



National Services Review **Consultation Summary**

Contents

Introduction	1
Next Steps	2
Consultation summary	3
Feedback	
• People who live in an IDEA Services home	4
• People in Supported Independent Living (SIL) or Choices in Community Living (CICL)	5
• People who live with family/whānau or elsewhere and access IDEA Services day services	6
• Families/whānau	7
• IHC Associations	8
• IHC Group staff	9
• Needs Assessment Services Coordination (NASC)	10
Themes and considerations	11
Suggested ideas	12

Introduction

This is a challenging time for disabled people and their family/whānau. Many are already receiving disability support services with differing levels of satisfaction, and there are people looking for new or alternative support options. This consultation has been to help canvass what the future of IDEA Services might look like. One of the main themes of the feedback has been what happens for people during the day is critical to their quality of life, wellbeing and sense of purpose.

We have heard that opportunities to connect with familiar people and friends are essential. For some time, we have been aware that day services have been falling short of people's expectations.

At the IHC AGM in 2019 we signalled our intention to look at services to align them better with what people with widely differing needs were seeking. The COVID-19 pandemic turned everything upside down for us all. Regardless, we decided to go ahead with the discussions and issued a consultation document for feedback. Conversations have been lively, thoughtful and challenging.

This report summarises responses from people we support, family/whānau, Associations, staff and Needs Assessment and Service Coordination services (NASCs). Every effort was made to support people to provide their feedback. We:

- Invited people to give their thoughts over a seven-week period (eight weeks for people we support).
- Hosted family/whānau and IHC Association forums across the country to discuss the consultation document which more than 800 people attended overall.
- Ran focus groups for the people we support, which approximately 580 people attended.
- Gathered feedback through a variety of ways (e.g. online, email, mail).

Feedback varied from single statements to extensive comments on all the concepts. We thank all those who have contributed their feedback, thoughts and ideas throughout the process.

Next steps

No decisions have been made yet. The IDEA Services Board will discuss the results of the consultation at its October meeting. Its decision about next steps will be announced in November 2020.

Regardless of any proposed change, we know that every community is different, and we will work together to understand and plan what it might look like area by area.



Consultation summary

What we're proposing:

1. The introduction of a community hub model.
2. A reduction in the number of day bases.
3. Running more activities at home and going out from home to activities.
4. Supported Independent Living services having a focus specific to this group.
5. To ask family to make a contribution to costs.
6. Greater use of technology in the future.
7. Increased utilisation and more flexible use of transport.

What we asked:

- What do you like about what is proposed (what do you see as the opportunities)?
- What don't you like about what is proposed (what concerns or worries you)?
- What needs to happen to ensure we get it right (what do you think some of the challenges and pitfalls might be)?
- What do you think about people being asked to make a contribution to services (what do you think some of the options are)?
- Is there anything unique or special about your area/community that you think we should know about that would make a difference to what is proposed?

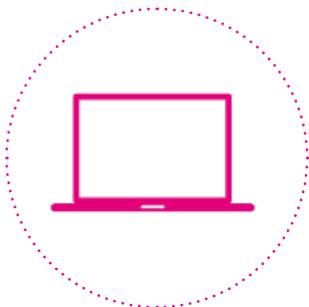
2,254 total responses



Who we asked:

- People we support: 1,500 invites (approx) // **1,344 responses**
- Families/whānau: 4,300 invites (approx) // **406 responses**
- IHC Associations: 34 invited // **18 responded**
- Staff: 4,053 invites // **433 responses**
- Needs Assessment Services Coordination: 16 invited // **5 responded**
- Other: **48 responses**

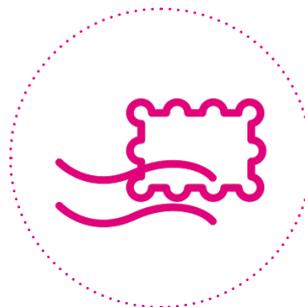
Feedback was provided via:



ONLINE



EMAIL



WRITTEN

SUMMARY OF FEEDBACK

People who live in an IDEA Services home



What people are saying:

"I would like to go 5 days a week. I like the routine of going to work every day." – *Hawke's Bay*

"I like the idea of going to a hub to drop in to and not having to go somewhere 5 days a week. Maybe not having to get up early. Not worried about anything - happy for change." – *Christchurch*

"I feel awesome, I really like the sleep ins and I don't get grumpy anymore. No I prefer to be at home and have that as my base and going out from there. I have no worries." – *Rotorua*

"Spending more time at home, being more independent. I like coming to a specific class. I'm happy about everything." – *Tauranga*

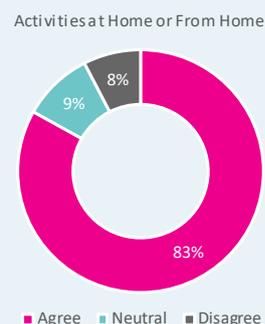
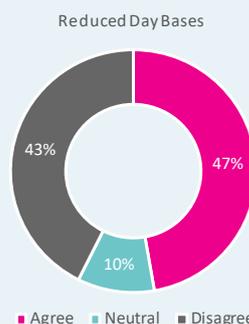
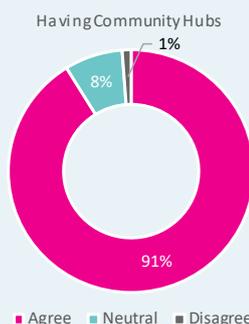
I miss workshop and my friends. I miss swimming. If I could do these things without workshop, I would be happy. I like the idea of the hub. I hope I have enough staff to support me and my flatmates with activities even when the others want to do different things." – *West Central*

"I don't like change so it's hard to say" – *Wairarapa*

Overall sentiment:

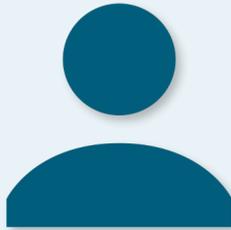


■ Agree ■ Neutral ■ Disagree



SUMMARY OF FEEDBACK

People in Supported Independent Living (SIL) or Choices in Community Living (CICL)



261 total responses



What people are saying:

"I miss (the art base) I'm happy to do my art work at home but I miss the people. I do like doing my own thing at home." – *Waikato*

"Don't like sitting all day in a day base" – *Otago*

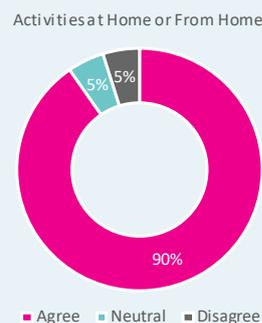
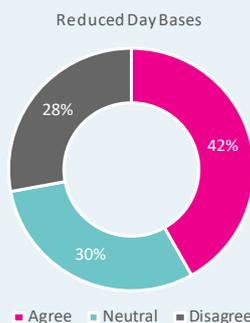
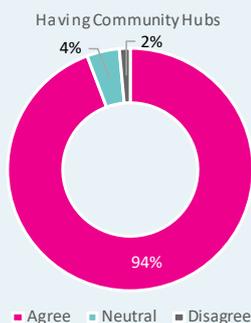
"I think the idea of a social hub could be helpful although I have concerns over where the location is, as it might be too far away." – *Christchurch*

"It's a good idea but keep it local. How much will it cost? I've been made redundant." – *Counties*

"I like the idea of a community hub - being able to choose if I want to join in with an activity or event. I would especially like a crafting or scrap-booking group. A learn to crochet group would be good." – *Tauranga*

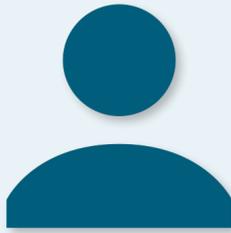
"I like the idea of having a community hub. I would like to meet new people there. I would like to learn lots of new things. Nothing, I don't like or worried about." – *Southland*

Overall sentiment:



SUMMARY OF FEEDBACK

People who live with families/whānau or elsewhere and access IDEA Services day services



209 total responses



What people are saying:

"I liked the idea about a hub in Pukekohe and in Papakura - not just one hub." – *Counties*

"I want to go flatting. If I go flatting, I would stay at home more. Sometimes I would visit." – *Wellington*

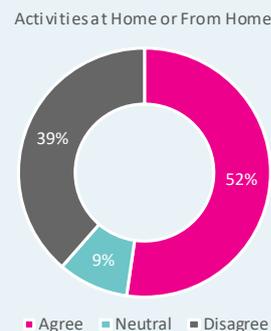
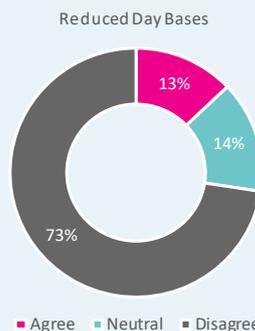
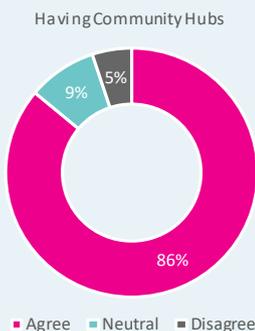
"I live at home with my family, I like coming to the day base to see my friends. My mum is worried I won't be able to come anymore, and I will have nothing to do." – *South Canterbury*

"I think it would be good because there could be different times people could go in. It would be good if there were workshops from the hub. I like it's for everyone and not a certain age group. Parking and transport would need to be good" – *Otago*

Overall sentiment:



■ Agree ■ Neutral ■ Disagree



SUMMARY OF FEEDBACK

Families/whānau

406 total responses*

* While we cannot separate family data into different groups based on living arrangements, forum comments indicate that those with family members living at home feel most strongly about fewer day bases.

What people are saying:

"I think it is timely to use this experience of COVID-19 to look at your services and it is a bold move. The proposed changes around home being their base and moving out and about from there is a good one." – *Online*

"There are many parents, if not most, who work full time, and reducing the number of days for the day bases would heavily impact those concerned." – *Rangiora*

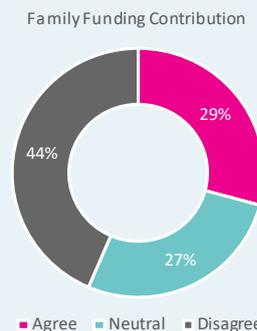
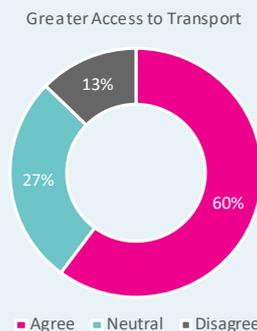
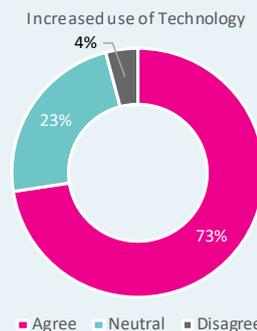
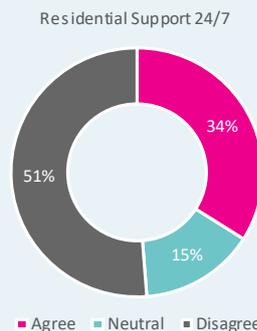
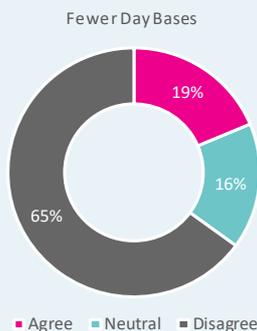
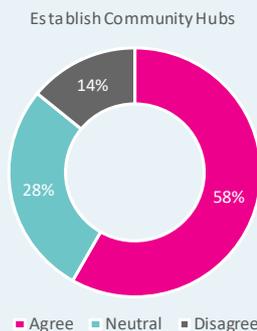
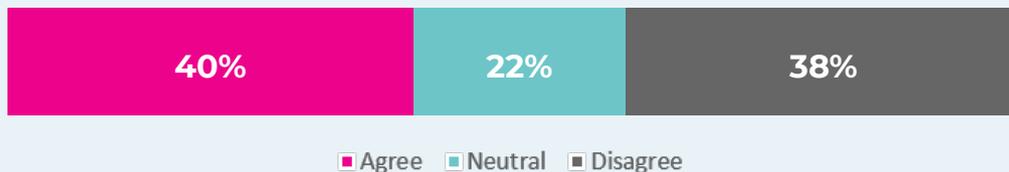
"We have big concerns that our local day base will be closed and as we are in a rural area this would have a massive impact on our daughter's life... There is no other local service in our area that would meet the needs of our young adult." – *Online*

"The services we have available now need to remain in the area/community as everything is very central." – *Email*

"Technology would require investment (problematic), but lockdown has underlined the importance of service users being about to access the web like the rest of us. One of our burning desires is that our family members are part of their community, and don't get isolated." – *Email*

"Depending on the price, we continue to be happy to pay for special courses. In the past we have paid for cooking classes in the evening and gym exercise classes. We support the idea that payment for superior or special day services should be made by those who can afford it. However, we would not like to see any member of a home disadvantaged because he could not pay alongside his fellows." – *Email*

Overall sentiment:



SUMMARY OF FEEDBACK

IHC Associations

18 total responses

What people are saying:

"IHC Associations feel they are not being listened to. To get this right you need to bring people on board to walk alongside you." – *North Harbour Association*

"We want the continuation of a day service 5 days a week, 9am - 3pm." – *Tauranga Association*

"We agree that people in our aged residential homes should have their programme run from their home like any other retiree. People in their early 40s, in the general community, would be leaving their homes for meaningful work or activities.." – *Clutha Association*

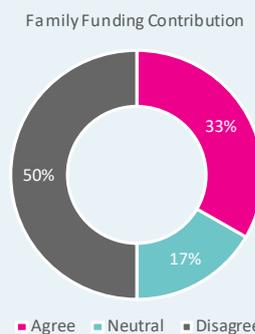
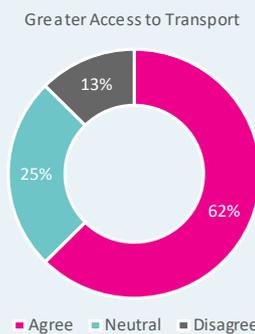
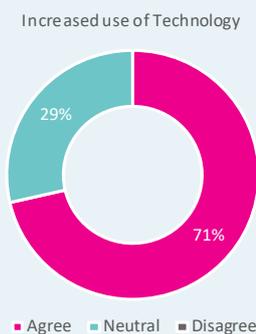
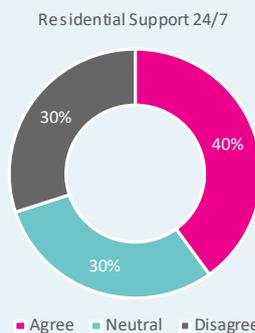
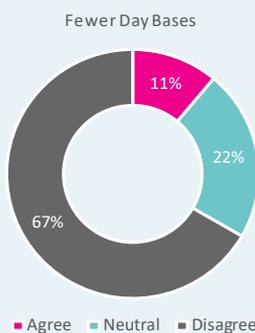
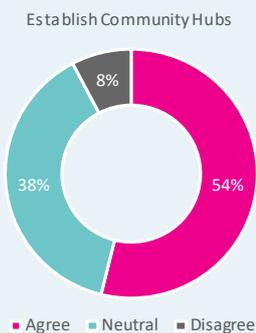
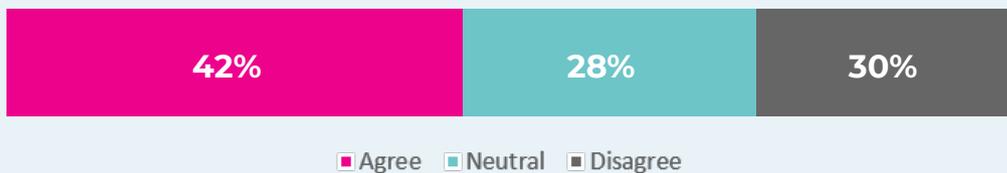
"Home is where many people spend nights and weekends. Most New Zealanders between the age of 5 and 65 leave their homes Monday - Friday for education or work." – *Mana Association*

"Many of our residents love going out, particularly for different activities. The single-purpose day programmes are a great idea. Of course, it does depend on the area of each branch to what is available." – *West/Central Auckland Association*

"Reduced daytime services are necessary because of inadequate government funding. This issue needs to receive more public attention to put government under pressure to provide... Why is IHC's contracting power weaker than other providers?" – *South/East Auckland Association*

"All areas should have a Transport Solutions Coordinator to enable all clients to reach their desired activities, either by using existing vans, or by making arrangements with taxis, Driving Miss Daisy or the like." – *Whanganui Association*

Overall sentiment:



SUMMARY OF FEEDBACK

IHC Group staff

433 total responses

What people are saying:

"Just like you and me, we get up, do things we want to do, make choices, go to work, go to clubs, do our hobbies all using our own clock. This is what people we support want for themselves."

"My concern is lack of staff and staff skill and transportation."

"I am pleased that people we support will no longer have to get up early, get in a van, spend a lot of time getting to a day base to sit there all day until 3pm."

"There are a number of small/rural and isolated regions with poor local resources and no public transport. They can be really disadvantaged by home-based programmes."

"Enabling service users to use apps such as WhatsApp to communicate and keep in touch with their friends and family has proven to be great!"

"I like that this allows our service users in residential to expand their social networks, with other clients and members of the community and they will be exposed to new opportunities in activities that they normally wouldn't have access to."

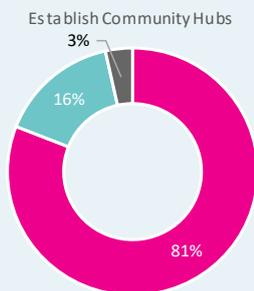
"We could use technology to provide transport services to the people we support, in the same way Uber or other similar apps meet the needs of the wider community. We can, and also should, put in place the short-term investment of time to teach the people we support to safely access public transport, if this is an option for them."

"The house tablets are often extremely un-user friendly. They often have difficulty scrolling up and down. They often freeze up and are routinely unresponsive when the pointer is used to select features."

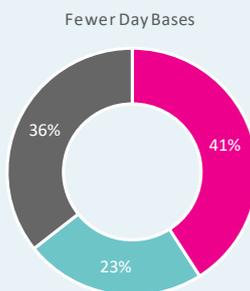
Overall sentiment:



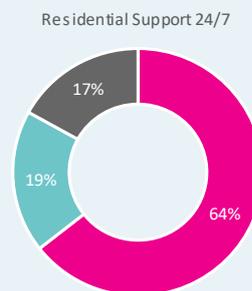
■ Agree ■ Neutral ■ Disagree



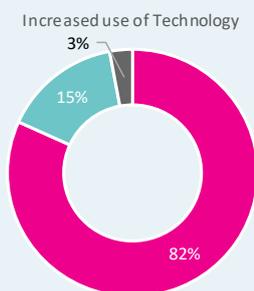
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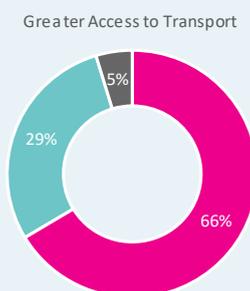
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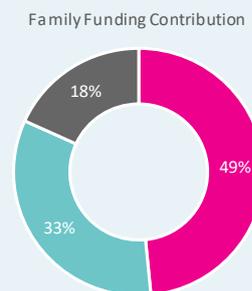
■ Agree ■ Neutral ■ Disagree



■ Agree ■ Neutral ■ Disagree



■ Agree ■ Neutral ■ Disagree



■ Agree ■ Neutral ■ Disagree

SUMMARY OF FEEDBACK

Needs Assessment Services Coordination (NASC)

5 total responses

What people are saying:

"If the funding for vocational services moves towards the Enabling Good Lives model the challenge for providers will be offering services the people wish to receive at a price that is affordable. Relying on the historical system of being funded by government agencies may become obsolete and a new business model may need to be focused on building a reputation of quality community activities that people want to purchase."

"I agree that your funding is incredibly tight, but it should be MSD and MoH who meet that cost, following contract negotiations, not others."

"The goal should be to avoid the repetitive activities designed for a group, and focus on individuals goals and development. As young people come through the mainstream schooling system it must be a disappointment to them when their only option is to attend day based activities."

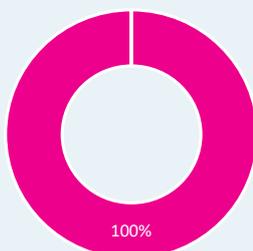
"I know many wheelchair bound clients in the past have mentioned how hard it is to get to appointments/outings etc due to the lack of wheelchair accessible transport. Would be great to see their vans (if wheelchair accessible) having a greater rate of use!"

Overall sentiment:



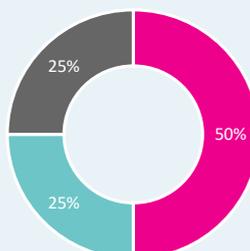
■ Agree ■ Neutral ■ Disagree

Establish Community Hubs



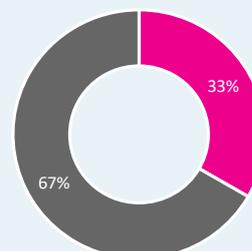
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Fewer Day Bases



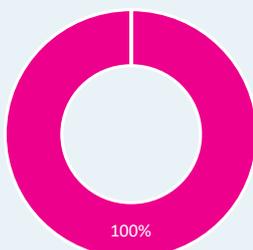
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Residential Support 24/7



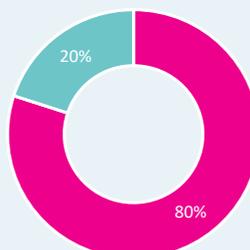
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Increased use of Technology



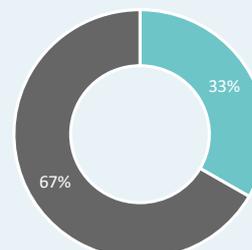
■ Agree ■ Neutral ■ Disagree

Greater Access to Transport



■ Agree ■ Neutral ■ Disagree

Family Funding Contribution



■ Agree ■ Neutral ■ Disagree

Themes and considerations

Choice and flexibility

The people we support want quality options that suit their lifestyle.

The right to access support

The right of individuals and family/whānau to access the support needed to lead valued and healthy lives.

Specialist programmes

We need to prioritise person-centred support that caters to all.

One size doesn't fit all

Not all communities and people are the same or have the same needs.

Funding alternatives

We should be more transparent and consider other opportunities to make up the shortfall.

Resolve current issues

People will be more open to change if we pay more attention to existing problems.

Transport availability

The fleet needs to be better utilised so people can get out and about.

Adequate staffing levels

We need the right amount of trained staff to provide better services.

Reliable technology

We should embrace technology more to enable greater opportunities.

Suggested ideas

People from all groups were fantastic at generating great ideas. Suggestions were offered to provide solutions to solve current issues and others were enthusiastic to suggest working in alternative ways and bringing ideas that could work for specific groups recognising that **one size doesn't fit all**.

Community hubs

"[My family member] can work some part of the day, have social time, help cook lunch (basic cooking classes) paint and how about a community garden? I would love to see input from the local community with gardens and cooking bringing local people and volunteers." – *Family*

"If there is a hub can we have it in the afternoon and evenings for games and music." – *Person we support*

"Why the need to start the day at 8:30 or 9am - e.g. could be a 10:00 o'clock start if that suited people better?" – *Family*

"I would like cooking classes and learning other practical skills." – *Person we support*

"There needs to be a long-term plan for people who live with their families to access activities of interest and socialize with their friends who may live in residential services." – *Family*

Specialist programmes

"I would really like to learn how to do Māori carving, to do the carving and paint it. Maybe that could be a course." – *Person we support*

"I want to learn more things on the iPad." – *Person we support*

"We strongly support the continuation of dedicated single purpose day programmes like art, community volunteering and horticulture." – *Family*

"Could have a cafe within a hub where people learn to be a barista; wait on tables. Different days for different activities (possibly run by different providers) – *Association*

Working differently

"The ideal would be a real time online booking system that multiple people can access from their own locations and book in for the various activities and/or spaces at the hub." – *Staff*

"Surely Idea Services could build alliances with Tertiary Education Institutions and take trainee teachers, nurses and social workers into the hubs as part of their training?" – *Family*

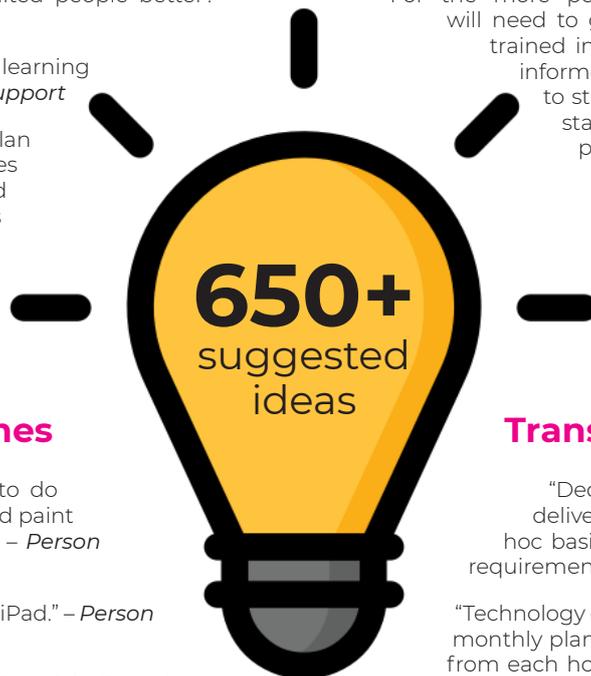
"For the more personalised packages to work, we will need to give thought to... a) having all staff trained in how to support people in making informed decisions about how they wish to structure their day (without enforcing staff values/beliefs/expectations upon people); and b) train specific staff to be able to support people in making informed decisions (staff would need thorough knowledge of local opportunities, costs etc)." – *Staff*

Transport and technology

"Dedicated van driver for pickup and delivery of clients to the Hub on a ad hoc basis (bus service for clients) and other requirements by the Clients" – *Family*

"Technology could be used to co-ordinate weekly/monthly plan listing the activities each individual from each house would like to experience, and a do-able plan put in place, to meet these needs." – *Staff*

"Access to technology and assistance in learning how to use it could be very useful to our people. Access to language and maths games can help people develop additional skills." – *Family*



The logo for 'idea services' is centered on a background of soft, overlapping, light blue and white curved shapes. The word 'idea' is written in a bold, black, lowercase sans-serif font, with a small pink dot above the letter 'i'. Below 'idea', the word 'services' is written in a smaller, pink, lowercase sans-serif font.

idea
services