



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

# **Disability Support Services**

**Provider Briefing  
for Residential Support Services  
Panel Agreement**

**07 November 2025**



# Welcome and opening Karakia

## Welcome and Introductions

Presenters:

**Catherine Poutasi**

GM Commissioning and Funding - DSS

**Trish Davis**

Director Contracts and Funding - DSS

**Michael Hiscox**

Director Procurement and Commercial – DSS

## Opening Karakia

Whakataka te hau ki te uru,  
Whakataka te hau ki te tonga.  
Kia mākinakina ki uta,  
Kia mātaratara ki tai.  
E hī ake ana te atakura.  
He tio, he huka, he hauhū.  
Tihei Mauri Ora!

# Introduction and overview

This session will cover:

---

**Item:**

---

**Speaker:**

- About DSS and Community Residential Services
  - An overview of the panel contract model
  - Feedback received and changes to the contract
  - Key areas of the contract
- 
- Transitioning to the new contract
  - What to expect
- 

Catherine Poutasi

---

Michael Hiscox

---

Trish Davis

---

Q&A

DSS Team

# **About Disability Support Services**



# Disability Support Services

DSS was established as a business unit within the Ministry of Social Development (MSD), following an independent review of disability supports in September 2024.

DSS is responsible for providing essential support to around 50,000 disabled people, tāngata whaikaha Māori and their whānau, as well as equipment and modification services for approximately 100,000 New Zealanders.

The immediate priorities for DSS include:

- Stabilising and strengthening operations.
- Better managing cost pressures and improving consistency, fairness and transparency.
- Designing a sustainable system that provides certainty for the future for people, whānau, and carers receiving supports and services.

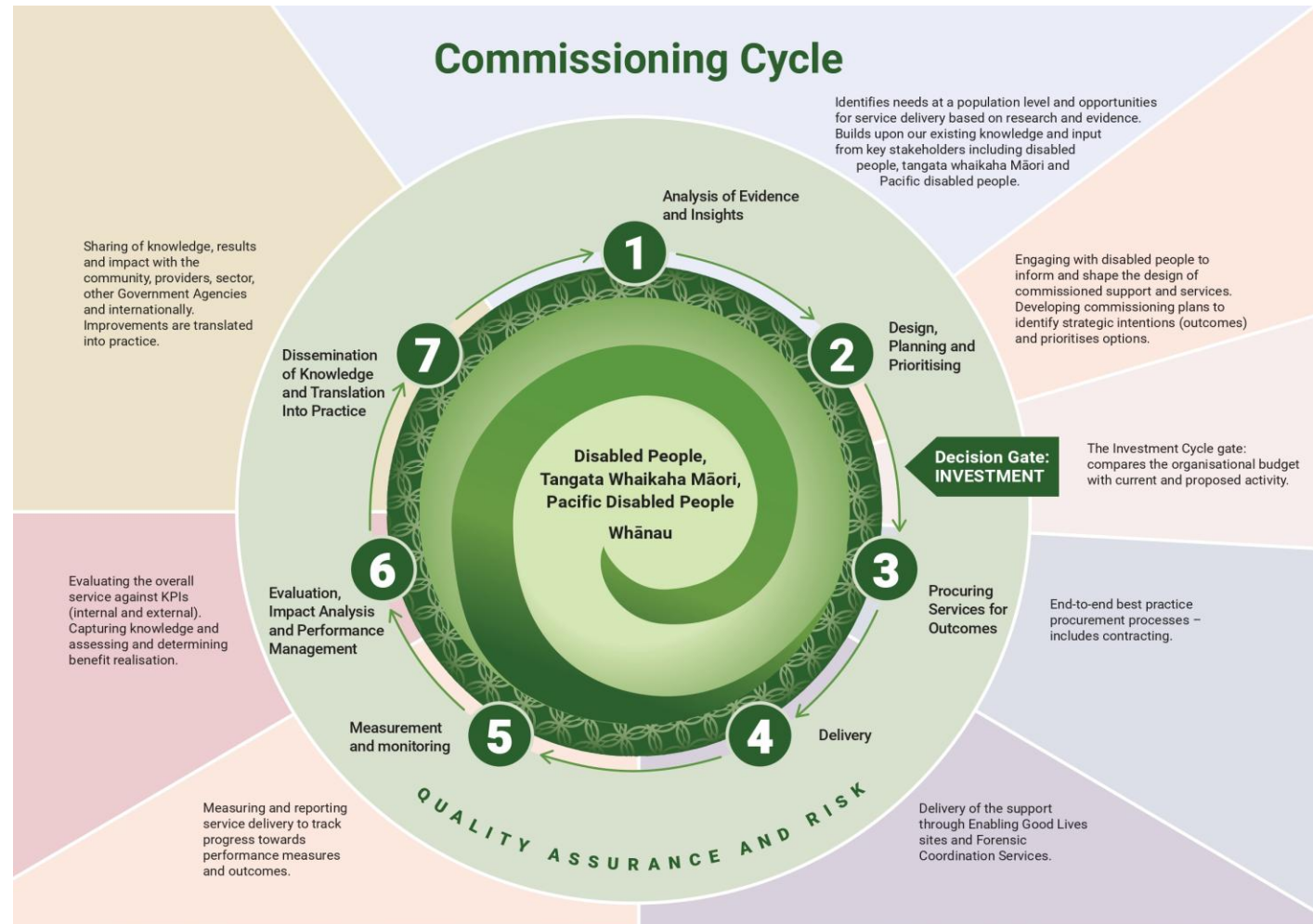
# Our purpose

- DSS plays a critical role as a commissioner, funder, and steward of disability support across Aotearoa.

Commissioner	Funder	Steward
Ensuring services are effective, efficient, and responsive now and in the future	Fair and transparent distributor of funding to enable high quality of services	Ensuring high quality, suitable, and safe services are delivered throughout the system

- DSS fits in a wider system of disability supports across government including Health, Education, Social Development, Transport and Accident Compensation.

# DSS Commissioning Cycle



# Community Residential Services

The aim of Community Residential Services is to provide a range of opportunities for disabled people who require high levels of support, to foster relationships and to maximise their inclusion and participation in the community.

Disabled people are supported to achieve goals, engage in life enhancing activities, have opportunities for learning and employment, participate in family and social life - like others at similar stages of life.

Key outcomes to be delivered through this service are:

- a good quality of life and a place to live in that feels like home, upholds personal dignity, independence, and respects privacy, and
- 24-hour support at the level necessary for people to have a safe and satisfying home life.

The following types of Community Residential Services are considered in this procurement:

- Community Residential Services for People with Intellectual Disabilities (ID).
- Community Residential Services for People with Physical Disabilities (PD).



# Community Residential Support Services

Community Residential Services in Community Group Homes (the Services) for Disabled People who need this level of support, so that they can enjoy a good quality of life and live in a place that feels like home, one that upholds personal dignity, independence and respects privacy.

24-hour support at the level necessary for Disabled People to have a safe and satisfying home life

Ensuring Disabled People have a range of opportunities to foster relationships and to maximise their inclusion and participation in the community

Ensuring Disabled People are supported to achieve goals, engage in life enhancing activities, have opportunities for learning and employment, participating in family/whānau and social life

Ensuring Disabled People are supported by staff who understand their means of communicating and can communicate effectively with them

Working flexibly with Disabled People to determine how support can best be provided in the home and community

Putting Disabled People at the centre of support so that they have greater choice and control over their home and environment

## Outcomes we are aligning to

We are seeking to deliver the following long-term outcomes through these services:

- 1. Improve the experience of disabled people receiving residential support:** To drive service quality improvement by strengthening quality and safeguarding mechanisms.
- 2. Improve access to and appropriateness of services:** To ensure disabled people can obtain the right services at the right time, irrespective of income, geography and cultural background.
- 3. Stabilise the price of residential support:** To create a residential support system that is fair, consistent, transparent, and sustainable.

# Request For Application Process

16 June to 30 July

104 Applications

97 Being taken through to award

14 New providers



**Disability Support Services  
Residential Services Panel**

**Request for Application (RFA)  
Response Form**

**In response to the Request for Application:**  
Residential Services Panel – Community Residential Support Services  
For: Disability Support Services, Ministry of Social Development  
Issued by: 16 June 2025  
On: 31866125  
Reference:

**Pre-conditions:**

Pre-condition	Yes / No
Legal entity (i.e. either business, trust, or sole trader)	
Noting the open panel of residential services	
Required services under the 'CGH'	
Match and meet the service specification	
Must comply with NZS 8134:2021 (NZS 8134:2021) in relation to disabled people.	
With Supplier code of services to disabled	

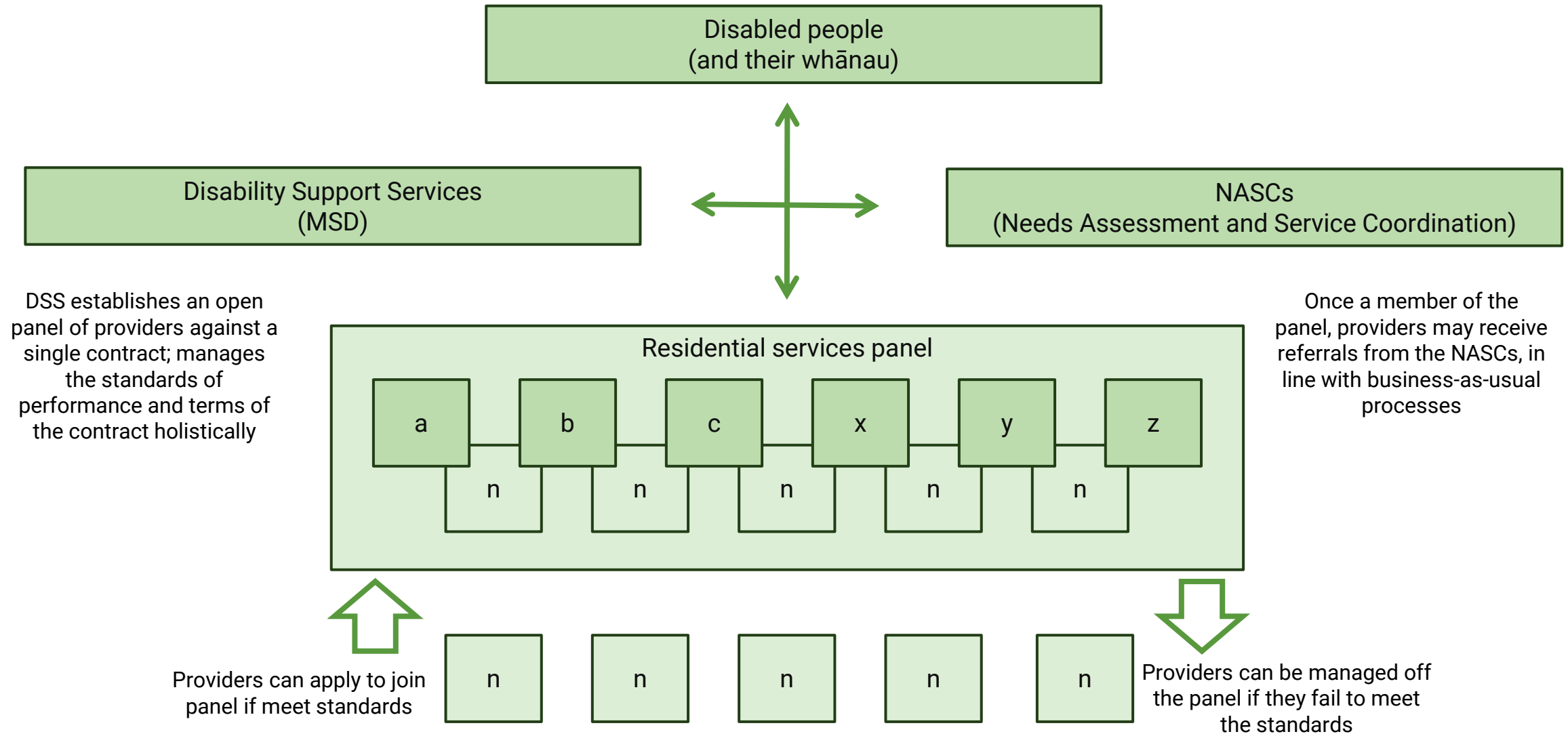
**Application:**

Application	Yes / No
Annual years	
Seasonal	

# **The contract structure**



# Residential Services in the disability support system



## Benefits of this model



Sets a clear and consistent expectation of standards



Consistency and clarity in contract obligations across the market



Long term commitment and certainty, with future flexibility built in



Embeds the new pricing model for CGH



Ability to onboard new providers to the same standards with ease



# The structure of the draft panel contract

## DSS residential panel contract artefacts

<b>Panel agreement</b>	The agreement that DSS and providers sign, containing the key details and references to service areas.	Contract Documents: <ul style="list-style-type: none"> <li>Panel Agreement (to be completed for each provider)</li> </ul>
<b>Residential Services Panel Terms and Conditions</b>	The standard terms applied across the Residential Services Panel, regardless of service area.	Contract Documents: <ul style="list-style-type: none"> <li>Terms and Conditions</li> <li>Schedule 1 – Definitions</li> </ul>
<b>Service specific contractual documents</b>	Contract documentations specific to the Community Residential Services. These reflect the specific needs, processes, and procedures for each service area.	Contract Documents: <ul style="list-style-type: none"> <li>Schedule 2 – Funding</li> <li>Schedule 3 – Reporting</li> <li>Schedule 4 – Performance Management</li> <li>Service Specification</li> </ul>

Published online + version controlled

# **Feedback received through the RFA**





# Feedback received on the contract

Over 200 pieces of feedback on the contract

## Wide ranging themes including:

Variations

Records

Changes to term / pricing

Audit

Worker rights

Performance

Intellectual Property

Payment during temporary absences

Payment following death

H&S

Financial transparency

# Responses and changes from feedback

This section touches on key areas of feedback and some changes made as a result of feedback.

All changes can be found on the DSS website at  
[www.disabilitysupport.govt.nz/providers/contracts/residential-based-support-services](http://www.disabilitysupport.govt.nz/providers/contracts/residential-based-support-services)

# Term, Rights of Renewal, and Variations

Clarity on the term (consistency)	(Clause 5)
Periodic reviews through the term (i.e. pricing)	(Clause 5)
Agreement to rights of renewal / right to negotiate	(Clause 6)
Clarity on unilateral variation (scale of change)	(Clause 49)



# Policies and Procedures, and Safeguarding

Required policies and procedures in relation to safeguarding (various amendments)	(Clause 10)
Working with external safeguarding services	(Clause 10)
	(Clause x)
Linkage to exit policy, through the service specification	(Clause x)

# Audit of Services and Financial Transparency

Amended audit types to better align to the new enhanced audit programme	(Clause 31)
---	-------------

---

Adjusted financial reporting types to ensure transparency	(Clause 27 and Schedule 3)
---	-------------------------------

---

# Performance, Termination, and Transition

Adjusted engagement around changes to performance measures, i.e. DSS will engagement with providers	(Clause 31)
---	-------------

---

Improvement plans process – some feedback	(Clause 34)
---	-------------

---

Termination conditions – clarity on positions	(Clause 44)
---	-------------

---

Wind down and transition	(Clause 45)
--------------------------	-------------

# Funding, costs, and invoicing

Invoices and payments – amended to better reflect the processes and timeframes for payments	(Clause 18)
---	-------------

---

RSS and linkage with the funding model (required)	(Clause 19)
---	-------------

---

Overpayments / repayments	(Clause 20)
---------------------------	-------------

---

Extraordinary costs – amended to reflect process – note limited circumstances	(Clause 14)
---	-------------

---

Funding for services – process for review	(Clause 13)
---	-------------

# Payment during absences and following death

Payment during temporary absences, various amendments, including 'leave' timeframe from 28 to 42 days.	(Clause 15)
--	-------------

---

Introduced a new condition / model to trial different arrangement	(Clause 15)
---	-------------

---

Payment following death, changed from 5 to 14 days.	(Clause 17)
---	-------------

---



## Other areas:

Subcontracting: Adjusted mechanism for approving sub-contractors	(Clause 50 and Panel Agreement)
Intellectual Property: Adjusted	(Clause 42)
Publication endorsement and no derogatory remarks: Amended and removed	(Clause 59)
Various references to family/whanau/advocates	(throughout)

# **Next steps and how the future looks**



# Timeframes next steps

## Contract award and transition

Contract offers and improvement plans	w/c 10 November 2025
Contracts to be signed by (validity period)	28 November 2025
Contract start date	01 December 2025

## Contract management

Engagement from Contracts and Funding Team (Contract Managers)	From 01 December 2025
First payment under new model	20 January 2026

## Open Panel

Note: Panel reopens for applications from 01 December for new providers to apply and join

# DSS – Contracts and Funding Team

- Regular engagement with providers
- Contract Managers will be your primary points of contact
- Currently implementing our new DSS operating model



# Support, responses and contacting us



# Support

# Disability Support Services

Contact DSS Commissioning for  
support or clarification in responding:

[dss\\_commissioning@msd.govt.nz](mailto:dss_commissioning@msd.govt.nz)

# Any questions?

You can also reach out to the DSS  
Commissioning Team at:  
[dss\\_commissioning@msd.govt.nz](mailto:dss_commissioning@msd.govt.nz)



# Closing Karakia

Kia whakairia te tapu  
Kia wātea ai te ara  
Kia turuki whakataha ai  
Kia turuki whakataha ai  
Haumi ē. Hui e. Tāiki ē!