



Flexible Disability Support study:

What we learned

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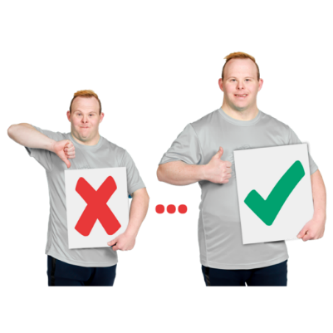
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# What this document is about



This Easy Read document is about a study that the **Standards and Monitoring Service** did in 2021.



The **Standards and Monitoring Service / SAMS** is an organisation that:



* does education about disability
* does **research** about disability
* is run by disabled people.

**Research** is:

* looking at what things have happened

* trying to find out how to do things better.

**Whaikaha – Ministry of Disabled** **People** will use the study to look at ways of making **Flexible Disability Support** better.

# What is Flexible Disability Support?

**Flexible Disability Support** is a contract between a disabled person and a service provider.

Flexible Disability Support is also sometimes called **FDS**.



FDS lets disabled people spend their **Enabling Good Lives** budget with providers / support services they choose.

**Enabling Good Lives** is a different way of thinking about disability support.



Enabling Good Lives is about having:

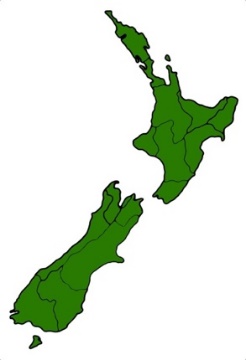
* choice and control in your life
* the support you need and want
* a good life.

Enabling Good Lives is called **EGL** for short.

# Who can get Flexible Disability Support?

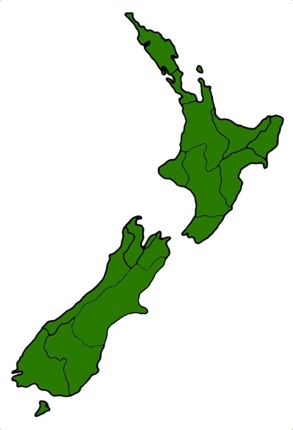


Some people who use EGL can get FDS if they live in:



* the **Mid Central** region
* Christchurch.

The **Mid Central** region includes:



* Palmerston North
* Horowhenua
* Manawatu
* Ōtaki
* Tararua.

The people who use FDS may be:

* disabled
* tāngata whaikaha Māori / disabled Māori
* whānau / family of disabled people.

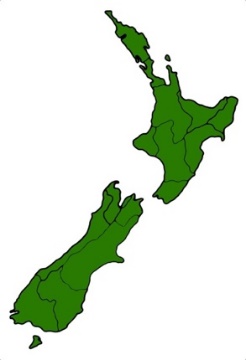
# Who took part in the study?



The people who took part in the study were:

* 12 disabled people who use FDS
* whānau / family who use FDS.

The people who took part in the study all live in:



the Mid Central region

Christchurch.

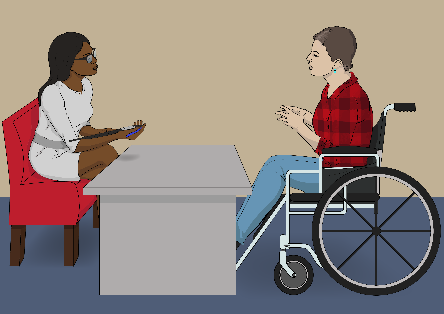
Other people who took part in the study were:

* **Kaitūhono / Connectors** from EGL
* a **financial advisor**
* an **independent** Kaitūhono/Connector.

**Kaitūhono / Connectors** work alongside disabled people to:

* build a plan of support
* connect with their community
* make plans for the years ahead.

A **financial** **advisor** is someone who works alongside the disabled person to a budget / plan of how the EGL funding will be used.

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**Independent** means someone who works as a Kaitūhono / Connector but is not part of an EGL service.



You can find more information about Kaitūhono / Connectors on the Enabling Good Lives **website**:

**www.enablinggoodlives.co.nz/negl/national-leadership-group-position-statements/the-kaituhonoconnector-role/**

# What things are going well



The study showed that disabled people using FDS got lots of good outcomes.



The good outcomes fit with the Enabling Good Lives / EGL principles.



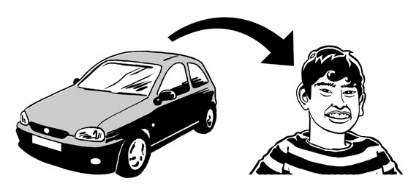
Most of the people in the study liked the way the FDS gave them:

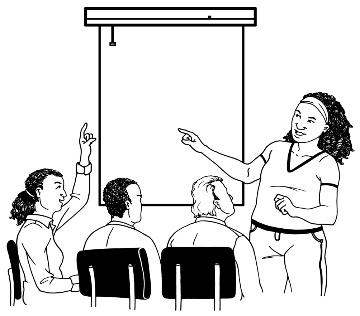
*  the chance to say what they wanted
* more control over what they wanted to do.

The disabled people who took part in the study said they:

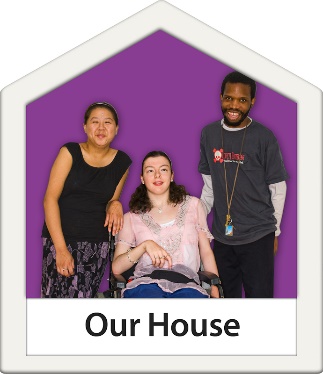
* had more chances to choose for themselves
* felt more in control of what was happening
* felt happier
* liked being able to pick / buy things for themselves.

Some of the things they decided to buy were:



* a mobility scooter
* driving lessons
* education / learning courses.

People also liked the way FDS supported them live more like people who do not have disabilites.



For example they liked being able to:

* decide for themselves about they how they live
* join exercise classes
* take part in education.

Another good thing was the way support from FDS made the lives of whānau / family better too.

# What things could be better



The study showed that some people did not know:

* about the different ways to use FDS
* what to do when they have an FDS contract
* who does what.

The study also showed that some people:

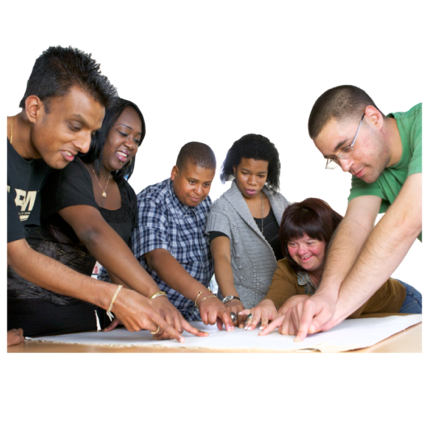
* did not know how to check how their EGL budget was going
* need help to understand how their EGL budget works.

# What the study recommends

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**Recommends** are the things that need to happen to make FDS work better for everyone.

1. **Everything that is written about FDS must be easy for everyone to understand.**

This means having clear information about:

* how an FDS contract works
* how to get started with FDS
* what everyone who is a part of the FDS contract must do.

Alongside the disabled person the other partners in the FDS contract are:

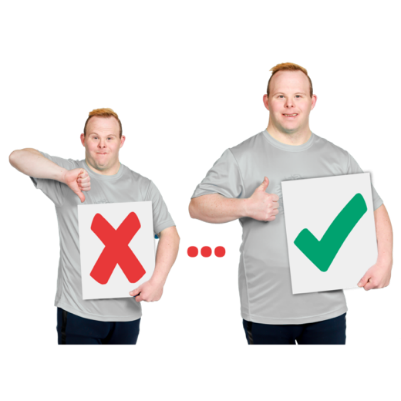
* their whānau / family
* the providers they choose
* Kaitūhono / Connectors.



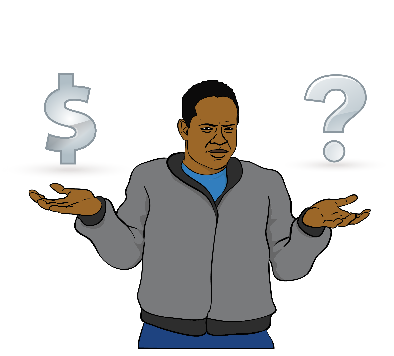
The other things that must also be easy for everyone to understand are:



* what EGL looks like in real life
* the new disability support system.

1. **Make it easier to look after your EGL budget**

This means:

* making clear what you can buy with your EGL budget
* making sure disabled people know how to check their EGL budget
* supporting people understand how their EGL budget works
* making EGL budget information easier for everyone to understand.

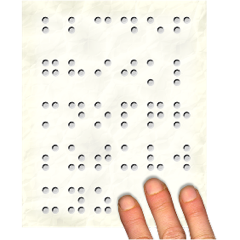
1. **Do more things to make FDS work better**

This means:

* doing more to make sure people know they can choose an FDS contract  
    
  For example people who are using an FDS contract could share their stories

* making it easy for people who get FDS supports to give feedback about how things are working
* making sure the ways to give feedback is **accessible** for everyone.

**Accessible** ways to give feedback are things like:

* New Zealand Sign Language
* Braille



* audio.

# Where to find more information



You can find more information about disability support services on the Whaikaha – Ministry of Disabled people **website**:

**www.whaikaha.govt.nz**



You can find more information about EGL on this **website**:

**www.enablinggoodlives.co.nz**



The Mana Whaikaha **website** also has Easy Read information about EGL principles:



[**www.manawhaikaha.co.nz/assets/easy-read/EGL-vision-and-principles-Easy-Read.pdf**](http://www.manawhaikaha.co.nz/assets/easy-read/EGL-vision-and-principles-Easy-Read.pdf)

This information has been written by SAMS and Whaikaha – Ministry for Disabled People.

It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

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