh.nsf/pagesmh/9078/\\$File/notice-of-changes-to-guidelines-mar10.pdf](http://www.moh.govt.nz/moh.nsf/pagesmh/9078/$File/notice-of-changes-to-guidelines-mar10.pdf)).

The changes are mainly edits and do not change the context of the document. Disability Support Services and CYF are strengthening the ways they work together, including developing new referral resources to support the implementation process.

[Memorandum of Understanding between Child, Youth and Family and the Ministry of Health \(PDF, 216 KB\)](#)

Disability Support Services have initiated the development of a broad disability services focused Action Plan for Children and Youth, incorporating strategic priorities and government directions, including the government response to the Select Committee Report on the Inquiry into the Quality of Care and Service Provision for People with Disabilities (2009). A recent service development includes a demonstration project in Auckland to give providers funding to establish "wrap around" services for families so that children and young people with significantly complex needs can be supported to remain in the community and a home environment with flexible packages of care. The purpose of this demonstration is to provide a range of disability services through one provider so that the children, young people and their families and whanau receive proactive, comprehensive, individualised, consistent and streamlined disability supports aimed at improving family resilience, and keeping children in their homes and communities.

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REVIEW OF THE EQUIPMENT AND THERAPY PROTOCOLS

The revised Therapy and Assistive Technology/Equipment Operational Protocols between the Ministry of Education and Ministry of Health are complete. The new Operational Protocols include a Memorandum of Understanding, a template for Local Level Agreements to be established and a section on roles and responsibilities as they relate to the funding and provision of occupational therapy, physiotherapy services and assistive technology/equipment to children and young people with disabilities. The protocols can be viewed by clicking on the following link [http://www.moh.govt.nz/moh.nsf/pagesmh/10063/\\$File/therapy-assistive-technology-operational-protocols.doc](http://www.moh.govt.nz/moh.nsf/pagesmh/10063/$File/therapy-assistive-technology-operational-protocols.doc)

Speech-Language Therapy

The Ministry of Health has also established a project to scope the work required to align practice and more clearly define roles and responsibilities that will enable the inclusion of Speech Language Therapy in the revised Ministry of Health and Ministry of Education Operational Protocols. This work has started, and is being done jointly with the Ministry of Education.

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AUTISM SPECTRUM DISORDER (ASD)

Implementation of the NZ Autism Spectrum Disorder Guideline continues based on the priorities agreed between the Ministries of Health and Education following consultation with the Implementation Advisory Group, the ASD Intersectoral Advisory Group, and a group of senior officials from a range of government departments. The priority areas are assessment and diagnosis, support to strengthen families, interventions, respite and coordination of services.

The appointment of Developmental Coordinators within DHBs is a new initiative. This function will focus on the referral and assessment processes for children and young people with developmental concerns. Contracting with the successful DHBs for the developmental coordination function are about to start.

The evaluation of the requests for proposals to provide ASD specific Behaviour Support in regions outside of Auckland is now complete. The Ministry requires more time to work through the policy and budget implications associated with the responses. A decision has been made to approach some of the potential providers of the services for further information in a number of areas.

The Werry Centre has delivered a 3 day course for ASD specialists. Some changes will need to be made to the training material before the next training course is finalised. It is anticipated the next training sessions will be held before December 2010.

The ASD resources, specifically the website for recognisers and referrers is now live. To compliment the website, the Quick reference cards are available to order, and the Recogniser's card has been translated into Te Reo Māori, Samoan, Tongan and Cook Island Māori.

The evaluation of the two ASD specific parent education programmes is scheduled to begin by the end of August with the final report required by 1 November 2010.

The Implementation Advisory Group (IAG) has had its final meeting, and the workplan for the new ASD Expert Advisory Group has been signed off by the Ministry of Education.

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WORKFORCE

Workforce Action Plan

National Training and Coordination Service

The Ministry of Health contracted Te Pou to develop and deliver the new National Training Coordination Service. The focus for the first quarter of the contract was on the establishment of the service. The funding opened in April 2010 and since then 1239 front line disability support staff have taken up training opportunities. Grants are still open and Te Pou are receiving a constant stream of applications.

A significant achievement during this quarter was the launch of the Disability Workforce Development brand and the associated website, www.disabilityworkforce.co.nz, and the monthly e-newsletter.

Consumer Leadership and Training Fund

This fund aims to support the training of people with disabilities, their families and carers using Ministry of Health funded services to better manage their own support services and their own resources.

There are 167 consumers and organisations participating in leadership development programmes in the 2010 academic year. The next round of grants for 2011 opens in October 2010. Any under-allocation of funds will be re-allocated and focussed on Maori, Pacific and rural consumer leadership.

The Consumer Leadership and Training Fund has been extended in 2010 to include leadership development for families and carers of people who are eligible to use Ministry funded DSS service.

Leadership development scheme

This grant scheme focuses on developing leadership expertise and skills of middle managers and disability workforce working within disability service organisations. There are 575 leaders and emerging leaders in the disability workforce who are currently taking up leadership training opportunities in the 2010 academic year. The next round of grants for 2011 will open in October 2010.

Partnership between Te Pou and Careerforce

A partnership plan between Careerforce and Te Pou has been developed. This plan aims to clarify the roles of the two organisations. A meeting in August is scheduled to finalise this plan before communication to the disability sector.

Needs Assessment & Service Coordination (NASC) Workforce

Graduate Diploma in Education – Disability Support specialisation

The Ministry of Health are funding twenty places for the new Graduate Diploma in Education - Disability Support Specialisation in 2010. This graduate diploma is studied part time over two years and is designed for working professionals in needs assessment and service coordination (NASC).

Auckland Uniservices Limited has been contracted by the Ministry of Health to develop and deliver the diploma. There are 15 students currently enrolled in the 2010 programme all of who are currently working in needs assessment and service coordination.

National Certificate in Disability Support Assessment, Planning and Coordination

The National Certificate in Disability Support Assessment Planning and Coordination is a workplace based qualification intended for people who are new to, or are working in assessment, facilitation and service coordination (particularly NASC services), case management or similar roles and who do not have a relevant qualification.

There are currently 23 people with signed trainee agreements with Careerforce who have started the certificate. An additional 10 people have lodged applications with Careerforce to start the qualification.

Disability Workforce Information Project

DHBNZ was contracted by the Ministry of Health to undertake the Disability Workforce Information Project. Information is currently being collected and analysed to produce a report which will enable the Ministry to estimate the size and demographic profile of the DSS workforce for the first time.

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PACIFIC

Lu'i Ola Group

Lu'i Ola is an Auckland Pacific disability interagency working group made up of representatives from the Pacific disability community, Pacific disability service providers, and endorsed and supported by thirteen local and regional government agencies. The Group is co-led by the Ministry of Health and the Ministry of Pacific Island Affairs.

The Lu'i Ola multi agency collaborative group have developed and are currently supporting the implementation of the Lu'i Ola Strategic Framework for Action 2009/13. This strategy aims to achieve the vision 'Together I am Able' which promotes an holistic approach in addressing Pacific disability issues.

Lu'i Ola Strategic Framework for Action 2009/13 (Auckland) 'Together I am Able'

Community Engagement - Launch of Pasifika Church Toolkit and Provider Mentoring Training Package

In May, the Honourable Minister Georgina te Heuheu formally launched the first Pasifika church disability toolkit and the Pacific provider mentoring training package developed by the Lu'i Ola multi agency group.

The toolkit and the provider package aims at raising awareness of disability and disability services in the Pacific community and developing workforce capacity and capability respectively, and comprises the following:

- Information booklet on disability types and disability services
- Training manual
- DVD profiling the lives of successful Pacific people living with disabilities, and
- Promotional materials - posters, fan and pen

A new Lu'i Ola website has been developed and will soon go live.

Accessibility - Mangere Access Pilot Project

A draft evaluation report has been completed which highlights key recommendations and findings of the trial amongst participating agencies in Mangere. This report is now awaiting sign-off by the Lu'i Ola Steering Group.

Lu'i Ola evaluation

An assessment of effectiveness (formal evaluation of Lu'i Ola) is currently in being undertaken by Synergia. One of the key evaluation focus areas is on the collaborative relationships of government agencies of Lu'i Ola and its affect on operational outcomes of the Lu'i Ola plan. The draft evaluation report is due in August 2010.

A draft work plan for implementing Lu'i Ola in 2010/11 has been completed for the Lu'i Ola Steering Group approval.

National Pasifika Disability Plan 2009 – 2013

The Ministry of Health Disability Support Services (DSS) contracted Le Va in March 2010 for two years to implement the first DSS National Pasifika Disability Plan 2009/13. This action plan outlines key Pacific disability development outputs for the Ministry of Health Disability Support Services and ensure, 'Pacific peoples with disabilities can live in their home and take part in their community in the same way other New Zealanders do'.

The four key goals of the plan are: workforce development, provider development, information & communication, and leadership. These will be implemented in partnership with Pacific peoples with disabilities, Pacific communities and disability support services.

Information and Communication

The Ministry of Health Disability Support Services information resources have been revised and updated and are now in draft form. In producing these revised resources, a consultation process with Pacific service users and community people was undertaken.

The resources are now ready to be translated into the key Pacific languages before they are promoted and circulated.

Leadership

In July, a National Pasifika Disability Leadership Group was established to advise the Ministry of Health Disability Support Services on service improvement and development work from a Pacific disability perspective. There were 15 representatives chosen to be part of this group, from the Auckland, Hamilton, Wellington and Christchurch regions. The group is comprised of Pacific disabled peoples with varying disabilities, Pacific caregivers, Pacific church community leaders, and Pacific workers in disability service providers.

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INDIVIDUALISED FUNDING

The Ministry is currently contracting with an additional 12 Home and Community Support Service providers who successfully applied to become Individualised Funding (IF) Host Providers. Training was provided to all of these providers and all NASCs in June to assist them with operational implementation of Individualised Funding within their organisations. The Ministry will make a formal announcement once all contract formalities have been completed.

Additional communications material is being prepared for publication on the Ministry website to ensure access for all stakeholders to information about Individualised Funding and will be available in August 2010. This includes:

- Guidelines on Individualised Funding
- Service Specification
- NASC and Provider training tools
- A User Friendly Guide to Individualised Funding

Next steps in developing the IF scheme will be worked on during August 2010 in line with the new model for Disability Support Services. This is expected to include:

- Another opportunity for HCSS providers who did not submit an application or who were not successful in their initial application to be considered as an IF Host provider. This will take place later in 2010.
- Evaluation of progress with IF implementation within HCSS and HCSS providers.
- Giving consideration to allowing people to access other disability supports through IF and increasing the number of IF Host Providers.

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RESIDENTIAL SERVICES FOR PEOPLE WITH PHYSICAL DISABILITY

The Options and Implementation Plan for the Residential Services for People with a Physical Disability Project was submitted to the Disability Support Services Senior Leadership team at the end of July 2010. Feedback on this Plan is that the recommendations will need to be prioritised.

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REVIEW OF RESIDENTIAL SERVICES

The Ministry of Health is in the process of designing a programme of work to review the way residential support services are contracted for and delivered, and will be seeking input into this design phase over the next four months.

What is the review?

We are still in the process of designing the programme of work based on internal and external feedback. It will include:

1. a comprehensive review of the agreement templates (service specifications and head of agreement)
2. investigating options to give service users and their families more choice, control and flexibility about the services they use
3. changes to the way resources are allocated and how support services are priced
4. updating existing service models and/or creating new service models.

Why is the Ministry doing the review?

We are doing this programme of work because:

- consumers and providers have asked the Ministry of Health to consider changes to the way residential support services are contracted for and delivered
- it is part of the Disability Support Services Group's strategic direction following the Government Response to the Social Services Select Committee's "Inquiry into the Quality of Care and Services Provision for People with Disabilities"
- a comprehensive piece of work has not been done in this area recently
- of the need to align current thinking with potential future service models
- of the need to bring together existing and future pieces of work relating to residential support services under one work programme.

Opportunities to provide feed back will include:

- consumer focus groups
- the Consumer Consortium meeting (3 – 5 October)
- consumer and provider participation on reference groups that will be established once project work streams commence
- a initial provider focus group meeting (27 August 2010)
- provider forums – Auckland, Rotorua, Palmerston North, Christchurch and Dunedin (November 2010).

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SUPPORTED LIVING PROJECT

A Supported Living Implementation Project Plan has been completed and is being implemented. Activities and progress are:

Development of a Companion Document to work alongside the new Service Specification

Internal review of this has been completed by the Ministry, and the draft document is with external audiences for review and comment. Feedback was expected by 30 July, and the next draft of the document will be completed by mid-August 2010. The document will be a guide of practice for Supported Living providers and NASCs.

Stock-take of the current contracted Supported Living services

Information available through the payments system has been analysed to identify trends. As this information provided limited value to the Ministry in terms of better understanding if there are variations in practice around the country, a survey was prepared and sent to Supported Living providers, with responses due by 30 July 2010. Analysis of the responses is expected to be completed by mid-August and feedback will be provided to the sector.

Information and Training Requirements for the implementation

Work on this will follow the above activities.

Development of Supported Living document templates

Templates will be developed to support consistent practice, with the expectation that all NASCs and Supported Living providers will use the new templates. Work on this began during the development of the Service Specification, so there is material available to build upon. Included in this area is the development of a reporting framework that will include reporting on outcomes rather than just inputs and outputs. To progress this, Martin is working with Supported Living providers and DSS staff to identify the outcomes that should be measured and how this will be done. Martin is also researching how outcomes' reporting is being conducted in other `countries

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CONSUMER CONSORTIUM

The consortium will be meeting in early October to give advice and input into the key projects/work plan of Disability Support Services. This will include the new framework for supporting disabled people, including Local Area Co-ordination, workforce initiatives, planning the consumer forums, Whanau Ora and the residential services review.

Minister Turia will also speak with the consortium and receive an activity report from the consortium on the work the members have been undertaking since the last consortium in April.

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A NEW FRAMEWORK FOR SUPPORTING DISABLED PEOPLE

On 18 May 2010, the Ministerial Committee on Disability Issues considered a paper on the Ministry's new model/framework to support disabled people. The Committee agreed to the paper's recommendations, which included that the Ministry's immediate focus be on developing and implementing a new model through demonstrating the core elements at one to two sites.

In June 2010, Cabinet supported the decisions taken by the Ministerial Committee. The Cabinet paper can be read on the Ministry of Health web-site at <http://www.moh.govt.nz/moh.nsf/indexmh/disability-keyprojects-mode>

The model is depicted below. It has four key components:

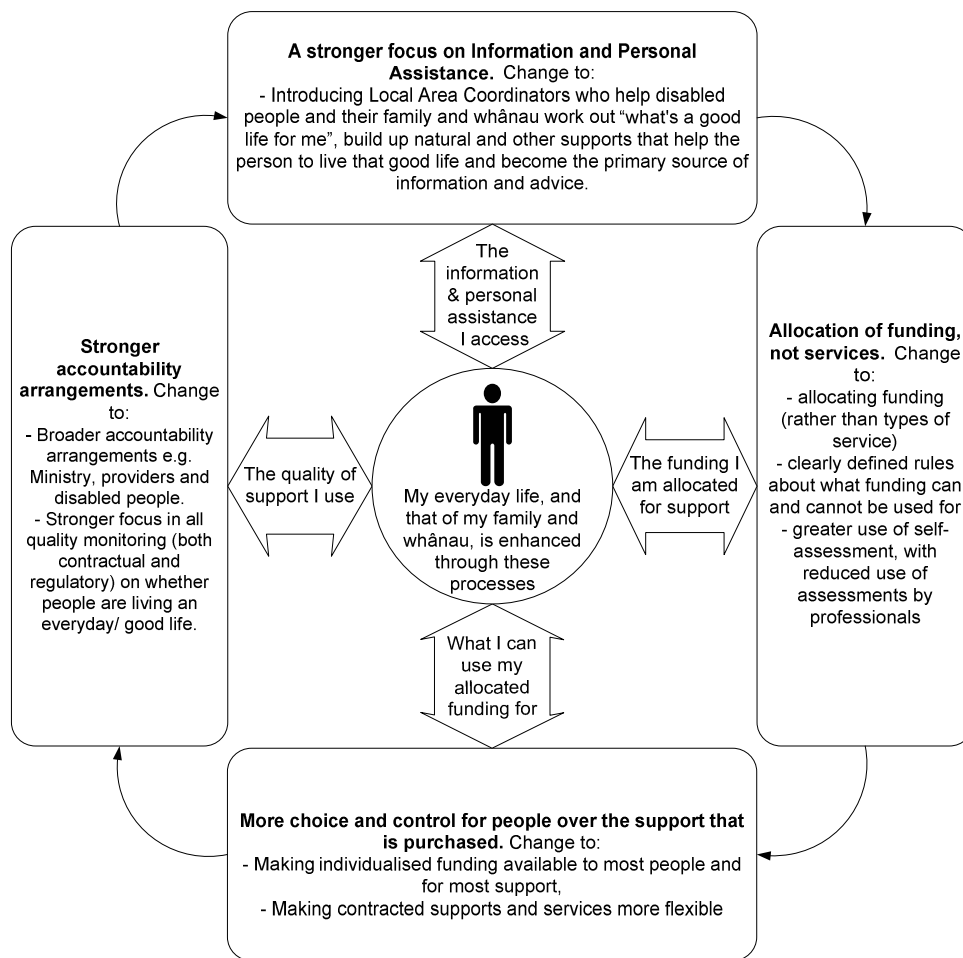
- Information and Personal Assistance, including the core element of Local Area Coordination
- Allocation of Funding, including greater use of self assessment and moving toward allocation of indicative funding (but not entitlements) rather than by service type and level
- Purchasing, including the expansion of Individualised Funding and moving to contracting for more flexible supports
- Accountability, including a new accountability framework and evaluation of the Demonstration Project.

The Ministry's Disability Support Services group, working with the Disability Services Policy team, have established a work programme to implement a Demonstration Project as soon as possible. The Ministry will be working with disabled people and other stakeholders. The initial work in each workstream will inform the further co-development and implementation in a specific site.

The Ministry has identified four possible regions, and will select one for the first demonstration site. These are (in no specific order) Tauranga/Western Bay of Plenty, Hutt, Taranaki and Nelson/Marlborough. It is intended that on-site work in the first site will have commenced before the end of 2010.

To help with implementation the Ministry had a Request for Proposal (RFP) on www.gets.govt.nz (Ref No 30419) which closed on 19 August 2010. This is seeking independent implementation support services for the demonstration project. Tasks will include the set up and facilitation of a local site working group and a national reference group.

Changes associated with the Ministry of Health's Proposed New Model for Supporting Disabled People



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