



Record of the EGL Community of Practice (CoP) for the Bay of Plenty 05 September 2018

Dash Board Summary

- Second Bay of Plenty and Lakes Community of Practice (BOP CoP)
- CoP is open to anyone and everyone interested in Enabling Good Lives and System Transformation and what this means for us in the Western Bay of Plenty, Eastern Bay of Plenty and Lakes regions
- We are developing an extensive e-mail network to keep people as well informed as possible. Please share any material through your own networks and if people wish to join the e-mail network they can do so by e-mailing tony.mclean@imaginebetter.co.nz
- There was strong sense of agreement with the idea of creating 'another layer' in addition to the CoP. This layer would have three distinct sub groups
 - (i) people with lived experience being led by DPA in partnership with People First (Paul and Yi)
 - (ii) Family / whanau being led by ImagineBetter and Parent to Parent (Tony and Brenna)
 - (iii) An organisation / provider grouping possibly spearheaded by the WBOPDST and the LDST?
- Interest was expressed in the establishment of a CoP Face Book page. If people are keen to advance this communication avenue please contact Tony McLean
- The best way to stay connected at this stage is through the email network so please do share this through your networks as well



Overview

The event was held at the Orchard Church, Te Puke from 10am – 12noon Wednesday September 5. It was hosted by DPA and ImagineBetter and attended by 44 participants from the Western and Eastern Bays of Plenty and Lakes region.

We opened with Karakia, a brief history of what has brought us together and the purpose of the CoP.

What questions / comments were top of mind?

We spent the first part of our time by opening the space to a time of sharing questions that people had been pondering. Below they are listed.

- How are regional differences going to be accommodated?
- Implementation in smaller towns and for people who are rurally isolation?
- How will a new workforce be developed?
- What are the impacts of pay equity on the workforce?
- Who is in and who is not?
- Needing to actively build trust because for many people they have heard the promises before but have lost confidence
- Is there enough money for the changes to be fully implemented?
- What support will be available for people managing their own budgets?
- Which Government Departments are included (MSD?, ACC?, Education?, Housing? etc)



- What training will be available for Individuals, families and Providers?
- How will the changes be communicated?
- How can we actively 'empower' families?
- Where do parents fit in?
- What is the Connector role going to do?
- Will EGL include older people (i.e. people over the age of 65)?

What are the opportunities and or issues for the three main stakeholders?

Next we spent time workshoping participant's perspectives on how the proposed EGL model (as being implemented in the Mid Central prototype) would affect the three main stakeholder groups of (i) People with Lived experience (ii) Families / Whanau (iii) Providers. A summary of the feedback follows

Individuals

- More choices for individuals and the ability to hold providers to account
- Giving people more choice as to who, how, what and where support is provided
- Need to ensure people are appropriately funded
- How can we empower individuals?
- Need to ensure individuals are safeguarded from abuse (system, families or providers)
- Need to invest in capacity building for individuals
- The change is both exciting and sad



- Some people are scared to believe change is possible and instead believe nothing will change
- What about Supported Decision Making?

Families / Whanau

- What is the first step – who will determine funding and how much each individual gets?
- Families could be affected by lack of access to connectors – how many connectors in each region?
- Connector role seems like the KEY – what will Connectors ask families?
- Ability to pay family / parents / siblings at an acceptable rate if they want to provide support and the person wants this
- Need to dream and believe and be positive. Not let past experiences jade ideas. Not to let fear of being let down stop us
- Need to invest into building family networks
- The system must not assume family support = 'natural support'
- Exciting to have more choice and control – but what does this really mean?
- How can we ensure the changes do not add further pressure to families – some of whom are just making it day to day
- How do we communicate the changes in such a way that families understand this is important?
- How to get families open to the idea that 'this time it could be different'?
- Opportunities need to be created to increase the family to family connection
- Can we use Facebook as a communication channel?



- Is there going to be (i) education for 'IF Agents' (ii) people who do not know how services work (iii) a one stop shop of information and resources?
- Can we really purchase services that benefit the person with a disability?
- Is it (EGL) optional?
- Ideally there would be (i) less frustration (ii) clear guidelines (iii) a better understanding of the system of the role of families / whanau
- What safeguards will be put in place and who will have the mandate to monitor these?
- We don't want people to make false promises
- What about training around Human Resources and financial planning?
- Will providers have more accountability to whanau?
- How will EGL mitigate for families who are already on overload?
- Ensuring that parental power is used in a way that is in the best interests of the person living with the disability

Providers

- How do we encourage services to become providers of choice?
- We need clarity on what we can provide
- We don't want the system to make false promises
- A culture change is needed
- Significant changes for the workforce will be required
- What new training do we need?
- We would love to have the flexibility to really meet people's needs
- Provide holistic support
- No service specs?



- Organisations will need to become very focussed on what they do (their role and purpose) and the cost to the purchaser and become very 'lean'
- Organisations will need to become more proactive in working in relationship with people and their family / community
- Organisations will shift culture
- Be proactive and supportive on communicating 'systems transformation' e.g. links on website, agency communication networks
- Organisations to have systems / processes and culture so that they can respond to the direction from person and family
- How do organisations rethink business models and fiscal viability with multiple funders?
- What opportunities does EGL have to free the red tape involved in the current contracting and service specification environment?
- What can we do to more clearly and effectively articulate the range of options people have for provision. At one end there is full individual control and the other, full organisational control – but the real question is what are the other options in between these book ends?

Systems Level

- Can a cross party agreement be reached to sustain this movement?
- What about Nationals 'Social Investment' framework – does this still apply in the EGL space?
- Cultural Model – how can EGL cross cultural boundaries / norms with reference groups equivalent to 'White Ribbon Campaign'



Principles to guide change

Achieving our future vision for disability supports is complex and will take time. There will be many details to work through. A principles-based approach will ensure we stay on track to progress the vision. We will use the principles in the Enabling Good Lives report to help guide decisions on the changes. The principles are:

Self-determination

Disabled people are in control of their lives.

Beginning early

Invest early in families and whānau to support them; to be aspirational for their disabled child; to build community and natural supports; and to support disabled children to become independent, rather than waiting for a crisis before support is available.

Person-centred

Disabled people have supports that are tailored to their individual needs and goals, and that take a whole life approach rather than being split across programmes.

Ordinary life outcomes

Disabled people are supported to live an everyday life in everyday places; and are regarded as citizens with opportunities for learning, employment, having a home and family, and social participation - like others at similar stages of life.

Mainstream first

Disabled people are supported to access mainstream services before specialist disability services.



Mana enhancing

The abilities and contributions of disabled people and their families are recognised and respected.

Easy to use

Disabled people have supports that are simple to use and flexible.

Relationship building

Supports build and strengthen relationships between disabled people, their whānau and community.

Long term change direction

- Significant redesign and change will be needed on multiple fronts:
- Building knowledge and skills of disabled people: to ensure disabled people understand the direction for change, and can exercise more choice and control over their supports.
- Investment in families/whānau: to assist them to support their disabled family member to have a good life and help them develop aspirations about what can be achieved.
- Investment to build inclusive communities: to ensure communities, including businesses, workplaces, schools, and cultural, sport and recreational activities, are accessible, welcoming and recognise the contribution of disabled people.
- Changing government systems and processes: to support the system redesign e.g. integrated, outcomes-focussed contracting, individualised funding, funding pooled from across Votes and involving disabled people and families in governance, system and service design and monitoring.

Changes to service provision: to align service governance, delivery models, workforce capability, accountability measures, monitoring and evaluation with the vision and principles of the transformed system.

[Retrieved from <http://www.enablinggoodlives.co.nz/about-egl/egl-approach/principles/> July, 2018]