Towards an inclusive and enabling New Zealand

The annual report from the Minister for Disability Issues to the House of Representatives on implementation of the New Zealand Disability Strategy

December 2015

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**Acknowledgements**

This report was presented to the House of Representatives by the Minister for Disability Issues under Section 8 of the New Zealand Public Health and Disability Act 2000.

**Published**

This report is available online at: [www.odi.govt.nz](http://www.odi.govt.nz)

**ISSN:** 2423-0111

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#

# minister-nicky-wagner (2)Minister’s foreword

Hello

It gives me great pleasure to release this annual report on implementation of the New Zealand Disability Strategy. This is my second report since I took up the Disability Issues portfolio in October 2014.

It has been a very busy year for us all, and I have spent quite a bit of time getting out and about and meeting with disabled people, and their families and organisations working in the disability sector.

One consistent message I’ve heard is that disabled people can and want to work. They’ve told me that they want the same opportunities to be able to participate in and contribute to their communities, and support their families just like everyone else. As we all know, having a job is so important for our sense of dignity and self-worth.

I’ve heard this message loud and clear and that’s why employment is one of my top priorities. Over the last year, I’ve really focused on understanding what we need to do to break down the barriers disabled people face in getting into and staying in employment. One key achievement I have led is the development of Project 300 which aims to get 300 disabled people into employment in Christchurch over 12 months from April 2015. This is a really important opportunity to find out what works in an environment with low unemployment rates.

Another area of work has been around the employment of disabled people in the public service which is an action of the Disability Action Plan 2014 - 2018. As a significant employer across the country, I think it’s important that the public service takes the lead in demonstrating what inclusive recruitment, retention and work place practices look like. A toolkit that provides practical information for public service employers has been developed and will be launched soon. I am particularly looking forward to the outcomes of work on improving internship opportunities for disabled people next year. This is because one of the biggest challenges I’ve heard is that getting in the door to get experience can be difficult for disabled people and I think this work will help to overcome that.

Another exciting development this year was the establishment of the Disability Data and Evidence Working Group. There has been strong support for this group from both government agencies and the disability sector. One of the things that has struck me since becoming Minister for Disability Issues, is how little we know about what works and what doesn’t for making sure disabled people have the same opportunities as non-disabled people. As a former Minister of Statistics, I know how challenging it can be to get robust information; now as Minister for Disability Issues, I want to make sure that we have really good information to inform decision making so that the right decisions are being made on things that really impact the lives of disabled people. That’s why I’m very pleased that we are finally taking a step back to think about what information we need, and the best way to get it.

Finally, I want to emphasise how important it was for the Government to respond formally to the recommendations from the Committee on the Rights of Persons with Disabilities and the Independent Monitoring Mechanism this year. This process has helped us to find out where things are going well, and what we can do to build on and strengthen these, as well as understanding where there are gaps. While there will always be more to be done, we’ve made some good decisions that will improve the lives of disabled people now and into the future.

**Hon Nicky Wagner**Minister for Disability Issues

# Introduction

In New Zealand, there are several frameworks that set out priority strategies to address the barriers disabled people experience.

1. Convention on the Rights of Persons with Disabilities (CRPD) - this is a United Nations treaty that the Government ratified in 2008. The CRPD is the most comprehensive global tool that outlines the human rights of disabled people.
2. New Zealand Disability Strategy - published in 2001, it sets out a vision of an enabling society and has 15 objectives to achieve that vision. The Strategy reinforces what needs to be done to ensure disabled people have the same opportunities as everyone else.
3. Disability Action Plan 2014-2018 – brings together key priorities and actions that require cross-agency collaboration. The Disability Action Plan provides more detailed, shorter-term planning on priority issues.

These frameworks are supported by several governance, monitoring and coordination mechanisms:

* Ministerial Committee on Disability Issues
* Chief Executives’ Group on Disability Issues
* Senior Officials’ Group on Disability Issues
* Independent Monitoring Mechanism
* Disability Action Plan governance mechanism
* Joint Disabled People’s Organisation (DPO) and government agency governance meetings – Chief Executives’ Group on Disability Issues, senior officials and the DPOs meet together quarterly to oversee progress

The relationship between these mechanisms is illustrated in Appendix one.

Every year, the Minister for Disability Issues reports to Parliament on progress with implementing the New Zealand Disability Strategy. In recent years, the annual report has also included reporting against progress with implementing the CRPD and the Disability Action Plan.

This annual report has three broad sections:

1. Key achievements in 2015.
2. Progress against the Disability Action Plan 2014-2018.
3. Looking forward to 2016 and beyond.

Section two of this annual report focuses on the Disability Action Plan and includes reporting on actions being progressed under each of the four shared result areas. It also includes reporting on other actions relevant to the result area, even if they are not directly included in the Disability Action Plan. This is because it helps to identify the connections between the Disability Action Plan and other areas of work.

# Section one: Key achievements in 2015

Several achievements in 2015 have continued work towards improving the identification and removal of barriers that disabled people experience, and to ensure they have the same opportunity to live a good life like other New Zealanders. This includes:

* implementation of the Disability Action Plan 2014-2018
* 2015 update to the Disability Action Plan 2014-2018
* expansion of the Enabling Good Lives approach
* establishment of the New Zealand Sign Language Board and completion of the first funding round of the New Zealand Sign Language Fund
* Government response to New Zealand’s first examination on the CRPD
* establishment of the Disability Data Evidence Working Group
* start of Project 300 to get disabled people into employment.

This section outlines what has happened with each of these achievements and why they are so important.

## Implementation of the Disability Action Plan 2014-2018

Making sure disabled people are involved in decision-making that concerns them is very important. This is because disabled people themselves are experts in their own lives and are best-placed to advise on issues and solutions to barriers they experience. It is also included in the CRPD Article 4(3) as a specific obligation for Governments:

*In the development and implementation of legislation and policies…, and in other decision-making processes concerning issues relating to persons with disabilities, States Parties shall closely consult with and actively involve persons with disabilities, including children with disabilities, through their representative organisations*.

The Disability Action Plan 2014-2018, approved by the Ministerial Committee on Disability Issues and then Cabinet in mid-2014, was co-designed by government agencies working together with disabled people, through DPOs. This collaborative way of working is an example of putting Article 4(3) of the CRPD into practice.

In line with the Government’s priority to deliver Better Public Services, the Disability Action Plan prioritises actions that require more than one government agency to work together. It also ensures that DPOs and other organisations with relevant expertise on the area are involved. As many of the barriers disabled people face span different government agencies’ and disability organisations’ responsibilities, this collaborative approach is very important.

The Disability Action Plan’s shared vision is that ‘All New Zealanders experience equal rights of citizenship’. Supporting this vision are five person-directed outcomes that focus activity on making a positive difference in disabled people’s everyday lives:

* **Safety and autonomy:** I am safe in my home, community, and work environment. I feel safe to speak up or complain, and I am heard. Those assisting me (professionals and others) have high awareness, and I do not experience abuse.
* **Wellbeing:** I feel dignity and cultural identity through a balance of family/community, mental, physical and spiritual wellbeing. I can earn and grow my wealth on an equal basis with others.
* **Self-determination:** I make my decisions myself based on my aspirations. I have access to information and support so that my decisions are informed.
* **Community:** I feel welcomed by my community. I feel respected for my views and my contribution is received on an equal basis with others.
* **Representation**: DPOs represent collective issues that have meaning for me (based on lived experience) in a way that has influence and impact. DPOs are sustainable with the capacity to deliver their role and evolve over time.

Actions are grouped into four shared result areas:

1. Increasing employment and economic opportunities.
2. Ensuring personal safety.
3. Transforming the disability support system.
4. Promote access in the community.

Governance of the Disability Action Plan is managed through quarterly joint meetings of the Chief Executives’ Group on Disability Issues and DPOs. This joint governance group is responsible for agreeing priorities and actions, and monitoring progress with implementation. Senior officials and DPOs also meet regularly as part of the governance mechanism.

The Disability Action Plan 2014-2018 is available on the Office for Disability Issues website: <http://www.odi.govt.nz/what-we-do/ministerial-committee-on-disability-issues/disability-action-plan/index.html>.

## 2015 update of the Disability Action Plan 2014-2018

The first annual update of the Disability Action Plan 2014-2018 (DAP) has been completed and is currently being considered by Cabinet.

The purpose of the annual update is to check with the wider disability community that the DAP’s priorities and actions are still relevant and current to disabled people. Two rounds of public consultation were undertaken, the first round in September 2015 received 35 submissions, and 20 submissions were received during the second round of consultation in October 2015.

To help ensure consistency over the four-year timeframe of the DAP, the vision, person-directed outcomes, and shared results remain the same.

Feedback from public consultation informed discussions by DPOs and government agencies on the proposed changes. The updated DAP has been collectively agreed by DPOs and government agencies.

The agreed changes to the DAP consist of:

* new actions being added
* updates to wording of existing actions that have progressed to a new phase of implementation
* rewording and merging of some existing actions to better clarify the issue needing attention
* applying consistently the criterion that actions must involve more than one government agency, and therefore removing actions that are single agency-led.

A summary of the consultation feedback and other sources of information that guided the update process are available on the Office for Disability Issues website: <http://www.odi.govt.nz/disability-action-plan>

## Enabling Good Lives

Enabling Good Lives is a new way of providing disability support. It aims to give disabled people and their families and whānau greater choice and control over their supports and their everyday lives.

In 2011, an independent group of representatives from the disability sector prepared the first Enabling Good Lives report. It recommended a fundamental shift to the cross-government disability support system. The report also put forward a vision and a set of principles to guide the changes.

Two demonstrations are underway to test how to put the Enabling Good Lives approach into action. In July 2013, Cabinet agreed to a three-year demonstration in Christchurch. In December 2014, Cabinet agreed to parameters for a further demonstration in Waikato to run between July 2015 and June 2017.

The main components of the demonstrations are:

* independent facilitation
* developing a personal plan
* new assessment and funding processes
* self-directed budgets, made up from pooled funding from the Ministries of Health, Education and Social Development, which can be used flexibly to purchase supports and services
* capacity building for families, disabled people and service providers
* the active involvement of disabled people, their families and organisations, and service providers in the design and evaluation of demonstrations.

During 2015, more disabled people and families have had the opportunity to experience Enabling Good Lives:

* The Christchurch demonstration has worked with a second group of young people and is now preparing a third cohort of young people for life after school.
* The Waikato demonstration started working with participants in July 2015.

### Christchurch demonstration

The Christchurch demonstration is focusing on school leavers aged 18–21 years old. There are currently 179 participants. Navigators (independent facilitators) have helped them identify their aspirations and goals, and to develop plans to achieve them.

Participants and their families have indicated that the demonstration is giving them more control and helping them to make positive changes in their lives. Many people reported that having choice and independence was the most significant change for them as a result of being part of Enabling Good Lives.

When students leave school between aged 18 and 21 years and engage in the Christchurch demonstration they have access to a portion of funding that would otherwise have gone to their school if they had stayed at school. There are indications that more disabled people are choosing to leave school with their peers.

Some recent individual achievements for participants include entering tertiary education, finding work experience or paid work and starting a business. There are some great videos starring participants and families portraying what a good life means for them at:

<http://www.enablinggoodlives.co.nz/current-programmes/enabling-good-lives-christchurch/enabling-good-lives-christchurch-stories/>

The demonstration is supported by a Local Advisory Group (LAG) which includes disabled people, families and whānau, disability sector leaders. A member of the LAG attends a Local Working Group which also includes officials from the Ministries of Social Development, Education and Health, Needs Assessment Service Coordination Organisation and Host Agency.

A second evaluation of the Christchurch demonstration is expected to be released in March 2016. It will provide more information about what is happening in people’s lives as a result of being part of the demonstration.

### Waikato demonstration

The Enabling Good Lives demonstration in the Waikato is aiming to work with over 200 disabled people, families and whānau in Waikato by July 2017.

Since it started in July 2015, the demonstration has worked with 61 people. Participants have been drawn from the following groups:

* people under 65 years old who want more choices about where they live, who they live with and what they do during the day
* disabled Māori and whānau living in urban or rural areas
* families with disabled children aged 0 – 18 years old
* disabled people who with a small amount of assistance can get and retain on-going paid work.

Waikato participants also have access to an independent facilitator, which is called a connector/Tūhono. The Waikato demonstration is trialling a different way of pooling and allocating funding to self-managed budgets.

The Waikato Leadership Group supports the demonstration. The group includes disabled people, family members, providers, local officials and other leaders in the disability sector.

The Waikato demonstration will expand the evidence available on how to apply what has been learned from Enabling Good Lives to the disability support system. An initial evaluation will be completed in February 2016.

## New Zealand Sign Language

New Zealand is one of the few countries around the world that recognises sign language as an official language. In Budget 2014, the Government announced funding of $6 million over four years for the promotion and maintenance of New Zealand Sign Language (NZSL).

Approximately 11,000 deaf people use NZSL as their primary form of communication and 20,000 people in total use NZSL according to Statistics New Zealand (Census, 2013). NZSL is an integral part of Deaf people’s cultural identity.

In June 2015, Cabinet approved ten founding members of the NZSL Board who represent the diversity of NZSL users.

The NZSL Board is currently developing a three year action plan to progress the five initial priorities for NZSL in collaboration with government agencies, the NZSL community and other key stakeholders. These are:

* promoting NZSL in education
* including NZSL in the home
* providing access to information and services
* providing access for Māori Deaf
* developing interpreter standards.

Consultation on the specific areas of focus for each priority was completed in October 2015. The NZSL Board is currently considering the final scope of the action plan and approval will then be sought from the Ministerial Committee on Disability Issues.

The first ever funding round for the NZSL Fund was completed in 2015 with 14 projects awarded a total of $899,743. Further information on these projects, and the next funding round is available on the Office for Disability Issues website: <http://www.odi.govt.nz/what-we-do/nzsl/nzsl-fund/2015-05-funding-round-one.html>

## Government response to New Zealand’s first examination on the CRPD

In September 2014, New Zealand was reviewed for the first time by the Committee on the Rights of Persons with Disabilities (CRPD Committee), an independent international committee of experts elected by States Parties to the CRPD.

In June 2015, the Government response to the recommendations from the CRPD Committee was released.

As part of this, the Government also responded to recommendations from the Independent Monitoring Mechanism (IMM) reports from 2012 and 2014. The IMM has a mandate from Cabinet to monitor implementation of the CRPD. It is made up of the Human Rights Commission, Office of the Ombudsman and the Convention Coalition Monitoring Group.

Both sets of recommendations acknowledged areas where New Zealand is doing well. This included the development of the Disability Action Plan, involving disabled people in decision making and taking steps to increase employment for disabled people.

While the Government was not formally required to respond to the CRPD Committee until the next review in 2018, consideration of their recommendations, alongside those from the IMM enabled the Government to get a better understanding of key issues facing disabled people and to start some work sooner. It also informed the annual update of the Disability action Plan.

The Government response is available on the Office for Disability Issues website: <http://www.odi.govt.nz/what-we-do/un-convention/monitoring-implementation/2014-review.html>.

## Establishment of the Disability Data Evidence Working Group

In June 2015, the Disability Data and Evidence Working Group was established as part of the Government response to the CRPD Committee and IMM. It is co-facilitated by Statistics New Zealand and the Office for Disability Issues and includes membership from key government agencies, DPOs, non-government organisations/service providers and universities/research institutes.

The Working Group has identified the need to understand what information is required to inform decision-making on issues that impact on disabled people, what information is already available and what needs to be done to address any gap in information. This is important to improve the everyday lives of disabled people.

The Working Group will be looking at both quantitative and qualitative information, including the lived experience of disabled people themselves.

Further information on the Working Group is available on the Office for Disability Issues website: <http://www.odi.govt.nz/what-we-do/better-evidence/index.html>

## Project 300

Project 300 is a new and exciting initiative that was launched in April 2015 in the Canterbury region. The objective of this employment trial is to assist 300 disabled people and people with health conditions, who are currently on a benefit, into sustainable work over the 12 months to April 2016.

Ideas from employers and service providers informed the development of the trial. Project 300 also aims to ensure that the needs of employers are met as they are critical to providing disabled people an opportunity to get into the workforce.

Project 300 has established a single point of contact for employers to utilise when they employ someone that has been participating in Project 300. This service, through Workbridge, provides support to employers regarding a client’s health condition or disability, and how best to support that person in the workplace.

In September 2015 the region appointed a staff member to provide on-going support to clients once they have entered into employment.

Project 300 has 75 employers involved and has supported 119 individuals into employment or study. This includes 97 individuals into full-time jobs, 13 into part-time jobs and 9 into full-time study.

**Section two: Progress against the Disability Action Plan 2014-2018**

This section presents progress against the Disability Action Plan 2014-2018. An updated Disability Action Plan is currently being considered by Cabinet following public consultation.

**Four shared results prioritise action**

Implementation of the Disability Action Plan is focused on four shared result areas:

* **Increase employment and economic opportunity:** Focuses on building employers’ confidence to employ disabled people and provide accessible workplaces, opportunities for work experience, entrepreneurship, and education achievement and skill development.
* **Ensure personal safety:** Focuses on promoting systems and practices to protect disabled children and adults in all settings.
* **Transform the disability support system:** Focuses on ensuring effective engagement with disabled people and coordination across sectors and across agencies to concentrate on outcomes and maximum progress from available resources.
* **Promote access in the community:** Focuses on accessible buildings and spaces, transport and urban design, information and communication, access to health and justice services, and political and civic participation.

There are 21 actions across all four shared result areas.

**Increase employment and economic opportunities**

This shared result area focuses on building employers’ confidence to:

* employ disabled people
* provide accessible workplaces
* provide opportunities for work experience
* contribute to educational and skill development
* encourage entrepreneurship.

Three actions being implemented under this shared result area are:

* Action 1 (a) is about building capability for inclusive education to improve delivery in the CRPD context. This action is led by the Ministry of Education and is being implemented through Success for All– Every School, Every Child. Success for All is the Government’s vision and work programme to achieve a fully inclusive education system.

The objective of Success for All is to ensure all children and young people are able to be present, participating, learning and achieving within the New Zealand curriculum. This means a focus on all students’ educational and learning needs rather than on the impairment or medical diagnosis of individual students.

An exciting advance in the Success for All work programme this year is the development of tools and resources to build confidence of classroom teachers and school leaders, to include all students in their teaching and learning programmes. In particular, the Inclusive Education Website: <http://inclusive.tki.org.nz>, and Inclusive Practice and the School Curriculum:

<http://nzcurriculum.tki.org.nz/Inclusive-Practice-and-the-School-Curriculum> provides access to resources to help adapt and differentiate curriculum materials to meet the needs of all students in a class. A Roadshow throughout the country has introduced these new resources to professional development providers, specialists, teachers and others.

Changes to this action are currently being considered as part of the Disability Action Plan update.

* Action 2 (a) to improve transitions, (led by the Ministry of Education) this is currently undergoing scoping.
* Action 3 (a) is implementation of a long-term work programme to improve employment outcomes for disabled people, including the development of guidelines on reasonable accommodation. It is led by the Ministry of Social Development.

The Ministry of Social Development developed and implemented the Health and Disability Long Term Work Programme 2014-2018 with the health and disability sector. The programme aims to increase the number of disabled people, including long-term unemployed disabled people, in paid employment on an equal basis with others. It builds on the 2013 health and disability welfare reforms, which implemented the first phase of a new approach to working with disabled people. The new approach is based on the health benefits of work and the principle of self-management.

Specialised intensive case management has been made available to 8,000 health and disability clients. Service delivery has engaged more closely with stakeholders to inform training for staff to increase their capability to work with disabled people. The Ministry of Social Development has also improved the accessibility of some of its information, tools and forms.

In 2014, the opt-in trial was rolled out for young Supported Living Payment clients (disabled people or people with a long-term health conditions) to provide them with tailored support to find work or enter training or education.

There has also been a Post Placement Support trial to help clients achieve sustainable work outcomes.

Reasonable Accommodation guidelines have been developed for employees and employers and will be distributed in late 2015.

Some of the actions underway or planned for 2015/16 as part of the long term work programme are:

* + The Ministry of Social Development will build staff capability to work with disabled people.
	+ The Disability Employment Forum and Business NZ will introduce the Disability Confident Employer Strategy, involving the Ministry of Social Development, employment agencies and other stakeholders.
	+ The Ministry of Social Development has extended specialised, intensive work-focused case management from 8,000 to 20,000 health and disability clients.
	+ The Ministry of Social Development will work with the sector to improve specialist employment supports and services for disabled people, including a review of the minimum wage exemption that was previously under Action 3 (b).
* Action 4 (a) the Government will take a lead in employing disabled people and providing paid internships. This action is being led by the Ministry of Social Development.

A toolkit has been created to support government agencies in employing disabled people. It will be released in early 2016. A short film has been released about disabled employees in the public sector. The Ministry of Social Development is conducting a survey of staff in December 2015, to understand the proportion of staff with a disability. The survey will contribute to improving data collection about disabled people in the public service.

In 2016, the Ministry of Social Development will:

* work with government agencies to improve existing internship programmes to ensure they are effective for disabled people
* develop opportunities to recognise and reward government agencies who are demonstrating good practice in employing disabled people.

**Ensure personal safety**

This result area focuses on three key priorities:

* Reducing barriers to disabled people making decisions to determine their own lives.
* Reducing the number of disabled people who are victims of violence, abuse and neglect.
* Ensuring that civil defence and emergency management responds appropriately to disabled people.

Four actions are being implemented under this shared result area:

* Action 5 (a) to ensure disabled people can exercise their legal capacity, including through recognition of supported decision making. This is led by the Office for Disability Issues.

In 2015, the Office for Disability Issues initiated its work to develop a shared understanding of disabled people’s exercise of their legal capacity, including the recognition of supported decision making. Progress has been made with building relationships amongst interested community stakeholders, and gathering information from international and domestic sources. In addition, an event is planned with Auckland Disability Law to promote good practice with supported decision making. The event is planned to be held by June 2016.

* Action 6 (a) educating disabled people about their rights not to be abused and what abuse is. This action is led by DPOs. A key achievement includes the development of guidelines on prevention of school bullying that takes into account disabled children. An interest group for this work has been progressed, and will support the continuation of this work through the updated Disability Action Plan.
	+ Progress on Action 6 (b) ‘Investigate funding of DPO partnered programmes that support disabled people to speak up for themselves and ensure this is linked with victims of crime work’ and Action 6 (c) ‘Increase safeguards for disabled people who are socially isolated and develop initiatives to remove what is socially isolating them’ are being reconsidered as part of the Disability Action Plan update.
* Action 6 (d) Reviewing the current care and support arrangements for disabled children who are (or may be) subject to care under the Children, Young Persons and their Families Act 1989. This action is led by the Ministry of Social Development.

Key achievements include the completion of public consultation, with analysis currently underway to inform policy development for the review. Research by the Donald Beasley Institute on disabled young people with experience of a Section 141/142 placement will be completed shortly, with the findings also being considered as part of the review.

* Action 7 (a) Promote implementation by the local civil defence and emergency management sector of the guidelines for inclusive practice, including learnings from experiences of disabled people in the Canterbury earthquakes. This action is being facilitated by the Ministry of Civil Defence & Emergency Management (MCDEM).

MCDEM has continued to promote the practices outlined in MCDEM Information Series ‘Including people with disabilities’ [IS13/13] with Civil Defence and Emergency Management Groups and within national level documentation.

**Other initiatives supporting this shared result**

**Putting People First**

The 2013 Putting People First quality [review of disability support services](http://www.health.govt.nz/publication/review-disability-support-services) looked into residential care for disabled people and made 36 recommendations focusing on:

* keeping the disabled person at the centre of everything Disability Support Services does
* giving disabled people a voice in decisions made
* keeping disabled people safe when they have something to say.

The two-year ‘Putting People First’ programme of work within the Ministry of Health that began in 2014, has made significant inroads into the 36 recommendations. These include:

* establishing an employment internship for disabled youth within Disability Support Services
* uptake of the Mainstream Employment Programme
* updating a range of service specifications to address several of the review recommendations
* a strong focus on safeguarding disabled people in residential support services, funded by the Ministry of Health.

**Transform the disability support system**

This shared result focuses on ensuring effective engagement with disabled people and coordination across sectors and agencies to focus on outcomes and maximum progress from available resources.

Two actions are being implemented through the Enabling Good Lives demonstrations (see section one). These are:

* Action 8 (a) Evaluate learning from the Enabling Good Lives Christchurch demonstration in 2014/15, and consider in 2015/16 improved assessment processes which are culturally responsive, strength based, holistic, involve whānau (whānau ora principles), and are integrated (for example in Enabling Good Lives)
* Action 8 (b) Enabling Good Lives demonstration in Christchurch with the involvement of DPOs.

Two other actions are also being implemented:

* Action 9 (a) building on the commitment for a new way of working together between DPOs and government agencies. A scope for this action has been approved, with work currently underway to revisit work in the context of changes to the working groups.
* Action 10 (a) Develop and implement effective ways for disabled people and DPOs to provide feedback (both qualitative and quantitative) safely about the quality of services and support. Also to monitor, evaluate, scrutinise and make providers accountable to funders for achieving outcomes.

This action is being led by the Ministry of Health who have run an open tender for an organisation to obtain feedback from people living in Disability Support Services-funded residential services. A preferred provider has been identified and the work to obtain the feedback is to be carried out over a ten-month period, during 2016.

**Other initiatives supporting this shared result**

**The New Model for Supporting Disabled People**

The Ministry of Health's New Model for Supporting Disabled People (the New Model), was developed in response to the Social Services Select Committee Inquiry into the quality of care and service provision for disabled people. The New Model has sought to offer more choice, control and flexibility to disabled people in the support they access to live their lives.

As components of the New Model, Local Area Coordination has now moved from demonstration into an operational mode in the Bay of Plenty and is also being tested through two Needs Assessment and Service Coordination organisations (NASC). Enhanced Individualised Funding continues in Bay of Plenty, Choice in Community Living continues in Auckland and Waikato and expansion to two further areas is being planned.

Next steps for Supported Self-Assessment and the funding allocation process are being developed. A number of evaluations have been completed and learnings from each of the components are informing the design and implementation of Enabling Good Lives, in both Christchurch and Waikato, and will inform future recommendations on a transformed disability support system.

**Promote access in the community**

One of the key result areas identified for implementation in the Disability Action Plan is promoting access for disabled people in the community. This focuses on a wide range of issues regarding access to the community for disabled people, by increasing:

* the levels of accessible buildings and spaces, transport and urban design
* accessible information and communications
* access to health and justice services
* political and civic participation.

It does this by focusing on three key priorities:

* increasing government services’ responsiveness to disabled people
* increasing the accessibility for disabled people of the built environment and transport services
* promoting disabled people participating in political and civic processes.

These priorities are supported by five actions that are being implemented:

* Action 11 (b) understanding the journey through the justice sector for disabled adults, disabled children and their families through the development of a National Data Standard for Disability. This action is being led by the Ministry of Justice. The data standard has been developed and formally adopted by the sector. Justice sector agencies have agreed to implement the standard as system changes arise.
* Action 11 (c) increase access to health services and improve health outcomes for disabled people with a specific focus on people with learning/intellectual disabilities. This action is being led by the Ministry of Health. Advice and a sector perspective is currently being sought through the Project Reference Group, comprising of Ministry of Health officials, health sector professionals, representatives of other agencies and experts such as academics. The aim of the Project Reference Group is to determine actions and interventions for improving the health outcomes of people with learning/intellectual disabilities. The Ministry of Health is working on the case for action in each priority area and identifying actions and interventions. The final report is expected to go to the Ministerial Committee on Disability Issues in 2016.
* Action 12 (a) understanding the issues with accessibility for disabled people of transport services, by completing a stocktake and then determining options to improve the accessibility of transport services. This action is led by the Ministry of Transport.

Information from a stocktake has been analysed and the accessibility of public transport draft report is currently under consideration by DPOs. Final recommendations will be considered by the Chief Executives Group on Disability Issues and DPOs in early 2016.

* Action 12 (b) Reviewing the building accessibility regulatory system. This is led jointly by the Ministry of Business, Innovation and Employment and the Office for Disability Issues. An *Accessibility Plan: Public Buildings* has been approved by the Ministers of Building and Housing and Disability Issues, with work to commence in early 2016.
* Action 13 (a) DPOs to complete a stocktake of what are the areas needing the most attention and which will make the biggest difference to promote disabled people participating in political and civic processes. This action is being led by DPOs. The stocktake is completed and priorities agreed to. Engagement between DPOs and government agencies will take place in early 2016.
* Progress on Action 11 (a) ‘Increase accessibility of information across government agencies’ will be considered as part of the Disability Action Plan update.

**Other initiatives supporting this shared result**

**Think Differently**

The Ministry of Social Development’s Think Differently campaign was a five year social change campaign that aimed to encourage and support a fundamental shift in attitudes and behaviour towards disabled people. The Think Differently campaign has been a key initiative supporting the Disability Action Plan 2014 - 2018 as it meets an obligation in the UN Convention on the Rights of Persons with Disabilities to provide awareness-raising. Think Differently also fits with the aims of a Social Investment approach in that a more inclusive society will assist vulnerable people to lead improved lives over the long-term, and save taxpayers in the long run, for example through more employers hiring people with disabilities.

This $9 million campaign ran for five years to July 2015. It partnered with individuals, national and community organisations, employers, educators, churches, councils, businesses, families and whānau, and other influencers.

The key objectives of the Think Differently campaign were to:

* mobilise personal and community action for positive change
* change the social attitudes and beliefs that lead to disabled people being excluded
* increase people’s knowledge and understanding of disability and the benefits of inclusive communities.

The campaign supported communities through:

* partnerships with organisations working at a national level, which allowed the campaign to contribute to change projects and to build on the expertise that already exists
* the Making a Difference Fund to provide funding for community-led projects
* building the capacity of the communities to drive change
* communications, including media training, and research and evaluation.

Throughout its five years the Think Differently campaign has funded and supported 130 community projects, 52 national projects and two innovation projects.

The projects that have been funded aimed to increase inclusion by changing attitudes and behaviours through influencing:

* social norms
* access
* employment
* parents, families and whānau, and
* leadership by disabled people.

The projects still underway from the 2014 – 2015 funding rounds continue to be supported until their completion on 31 December 2015.

The Think Differently online presence has been maintained as it still adds value, through the Facebook page, website and online social change toolkit: <http://www.socialchangetoolkit.org.nz>, which contains guides such as working with the news media.

Resources developed by projects as result of funding, as well as case studies are available on the website as they become available: <http://www.thinkdifferently.org.nz/resources>.

A case studies report was completed in September 2015, and in October 2015, an evaluation of the Think Differently campaign was completed. The report findings showed that the projects funded through the Think Differently campaign are achieving changes in attitudes and behaviours with the groups targeted. It also found that projects that received grants in more than one year were achieving outcomes in terms of actual attitudinal change, building on prior commitment to change.

The evaluation also showed that:

* the campaign has focussed in the right areas for challenging barriers to participation for people with disabilities, and
* the projects have on the whole achieved their aims.

# Section three: Looking forward to 2016 and beyond

The Government response to the Concluding Observations from the CRPD Committee and the recommendations from the IMM in June 2015, as well as the update of the Disability Action Plan, has laid a solid foundation for action in 2016.

A significant focus of this will be a revision of the New Zealand Disability Strategy, including development of an associated monitoring framework. Implementation of the Disability Data and Evidence Working Group work programme will also identify gaps in information held on disabled people. This includes supporting better understanding and action on issues identified in the 2014 annual report on gender, violence and abuse and Māori who are disabled as well as those from other ethnic groups. It will also support the development of a monitoring framework.

Ramping up work on employment of disabled people and improving choice and control over the services and supports they receive will also be a significant area of work in 2016.

**Revision of the New Zealand Disability Strategy**

In August 2015, Cabinet agreed to a revision of the New Zealand Disability Strategy. As the Strategy was agreed in 2001, prior to the advent of the CRPD and the Disability Action Plan way of working, a revision of the Strategy will ensure it provides a coherent framework that connects them both. In particular, a new Strategy will articulate the vision for implementation of the CRPD in the New Zealand context. This work will commence in early 2016, once the update of the Disability Action Plan is completed. This timeframe avoids asking stakeholders to provide input into two processes at the same time. This process will be facilitated by the Office for Disability Issues and there will be comprehensive consultation across the country.

**Development of a monitoring framework**

It is important for us to know whether we are achieving what we set out to do, and whether we are doing the right thing as the context can change. A monitoring framework will be developed alongside the revised New Zealand Disability Strategy in 2016. Reporting against the new monitoring framework will help with improved progress reporting on the CRPD and the Disability Action Plan.

The Disability Data and Evidence Working Group will support the development of the monitoring framework, given its key role in improving information held on disabled people. There will also be consultation on the monitoring framework to make sure that what is monitored represents the most important issues to disabled people, their families and the wider community.

**Improving employment opportunities for disabled people**

Initial work in 2015 on increasing the employment of disabled people in the public sector will ramp up in 2016 using survey information, from the Ministry of Social Development, of disabled employees. This will help to provide a better picture of potential barriers as well as help inform what information other agencies collect. Roll-out of a toolkit and other resources will be an important area of work.

Findings from the Project 300 employment trial and other work through the Ministry of Social Development’s Health and Disability Long-Term Work Programme will provide much needed evidence about what works for enabling disabled people to find work and stay in employment. It is expected that increasing options for career progression and transition of disabled people will receive increasing attention. This is due to providing better options for the individuals that move on and up the career ladder, and it also opens up opportunities for other disabled people to come in to fill the jobs they leave behind.

# Appendix one: Governance arrangement for disability issues

This diagram shows the relationship between the government mechanism to promote implementation of disability issues (coordinated by the Ministerial Committee on Disability Issues), the monitoring mechanism (consisting of the Independent Monitoring Mechanism and the government mechanism), and the Disability Action Plan governance involving DPO