Disability Support Services

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

# Outcome Agreement updates and comparison

Disability Support Services (DSS) introduced the new DSS Outcome Agreement and DSS Standard Terms and Conditions 06/10/2026

The tables below summarise the key changes between

- the MBIE Bilateral Outcome Agreement and the DSS Outcome Agreement v1.0; and
- the MBIE Framework Terms and Conditions and the DSS Standard Terms and Conditions v1.0.

The summaries are intended to help providers understand the most significant changes. They are based on a comparison of the versions of the agreements available at the time of publication and are a guide only. Providers should refer to the full agreement documents for complete requirements.

## Outcome Agreement

The table below summarises the changes between the Bilateral Outcome Agreement developed by the Ministry of Business, Innovation and Employment (MBIE) and the new DSS Outcome Agreement.

| Theme | Clause and title | What has changed | What this means for providers |
|---|---|---|---|
| **Embedding Person-Centred Services** | 2. Introduction | Added funding, information management arrangements, MSD wellbeing purpose, disability participation outcomes, and recognition of Te Tiriti o Waitangi. | Provides clearer DSS context, expected outcomes and operating principles. |
| **Funding and Commercial Arrangements** | 3. Relationship with Terms and Conditions | References DSS Standard Terms and Conditions instead of the Framework Terms and Conditions. Adds document precedence order including Service Specifications. | Clarifies which documents apply and how conflicts between documents are resolved. |
| **Funding and Commercial Arrangements** | 4. Term and Renewal Periods | Renewal periods are expressly identified and referenced. | Provides clearer contract term and renewal arrangements. |
| **Embedding Person-** | 5. Services | The agreement more clearly links services to Service | A clearer link between contracted services, |

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|---|---|---|---|
| **Centred Services** | | Specifications and Performance Measures. | service specifications and performance expectations. |
| **Performance and Assurance** | 7. Contract Management | Contract management obligations now reference both the Appendices and the Standard Terms and Conditions. | Aligns contract management requirements across all contract documents. |
| **Embedding Person-Centred Services** | Appendix 1: Services and Outcomes | New sections for Approved Personnel, geographic coverage, service specifications and optional Economic Benefit to New Zealand section. Performance Measures also reference disability type. | Allows DSS to capture service-specific delivery requirements and additional procurement outcomes where relevant. |
| **Performance and Assurance** | Appendix 2: Monitoring | Includes a standard monitoring approach, including annual contract manager visits, report responses and ongoing contact. | Provides greater clarity about how DSS will monitor contract performance. |
| **Performance and Assurance** | Appendix 3: Reporting | Reporting requirements are more structured, with agreed reporting templates, processes and timeframes. | Creates a more consistent and structured reporting framework. |
| **Performance and Assurance** | Appendix 4: Audits | Adds information sharing between purchasing agencies regarding compliance with standards, accreditation and certification reviews. | Supports assurance activities and oversight across government agencies. |
| **Funding and Commercial Arrangements** | Appendix 5: Payments | New invoicing and taxable supply information requirements are included. | Provides clear payment administration requirements. |

| Theme | Clause and title | What has changed | What this means for providers |
|---|---|---|---|
| **Funding and Commercial Arrangements** | Appendix 6: Intellectual Property | Appendix structure simplified to record provider-owned new IP and any agreed additional use of Purchasing Agency intellectual property. | Makes intellectual property arrangements easier to identify and record. |
| **Privacy and Cyber Security** | Appendix 7: Privacy of Personal Information | Privacy provisions are more detailed, with clearer expectations for information sharing, privacy notices and data governance. | Provides a more comprehensive privacy and information management framework. |

## Standard Terms and Conditions

The table below summarises the changes between the Framework Terms and Conditions developed by the MBIE and the new DSS Standard Terms and Conditions.

| Theme | Clause | Clause title | What has changed |
|---|---|---|---|
| **Embedding Person-Centred Services** | 2 | Purpose and context statement | Agreement is specifically designed for DSS-funded disability support services and disabled people. |
| **Embedding Person-Centred Services** | 7.1 | Delivery of the Services | Explicit alignment with UNCRPD, Enabling Good Lives, Te Tiriti o Waitangi, autonomy, dignity and choice. |
| **Embedding Person-Centred Services** | 7.2 | Modern slavery | Providers must take reasonable steps to identify and address modern slavery risks. |
| **Safeguarding and Quality** | 8 | Safeguarding and abuse prevention | Introduces a comprehensive safeguarding framework, including prevention, reporting and access to safeguarding supports. |
| **Safeguarding and Quality** | 8.3-8.4 | Restrictive practices | Introduces specific requirements for restraint and seclusion, including restraint as a last resort. |

| Theme | Clause | Clause title | What has changed |
|---|---|---|---|
| **Safeguarding and Quality** | 9 | Incident Management | Expands requirements for reporting, investigating, reviewing and responding to incidents. |
| **Safeguarding and Quality** | 7.3-7.7 | Workforce capability | Introduces additional workforce requirements, including qualifications, training, Police Vetting, cultural safety and trauma-informed practice. |
| **Performance and Assurance** | 7.4 | Business viability | Providers must meet Business Viability Standards. |
| **Safeguarding and Quality** | 10 | Quality and Continuous Improvement | Introduces requirements for quality management systems and complaints processes. |
| **Performance and Assurance** | 18 and 21 | Governance, Accountability and Financial Transparency | Introduces explicit governance responsibilities, including leadership accountability, quality oversight, service safety oversight and financial sustainability requirements. |
| **Performance and Assurance** | 19.2 | Care Records | Introduces specific requirements for managing and protecting care records. |
| **Privacy and Cyber Security** | 35 | Privacy of Personal Information and Health Information | Expands obligations relating to privacy, health information, information security and cyber security, including compliance with MSD information security standards |
| **Performance and Assurance** | 23, 24 and 28 | Performance management | Introduces a more structured approach to performance monitoring and improvement planning. |
| **Performance and Assurance** | 25 | Audit | Introduces a broader audit and assurance regime, including routine, tracer, issue-based and no-notice audits and expanded access to records, personnel and facilities. |

| Theme | Clause | Clause title | What has changed |
|---|---|---|---|
| **Performance and Assurance** | 28-33 | Managing serious concerns | Introduces additional tools, including improvement plans, suspension actions, advisors and temporary managers. |
| **Funding and Commercial Arrangements** | 43 | Insurance | Introduces more explicit insurance requirements and evidence-of-cover obligations. |
| **Funding and Commercial Arrangements** | 37 | Intellectual Property Rights | New intellectual property generally belongs to DSS unless otherwise agreed. |
| **Funding and Commercial Arrangements** | 38-40 | Notice of future intentions, termination, wind down and transition | Introduces more detailed notice, transition and wind-down requirements. |