

# Questions about the new Disability Support System Cabinet Paper



Easy Read

April 2018

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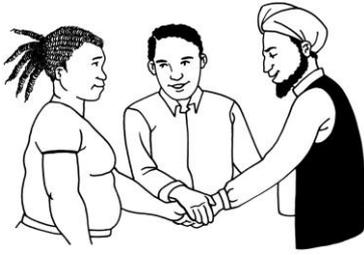
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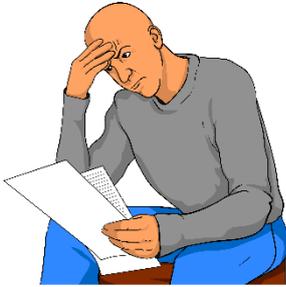
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## Before you start



This is a long document.



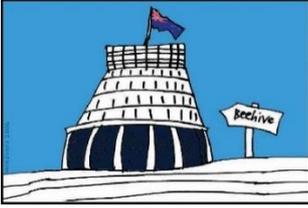
While it is written in Easy Read it can be hard for some people to read a document this long.



Some things you can do to make it easier are:

- read it a few pages at a time
- have someone help you to understand it.

## What is this book about?



A Cabinet Paper has been written about the new disability support system.



It says what the new disability support system will do and how much money it will cost.



This book has lots of questions and answers about the new disability support system.



This book will help disabled people and their whānau to learn more about the new system.

# Questions about the new disability support system



## Question 1

### What are you changing?

We are starting a new disability support system.



**1 October 2018**

It will start on 1 October 2018.



The new system will support disabled people and their whānau to:

- have more control over their lives
- be able to make their own decisions about their own lives.



The ways disabled people and their whānau get support can change.



There will be different ways to get support to suit disabled people and their whānau.



This will be better for everyone who uses our disability services.



Disabled people and their whānau will be able to work with a Connector if they want to.



A Connector will assist disabled people and their whānau:

- find out what they want to have a good life



- find out what support they need to have a good life



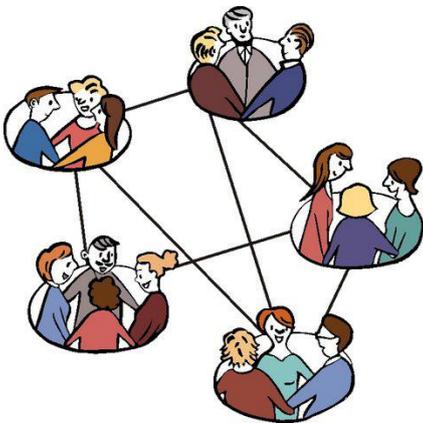
- get advice about support services.



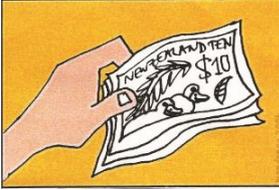
Disabled people will be welcomed into the new system in many different ways.



There will now be one place to find out about all the disability supports that you can get.

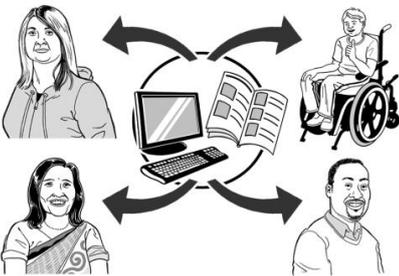


The new system will be able to connect you to the agencies and service providers you need to have a good life.



The new disability support system will have:

- easy ways to work out funding



- easy to understand information

- easy to use tools



- easy to use **processes.**

**Processes** are the steps you need to take to do something.



The new system will start in the MidCentral District Health Board region.



The MidCentral District Health Board region looks after health services in the MidCentral area.



This region is in the North Island.

The MidCentral DHB region includes:

- Palmerston North
- Horowhenua
- Manawatu
- Ōtaki
- Tararua districts.



We will **try, learn and adjust** when we start the new disability support system in the MidCentral DHB region.

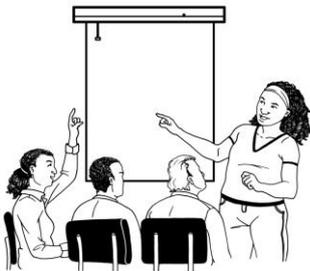


This means that we will:



### **Try**

Try it out to see if it is working.



### **Learn**

Learn about what is working and what is not working.



### **Adjust**

Make changes if we think changes are needed to make the system better.

## Question 2

### **Why are you changing from the disability system we use now?**



Disabled people and their whānau have been asking for change for a long time.



The disability system we use now is very hard to use.



Disabled people have to fit their lives around disability services.



The new disability support system will fit around the lives of disabled people and their whānau.



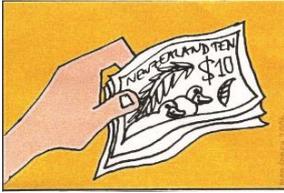
People will be the most important part of the new disability support system.



Disabled people have poor life outcomes compared to many other New Zealanders.



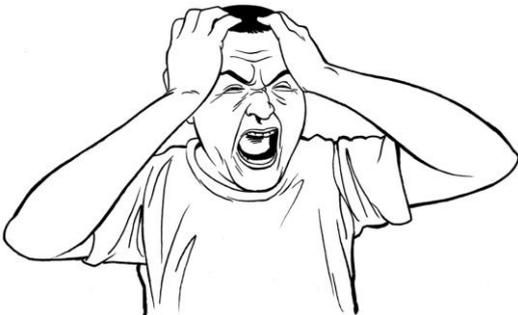
Poor life outcomes for disabled people can be things like:



- not having enough money to get the things they need to have a good life



- getting sick more than non-disabled people.



These things make it hard for disabled people to lead an ordinary life like other people.



Disabled people want to be just like everybody else.



They want to be:



- valued as a person

- accepted for who they are



- known for what they give to their community.



The new disability support system will support disabled people to have better life outcomes.



### Question 3

**What will the new disability support look like?**

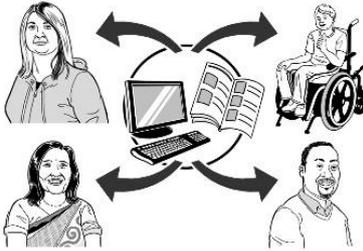
The most important things about this disability support system are:

#### **1. People are welcomed into the system**

People are welcomed into the system in lots of different ways.



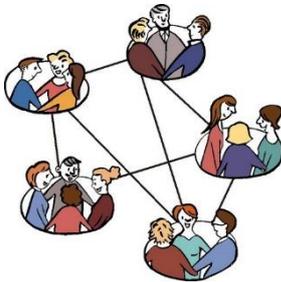
People are:



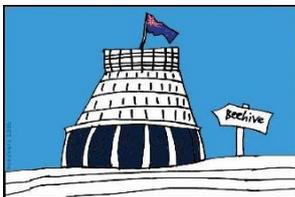
- given information about health services



- linked with a Connector – a person who knows a lot about the disability support system



- linked with other people who are using the disability support system



- linked with the right government agency or disability organisation.

## 2. Access to Connectors



A Connector is a person who knows a lot about health services and the disability support system.

A Connector can help disabled people and their whānau find out:



- about the disability support system



- how to use the disability support system.



A Connector will find out what a disabled person:



- wants to have a better life
- needs to have a better life.



The Connector will see how the new system will work best to make a disabled person's life better.



### **3. Easy to use information and processes**

The disability support system will make information easy to understand.



The disability support system **processes** will be easy to follow.

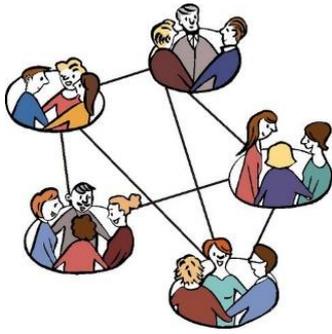
**Processes** are the steps needed to do get something done.



#### **4.Connected support across government**



There will be a Government Liaison person working at the disability support system.



This person will help Connectors and disabled people:

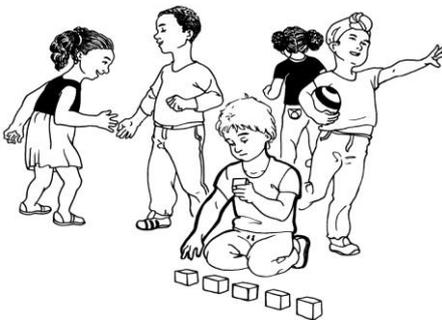
- link up to the right government agencies.
- show them how to use government services



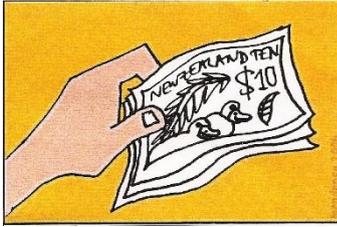
**For example** like asking for the right forms to get a benefit



This will help to make sure that disabled people and their whānau get the support they need.



**For example** getting to know about things like learning support services in schools.



## 5. Funding

The disability support system will make it easy to ask for the right kind of **funding**.



**Funding** means getting money to do something.



There will be more than one way to buy:

- services
- other things to support disabled people to have a better life.





There will be different ways to make a report about how funding has been used, like:



- write a report



- make a video

- answer some questions.



## 6. Capability funding

**Capability** means that someone or something is able to do something.



Capability funding is money that disabled people and their whānau can get to help make their lives better.



This funding will assist disabled people to buy disability services they need to have a good life.



The Regional Governance Group decides who can get this funding.



## 7. Greater system accountability to disabled people and their whānau

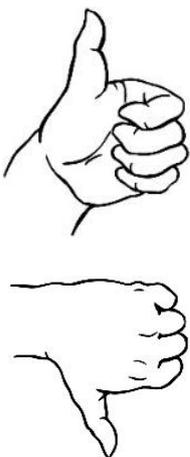
**Accountability** means to be responsible for something.



Disabled people and their whānau will be able to look at how the disability support system is working.



If they think things can be done better they can tell us:



- what is working well
- what is not working
- what changes need to be made.



#### Question 4

**What will the new system look like on day 1?**



The support a disabled person and their whānau is getting on 30 September, 2018 will stay the same.



It will not change until disabled people and their whānau talk to somebody in the new system.

## Question 5

### What changes for people in MidCentral?



There will be no change for disabled people and whānau living in MidCentral until they contact somebody in the new system.



Disabled people and their whānau will need to contact somebody like:



- a Connector



- a disability information specialist.



Someone from the new team will contact disabled people and their whānau if they do not contact somebody at the new system first.



They will contact the disabled person and their whānau on the normal review date.



The Connector will then work with disabled people and their whānau to find out what supports are needed to live a good life.



If the disabled person and their whānau like the supports they are getting now they can keep getting them.

# Questions about funding the new disability support system

## Question 1

### How is the funding going to work?



The funding, processes and tools are still being worked out.



Cabinet will make a decision about this funding question in **June 2018**.

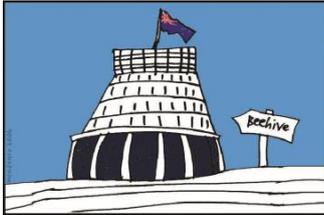


We will give you more information when Cabinet has made the decisions about this funding.



## Question 2

**Will there be extra funding to get the new system started?**



The Government has said yes for extra funding.



The Government will give \$23.842 million dollars to:

- get the new system started in MidCentral
- keep the Enabling Good Lives demonstrations going in Waikato and Christchurch.

**Enabling Good Lives**



Most of the funding will be used to make more **direct** and **indirect** support.

It will be used to give:

### 1. Extra direct support



This means that the money will be given to disabled people and their whānau to:



- get services as soon as they are needed – early intervention



- make better access to specialist services to support disabled people



**For example**, making access to specialist services easy could mean whānau with disabled children feeling less stressed.



## 2. Extra indirect support

Indirect support means the support will not be given to disabled people and their whānau directly.



This extra support will be given to disabled people by someone like a Connector.



This extra support will:



- support disabled people to build up a network of support



- support people working for disabled people and their whānau.



The extra funding will also pay for other parts of the new disability support system which are:



- **Back Office Team**

The team that looks after the day to day running of the system.

This team will take the place of NASC (Needs Assessment and Service Coordination).



- **Regional Governance.**

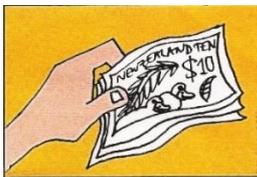
The team of people looking at how the system is running in one region.

MidCentral is the first region to use the new disability support system.



- **National Governance**

The team of people looking at how the system is working around the country.



- **One off costs**

A one off cost means you only need to buy something once.

One off costs for the disability support system include:



- paying the team that is designing and making the new system



- an IT (information technology) system to be used while the new system is being started



- monitoring the new system to make sure the new system is working

**Monitoring** means looking at how the new system is running.



- evaluating the new system to make sure it is doing the job it should be doing.

**Evaluating** means looking at the new system to see if it works the way it was planned to work.



Doing all these things will support disabled people to have good lives.



### Question 3

**Will the costs of the new system reduce the amount of support disabled people get now?**

**Reduce** means to make something smaller.

No.

Disabled people will not get less money for the support they need to have a good life.



The costs for the new system will come from extra funding.

## Questions about information, tools, pathways and processes



### Question 1

**Do disabled people and their  
whānau have to use the new  
system's tools and resources?**

No.



Disabled people can choose to use the  
tools and resources that are useful to  
them.



## Question 2

**Who has control of disabled people's and their whānau information?**



Disabled people and their whānau have control of their own information.



Disabled people can decide if they want to share their own information.



All information about disabled people will be kept in a safe place.



The Ministry of Health knows that information about disabled people belongs to disabled people and their whānau.

# Questions about Connectors



## Question 1

### What can Connectors do?

A Connector is a person who knows a lot about health services and the disability support system.



A Connector can help disabled people and their whānau find out:

- about the disability support system
- how to use the disability support system.



A Connector will find out what a disabled person:



- wants to have a better life
- needs to have a better life.



The Connector will see how the new system will work best to make a disabled person's life better.



A Connector **can** help support disabled people to try new:

- things
- ways of doing things.



A Connector **cannot**:

- make decisions about funding
- take over or take away a disabled person's **natural authority**



**Natural authority** is the support disabled people get from their whānau.

- **benefit** from decisions and choices disabled people and their whānau make



**Benefit** means getting something out of a decision made by disabled people and their whānau.



- give a disabled person personal care and home support

- make a disabled person dependent on them.



**Dependent** means that somebody has to rely on somebody else to do things.



## Question 2

**Will disabled people be able to choose their Connectors?**

Disabled people and their whānau will be able to choose their Connector.



They might be able to find out about them by:



- looking at their profile on the website



- hearing about them from other disabled people and whānau in the community.



### Question 3

**Do disabled people and whānau have to use a Connector?**



Everybody will have access a Connector if they want to.



Disabled people and their whānau **do not** have to use a Connector.



#### Question 4

If disabled people and whānau do not use a Connector how will they get what they need?



There will be a way for disabled people to get a personal **budget** without meeting someone face to face.

**Budget** is money that disabled people get to buy the support they need in the new system.



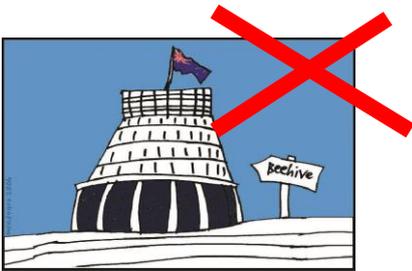
## Question 5

### Who gives Connectors a job?

There will be a number of ways Connectors will be able to get a job as a Connector:



- most Connectors will be employed as part of the Disabled People and Whānau supporting team based in MidCentral



- sometimes Connectors will have contracts with non-government organisations

**For example**, organisations like Whānau Ora providers



- Disabled people and whānau can choose another person to be their Connector.

This is a very important job and we will need to check that the person chosen has the right skills.

# Questions about the teams working on the new disability support system



## Question 1:

**What will the teams look like on day 1?**

There will be 2 teams in MidCentral to get the new system started.

They will be:



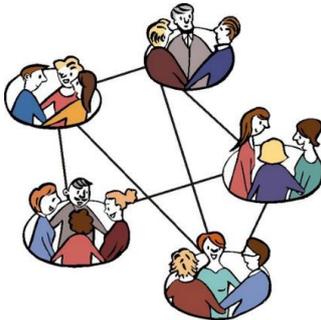
## **Team 1 – Disabled People and Whānau Supporting Team**

The Disabled People and Whānau Supporting Team is a new team.

It is made up of:



- Connectors
  
- Network Builders



A Network Builder will help to make links between disabled people and other groups of people and organisations.



The Ministry of Health will make this team.



This team will report to a manager in MidCentral.



## Team 2 – System Enabling Team

**Enable** means to make something happen.

The System Enabling Team is made up of:



- experts in information technology



- government liaison people



- business people



- people doing administration work.



This new team will include:

- staff who already work at Enable



- new staff who have not worked at Enable before.



This team will give its services through Enable



Enable is the current Needs Assessment and Service Co-ordination (NASC) service provider.



Both teams will report to a governance board.



This board will include disabled people and whānau.

## Question 2:

### Why are there two teams?



The disability community told us that we need to make sure the Connector job does not make decisions about funding.



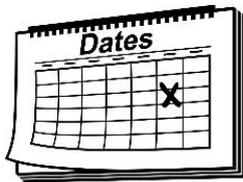
This means the Connector can make the best decisions about supporting disabled people.

Question 3:

**Why will Enable still be involved?**



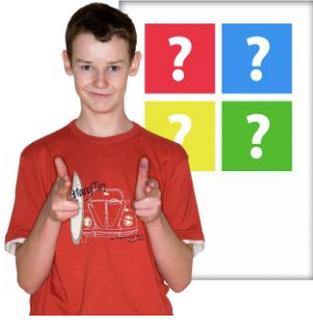
Enable is the NASC now.



Enable will be involved when the new disability support system starts on **October 1.**



This may change in the future.



We need to find out:

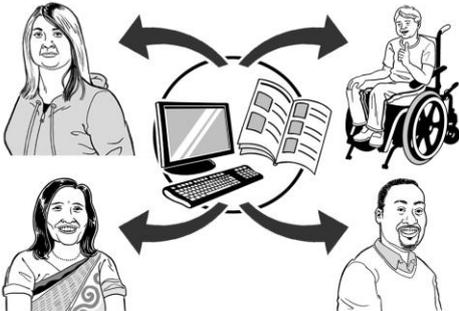
- how the system is working

**and**

- then decide how the teams should be organised.



Government Ministers will get advice about the ways the new system:



- has been running

- how best to run it in the future.

To make sure the right changes will happen:



- there will be a National and Regional Enabling Good Lives Leadership group with a representative:

- on job panels



- involved in helping people get to know the job



- there will be disabled people and their whānau on governance groups.



- the voices of disabled people and whānau will be included



- feedback is included about the experience of disabled people and whānau



- there will be an **independent** complaints process.

**Independent** means that something or somebody is not controlled by something or somebody else.



- A **contract** between the Ministry of Health and Enable about the new system which says:

A **contract** is a written agreement.



- what is expected



- what the goals are



- ways to make decisions.



#### Question 4

**What is the process for setting up the future organisation?**

There will be a review called the Machinery of Government Review.



**Review** means to look at something again to see how it is working.



This will be led by a working group with people from the:

- State Services Commission



- Ministry of Health



- Ministry of Social Development



- Ministry of Education



- Treasury



There will also be people from the disability community in the working group.



We will ask the disability community what they think about the new system when we are making the review.

# Questions about the roll out of the new disability support system

**Roll out** means to start the new system for the first time.



## Question 1

**When will it be available in other regions?**

We will use a **try, learn** and **adjust** way to start the new disability support system.



It is important disabled people and their whānau say what they think about the new disability support system.



We want to hear from disabled people and their whānau before it is started in other regions in the country.



There will be chances for disabled people and their whānau to tell us about:



- what they think about the new system



- what is working well



- what needs to be changed.



Cabinet will make a decision about how the new system will work in other regions at the **end of 2020**.

# Questions about providers of disability support services



## Question 1

**Will providers still have contracts with the Ministry of Health?**



Providers will have contracts with disabled people and their whānau

**or**



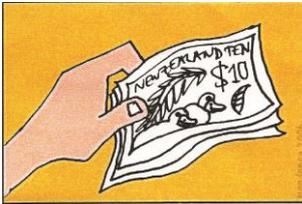
Providers will have a contract with the Ministry of Health if disabled people and their whānau do not want to be on an **individual** contract.

**Individual** means one person.

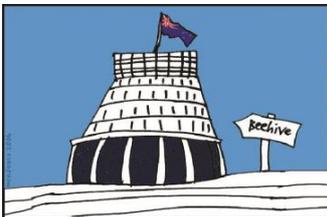
We think a lot of disabled people will decide to keep using the contracts with the Ministry when the new system starts.



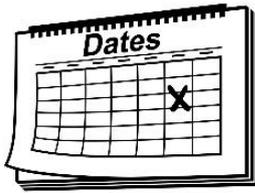
We think about 10 to 30 per cent of disabled people will make big changes to the way they get support at the end of 2 years.



We do not think many disabled people will buy their supports through their personal budget.



Cabinet is thinking about different ways disabled people can buy the disability support they need.



Cabinet will make a decision on how disability supports can be bought in **June 2018**.

## Question 2



**Will the Ministry of Health keep contracting residential services?**



The Ministry has said that disabled people and their whānau can keep getting the support they are getting now.



This will include residential services.

### Question 3

**Will the Ministry of Health keep doing its audit service?**



**Audit** means to look at something closely to make sure it is doing what it should be doing.



The Ministry of Health is working on ways to keep disabled people and whānau safe when accessing services.



The Ministry will look closely at the different parts including:



- services that have been contracted

**and**



- support that have been contracted.

# Questions about system responsiveness



**Responsiveness** means the way the new system changes to meet the support needs of disabled people.

## Question 1

**How can a complaint about the new system be made?**



There will be an independent complaints process.



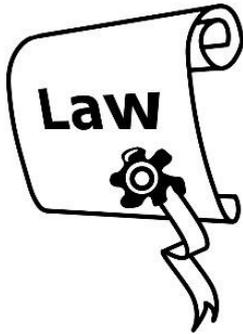
There will be information about who to contact if disabled people and their whānau have a complaint about the new system.



One important goal of the new system is to be responsive to disabled people and their whānau.

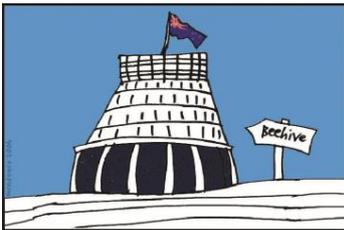
## Question 2

**Will laws be changed because of the new system?**

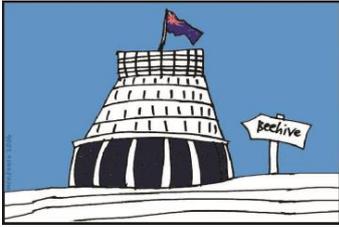


The start of the new disability support system means that there will need to be changes to:

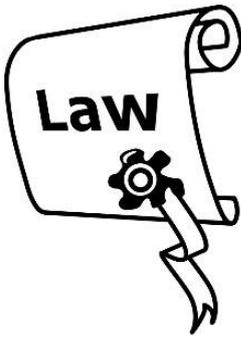
- laws
- government policies.



The **June 2018 Cabinet Paper** will talk about changes that will need to be made to laws.



It will ask for laws to be changed to support the new disability support system.



**For example**, changes to the Protection of Personal and Property Rights Act.

# Questions about monitoring and evaluation



**Monitoring** means looking at how the new system is running.



**Evaluation** means looking at the new system to see if it works the way it was planned to work.



## Question 1

**How will the new system be monitored and evaluated?**



We will have a lot of different ways to look at how the new system is working.

These will help us find out:



- if the new system is making lives better for disabled people and their whānau



- where changes need to be made



- how to make the system better.



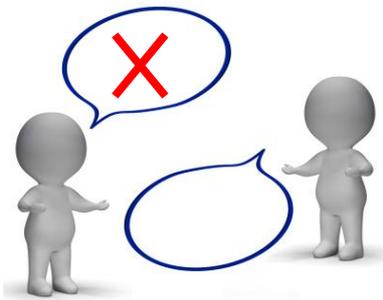
Sometimes we will need to contact disabled people and their whānau to find out how the system is working for them.



If disabled people and their whānau are contacted they **do not** have to answer questions.



If they **say yes** to speak about the new system, their information will be kept safe.



We will not tell somebody else if someone has talked to us about the new system.



### Question 3

**How will disabled people be involved in the monitoring and evaluation?**



Disabled people will be able to take part in the monitoring and evaluating of the new system by being:



- part of the group designing the framework



- on the panel to decide who will get the contract to do the evaluation work



- part of the teams doing the evaluation work



- helping to decide what needs to change
- helping to change the new system to make it better.

# Questions about safeguarding the new system



**Safeguarding** means ways of keeping somebody or something safe.



## Question 1

**In what ways will disabled people and whānau have safeguards in the new system?**



Safeguarding is the way we can support disabled people and whānau to make the right choices to have control over their lives.

We can support disabled people to:

- make good choices about their lives





- be able to take risks to make their lives better



- have the same opportunities as everybody else

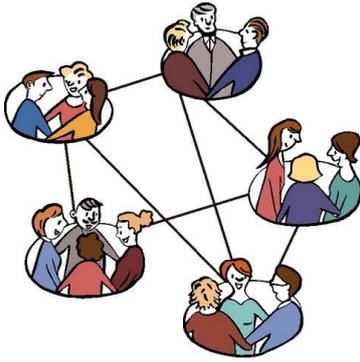


- protect disabled people from abuse.

Disabled people and their whānau will be supported to:



- make their personal relationships stronger



- make their networks of support bigger
- make more connections in their community.



Doing all these things will mean disabled people and the people in their lives will be able to look out for each other.

There will be safeguards like:

- standards – ways to measure how the system is working



- regulations – rules to make sure the new system works the right way



- quality assurance – ways to make sure it is very good system.

To do this we will:



- give disabled people and whānau the information they need to make the right choices.



**This information has been translated into Easy Read  
by People First New Zealand Inc. Ngā Tāngata Tuatahi**

