

Individual Funding Services

Tier Two Service Specification

Purchase Unit Code: DSS-IFA Preamble

1.1 Throughout this document there are some terms that are always shown with a capital letter, such as Person and People; capital letters are used where that term is defined in the glossary.

1. Introduction

2.1 This Service Specification is for the provision of Individualised Funding Host Services (the Services) by the Individualised Funding Host Provider (the Host Provider) to enable People who need support in their home and community to manage their Support Allocation.

2. Who the Services are for

3.1 To access Services a Person must be referred to the Host Provider by a Needs Assessment Service Coordination organisation (NASC) contracted by DSS.

3.2 Individualised Funding is available for People who:

3.2.1 meet the criteria determined under current government policy, including Disability Support Services' (DSS) definition of being disabled; and

3.2.2 have a Support Allocation by a NASC Approved Assessor, which is currently available to be managed by Individualised Funding. Service types currently available are Home and Community Support Services (HSCC) as described in Appendix 1, and Flexible Family Respite as described in Appendix 2, or a combination of these service types; and

3.2.3 have had a discussion with the NASC to determine if Individualised Funding is a suitable option for them and confirmed that the Person will be responsible for all contracting and employment responsibilities associated with purchase of the Support Services including the management of the quality of the care provided.

3. Why is the Service Purchased?

4.1 The Person receives Disability Support Services to support them to live an everyday life. An everyday life for the Person may include the ability to live in their home and take part in family and community life.

4.2 Individualised Funding offers the Person the ability to:

- 4.2.1 choose their Host Provider
- 4.2.2 choose their Support Provider and Support Service delivery plans
- 4.2.3 employ their own Support Provider
- 4.2.4 manage the payment for services of the Support Providers
- 4.2.5 purchase Support Services from more than one Support Provider; and
- 4.2.6 manage all aspects of service delivery.

4. What the Services Offer

All People entering into Individualised Funding arrangements can expect to receive the following levels of service from their chosen Host Provider.

4.1 Service Level 1 – all the following Services:

5.1.1 The provision of Individualised Funding set-up advice, information, support and coaching to People to manage their own Support Allocation. This includes the provision of an information pack with the required forms, templates and background material required to manage their own Support Allocation.

4.1.2 The provision of Invoicing Mechanism services allowing People to authorise Host Providers to invoice DSS against the Person's Support Allocation and make payments (excluding payroll services), for Support Services delivered.

4.1.3 Collection of information from the Person to verify the delivery of the Support Services (such as timesheets or invoices from staff) prior to invoicing DSS.

4.2 Flexible Service Options – those Services the Person chooses to purchase

4.2.1 Host Providers can determine what service options they will offer to assist with the management of Support Allocation and Support Services beyond Service Level 1. Examples of additional services levels (and components of) are given below.

Service Level 2 Option	The provision of a payroll mechanism allowing People to authorise Host Provider to make payments to employees. The provision of a payroll system will include management of sick leave / annual leave, ACC, Tax and Kiwisaver obligations on behalf of the Person.
Service Level 3 Option	The provision of other functions associated with employing staff. These functions may include recruitment, staff training, a bureau function and membership of associations. Other overhead and support services such as accounting, administrative or legal support

4.2.2 The Person may choose whether to accept one or more of these Flexible Service Options. If the Person does choose one or more Flexible Service Options, the Person will then be directly responsible for meeting any payment agreed with the Provider for those Services.

4.2.3 Individualised Funding Host Providers should make their additional Flexible Service Options known to NASCs so that People are able to make an informed choice when selecting their Individualised Funding Host Provider.

5. Extent and Flexibility of services

5.1 Individualised Funding Host Services enables the management of the Support Allocation where the Person can exercise choice, control, and flexibility to determine what Support Services they will require, the Support Provider who will provide those Support Services and when, where, and how their supports are provided.

5.2 The Support Services that may be purchased by the Person must be those identified in the Support Allocation. The Support Services must be of the type described in the service specifications attached as Appendix 1 and 2 (as applicable) but do not have to be purchased from a DSS contracted Support Provider.

6. How a Person gets Support

6.1 If it is agreed that the Person wishes to manage their own supports, the NASC will discuss the option of Individualised Funding with them. If the Person wants to use Individualised Funding and is able to manage a budget and direct how Support Services will be provided (or have someone in the support network who can take on this responsibility), then a referral can be made for Individualised Funding.

6.2 A NASC staff member will talk with the Person to identify what support the Person may need to be able to lead an everyday life within their home and community. The NASC staff member will then set Goals with the Person and talk about the type or amount of services the Person will receive and write a Support Plan which will record the Support Allocation.

6.3 The Person will then be referred to the Host Provider by the NASC Staff Member. The referral will specify a start date for Services delivery.

6.4 The Host Provider will contact the NASC Staff Member to confirm acceptance of the referral and to confirm the start dates for the Services and the Support Services delivery.

7. What the Host Provider must do

The Host Provider must:

7.1 Provide set-up advice, information, support and coaching to People, to establish and manage their Support Allocation including:

7.1.1 Meeting with the Person and their nominated agent(s) to explain options for Services offered by the Host Provider to support the Person to manage their Support Allocation and Support Services.

7.1.1.1 Initial contact is expected to be within 5 working days of the referral from the NASC being received, within 10 working days.

7.1.2 The Host Provider is to assist the Person on an ongoing basis with:

7.1.2.1 their decisions on how Support Services are to be managed, purchased and delivered within their Support Allocation, including budget oversight

7.1.2.2 support and monitoring of the Person's capacity to manage the administrative requirements of Individualised Funding

7.1.2.3 updating the Individual Service Plan throughout the period during which the Host Provider provides Services to the Person.

7.1.3 Review of the Support Plan and development of an Individual Service Plan (ISP) for the Person, during one or more meetings with the Person and their nominated agent(s).

7.1.3.1 The ISP must meet or contribute to the achievement of the Person's Goals and meet the needs identified in the Support Plan, as those needs relate to DSS funded services within the Support Allocation.

7.1.3.2 Some of the Goals and or needs may either be funded through other government agencies, (e.g. participation in vocational programmes, support while in hospital), or are personal goals of a nature not funded by the DSS (e.g. overseas travel). Those Goals and needs are not to be included in the ISP.

7.1.4 Completion of the ISP must occur within three weeks from the date of referral, and a copy of the completed ISP be provided to the referring NASC within that three-week period (with a copy of any significant updates to the ISP also provided to the NASC on completion of those updates). The following must be included in the ISP:

7.1.4.1 How the Support Allocation will be used, ensuring that the Support Services to be purchased will comply with DSS Policies and guidelines;

7.1.4.2 How the Support Allocation is to be applied throughout the period for which it is allocated detailing the Support Services to be purchased;

7.1.4.3 The identity and contact details of the Support Provider(s), including named Support Workers where appropriate, who will provide the Support Services;

7.1.4.4 Core Services to be provided to the Person (and associated tasks) that must be provided to ensure the Person's safety;

7.1.4.5 The location(s) at which the Support Services are to be provided to the Person;

7.1.4.6 contingency planning;

7.1.4.7 payment instructions regarding who the Host Provider should pay pursuant to clause 8.2.4;

7.1.4.8 Flexible Service Options that may be provided; and

7.1.4.9 a review date for the ISP.

7.1.5 Providing an information pack to the Person with all required forms and background material (the pack will include information on ACC, employment law, templates for employment contracts, tax requirements and Kiwisaver).

7.2 Operate the Invoicing Mechanism as specified in clause 12, and in the following manner:

7.2.1 Take steps to verify the purchase and delivery of Support Services with the Person;

7.2.2 Receive information from the Person that verifies the delivery of the Support Services (such as timesheets or invoices from staff);

7.2.3 Invoice DSS to ensure prompt payment for Support Services delivered in the payment period; and

7.2.4 Pay the Support Provider or the Person (as agreed with the Person) for the Support Services delivered to the Person.

7.3 Monitor the quality and hours of Support Services provided as follows:

7.3.1 Work with the Person to ensure that that the Support Services purchased are in accordance with current DSS policies;

7.3.2 Monitor and review the delivery of Support Services as required in this specification;

7.3.3 Submit a review of the Support Allocation at time intervals agreed with the NASC;

7.3.4 Communicate with the NASC when the Person's needs change, requiring a reassessment or review;

7.3.5 Involve the NASC agency in the review if there has been a significant change in support needs; and

7.3.6 Report to DSS as outlined in this Agreement.

7.4 Develop networks to ensure Individualised Funding consumers are connected and able to share supports or provide mutually beneficial advice and support where appropriate.

7.5 Delivery of Flexible Service Options when requested by the Person in accordance with the requirements of this Specification.

8. Where Services are Delivered

8.1 Services will be delivered at the locations as agreed between the Host Provider and the Person.

9. How the Service is Delivered - Minimum standards of service delivery

9.1 The Host Provider must provide Services in accordance with all relevant New Zealand laws and other requirements, including, but not limited to:

9.1.1 *Ngā Paerewa Health and Disability Services Standard NZS 8134:2021*

9.1.2 The Code of Health and Disability Services Consumers' Rights 1996;

9.1.3 The Health Act 1956;

9.1.4 The Privacy Act 2020;

9.1.5 The Health Information Privacy Code 1994;

9.1.6 The New Zealand Disability Strategy 2016-2026; and

9.1.7 All other relevant law including the laws related to tax, employment and health and safety.

10. Payment details

10.1 **Invoicing Mechanism services** – the Host Provider may claim payment from DSS for Support Services that have been performed by Support Providers as specified in the ISP:

10.1.1 Once the Host Provider has satisfied the requirements of clause 13 in respect of Support Services provided payment may be claimed by the Host Provider from DSS for the funds to make payment for the costs of Support Services.

10.1.2 Invoicing Mechanism services claims for payment from DSS will be made on an electronic invoice via CCPS using the DID invoicing format.

10.2 Payment of fees to the Host Provider for performance of Service Level 1.

10.2.1 For services delivered under Service Level 1, the Host Provider claims the contracted rates.

10.3 Payment to the Host Provider for Flexible Service Options

10.3.1 Individualised Funding Host Providers can determine their own charges for service options offered beyond Service Level 1. If the Person agrees to purchase any of those services the Host Provider will charge the Person directly for those additional Flexible Service Options provided.

11. Accountability for utilisation and delivery of Individualised Funding Scheme Services

11.1 Accountability for the appropriate expenditure of Individualised Funding rests with both the Person and the Host Provider. The Host Provider will assist the Person to meet

their accountability obligations as set out in this clause. The Person's involvement must be respectfully managed, and this will include:

11.1.1 making sure the Person is fully informed of their entitlements (and any limitations on those entitlements);

11.1.2 making sure the Person is fully informed of their obligations (including when circumstances intervene that will mean payment should cease, and who they are to inform of those circumstances);

11.1.3 ensuring that they are involved in confirmation that they have received the services in respect of which other parties have claimed payment.

11.2 Prior to commencing provision of Services to a Person the Host Provider must ensure:

11.2.1 that there is an executed agreement for Services between the Host Provider and the Person/ nominated agent that incorporates all terms necessary to ensure that the Host Provider can meet its obligations under this Agreement. This will include in particular:

11.2.1.1 agreement with the Person to enable DSS to have full access to the Person's records and individuals identified in clause 19, and for the Host Provider to be able to facilitate the monitoring and reporting of Support Service delivery;

11.2.1.2 confirmation that money cannot to be paid irrespective of actual delivery of the Support Services, and the methods by which service delivery is to be confirmed;

11.2.1.3 the processes the Person will need to be involved in to verify provision of Support Services to them.

11.2.2 That the Host Provider has obtained the approval of DSS to the format of the template Verification Form that the Person will be required to sign to verify delivery and receipt of Support Services. The Host Provider must ensure that the Verification Form contains, at a minimum:

11.2.2.1 full identification details for the Person, and the ISP allocation of Support Services to be provided for the stated period;

11.2.2.2 confirmation by the Person of the existence of a contract between the Person and a Support Provider (which will include an employment contract where appropriate) applicable to the Support Services claimed;

11.2.2.3 the dates and times of the Support Services that were provided during that period covered by the Verification Form, and identification of the Support Provider(s)/ Support Workers who have performed those Support Services (including the direction for attachment of any relevant copies of third-party records such as time sheets or invoices);

11.2.2.4 a declaration by the Person as to the truth and accuracy of the record of Support Services provided, and that the Support Services were provided in accordance with DSS policies and guidelines relating to disability support services;

11.2.2.5 provision for the Host Provider to sign confirmation that it has checked the Verification Form and supporting documentation and is satisfied that the Support Services have been provided as claimed.

11.3 The Host Provider must:

11.3.1 prepare and maintain adequate records that sufficiently detail utilisation of Support Allocation both in terms of identification of the Support Provider (and any Support Workers), the amount and the kind of Support Service utilised/purchased, and provide assurance and verify the delivery of Support Services to People;

11.3.2 ensure that there is an independently reviewable record chain demonstrating the performance of Support Services, that includes evidence independent of the recipient of those funds for each Support Service provided. This will include collecting information to verify service delivery of Support Services such as timesheets for Support Workers, or staff, or invoices and obtaining signed Verification Forms from the Person.

11.4 Support Services delivered must be verified by the Person and Host Provider before the Host Provider submits its Invoicing Mechanism services claim to DSS to meet the costs of the Support Services performed.

11.4.1 Verification of each of the Support Services purchased must be provided by the Person, with all of the items recorded in clause 13.2.2 satisfied, and the Person must sign the declaration on the Verification Form. The Verification Form must be completed by the Person, and received for checking by the Host Provider, prior to the Host Provider making any Invoicing Mechanism services claims.

11.4.2 The Host Provider must ensure it has verified the Support Services, as required in the ISP, have been performed prior to the Host Provider utilising the Invoicing Mechanism service to seek payment from DSS for those Support Services, and it must record this checking process on the Verification Form.

11.4.3 Each completed Verification Form must be kept by the Host Provider and must be made available to DSS on request.

11.5 Particular care is to be taken by the Host Provider where there are regular identical payments of predetermined amounts and checking procedures will be in place by the Host Provider to confirm Support Services are in fact provided in every instance where a claim for payment is made.

11.6 DSS must be immediately informed in writing by the Host Provider of any significant risk such as fraud, inappropriate use of Individualised Funding and safety risk to a Person

11.7 Where an over payment has been made, or funding has not been used for the purposes it was provided for, including where Support Services were not delivered as claimed, or not delivered in accordance with the requirements of this Service Specification, the Host Provider must inform DSS immediately in writing and must ensure that any such funding is repaid to DSS. The consequences for the failure of the Host Provider to meet the requirements of this clause 13 are that the Host Provider:

11.7.1 must repay DSS any Service Level 1 fees paid for those services; and

11.7.2 must repay DSS for any Invoicing Mechanism services claim funding improperly claimed, and

11.7.3 may take appropriate steps to then recover from the Person any such improperly claimed amounts.

11.8 The steps that the Host Provider may take to recover funds from the Person may include reduction of Support Services to the Person, calculated against the total Support Allocation budget, to the amount equivalent to the wrongly applied funding, or the Person may repay the amount in monetary equivalent. Other consequences may also follow for the Person, including but not limited to a greater level of management removing some of the choice otherwise available to the Person.

12. Contingency planning

12.1 The Host Provider will ensure that every Person accessing Individualised Funding will have a contingency plan in place for the delivery of Support Services relating to Individualised Funding. If for some reason the usual Support Services cannot be delivered, the Host Provider must ensure that alternative services are part of contingency planning for the Person. The contingency plan should include situations such as:

12.1.1 when a Support Worker is on leave or unable to attend

12.1.2 on public holidays

12.1.3 in case of a natural disaster or publicly declared pandemic.

13. Stopping Services

13.1 A Person can contact their NASC to ask for a referral to another Host Provider or to stop the Service.

13.2 The Host Provider will stop the provision of Services when:

13.2.1 this Agreement is terminated, or the term of this Service Specification is at an end;

13.2.2 the NASC confirms the provision of Service by the Host Provider is to cease following the request of the Person that this occurs (on two weeks' notice);

13.2.3 the period of Support Allocation identified on the NASC referral ends and an extension has not been granted

13.2.4 the Person has been transferred to another Individualised Funding Host Provider or

13.2.5 if the Person dies.

14. What is not delivered

14.1 There are some closely related services that are not covered under this Service specification. Any Service funded by a separate Service specification or agreement through DSS, ACC, Te Whatu Ora Health NZ or any other government agency, or through a non-government entity directly funded by any of those parties, are not covered under this Service specification.

14.2 Gardening and lawn mowing are not included under this Service specification.

14.3 Payment of a family carer that lives with the Person unless that person has been assessed as having high or very high disability support needs by the NASC. And then only for Household Management and Personal Care. Respite is explicitly excluded

15. Effectiveness of the Service - Outcomes expected from the service

Successful services occur when:

15.1 The requirements of this Service Specification are fully met in the delivery of Services;

15.2 The Person is satisfied with the way in which Services have been delivered. The Person needs to be satisfied that: 16.2.1 they have been, and are, respected as an individual

15.2.2 they have an ongoing voice in, and their wellbeing is central to, the Support Services being delivered

15.2.3 progress is made on the Person's Goals

15.2.4 the Goals are regularly reviewed with the Person

15.2.5 they have been able to choose their own caregivers and service delivery plans,

15.2.6 They have been given the option of employing their own staff and managing all aspects of service delivery.

15.3 Where the Person is not satisfied with Services a corrective action plan is put in place in a timely manner.

15.4 This Service links with any other agencies that provide support services so that they work together to achieve the Person's Goals.

15.5 The potential for further injury or decline in the Person's health is prevented or reduced.

15.6 Relevant legislation, industry and organisational guidelines and standards are complied with

16. Reporting

16.1 The Host Provider will provide a **three-monthly report** to DSS that includes the following performance measures:

16.1.1 percentage of People who have attained or maintained their Goals

16.1.2 number of People who express satisfaction with Individualised Funding

16.1.3 number of complaints and number of People involved including the percentage of those complaints resolved and action plan to address any issues

16.1.4 report on Service delivery issues and emerging trends 16.1.5 additional questions around people that are employing family carers that live with them and those hours claims:

- # people that employ a family member that has the same address
- # hours that are claimed for those people.

16.2 This three-monthly report will be completed in the Template Format attached as Appendix 3.

16.3 The Host Provider will attend and participate in meetings with DSS at agreed times to discuss service performance and development. These meetings will occur at agreed times.

17. Evaluation

17.1 DSS will conduct periodic audits and random checks to ensure that a quality service is being delivered to the approved service standard, and that supports purchased are relevant and effective, and comply with the requirements of this Service specification.

17.2 To achieve this, access to relevant records held by both the Host Provider and the Person may be examined by DSS and the agreement between the Person and the Host provider must ensure this access will be available. This includes access to premises and to interview eligible People receiving services, families or whānau of eligible People, staff or other personnel where it is considered appropriate by DSS and in accordance with existing contractual arrangements.

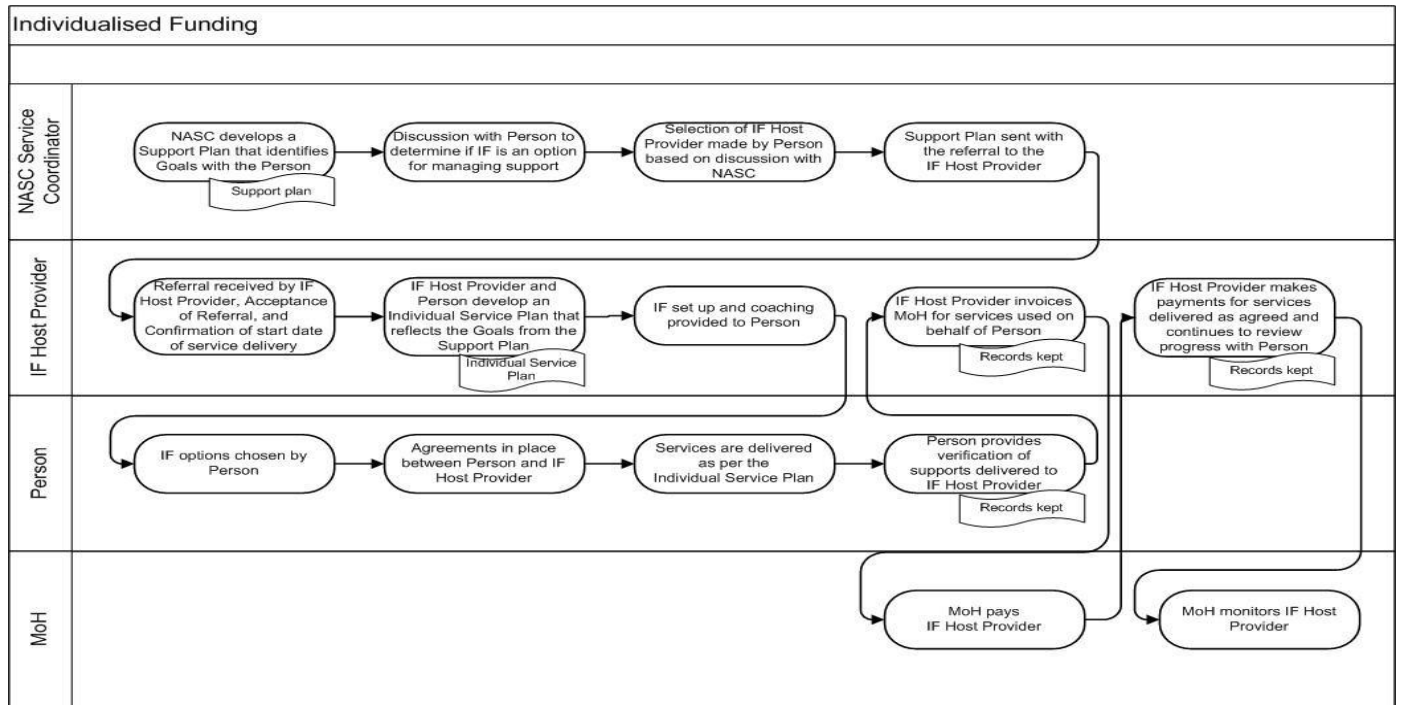
17.3 DSS may also conduct an:

17.3.1 independent survey to evaluate People's satisfaction with the service.

17.3.2 independent evaluation of service performance and effectiveness against this service specification, and its intended outcomes.



Diagrammatic Overview of Process



Glossary

Approved Assessor	An assessment facilitator employed by a Needs Assessment Service Coordination Service organisation (NASC). The Approved Assessor may have the title of Needs Assessment Facilitator or Assessment Facilitator
Approved Service Standard	The Provider is required to maintain Certification as required under the Ngā Paerewa Health and Disability Services Standard NZS 8134:2021. All overarching services must be compliant with partially new standards by 1 August 2023 and must be fully compliant with the new standards by 1 February 2024.
DSS	Disability Support Services
Flexible Service Options	Additional service levels that Host Providers can offer People (and charge for), as part of a menu of services under Individualised Funding
Goal	An aspiration, target, objective or future condition that the Person wishes to achieve in relation to them leading an everyday life.
Individualised Funding	A mechanism that allows People to purchase their own Support Services.
Individual Service Plan (ISP)	A plan agreed with the Person that specifies how the Goals identified in the Support Plan will be met and what Support Services will be provided.
Host Provider	The Individualised Funding Host Provider contracted to the Ministry to provide Services under this Agreement to assist People to purchase and manage their Support Allocation.
Invoicing Mechanism services	These are the Service Level 1 services the Host Provider will provide for the Person that relate to the verification of payments for Support Services provided, invoicing to the Ministry pursuant to the Support Allocation for payment, and payment for Support Services purchased. Payroll services are not included as part of the Invoicing Mechanism services.

Invoicing Mechanism services claim	The claim submitted to DSS by the Host Provider for the Support Services performed for the Person by the Support Provider.
Ministry	Ministry for Social Development (MSD)

NASC	Needs Assessment and Service Co-ordination organisations. These organisations are funded by the DSS for People with a lifelong disability usually under 65 years of age. Their roles are first to assess the Person's needs, and then to coordinate other services to meet these needs.
Nominated agent	An individual who is able to make decisions on behalf of the Person that relate to the management of the Persons supports via Individualised Funding.
Person/People	A person who meets the DSS definition of disability, and is eligible for support services funded by the Disability Support Services Group. This may also include the Person's nominated representative for the purposes of this Agreement.
Service Level 1	The minimum level of services the Host Providers is expected to provide to People as a way for them to manage their own support services.
Service Level 1 claim	The claim submitted to DSS by the Host Provider for the Service Level 1 services provided by it
Services	The Individualised Funding Host Services, including all Service Level 1 services, and selected Flexible Service Options.
Support Allocation	The amount and type of services allocated to a Person by a NASC Approved Assessor, which will govern the Support Services that are available to a Person and are to be incorporated into an ISP.
Support Plan	A plan for the Person agreed with the NASC that specifies the Person's overall Goals and Type or Amount of Services.

Disability Support Services



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Support Provider	The individual(s) or organisation(s) employed or contracted by the Person to provide Support Services.
Support Services	Those services the Person chooses to obtain under their Support Allocation. The Support Services purchased must be of the type identified in the relevant service specification attached as Appendix 1 or 2. These Support Services will be recorded in the ISP.
Support Worker	An individual who is responsible for delivering the service on behalf of a Support Provider. This includes the provision of direct care or support service to the Person and covers all staff who are: (a) Employed (b) Contracted (c) Volunteer Support Workers accountable to the Support Provider.
Verification Form	The template form prepared by the Host Provider, and approved by DSS, that is to be used to obtain verification from the Person that Support Services have been provided.



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Appendix 1 – Three Monthly Report Template **Three-monthly Report**

**For the provision of the INDIVIDUALISED FUNDING SCHEME under the Home and
Community Support Services**

Service Specification for Disability Services clients

Please fill in the following report for services delivered to DSS clients.

Instructions to complete this form:

- Enter all information in the grey boxes [fields] below.
- Fields expand as you type.
- Use Tab to move to next field.
- Enter gives a new line for current field.
- Do not use double quotes his "family", rather use single quotes his 'family' if required.

The information entered in these fields is being loaded into database.

This form is primarily designed for capture data, formatting & spell check are not paramount.



Date due	
And send to	DS_Reporting@moh.govt.nz healthpac_m@moh.govt.nz Subject Line: IF monitoring report Questions to: The Manager named on the front of your Agreement

Provider/Vendor legal entity name	
Provider/Vendor trading name (if different from above)	
Provider/Vendor ID No:	

Disability Support Services



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Contract ID No	
Name of person filling out this report	
Contact email for that person	
Phone number for that person	
Date sent	
Reporting period	

A1 Client Feedback Management

Client satisfaction with IF Scheme	Number
Of those clients surveyed, how many clients express satisfaction with the IF Scheme as a way to manage their supports <i>{using satisfaction scale defined in the glossary}</i>	
Of those clients surveyed, how many clients express dissatisfaction with the IF Scheme as a way to manage their supports <i>{using satisfaction scale defined in the glossary}</i>	
Complaint Management	Number
Total number of complaints received from clients about the IF Scheme during this reporting period	
Describe the nature of these complaints	
Number of complaints that have been resolved (i.e. a corrective action plan has been implemented)	

Describe briefly improvements that have been made as a result of complaint monitoring and resolution	
Describe briefly the top three themes coming out in complaints (for example support worker communication or attitude, allegations of abuse, or community integration).	
Total number of positive feedback/compliments received from clients about the IF Scheme during this reporting period	
Describe the nature of this positive feedback	
Describe briefly the top three themes emerging from positive feedback from clients.	

A2 Description of Service Levels and Commentary on activity

Service Level 1 Please describe activities undertaken that meet requirements of this Service Level
The provision of IF set-up and coaching for disabled people to manage their own requirements at each service level.
The provision of an invoicing mechanism allowing disabled people to authorise IF Provider/Host to make payments to service providers, pay support workers and invoice the Ministry for support hours used.
Monitoring and reporting to the Ministry of Health in relation to the support services delivered and the quality of those services.



Establishment of networks for disabled people using IF to enable peer support, sharing of information, and sharing resources such as staff, staff training or a bureau function.

Service Level Option 2

Please describe activities undertaken that meet requirements of this Service Level

The provision of a payroll mechanism allowing disabled people to authorise IF Provider/Host to make payments to employees, pay support workers and invoice the Ministry for support hours used.

The provision of a payroll system will include management of ACC, Tax and Kiwi saver obligations on behalf on the disabled person.

Service Level Options 3 and above

Please provide details of the Services offered by you in this category and commentary on recent activity within the reporting period

B3 Service delivery issues

Provider Monitoring Management	Number
Total number of instances where the services purchased have not been delivered	
Describe the nature of these instances where purchased services have not been delivered.	
Describe what systems and processes where put in place to mitigate any risk of this happening in the future	

Total number of instances where services purchased do not meet the HCSS Service Specification	
Describe the nature of instances where services purchased do not meet the Individualised Funding Service Specification.	
Describe what systems and processes where put in place to mitigate any risk of this happening in the future	

Glossary of Definitions

Client Satisfaction Survey – A tool or guideline used to gather formal feedback from clients who receive services from the provider under this service specification. It may be written or oral, and data collection processes may vary between providers, but the following questions must be included (but not limited to) for the purposes of this report:

- Do you think you are making progress towards your goals?

Scale: -2: not at all, -1: some of the time, 0: no opinion, 1: most of the time, 2: always • Was the way in which your care delivered flexible?

Scale: -2: not at all, -1: some of the time, 0: no opinion, 1: most of the time, 2: always

- Overall, how satisfied are you Individualised Funding as a means to manage your disability support service?

Scale: -2: not at all, -1: some of the time, 0: no opinion, 1: most of the time, 2: always

Clients Surveyed – the people who are receiving IF services under DS funded contracts against the Home and Community service specifications, who are asked the above standardized questions.

Complaints – A Complaints Categorisation and Reporting Process is provided to help Host Individual Funding service report on complaints and aimed at improving our joint monitoring of related service quality compliance requirements.

What is a Complaint?

A complaint can be defined as any expression of dissatisfaction on a client's behalf to a responsible party.

Disabled People or their family/whānau may not always use the word complaint when they contact their HCSS Provider – it may be couched as a negative comment, concern, or opportunity for improvement, but it is important to recognise these as complaints under the complaints process.

Examples of complaints that your organisation might receive are a:

- staff member being careless; compromising safety or the safety of anyone they are working around (for example, by not using equipment properly); or not completing tasks properly
- staff member manages their time poorly (for example, frequently arriving late at a client's home) or even not turning up at all, without warning or good reason
- staff member being abusive (physical, verbal, or emotional)
- staff member being dishonest
- nurse performing an incorrect procedure.

A client may have a niggle that can become a major concern so treat niggles under the complaints process – it does not mean a full investigation will occur but will mean the niggle will have visibility, can be easily resolved, and will contribute to wider improvement across the HCSS organisation.

Quality activity – Formal service improvement activity undertaken by the provider within an identified framework of process, objectives, implementation plans and deliverables.