

DSS1043 Specialist Kāpō Māori and Whānau Service

Tier Two Service Specification

**Ma te huruhuru ka rere te manu. Me whakahoki mai te mana ki te whānau, hāpu,
iwi**

1. Introduction

This Tier Two Service Specification provides the overarching service specification for all Specialist Kāpō Māori Services funded by Disability Support Services (DSS). It should be read in conjunction with the DSS Tier One Service Specification, which details requirements common to all services funded by DSS.

2. Service Definition

This national service offers support to Māori and their whānau of all ages who are blind, deafblind or have significant visual loss ("Specialist Kāpō Māori Service") to access assessment, habilitation and rehabilitation services ("Specialist Vision Services") offered by the Royal New Zealand Foundation of the Blind (RNZFB).

The Specialist Kāpō Māori and Whānau Service ("the Services") is designed to support eligible Kāpō Māori and their whānau to overcome barriers to access and engage in the Specialist Vision Services provided by RNZFB. Specialist Vision Services will support Kāpō Māori to maintain, regain or learn how to adapt and live with their blindness, be self-determining and successful in realising their aspirations.

Support will be customised to meet the needs of Kāpō Māori and their whānau and delivered through a kaupapa Māori approach underpinned by tikanga to practically assist, support and enable eligible people to pursue a good life through enlightened supports.

2.1 Key Terms

The following are definitions of key terms used in this service specification:

Term	Definition
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Needs Assessment Service Coordination (NASC)	NASCs are services funded by the Ministry. Their roles are to determine eligibility, assess the service users level of disability support needs, inform People / families / advocates of what the support package contains, discuss options and co-ordinate support services to meet those needs. NASCs co-ordinate such services, but do not themselves provide the services.
Pathway Plan	Pathway Plan means the document developed by the person and the Provider to record the person's goals and objectives in the short and long term.
Collegial Meeting	Collegial Meeting means meetings between the service managers from the Specialist Vision Service and head of staff from the Specialist Kāpō Māori Service

3. Service Objectives

3.1 General

The Provider will work in collaboration with Kāpō Māori, their whānau and where relevant support people and carers to enable the person to reach their full potential and maximise their ability to participate in their community of choice and attain whānau ora. The Services the Provider is responsible for are detailed further below, but include offering:

- a) Experience in both understanding the needs and impacts of sensory and dual sensory (vision/hearing) loss and disabled community, and staff are professionally and culturally equipped to deliver support services to Kāpō Māori
- b) Options to support Kāpō Māori and their whānau to overcome the current barriers to accessing and engaging disability support services such as services delivered by the Specialist Vision Services
- c) Innovative ways to best deliver services to the Kāpō Māori community in the future; in a timely, effective and culturally appropriate way in accordance with Whāia Te Ao Mārama
- d) Effective monitoring and reporting measures to ensure that the Services provided are making a difference and improving outcomes for Kāpō Māori and their whānau

- e) Monitoring equitable service provision across regions and reporting any concerns Disability Support Services.

3.2 *Service outcomes*

Supporting Kāpō Māori and their whānau to access and engage with Specialist Vision Services will contribute to enabling a good life as determined by Kāpō Māori. Specifically, the support will contribute to Kāpō Māori:

- a) Achieving a good quality of life and wellbeing (whānau ora)
- b) Upholding their own mana to participate and actively take part in:
 - i. Te Ao Māori (within whānau and hapū; the Māori world) ii. Tūhonohono (connectedness with whānau, hapū, iwi and caregivers)
 - iii. Te Rangatira (within wider New Zealand society),

as other New Zealanders do.¹

3.3 *Service objectives*

In delivering the Service, the Provider will ensure the following:

- a) Provide cultural support for Kāpō Māori and their whānau who have specific cultural needs
- b) Provide support to Kāpō Māori and whānau to effectively access the range of Specialist Vision Services needed, at a time when they are ready to access these Services
- c) Engage jointly with Specialist Vision Services to review Kāpō Māori needs as and when necessary to ensure positive outcomes for Kāpō Māori and their whānau
- d) Support Kāpō Māori to follow through on individual 'Pathway Plans' that contribute to their overall 'Whānau Ora Plans' where required. When developing these plans the Provider will link in with existing Whānau Ora Providers, if available in the region the service user resides
- e) Coordinates transition of Kāpō Māori and whānau with Specialist Vision Services to ensure effective cultural support

¹ As reflected in the culturally-anchored disability approach set out in Whāia Te Ao Mārama: The Maori Disability Action Plan for Disability Support Services (2012-17).



- f) Collaborate with Specialist Vision Services and Ministry of Health on service improvement/opportunities and service gaps that will benefit Kāpō Māori and their whānau
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- g) Coordinate the promotion of the Specialist Kāpō Māori Service delivered by the Provider under this specification
 - h) Works in collaboration with existing service providers in the Kāpō community to support Kāpō Māori to explore Kāpō Māori and whānau needs related to their blindness and deaf/blindness and ensure services delivered are effective.

3.4 *Outputs*

In delivering the Service, the Provider will:

- a) Have appropriately skilled and knowledgeable staff in kaupapa Māori service provision as the first point of contact for new people identifying as Māori
- b) Offer initial referral to cultural support upon registration to facilitate connection of Kāpō Māori and their whānau to Specialist Vision Services
- c) Be the key contact and where appropriate a conduit for re-engagement with the Provider of Specialist Vision Services during times of change or identified service need.

3.5 *Māori disability*

3.5.1 The Māori Disability Action Plan, Whāia Te Ao Mārama, describes the government's four priorities to deliver disability services for Māori. The Provider is required to implement Services in line with these four priorities:

- a) Improve outcomes for Māori
- b) Support whānau
- c) Partner with Māori communities
- d) Improve organisational responsiveness.

3.5.2 The Provider will act in accordance with the articles and principles of the Te Tiriti o Waitangi (Treaty of Waitangi) and will ensure that:



- a) Kāpō Māori have access to a service that is delivered in a manner, and by personnel, both culturally acceptable and appropriate in order to realize their aspirations as Māori who are Kāpō
- b) Kāpō Māori and their whānau will receive information on and access to interventions, which may be more appropriate or responsive to their eye health, cultural needs and overall wellbeing.

3.5.3 The Provider will ensure that it provides the Services in an appropriate kaupapa Māori manner. This will include, but not necessarily be limited to:

- a) Incorporating tikanga Māori
- b) Recruitment of Māori staff where possible
- c) Establishing links with the tangata whenua and kaumatua
- d) Meeting the culturally appropriate standards defined by the Ministry
- e) Development of a monitoring framework with Māori that reviews and evaluates whether outcomes for Kāpō Māori are being met in an appropriate and timely way.

4. Service Performance Measures

Performance Measures form part of the Results Based Accountability (RBA) Framework. The Performance Measures in the table below represent key service areas the Purchasing Agency and the Provider will monitor to help assess service delivery. Full Reporting Requirements regarding these measures are detailed in the Outcome Agreement. It is anticipated the Performance Measures will evolve over time to reflect Ministry and Provider priorities.

The “How much”, “How well” and “Better off” headings relate to different types of RBA performance measures.

	How much	How well	Better off
	<i>All Services</i>		

	How much	How well	Better off
1	# total number of active service users		
2.	# of new service users		



3.	# of complaints that have been received	% of complaints resolved (i.e. a corrective action plan has been implemented)	
4	# of active services users offered a survey	% of active service users offered a survey	#/% of service user who indicated satisfactions with the overall service
5.			#/% of services users who report a reduction in barriers to access specialist vision services

6.			#/% of service users indicate that carers and whānau report increase in ability to support kāpō Māori receiving Specialist Vision Services
7			#/% of service users who report improvements in control over their lives to independently self-advocate.
8.			#/% of service users report increase in participation and/or engagement with their community
	Access		
1.	# of people on waiting list		
2.	average time spent on waiting list by day		
3.	# of new service users provided initial contact within 15 days	% of new service users provided with initial contact within 15 days	
4.	# of new service users who have a pathway plan completed within 15 days of initial contact	% of new service users who have a pathway plan completed within 15 days of initial contact	



5.	# of service requests acknowledged within 5 working days of referral	% of service requests acknowledged within 5 working days of referral	
6.	# of service users requiring urgent intervention	% of service users requiring urgent intervention responded to within 3 days	
7.	# of service users re-entering the service	% of service users reentering the service who are responded to within 10 working days of initial contact	
8.		# of new service users referred on to Specialist Vision Services within 8 Weeks	
	<i>Specialist Kāpō Māori Services</i>		
	How much	How well	Better off
1.	# of direct contact hours - Initial contact and support		
2.	# of direct contact hours face to face follow up		
3.	# of direct contact hours face to face ongoing support completed	% of Direct contact hours that were client initiated i.e. call from service users, meetings as a result of client request.	
4.	# of hours spent of advocacy and other indirect support on behalf of clients		
	<i>Group Services</i>		
1.	# of group support sessions		
	<i>Engagement</i>		



1.	# of collegial meetings held with Specialist Vision Services		
2.	# of hui with other providers		
3.	# of panui published		
	<i>Other Measures</i>		
1.	# on service users who are nonactive		
2.	# of service users exiting the service		

5. Service Access

5.1 Eligibility criteria

The Provider will provide the Services to people of all ages who meet the following eligibility criteria and access criteria ("Eligible Person, service user"):

- Be eligible for publicly funded health and disability service, as set out in the Health and Disability Services Eligibility Direction 2011²
- Have a sensory disability (vision and/or hearing loss or deafblind)³.
- Identify as Māori and/or are a registered Kāpō member of Kāpō Māori Aotearoa.
- Meets the registration criteria for Specialist Vision Services (meets specific clinical and functional criteria or exceptions criteria, set out in the RNZFB Provider contract).

5.2 People who are not eligible

The following people are not eligible to access the Services:

- People who do not meet the Eligibility Criteria set out in clause 5.1 above

² Refer to the current Ministry of Health Equipment Manual and/or visit

<http://www.health.govt.nz/newzealandhealth-system/eligibility-publicly-funded-health-services>

³ Access to Disability Support Services is based on meeting the following eligibility criteria 'have a disability; either physical, intellectual, sensory (vision or hearing) and/or an age related disability (or a combination of these)



- b) People whose need for Services is solely due to an injury that meets ACC's cover and entitlement criteria under the Accident Compensation Act 2001.

5.3 *Entry to services*

5.3.1 Entry to services will follow acceptance of a referral to the Provider from a number of sources, including:

- a) Specialist Vision Services
 - b) hapu or iwi organisations
 - c) NZ Federation of Disability Information Centre's
 - d) Citizen Advice Bureau
 - e) Community Public Health and Disability organisations
 - f) GP's,
 - g) Residential or any other service provider,
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- h) Government agencies, teachers
 - i) Parents
 - j) Carers
 - k) Whānau
 - l) NASCs
 - m) Education organisations
 - n) Support groups
 - o) Kāpō Māori and/or their whānau and/or a registered Kāpō member of Ngāti Kāpō.

which remain even after the provision of equipment, treatment, and rehabilitation; continue for at least six months, and result in a need for ongoing support.

The Provider will confirm eligibility to the Services on receipt of the referral.

Known service users can re-enter the Service if their circumstances change or in response to a pre-determined re-entry point.

5.4 *Timeframes*

The Provider will be responsible for provision of an efficient and effective referral to Services process, specifically:

- a) All people referred who have been accepted by the Provider are acknowledged within five (5) working days of the receipt of the referral to inform them of the process

- b) Making initial contact with the service user should be within fifteen (15) working days of the receipt of the referral.

If the referral is declined by the Provider or withdrawn by the referrer, both the referrer and person referred will be advised in writing within ten (10) working days of receipt of the referral, including confirmation of an alternative provider.

6. Service Components

6.1 Coverage and settings

The Provider will endeavour to ensure that:

- a) The Services are provided nationally and equitably, to all eligible people within New Zealand
- b) There are no barriers to access through cultural beliefs and practices (where 'cultural' includes age, gender, ethnicity, religion, socio-economic status, disability or sexual orientation)
- c) The Services are provided in a range of settings convenient to the person and their whānau and may include the person's marae, home, work or educational setting
- d) Its premises are accessible for Kāpō people; wheelchair accessible and accessible car-parking is available.

6.2 Hours of service

Services will be provided at a time that suits the service user, which must be agreed between the Provider, the person and their whānau.

6.3 Prioritisation of services

The Provider will be responsible for implementing an efficient and effective system for managing the prioritisation of Services to ensure that those who have the most urgent need for cultural support come first. Based upon need, priorities will generally be established by reference to the following criteria:

- a) People who require urgent intervention or crisis management are responded to within three (3) days of the receipt of the request for follow-up (referred to as "urgent")
- b) Newly registered Kāpō Māori as soon as possible
- c) Existing Kāpō Māori as soon as practicable
- d) Review due to change in circumstances as soon as practicable.



6.4 *Kāpō Māori services*

The Provider will accept referrals from the sources listed in section 5.3.1 above, and:

- a) Make independent contact with Kāpō Māori and their whānau, who have been referred by the Specialist Vision Service in accordance with the provider's service delivery model and practice
- b) Make independent contact with Kāpō Māori and their whānau, who have been referred via the provider's networks in accordance with the Provider's service delivery model and practice
- c) Identify the service user's needs, abilities and goals in consultation with them, and their whānau or whānau members, carers or significant others
- d) Provide advice, guidance and cultural support to Kāpō Māori and their whānau with the intent of ensuring that they are informed and understand the registration criteria, services offered and the process undertaken by the Specialist Vision Services to assess, identify and deliver Specialist Vision Services
- e) Inform Kāpō Māori and their whānau of their rights in accordance with the articles and principles of Te Tiriti o Waitangi and the Code of Health and Disability Services Consumers' Rights. This includes the courses of action available to them should they wish to initiate a complaint about the Services received
- f) Complete and action referral requests (for assessment and/or services) to the designated Specialist Vision Service key worker with the instructions of the service user. All referral requests to be completed in accordance with agreed inter-agency referral procedures and documentation
- g) Work with Kāpō Māori, their whānau and designated Specialist Vision Service staff to ensure a seamless transition by Kāpō Māori and whānau when accessing and engaging Specialist Vision Services. This includes ensuring that the rehabilitation and habilitation pathway plan appropriately reflects the expectation of the Kāpō Māori member and their whānau and that the pathway enables the attainment and or retention of Kāpō Māori and whānau independence and self-determination
- h) Monitor the progress of Kāpō Māori and their whānau in navigating Specialist Vision Services identified and mutually agreed upon in the pathway plan. In particular, monitoring Kāpō Māori and their whānau are achieving the objectives and goals of the plan in a manner and at a pace that they are comfortable and feel safe



- i) Refer to other agencies to assist with support i.e. support staff, teacher, need assessment and service coordinators, Local Area Coordinators, Whānau Ora Navigators, working with kāpō Māori or their whānau or people who have sensory impairment, as appropriate
- j) Assist kāpō Māori and their whānau to:
 - i. self-advocate to receive culturally appropriate Services
 - ii. increase their knowledge, skills and confidence to independently selfrefer for Specialist Vision Services
 - iii. enable them to access culturally appropriate information
 - iv. identify and work effectively with Specialist Vision Services staff
 - v. achieves their self-determined goals within kāpō Māori and

whānau expectations and time frames.

6.5 Community-related services The Provider will:

- a) Participate in at least two 'collegial meetings' per annum with the service managers from the Specialist Vision Service and head of staff from the Specialist Kāpō Māori Service. This is to identify service improvement opportunities and identify operational improvement opportunities (for both Providers) in the delivery of services to Kāpō Māori and their whānau in accordance with each respective agency's service delivery protocols and practices.
- b) Provide information about Kāpō Māori and services in a range of suitable formats to relevant stakeholders across Māori communities.

6.6 Provision of Information

The Provider will:

- a) Be a source of information and advice about the Specialist Kāpō Māori Service that will support Kāpō Māori and their whānau. This includes ensuring that, on request from other agencies, information is provided in their preferred format such as Te Reo Māori, Braille, and MS Word for use with screen readers
- b) Ensure the quality of all resources published is of a high standard, including a thorough peer review, the use of plain language, professional editing and formatting.



6.7 *Budget management*

The Provider will:

- a) Effectively manage resources within the allocated annual budget as set out by the Ministry
- b) Comply with best practice financial management
- c) Regularly update the Ministry in the Quarterly narrative report on the budgets and expenditure for Services delivered under this agreement.

6.8 *Exclusions*

The following services are not covered by this agreement:

- a) Needs Assessment and Service Co-ordination (NASC)
- b) Specialist Vision Services
- c) Provision of cultural training to existing service providers in the Kāpō community.

7. **Key Inputs**

7.1 *Staffing*

The Provider will maintain appropriate levels of staffing to ensure that the service can be provided effectively and efficiently. Staffing will encompass skills and experience to enable effective:

- a) Delivery of the Services in accordance with tikanga Māori principles, protocols and practices
- b) Management of information systems such as technical support will be available to staff to communicate with Kāpō Māori
- c) Management of financial systems.

The Provider will ensure that staff are knowledgeable about and conversant with all policy and procedures and have an awareness of disability issues.

7.2 *Staff training*

The Provider will:

- a) Maintain appropriate levels of staffing to ensure the Service is provided effectively and efficiently



- b) Ensure staff have access to information and training that ensures the delivery of high-quality Services
- c) Ensure staff have skills to enable effective cultural assessment, direct delivery of cultural support services and evaluation of agreed goals and outcomes
- d) Notify the Ministry in writing within 10 working days if the delivery of the Service is impacted adversely either due to skill set, available resource or unanticipated disruption
- e) Ensure staff demonstrate cultural experience to support the needs of Eligible Persons.

8. Exit Criteria

The Provider acknowledges that a person's situation may change in one of the following ways and they may exit from the service:

- a) Once they have achieved their stated goals contained in the persons 'Pathway Plan' that have contributed to their 'Whānau Ora Plan' eg their needs are met
- b) The person's wishes to exit the Service and is supported to transfer to an alternative service
- c) On permanent departure from New Zealand
- d) Upon their death.

Where a person wishes to transfer to an alternative service, the Provider will facilitate the appropriate referral and transfer of relevant information pertaining to the person's needs and Services without undue delay.

9. Linkages

The Provider will develop strong links and service relationships with at least the following, but there may be others for whom regular contact and liaison is relevant and necessary (not limited to and in no particular order):

- a) Iwi
- b) The Royal New Zealand Foundation of the Blind
- c) Whānau Ora Collective Providers
- d) Needs Assessment and Service Co-ordination (NASC) organisations
- e) Community therapists and Child Development Services
- f) Equipment and Modification Services (EMS) providers, EMS Assessors and equipment suppliers
- g) Relevant support groups, e.g. Diabetes, Prada Willi, Motor Neurone Disease Association



- h) ACC
- i) Residential care providers
- j) Rehabilitation providers
- k) Kohanga Reo or Early childhood centres
- l) Ministry of Education
- m) Education Services including Blind Low Vision Education Network New Zealand
- n) Vision Hearing Technicians
- o) Tertiary institution disability support coordinators
- p) Other government agencies as appropriate, such as Work and Income.
- q) Registered Medical Practitioners, Ophthalmologists, Audiologists
- r) Māori community care services
- s) Pacific Peoples' community care services
- t) Consumer advocacy services
- u) Deaf Aotearoa
- v) Interpreter (including NZSL) services
- w) Kaumatua services

Where appropriate, the Provider will develop written service protocols or Memorandum of Understanding with those organisations and agencies listed above to ensure its Services can be operated in an effective and timely manner.

10. Quality Requirements

10.1 Client satisfaction surveys

The Provider will conduct client satisfaction surveys at least once a year, to ensure outcomes are being achieved and people are satisfied with the Services they receive. These surveys may also highlight the areas of the Services that may require reviewing or modifying. The Provider will analyse the feedback and report to the Ministry as part of the regular quarterly reporting process.

10.2 Service user, Whānau involvement

The Provider will include where possible whānau when working with kāpō Māori. The Provider will encourage the active involvement of whānau and significant others in assessment and support to ensure the successful ongoing use of the service accessed



11. Purchase Units

Purchase Units are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary. The following table is a summary list of the Purchase Unit Codes associated with this Service.

Purchase Unit Code	Purchase Unit Description	Measure	Purchase Measure definition
DSS1043	Specialist Kāpō and Whānau Māori Service	Service	The National Kāpō Māori Service ("the Services") is designed to support eligible Kāpō Māori and their whānau to overcome barriers to access and engage in the Specialist Vision Services provided by RNZFB. Specialist Vision Services will support Kāpō Māori to maintain, regain or learn how to adapt and live with their blindness and successfully realise their selfdetermined outcomes.

12. Reporting Requirements

Full Reporting Requirements (including any Provider specific reporting requirements) are included in Appendix 3 of the Outcome Agreement.