



Flexible Disability Support study: What we learned



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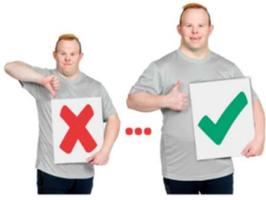


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What this document is about



This Easy Read document is about a study that the **Standards and Monitoring Service** did in 2021.



The **Standards and Monitoring Service / SAMS** is an organisation that:



- does education about disability
- does **research** about disability
- is run by disabled people.



Research is:

- looking at what things have happened
- trying to find out how to do things better.



Whaikaha – Ministry of Disabled People will use the study to look at ways of making **Flexible Disability Support** better.

What is Flexible Disability Support?



Flexible Disability Support is a contract between a disabled person and a service provider.

Flexible Disability Support is also sometimes called **FDS**.



FDS lets disabled people spend their **Enabling Good Lives** budget with providers / support services they choose.

Enabling Good Lives



Enabling Good Lives is a different way of thinking about disability support.

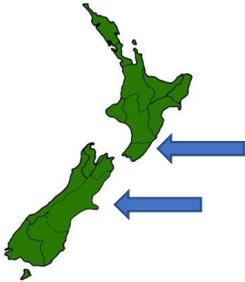
Enabling Good Lives is about having:

- choice and control in your life
- the support you need and want
- a good life.

Enabling Good Lives is called **EGL** for short.

Who can get Flexible Disability Support?

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Some people who use EGL can get FDS if they live in:

- the **Mid Central** region
- Christchurch.



The **Mid Central** region includes:

- Palmerston North
- Horowhenua
- Manawatu
- Ōtaki
- Tararua.



The people who use FDS may be:

- disabled
- tāngata whaikaha Māori / disabled Māori
- whānau / family of disabled people.



Who took part in the study?



The people who took part in the study were:

- 12 disabled people who use FDS
- whānau / family who use FDS.



The people who took part in the study all live in:



- the Mid Central region
- Christchurch.



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Other people who took part in the study were:

- **Kaitūhono / Connectors** from EGL
- a **financial advisor**
- an **independent** Kaitūhono/Connector.

Kaitūhono / Connectors work alongside disabled people to:

- build a plan of support
- connect with their community
- make plans for the years ahead.



A **financial advisor** is someone who works alongside the disabled person to a budget / plan of how the EGL funding will be used.



Independent means someone who works as a Kaitūhono / Connector but is not part of an EGL service.



You can find more information about Kaitūhono / Connectors on the Enabling Good Lives **website**:

www.enablinggoodlives.co.nz/negl/national-leadership-group-position-statements/the-kaituhonoconnector-role/

What things are going well



The study showed that disabled people using FDS got lots of good outcomes.

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The good outcomes fit with the Enabling Good Lives / EGL principles.



Most of the people in the study liked the way the FDS gave them:

- the chance to say what they wanted
- more control over what they wanted to do.





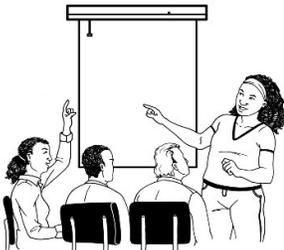
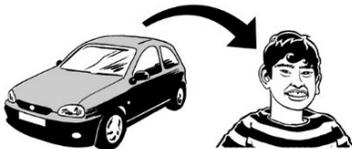
The disabled people who took part in the study said they:

- had more chances to choose for themselves
- felt more in control of what was happening
- felt happier
- liked being able to pick / buy things for themselves.



Some of the things they decided to buy were:

- a mobility scooter
- driving lessons
- education / learning courses.





People also liked the way FDS supported them live more like people who do not have disabilities.



For example they liked being able to:

- decide for themselves about they how they live
- join exercise classes
- take part in education.



Another good thing was the way support from FDS made the lives of whānau / family better too.

What things could be better



The study showed that some people did not know:

- about the different ways to use FDS
- what to do when they have an FDS contract
- who does what.



The study also showed that some people:

- did not know how to check how their EGL budget was going
- need help to understand how their EGL budget works.



What the study recommends



Recommends are the things that need to happen to make FDS work better for everyone.



1. **Everything that is written about FDS must be easy for everyone to understand.**

This means having clear information about:

- how an FDS contract works
- how to get started with FDS
- what everyone who is a part of the FDS contract must do.





Alongside the disabled person the other partners in the FDS contract are:

- their whānau / family
- the providers they choose
- Kaitūhono / Connectors.



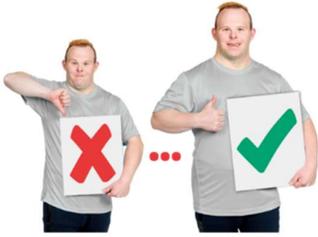
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The other things that must also be easy for everyone to understand are:



- what EGL looks like in real life
- the new disability support system.

2. Make it easier to look after your EGL budget



This means:



- making clear what you can buy with your EGL budget
- making sure disabled people know how to check their EGL budget
- supporting people understand how their EGL budget works
- making EGL budget information easier for everyone to understand.





3. Do more things to make FDS work better

This means:

- doing more to make sure people know they can choose an FDS contract

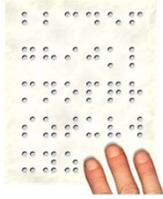
For example people who are using an FDS contract could share their stories



- making it easy for people who get FDS supports to give feedback about how things are working



- making sure the ways to give feedback is **accessible** for everyone.



Accessible ways to give feedback are things like:

- New Zealand Sign Language
- Braille
- audio.

Where to find more information



You can find more information about disability support services on the Whaikaha – Ministry of Disabled people **website**:

www.whaikaha.govt.nz

Enabling Good Lives



You can find more information about EGL on this **website**:

www.enablinggoodlives.co.nz



The Mana Whaikaha **website** also has Easy Read information about EGL principles:



www.manawhaikaha.co.nz/assets/easy-read/EGL-vision-and-principles-Easy-Read.pdf



This information has been written by SAMS and Whaikaha – Ministry for Disabled People.

It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

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