

Progress in Implementing the New Zealand Disability Strategy

1 July 2002 – 30 June 2003

**Third Annual Report from the
Minister for Disability Issues
to the House of Representatives**

Presented under the New Zealand
Public Health and Disability Act 2000 (Section 8)

Office for Disability issues

Te Tari Mō Ngā Take Hauātanga
Administered by the Ministry of Social Development

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Minister's Foreword

It gives me much pleasure as the Minister for Disability Issues to present the third report on progress in the implementation of the New Zealand Disability Strategy. It is heartening to see that this report on disability-related work by government agencies between 1 July 2002 and 30 June 2003 shows increased activity and progress across the whole of government.

The Strategy presents the aspirations of New Zealanders with disabilities for a society that values and continually enhances their full participation. The Strategy outlines what government agencies need to do to remove barriers and promote a fully inclusive society.



This report is the first to cover a complete year of action by all 37 government departments, 27 of which are reporting on their first attempt at implementing the Strategy. As more agencies, and individuals within agencies, have engaged with the Strategy it is clear that they have gained experience in, confidence in and commitment to progressing its objectives. This is reflected in the more comprehensive coverage of this progress report. For the first time we are able to report significant activity under every one of the 15 objectives, including many of the 113 actions of the Disability Strategy.

As I said in last year's report, consultation with and involvement of disabled people by departments are pivotal to the implementation of the Strategy. I am particularly encouraged to be able to report an increased involvement of disabled people in supporting the development of Government policy. Progress towards fostering leadership by disabled people is much stronger than it has been in previous years. One highlight is the VIP (Valued, Included and Participating) calendar, developed by Ripple Trust to promote the New Zealand Disability Strategy, under contract to the Ministry of Health.

I am also proud of New Zealand's contribution to the development of a United Nations Convention on the Rights of Persons with Disabilities. This has been achieved with significant leadership from various groups of disabled people. The Government modelled a partnership approach to disability issues when it sent a delegation to the United Nations including three disabled people participating alongside officials. The delegation was recognised by the international non-government organisation (NGO) community for its progressive approach and the leadership it brought to the meeting.

I am pleased that this year many of the activities reported on will make a real difference to the lives of disabled people. For example, major progress has been made towards setting up a Telephone Relay Service. It is envisaged that by late 2004 people who are Deaf or who have hearing or speech impairments will have access to instant two-way communication just like everyone else. Another example is the pilots established across the country designed to help disabled people in their transition to work.

I am confident that the focus on making a real difference will continue. With my full support, the Office for Disability Issues has made an investment into building the disability knowledge of departments and developing mutually beneficial relationships. We aim to embed the objectives of the New Zealand Disability Strategy into all planning, policies and processes of departments' business. This is exciting, as it places the implementation of the Strategy as part of departments' business-as-usual regime. The resulting implementation plans for the 2003-04 year are very encouraging.

I am looking forward to watching progress over the next year as this investment starts to pay off and as commitment to the Strategy continues to gain impetus within the work of all government agencies. It is notable that three Crown entities have chosen to participate in the reporting process by submitting implementation work plans. This is the first step in widening the reach of the Strategy to include the broader state sector and local government.

In the year ahead, I anticipate some very significant policy work, the further development of exciting service provision pilots, and the increasing

participation of disabled people in government decision making through increased consultation and leadership.

Many of the necessary changes are beginning to happen to achieve our vision of an inclusive society, and to ensure that we can and do make a world of difference.

A handwritten signature in black ink, appearing to read 'Ruth Dyson', with a stylized flourish at the end.

Hon Ruth Dyson
Minister for Disability Issues

Message from the Disabled Persons' Assembly

In my time as a lecturer in Disability Studies at Wellington College of Education, I learned a positive method of critical feedback on any work or venture. That was to provide both commendations acknowledging achievement, and recommendations involving aspects that could be improved. It is a system that stands one in good stead, whatever the situation.

So to the commendations.

We welcome on board all those new departments that have supplied progress reports on the implementation of the Strategy in the 2002-03 year. The work of the Office in proactive engagement with government agencies is obviously bearing fruit. It is a striking confirmation of our long-held views that, not only did disabled people need a Minister of the Crown specifically responsible for disability issues, but that a dedicated lead agency was essential as well.

The Strategy applies to the whole of government, and is not limited to those aspects of service delivery that might apply to some agencies, for example Education, Health and Social Development. At the same time, the Strategy is not limited to the human resource functions of a government agency: it does apply to service delivery. Reporting on actions in this regard is beginning to show the right kind of balance. For example, in relation to objective 3 ('provide the best education for disabled people'), the Ministry of Education, together with the Education Review Office and the National Library, is reporting on actions to achieve this objective.

We are supportive of those government agencies that have looked to the expertise of disabled people, in terms of both staff internally and advisory groups externally. We trust that where disability advice is being sought externally, it is being remunerated appropriately!

The improvements in access to hard copy and website information are pleasing. We commented last year on the difficulties people with impairments have in getting information, and noted that information is power. Hopefully progress in this area will continue.

Now for some recommendations.

We are disappointed by continuing gaps in the reporting on implementation

of the Strategy. In our view this reflects a quaint notion that disability is a charitable add-on, or aspect of social responsibility that does not sit within the strategic imperatives of government agencies. Nothing could be further from the truth. The Strategy points to a society that ‘fully values our lives and continually enhances our participation’. To achieve this requires, at the very least, a public service responsive to our rights and needs as a population group.

Attitudes towards disability issues need to change. Government agencies need to develop comprehensive disability awareness training for their staff, and it is pleasing to see this beginning to occur. Of course, appropriately qualified disabled people will deliver such training.

Overall, and in any project that involves disability issues, government agencies need to build partnerships with disabled people. We know that there are still projects being undertaken which do not respect the centrality of a disability perspective. In all things involving disability issues, government agencies must take into account objective 5 of the Strategy, which is the fostering of the leadership role of disabled people. Future reporting on progress needs to have regard for evidence of commitment to that objective.

Something else we will be looking to in the next report is evidence that government agencies are putting their money where their mouths are. Implementation of the Strategy is going to require resourcing. For example, Statistics New Zealand has decided to continue with the disability question in the national Census together with a follow-up survey, and has put in a Budget bid to cover the cost of this. We believe other agencies need to start identifying aspects of the Strategy that have cost implications and making the necessary preparations for future Budget rounds. Failure to do so will risk the perception that commitment to the Strategy remains superficial.

Concluding on a positive note, we recognise that for the moment, while there is a fair way to go in realising the ultimate vision of the Strategy – that is, nothing less than a fully inclusive society – we all seem to be facing in the right direction.



Mike Gourley
President, DPA New Zealand

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1. Introduction and Background

Introduction

This is the third report on progress by government departments in the implementation of the New Zealand Disability Strategy. It covers the 12-month period from 1 July 2002 to 30 June 2003.

This is the first time that the report on progress includes information from all 37 government departments. For 27 of those departments, this report covers their first year of implementation activity. The remaining 10 departments are reporting on their second year of activity.

Background

In December 1999 the portfolio of Minister for Disability Issues was established. Until this time there was no Minister or Ministry in New Zealand with overarching responsibility for disability issues. In 2000 the New Zealand Public Health and Disability Act was passed, coming into effect on January 2001. The New Zealand Public Health and Disability Act 2000 requires the Minister for Disability Issues to develop a Disability Strategy for New Zealand, to ‘provide the framework for the Government’s overall direction for the disability sector in improving disability support services’¹.

Under the Act, the Minister is required to consult with relevant organisations and individuals before determining or altering the Strategy², and to report on progress in implementing the Strategy each year³. The Strategy, and any amendment, replacement or report must be made available to the public and to the House of Representatives⁴.

In 2000-01 a disability sector reference group was established to develop the first New Zealand Disability Strategy. The disability sector was widely consulted, with over 68 meetings around the country and more than 700 submissions received. The Disability Strategy was released in April 2001.

¹ New Zealand Public Health and Disability Act 2000, section 8(2).

² *ibid*, section 8(3).

³ *ibid*, section 8(4).

⁴ *ibid*, section 8(5).

Eleven key public service departments were required to produce plans for the 2001-02 year⁵. These 2001-02 plans were the subject of the first and second reports on progress. The first report covered the three-month period from 1 July to 30 September 2001. This time period was set in order to enable the report to be presented to Parliament by December of that year, as required under section 8 of the Public Health and Disability Act. The second report on progress covered the nine-month period from 1 October 2001 to 30 June 2002.

All government departments were required to produce plans for the 2002-03 year.

⁵ Two of the original 11 departments merged during 2002 (the Ministry of Social Policy and the Department of Work and Income merged to form the Ministry of Social Development).

2. The New Zealand Disability Strategy

The New Zealand Disability Strategy is the first government strategy to address the needs of disabled people on a cross-sectoral basis. It was developed following extensive consultation with the disability sector and launched on 30 April 2001. It presents a long-term framework to move New Zealand from a disabling to a fully inclusive society, defined as one where people with impairments can say they live in ‘a society that highly values our lives and continually enhances our full participation’.

The strategy sets out the values that must underpin all of the actions of government. It also sets out 15 objectives. Underneath each objective there are specific actions that set out some of the things that need to be done if those objectives are to be achieved. It is expected that these actions will inform the annual plans that all New Zealand government departments are required to produce to implement the New Zealand Disability Strategy. Departments are required to report annually on their progress in carrying out their plans.

The values that underpin the Strategy are:

- disabled people have a meaningful partnership with Government, communities and support agencies, based on respect and equality
- we move forward from exclusion, tolerance and accommodation to a fully inclusive and mutually supportive society
- disabled people are integrated into community life on their own terms – equal opportunities are assured but individual choices are available and respected
- the abilities of disabled people are valued not questioned
- interdependence is recognised and valued, especially relationships between disabled people and their families, friends, whānau and other people who provide support
- human rights are practised as a fundamental cornerstone of government policy and practice
- the diversity of disabled people, including their cultural backgrounds,

is recognised, and there is flexibility to support their differing aspirations and goals

- disabled people are treated equitably, regardless of gender, age, cultural background, type of impairment, and when and how the impairment was acquired
- community-based services ensure that disabled people are supported to live in their own communities and institutionalisation is eliminated
- the idea that society imposes many of the disabling barriers faced by people with impairment is widely understood, and therefore legislation, policy and other activities enhance rather than disable the lives of people with impairments
- the principles of the Treaty of Waitangi are recognised.

The New Zealand Disability Strategy is based on the social model of disability. It differentiates between ‘impairments’ that individuals have (physical, sensory, psychiatric, neurological, intellectual etc) and ‘disability’, which is the process that occurs when barriers are created by not taking account of people’s impairments (assuming we can all see signs, read directions, hear announcements, reach buttons, climb stairs, have the strength to open heavy doors, and have stable moods and perceptions).

The 15 objectives of the New Zealand Disability Strategy are:

1. Encourage and educate for a non-disabling society.
2. Ensure rights for disabled people.
3. Provide the best education for disabled people.
4. Provide opportunities in employment and economic development for disabled people.
5. Foster leadership by disabled people.
6. Foster an aware and responsive public service.
7. Create long-term support systems centred on the individual.
8. Support quality living in the community for disabled people.
9. Support lifestyle choices, recreation and culture for disabled people.

10. Collect and use relevant information about disabled people and disability issues.
11. Promote participation of disabled Māori.
12. Promote participation of disabled Pacific peoples.
13. Enable disabled children and youth to lead full and active lives.
14. Promote participation of disabled women in order to improve their quality of life.
15. Value families, whānau and people providing ongoing support.

A full copy of the New Zealand Disability Strategy in a range of versions is available online at the website of the Office for Disability Issues: www.odi.govt.nz.

A number of other official strategies and initiatives complement the New Zealand Disability Strategy. They include the:

- New Zealand Health Strategy
- New Zealand Positive Ageing Strategy
- Māori Health Strategy
- Pacific Health and Disability Action Plan
- Pacific Provider Development Framework
- Pacific Capacity Building Strategy
- Youth Development Strategy
- Agenda for Children
- New Zealand Transport Strategy
- Pathways to Inclusion: Improving vocational services for disabled people
- New Zealand Injury Prevention Strategy
- Proposed Women's Action Plan.

3. Office for Disability Issues

On 1 July 2002 the Office for Disability Issues (the Office) was established to provide policy advice to the Minister for Disability Issues. It is administered by the Ministry of Social Development, and has three key responsibilities:

1. Developing policy advice:

- leading strategic policy development regarding disability issues across the whole of government
- contributing a disability perspective to policy development led by other government agencies.

2. Leading the New Zealand Disability Strategy, promoting and monitoring its implementation, and working closely with government departments and other agencies to:

- shift people's thinking and increase disability awareness by developing a range of disability perspective material and information-sharing activities
- actively assist departments to develop their implementation plans, focusing on actions that result in positive changes for disabled people
- measure the results.

3. Supporting the Minister for Disability Issues in her advocacy role.

Policy Advice

In the establishment phase of the Office it was envisaged that it would lead one key piece of inter-sectoral policy work. The Office has actually led four large pieces of inter-sectoral policy work:

- Promoting Coherence with the New Zealand Disability Strategy and Equity Across Government Funded Supports for Disabled People
- Payment and Support of Family Caregivers
- active involvement in the International Convention on the Rights of People with Disabilities to be developed by the United Nations

- developing a Bill regarding recognition of New Zealand Sign Language.

Throughout the 2002-03 year the Office has also been consulted by and provided comment to a wide range of government agencies including the Ministries of Social Development, Labour, Health, Economic Development, Justice, Education and Housing, Statistics New Zealand, the Accident Compensation Corporation (ACC), Inland Revenue, the Health Workforce Advisory Committee, the National Advisory Committee on Health and Disability, the Department of Internal Affairs, the Law Commission and the Chief Electoral Office. This work has fallen into three broad levels of involvement:

- comprehensive involvement with policy development, including ongoing work as part of interdepartmental working parties
- involvement in an overview capacity, either at the scoping stage of work and then providing comment on draft versions of papers, and/or as members of a steering group
- providing a disability perspective comment on work as policy papers are being finalised before going to cabinet committees.

The Office has focused on building the capacity of other government departments, as they build their capacity to provide their own disability perspective in policy work. In order to do this the Office has developed a policy framework as a resource for government agencies to use. A paper copy of the final draft was provided to all 37 government departments in June 2003, and will be Web published in 2003-04.

Leading the New Zealand Disability Strategy

In the last quarter of 2002-03, the Office began working with all 37 departments to assist them to develop their implementation plans for the 2003-04 year. As this was the first time the Office had facilitated the planning process, it needed to develop a process that reflected the Office's whole-of-government role, and to develop the necessary networks across the state sector. It also wished to provide encouragement and assistance to departments in the development of their implementation activities. The Office developed the following process:

- each Chief Executive was asked to identify/reconfirm the person from their management team responsible for overall Disability Strategy

implementation across the department, and a person responsible for the co-ordination of the plan development and progress reporting

- those people were then invited to a presentation outlining the Strategy and the Office's expectations for both planning and reporting, at which clear directions were given to each department about its expected areas of action, both specific and generic, along with a template and general instructions
- face-to-face meetings were then held with people from key agencies to assist them in developing their plans, and at least phone contact made with all other agencies
- ongoing education was provided for people and groups of influence within agencies, with the Office providing resources and/or people to work with departmental staff in this process, with the added goal of encouraging the placement of overall responsibility for the Strategy implementation with strategic policy and planning units within agencies
- drafts of plans were submitted to the Office for discussion and review, via either email or further face-to-face meetings, with suggestions made to improve the plans
- final drafts were submitted for sign-off by the Chief Executives and management teams of the departments, before being sent to the Office for Disability Issues.

The Office believes the process has resulted in increased commitment within agencies; a broader focus on service delivery as well as continuing to focus on internal processes; and increased ongoing collaboration, ensuring that implementing the New Zealand Disability Strategy and monitoring progress become a continuous process rather than an annual event.

Supporting the Minister for Disability Issues in her Advocacy Role

The Office for Disability Issues provides a person to act as a Private Secretary to the Minister, and has a regular opportunity to raise the issues brought to its attention with the Minister for Disability Issues.

Throughout 2002-03 the Office provided the Minister for Disability Issues with a fortnightly report. This included information on the issues raised by the sector, gathered by meetings with a wide range of groups and individuals from the disability sector.

The Director attended and spoke at meetings of a wide range of disability interest groups, as did a number of Office staff. The Office also hears from many people across the disability sector via email, phone, fax and letter, regarding issues of concern. On all of these occasions the Office took the opportunity to listen to the wider views and disability issues raised, as well as discuss the work of the Office. These concerns have often involved wider government issues, which are passed on to the appropriate department and followed up to ensure an outcome is achieved.

4. Government Departments

The following section is based on self-reporting from the 37 government departments who implemented the New Zealand Disability Strategy in 2002-03. For 27 of those departments it was their first year of implementation. The departments were:

- Archives New Zealand
- Crown Law Office
- Department of Child, Youth and Family Services
- Department of Conservation
- Department of Corrections
- Department for Courts (now part of the Ministry of Justice)
- Department of Internal Affairs
- Department of Labour*
- Department of the Prime Minister and Cabinet
- Education Review Office
- Inland Revenue
- Land Information New Zealand
- Ministry of Agriculture and Forestry
- Ministry for Culture and Heritage
- Ministry of Defence
- Ministry of Economic Development
- Ministry of Education*
- Ministry for the Environment
- Ministry of Fisheries
- Ministry of Foreign Affairs and Trade

- Ministry of Health*
- Ministry of Housing
- Ministry of Justice*
- Ministry of Pacific Island Affairs*
- Ministry of Research, Science and Technology
- Ministry of Social Development* (which includes Work and Income New Zealand)
- Ministry of Transport*
- Ministry of Youth Affairs (which now operates within the Ministry of Social Development)
- Ministry of Women's Affairs*
- National Library of New Zealand
- New Zealand Customs Service
- Police
- Serious Fraud Office
- State Services Commission*
- Statistics New Zealand
- Te Puni Kōkiri* (Ministry of Māori Development)
- The Treasury.

* indicates the 10 key departments that have previously reported on implementation of the New Zealand Disability Strategy.

5. Reports from Government Departments

The implementation plans for 2002-03 were focused on objective 6 'to foster an aware and responsive public service'. This was very important, as for most departments their 2002-03 plan was their first attempt to understand the New Zealand Disability Strategy and work towards achieving the vision. (While not losing the need to continue to develop initiatives in this area, agencies have been asked to extend their focus in developing their 2003-04 implementation plans, and increase activity on implementing the objectives that relate to their core business.)

There has been significantly more activity in the 2002-03 year to implement the New Zealand Disability Strategy. This is due both to more departments taking action and to the extension of work by the 10 more experienced departments to cover more areas of the Strategy.

This year, in order to report more clearly on this increased activity in implementing the New Zealand Disability Strategy, the 15 objectives have been grouped using the four categories developed by the National Advisory Committee on Health and Disability (National Health Committee) in 2002-03. The report also lists all of the 113 actions that sit underneath the 15 objectives, and places the summaries of the relevant sections of departments' reports under the appropriate actions.

The four categories used in the model to group the 15 objectives of the New Zealand Disability Strategy are:

- rights of citizenship for disabled people
- government capacity and the development of support for disabled people
- delivery of support for disabled people
- issues faced by population groups within the wider group of disabled people.

The Office for Disability Issues has used this model in working with government departments, as the pyramid structure reflects the ways government works to achieve social goals.

- Legislation and strategies set expectations about rights of citizenship, which is the first line of the model.
- Government departments develop policies. These policies determine what services need to be provided and the type of support that is required from those services. In order to do this in a way that will promote an inclusive society, departments need to be aware of and responsive to disability needs and issues, and to have good information. They then look at how those services will be funded, ways to contract or directly provide them, and specify the delivery and reporting requirements. This is the second line of the model.
- Support is then delivered, either directly by departments or by providers by specific contracting arrangements, from within the funding available. This is the third line of the model.
- There are specific population groups of disabled people whose experiences differ because of things such as ethnicity, age and gender. These can create additional barriers to inclusion. This is the bottom line of the model.

The following model places the 15 objectives of the New Zealand Disability Strategy into these four categories.

**A SOCIETY
THAT HIGHLY VALUES OUR LIVES AND
CONTINUALLY ENHANCES OUR PARTICIPATION**

RIGHTS OF CITIZENSHIP	Obj 2 Ensure Rights for Disabled People	Obj 1 Encourage & Educate for a Non- Disabling Society	Obj 5 Foster Leadership by Disabled People
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GOVERNMENT CAPACITY / DEVELOPMENT OF SUPPORT	Obj 6 Foster an Aware & Responsive Public Service	Obj 10 Collect & Use Relevant Information
	Obj 7 Long-Term Support Systems Centred on the Individual	

DELIVERY OF SUPPORT	Obj 3 Education	Obj 4 Employment & Economic Development	Obj 8 Quality Living in the Community	Obj 9 Lifestyle Choices, Recreation & Culture
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SPECIFIC POPULATIONS	Obj 11 Māori	Obj 12 Pacific	Obj 13 Children & Youth	Obj 14 Women	Obj 15 Families, Whānau, & People Providing Support
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Adapted from the model developed by the National Health Committee, 2003

Reporting activity under each action area shows where the significant increase in activity is occurring, and also highlights areas where no specific implementation activity was reported. ‘No specific implementation activity reported’ does not necessarily mean that no activity is occurring. Many departments may be working in these areas, but regard that work as ‘business as usual’ and have therefore not reported it. What it does mean is that there were no specific projects identified and reported as implementing that action of the New Zealand Disability Strategy.

The Office for Disability Issues will be working with departments in 2003-04 to identify all of their work, including 'business as usual', which is achieving the actions, objectives and vision of the New Zealand Disability Strategy. It will also be encouraging departments to place Budget bids or redeploy existing resources to ensure both the development of new projects and adequate resourcing for their implementation.

Rights of Citizenship

New Zealand citizens enjoy a wide range of human rights that are accorded through government support for international human rights conventions and treaties, and our own laws, such as the Bill of Rights Act and the Human Rights Act. In addition, there are specific rights that are acknowledged in the Treaty of Waitangi.

RIGHTS OF CITIZENSHIP	Obj 2 Ensure Rights for Disabled People	Obj 1 Encourage & Educate for a Non-Disabling Society	Obj 5 Foster Leadership by Disabled People
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The New Zealand Disability Strategy is a rights-based framework that aims to achieve a society that highly values the lives of disabled people and enhances their full participation. As such, objectives 1, 2 and 5 must be actively implemented by all government departments.

Objective 1: Encourage and Educate for a Non-Disabling Society

To achieve the vision of an inclusive society, all people must be aware of barriers and both prevent them occurring and remove or reduce them. The work in the 2002-03 year on implementing this objective by government departments was mainly internal, focused on encouraging and educating department staff about the New Zealand Disability Strategy and the social model of disability, or involving disabled people in advising departments about policy and operation. The Ministry of Health was the key department in undertaking external activity to implement this objective.

Actions

1.1 Develop national and locally based anti-discrimination programmes

The Ministry of Health's *Like Minds, Like Mine* campaign to counter discrimination against people with mental illness continued to develop in 2002-03.

The Ministry of Health's Disability Services Directorate contracted for a project called VIP – Valued, Included and Participating. One of the outcomes of this project in 2002-03 was an 18-month calendar that takes each of the 15 objectives of the New Zealand Disability Strategy and offers practical, achievable ways to realise them personally and professionally. National sales and distribution are ongoing.

1.2 Recognise that it is disabled people who are experts on their own experience

Consultation with the disability community on work being undertaken by agencies is beginning to feature more prominently in both implementation plans and reporting. This is an encouraging and crucial development in progress towards achieving the vision of an inclusive society. This is particularly evident in agencies that contain a disability service focus, such as the Ministries of Health, Education and Social Development.

1.3 Recognise and honour the achievements of disabled people

The Department of the Prime Minister and Cabinet is one of the three central agencies responsible for co-ordinating and managing public sector performance⁶. It comprises six business units, one of which is the Cabinet Office which, among other things, is responsible for the administration of the Royal New Zealand Honours System and overseeing the development of the Royal New Zealand Honours Lists.

In 2002-03 the Department of the Prime Minister and Cabinet reviewed how successful the New Zealand Honours system was at facilitating recognition of disabled people. The review found that the processes and practices in relation to processing New Zealand Honours were free from unfair barriers to disabled people. It also confirmed that the needs of disabled people who are receiving New Zealand Honours at Government House ceremonies are identified and met.

1.4 Include the perspectives of disabled people in ethical and bioethical debates

Early in 2003 the IHC Advocacy Service hosted a one-day workshop on bioethics and disability, which was well attended by a wide range of people

⁶ The others are the State Services Commission and the Treasury.

from within the government, bioethics and disability sectors, including a number of self-advocates and families of disabled people.

A 2003 issue of the 'New Zealand Bioethics Journal' focused on the theme of bioethics and disability. An article for this journal was developed by the Office for Disability Issues, noting that bioethics is an issue of growing concern for the disability community, and one on which the Office is keen to encourage debate.

The Office for Disability Issues also commented on the work on genetic testing being undertaken by the National Advisory Committee on Health and Disability (National Health Committee).

The second report on progress noted that the Ministry of Justice was working on a proposed regulatory framework for the provision and ethical approval of assisted human reproduction procedures and research. This has now been developed into draft legislation and has been before the Health Select Committee in 2002-03. The Select Committee report back, also prepared by the Ministry of Justice, is scheduled for 13 February 2004.

1.5 Encourage ongoing debate on disability issues

The 2002-03 year was the first year of operation for the Office for Disability Issues. During that year the Office established a network of key contacts throughout the government sector, to assist them with ongoing education within government agencies about the New Zealand Disability Strategy and disability issues in general. The Office for Disability Issues will be undertaking a wider range of activities to implement this action in the 2003-04 year.

Objective 2: Ensure Rights for Disabled People

A fundamental right in a democratic society is the right to vote. In the second report on progress it was noted that the Chief Electoral Office was undertaking a review of all procedures relating to the General Election, including criteria and specifications for disabled access to designated polling places.

In the 2002-03 year the General Election was held and all returning Officers were provided with instructions, which included an updated polling place accessibility checklist that was drawn up with assistance from the Disabled

Persons' Assembly (DPA). The personalised EasyVote pack listing polling places, which was sent to all voters, indicated if polling places had disabled access. Television advertisements developed for the Chief Electoral Office were captioned through teletext.

A review of services was undertaken after the Election and it was agreed that there is still room for improvement. A consultation paper was drafted and submissions invited on how the Chief Electoral Office might improve access to voting for disabled people. An action plan for the 2005 General Election will be developed based on the submissions received.

During the 2002-03 year, the Minister for Disability Issues directed the Office for Disability Issues to consult on and develop the policy necessary for the writing of a Bill to recognise New Zealand Sign Language as an official language. In May 2003, consultations occurred with stakeholders, including 250 Deaf individuals from around the country, and with interested government agencies. Consultations with the Deaf community were assisted by a Deaf advisory group. The initial feedback from government departments and the Deaf community was reported in June 2003.

Actions

2.1 Provide information for everyone about the rights of disabled people

The Human Rights Commission 'train the trainers' workshops for disabled people continued to be held in 2002-03. An external evaluation of the workshops was carried out and the Human Rights Commission will implement some recommendations made as a result. The goal of these workshops is for participants to train other disabled people to increase awareness of the Human Rights Act and its implications for disabled people. Three partnership agreements have been made with People First, NZCCS and the Like Minds, Like Mine project to produce resources specific for the needs of people with intellectual disability, physical disability and mental health issues. In May 2003, a full-time position was created and filled to co-ordinate and facilitate these workshops, with a goal of 84 workshops for 950 people over the next five years. An advisory group will be convened some time during the 2003-04 year.

In the year July 2002 to June 2003, 18% of enquiries and 23% of the 1101 complaints received by the Human Rights Commission were about

discrimination on the basis of disability. This compares with 26.4% of complaints for the previous year.

2.2 Provide education to ensure that disabled people understand their rights, recognise discrimination and are able to be self-advocates

In 2002-03, the Health and Disability Commissioner developed a plain language version of the Health and Disability Code Of Rights, specifically for people with an intellectual disability.

The Human Rights Commission, in conjunction with the National Advisory Group of the Like Minds, Like Mine campaign, developed an advocacy training tool for people with experience of mental illness to advocate for their rights under the Human Rights Act. It will be piloted and finalised in the second half of 2003.

2.3 Educate agencies responsible for supporting children and families about the rights and abilities of disabled parents

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

2.4 Review human rights legislation to ensure the ongoing enhancement and strengthening of the rights of disabled people

Draft guidelines on the New Zealand Bill of Rights Act were developed. These are scheduled for publication around May 2004 and will assist policy advisers to apply the Bill of Rights Act and the Human Rights Act in policy development.

The second progress report included the wide consultation being undertaken by the Ministry of Justice with a number of government and non-government agencies, including representatives from leading disability agencies, in relation to enduring powers of attorney of Part IX of the Protection of Personal and Property Rights Act 1988, and the Law Commission's recommendations for reform. This work has now been transferred to the Ministry of Social Development's Office for Senior Citizens for future action.

A Law Commission report raised the issue of whether there is a need to clarify or extend the Courts' powers to make personal orders under the

Protection of Personal and Property Rights Act. It raised the issues of whether additional safeguards are required, and the degree to which any of those powers can be delegated to welfare guardians. The Government's response was tabled in Parliament in February 2003. It intends to undertake further work to evaluate the proposals before taking action on the Law Commission's recommendations, but noted that this work will require extensive consultation in developing and evaluating policy options. No priority has yet been accorded to this project and Parliament noted that due to the scope of this work it is unlikely that it could be completed in this Parliamentary term.

2.5 Investigate, and if appropriate, support, development of a United Nations convention on the rights of disabled people

In August 2002 the Office for Disability Issues, in conjunction with the Ministry of Foreign Affairs and Trade, prepared a report on options for New Zealand's involvement in the preparation of a United Nations convention on the rights of disabled people. This led to a New Zealand statement supporting the proposed convention, which was presented to the First Meeting of the United Nations Ad Hoc Committee on a Comprehensive and Integral International Convention on Protection and Promotion of the Rights and Dignity of Persons with Disabilities on 9 August 2002 in New York.

In May 2003 the Government agreed that New Zealand would take an active role in the development of this United Nations convention. It agreed that the Office for Disability Issues would co-ordinate New Zealand's further involvement, working closely with the Ministry of Foreign Affairs and Trade, the New Zealand Human Rights Commission and in partnership with representatives of the community of disabled people.

Officials from the Office for Disability Issues and the Ministry of Foreign Affairs and Trade participated in a meeting at the United Nations in New York in June 2003. Two disabled people funded by the Ministry of Social Development, and a Human Rights Commissioner were also part of the official New Zealand Delegation. The meeting looked at the extent and scope of the proposed convention. During this meeting New Zealand took a very active role. It was awarded a number of Disability Awareness Badges of Honour by the international NGOs attending, and received commendation from several countries for its leadership. This work will continue in the 2003-04 year.

2.6 *Investigate the level of access that disabled people have to independent advocacy, and address any shortfall in service provision and*

2.7 *Evaluate New Zealand's performance on the rights of disabled people*

No specific activity to implement these actions was reported by government agencies for the 2002-03 year.

2.8 *Consider disabled people whenever New Zealand's performance is being evaluated against international human rights obligations, for example the Convention on the Elimination of All Forms of Discrimination against Women, and the United Nations Convention on the Rights of the Child*

In March 2003 the second NGOs' report from Aotearoa New Zealand to the United Nations Committee on the Rights of the Child was published. The report, entitled *Children and Youth in Aotearoa 2003*, is available at www.acya.org.nz. Appendix 7 of the report is specifically on children and youth with disabilities. It concludes that 'the experiences and outcomes for many children and young disabled people have become significantly worse since the first report to the United Nations committee', and makes a number of recommendations for change. The report notes that the New Zealand Disability Strategy is a welcome document, which together with the United Nations Convention should provide an integrated framework on which policies, legislation and services are structured, but they require adequate resourcing, effective implementation and commitment for effectual development.

The Ministry of Youth Affairs reported that it has been using the United Nations Convention on the Rights of the Child to help government agencies increase their understanding of children's and young people's rights, and will be continuing to work to help government agencies raise their performance.

Objective 5: Foster Leadership by Disabled People

Acknowledging the experience of disability as a form of specialised knowledge is an important aspect of ensuring the development of a society that highly values the lives of disabled people. This is particularly

important for government agencies that need to ensure the voice of disabled people, as a significant percentage of general society, is heard.

Actions

5.1 Encourage disabled people to take part in decision-making as service users, as staff in the delivery of services, and in the governance, management, planning and evaluation within all services that disabled people access

The Ministries of Health, Education and Social Development have continued to build on their work establishing disability-specific advisory committees and/or ensuring disabled people are represented on existing advisory committees. Much of the preliminary work of 2001-02 resulted in action in 2002-03. In some cases this was in the form of a general reference or advisory group (eg Group Special Education) and in others it was for specific issues or areas of work (eg Ministries of Health and Social Development).

The Ministry of Health Disability Issues Directorate has established a pilot project in Auckland called VIP – Valued, Included and Participating, which is governed and implemented by disabled people. The project aims to support the Disability Issues Directorate to plan and co-ordinate processes to bring about change at an operational level in line with the New Zealand Disability Strategy vision.

New Zealand Police undertook a survey in 2002-03 to measure disabled people's satisfaction with Police services, with a total of 213 people from the Wellington Police District participating. Participants had a wide range of impairments, and a variety of communication tools were used to access information. Survey results showed that in general participants were positive in their perceptions and in the information from and experience in dealing with the Police. With the exception of mental health consumers, people were satisfied with the contact they had had. Nine recommendations were formulated on the basis of information received in the survey, and four of these have been incorporated into the Police New Zealand Disability Strategy implementation plan for 2003-04. The full report is available on the Police website at www.police.govt.nz.

Both the Police and the Department of Internal Affairs have set up internal disability network groups to identify internal development issues and have

input into relevant policy, as well as to increase awareness of disability issues and support the development of disabled staff.

The National Advisory Group within the Like Minds, Like Mine project of the Ministry of Health, which is made up solely of people with experience of mental illness, undertook a stocktake of consumer involvement in the project. This was completed and presented to Like Minds, Like Mine providers at their National Meeting in November 2002. The project is planning to repeat this stocktake in 2004 to find out whether the level of consumer involvement has increased since the first stocktake.

5.2 Assist self-help initiatives, service provision and advocacy organisations run by disabled people for disabled people

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

5.3 Model the inclusion of disabled people in leadership roles within government departments, in order to encourage leadership by disabled people within all organisations

A number of departments have disabled people in leadership roles, and many of these people are actively supporting others through initiatives like the Disability Staff Networks established by the Police and Internal Affairs. The State Services Commission has designed a programme to improve the quality, quantity and diversity of all candidates (including disabled people) available for appointment to senior manager and chief executive roles in the public service/state sector. This programme (delivered by the Leadership Development Centre) assesses individuals against the Leadership Capability Profile. Development tools are used to broaden participants' experience in a supported way, with a view to their being ready for senior leadership roles in about three years. The Executive Leadership Programme and Leadership Development Centre were launched on 3 July 2003.

5.4 Support the establishment of a leadership development and mentoring programme for disabled people

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

5.5 Establish a register of disabled people for government appointments

In the 2002-03 year the Office for Disability Issues began preliminary work on how to best establish and maintain this register. This work will continue in 2003-04 in conjunction with Te Puni Kōkiri, the Ministry of Pacific Island Affairs and the Ministry of Women's Affairs, each of which has continued efforts to increase the number of disabled people held on its agency files of people available for appointment to decision-making positions.

5.6 Make information available to disabled people and their advocacy organisations about how to influence government policy

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

Government Capacity/Development of Support

Government departments develop policies. These policies determine what services need to be provided and the type of support that is required from those services. In order to do this in a way that will promote an inclusive society, government agencies need to be aware of and responsive to disability needs and issues, and to have good information. They then look at how those services will be funded, ways to contract or directly provide them, and specify the delivery and reporting requirements.

GOVERNMENT CAPACITY / DEVELOPMENT OF SUPPORT	Obj 6 Foster an Aware & Responsive Public Service	Obj 10 Collect & Use Relevant Information
	Obj 7 Long-Term Support Systems Centred on the Individual	

Objective 6: Foster an Aware and Responsive Public Service

This objective was the key focus for implementation of the New Zealand Disability Strategy by the 37 government departments in the 2002-03 year. This was very important, as for most departments their 2002-03 plan was their first attempt to understand the New Zealand Disability Strategy and work towards achieving its vision.

There has been a high level of commitment by departments to the implementation of this objective. The work of the Department of Conservation and the Ministry of Housing has been particularly noteworthy. The Department of Conservation reported that it had taken the New Zealand Disability Strategy and shown how the objectives and vision were linked to the strategic objectives and statement of intent of the Department of Conservation. The Ministry of Housing worked with the Housing Corporation of New Zealand to ensure the aims of the New Zealand Disability Strategy were included in accountability documents, and the Housing Corporation of New Zealand *Statement of Intent 2002-05* includes a disability section.

Actions

6.1 Develop mechanisms to ensure that all government policy and legislation are consistent with the objectives of the New Zealand Disability Strategy

All policy papers presented to the Government's Social Development Committee are required to include a disability perspectives. In line with this requirement, the Office for Disability Issues was consulted and/or provided comment on a wide range of Cabinet and policy papers in 2002-03. This work fell into three broad levels of involvement, ranging from comprehensive involvement with policy development as part of interdepartmental working parties, to involvement in an overview capacity at the scoping stage of work then providing comment on draft versions of policy papers, to providing comment on work at the final stages of Cabinet papers.

A key strategy the Office for Disability Issues has developed is to focus on building the capacity of other government departments to provide their own disability perspective. In order to do this the Office has developed a policy framework as a resource for government agencies to use when including a disability perspective in their policy work. The framework was developed within the Office, peer review feedback was received and incorporated, and it was then sent for wider consultation to 34 individuals in 22 government agencies. This was done with the intention to not only improve the product, but also raise awareness across departments of the need to include a disability perspective and of the framework resource to assist them. A paper copy of the final draft was provided to all 37 government departments in June 2003, with the framework being prepared for web publication in 2003-04.

The Department of the Prime Minister and Cabinet had previously developed Cabinet Guidelines to ensure, at a high level, that policy proposals have a disability perspective. This Department provides an overview of much of the policy work of other departments through the work of the Policy Advisors' Group, which has a co-ordinating role in strategic policy development. In 2002-03 the Department of the Prime Minister and Cabinet's Policy Advisors' Group met to review the disability perspective in current policy work it was overseeing. It concluded that it could do more to monitor how the guidelines were being implemented in policy work, and identified specific objectives of the New Zealand Disability Strategy for focus in the 2003-04 year.

6.2 Adapt public sector training to ensure that service development and service delivery are consistent with the New Zealand Disability Strategy

All 37 departments reported that they had altered their induction training to include the New Zealand Disability Strategy. Many reported that they had developed new training material about the Strategy, and the need to have a disability perspective in work at all levels. The guide for policy makers developed by the Office for Disability Issues provides an additional resource.

Many departments also noted that they are now offering disability awareness training for staff. This was not limited to those departments with a focus on disability service delivery, although it was particularly evident in the social service departments. Some departments were specific about how this disability awareness training was developed and delivered, and the level of involvement of disabled people in this training. This is something the Office for Disability Issues will be asking for in future New Zealand Disability Strategy implementation progress reporting.

6.3 Ensure that all government agencies treat disabled people with dignity and respect

All departments reported on this action, most noting the disability awareness training for staff. For departments with a disability service delivery focus this was often enhanced by a number of other actions to remove or reduce barriers, including making information available in a variety of formats. Some examples of these are:

- the Department of Labour developed a set of principles for working with disabled people, included these in its management policy framework, and communicated them to staff
- the Department for Courts (now part of the Ministry of Justice) reviewed targets set in its Equal Employment Opportunity to 2010 project, ensuring disability measures were provided
- the New Zealand Customs Service and the Ministry of Agriculture and Forestry met and agreed on close collaboration on their border control policies and operation to ensure consistency of approach for disabled travellers.

- the Ministry of Social Development's Work and Income used a wide consultation process to review its current Service Charter, which addresses the needs of all people who interact with Work and Income, including disabled people.

6.4 *Improve the quality of information available, including where to go for more information, the services available and how to access them and*

6.5 *Make all information and communication methods offered to the general public available in formats appropriate to the different needs of disabled people*

All departments reported activity on these actions. All departments are working to ensure that their websites are consistent with the e-government guidelines developed by the State Services Commission, and many reported that their websites now meet the accessibility standards. Many departments reported on work being undertaken to review printed material, with further work scheduled for the 2003-04 year to provide this material in a variety of formats.

6.6 *Ensure the locations and buildings of all government agencies and public services are accessible*

All departments had undertaken significant work on this action. Many had completed accessibility surveys, and noted that work will occur to implement the recommendations of those surveys in the 2003-04 year. The Ministry of Social Development provided a particularly good example of this in the reported outcomes of work on its Project Accessible. This has resulted in:

- its accessibility guide for buildings and furniture being reviewed and rewritten
- a programme for all desks for staff and clients to be wheelchair accessible and height adjustable being implemented by June 2004
- hearing loops installed on request at all offices with a high number of hearing-impaired clients
- changes to the National Office floor plans, including the development of a fully accessible conference facility floor with hearing loops.

6.7 *Work with territorial authorities to develop ways they can support the New Zealand Disability Strategy*

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

Objective 10: Collect and Use Relevant Information about Disabled People and Disability Issues

The goal of objective 10 is to improve the quality of relevant disability information that is collected, analysed and used to inform decision making. Statistics New Zealand and the Ministry of Research, Science and Technology are key government agencies in the implementation of this objective. The Ministry of Health has also undertaken a number of initiatives in this area.

Actions

10.1 Ensure that guidelines for research funding take into account the need for research on disability issues, include disabled people in the development and monitoring of the disability research agenda, and enable disabled people to put forward their own experiences in the context of the research

The Ministry of Research, Science and Technology includes the work of the Health Research Council, which has nine Research Portfolios that cover the full spectrum of national health research priorities. The strategies for these Portfolios are set through an extensive consultation process with health stakeholders, government and non-government organisations, researchers and consumers. The Health Research Council also seeks specific input from Expert Panels for each of the five priority population groups: Māori; Pacific peoples; children and youth; older adults; and people with disability. The Expert Panel for disabled people is chaired by the Deputy Director General, Disability Issues, Ministry of Health and membership includes prominent disability researchers and consumers.

Research is prioritised for funding by the Health Research Council if it includes disabled people as investigators and/or participants, or provides a training position. It is also prioritised for funding if it is likely to provide knowledge that enables people with disability to participate more in society and have greater control over their lives, or provides more

information about their specific issues and needs. The Health Research Council also uses relevance to the New Zealand Disability Strategy as a criterion for prioritising research in the assessment process for the annual funding round. In the 2002-03 funding round, only one proposal relevant to the New Zealand Disability Strategy was submitted. This proposal was subsequently withdrawn because it gained funding from other sources.

The Health Research Council funded a workshop on disability and rehabilitation in Christchurch in March 2003, in an attempt to ascertain the barriers to research in these areas. It also wished to identify ways in which the Health Research Council could act to build capacity and increase the investment in research of relevance. The Council is currently considering the recommendation that the assessment process should be changed to allow special consideration of proposals classified as disability research, and planning specific capacity-building initiatives for the disability research workforce.

In addition to research on disability the Health Research Council invests in research focusing on better understanding, treating and preventing impairments such as sensory loss, including fundamental biomedical research on vision and hearing. The Health Research Council does not classify this as 'disability research' and therefore has not provided any details of this research in this report on progress in implementing the New Zealand Disability Strategy.

10.2 Collect relevant and useful information about disability through all relevant surveys to inform the research programme

In 2002-03 the New Zealand Health Survey began to be implemented, with the questionnaire designed, the contractor hired, and fieldwork begun. The Ministry of Health reports that this survey will identify people with functional limitations, and that the proposed children's and other age-group-specific health surveys (eg of older people) will also identify this group of people. Interviewing will be completed in October 2003, with preliminary results available in December 2003. Further analyses will be released progressively throughout 2004. When data is available from the relevant surveys, Public Health Intelligence will include information on disabled people in any resulting publications.

The Ministry of Health began a survey of the health of people over the age of 65 in the West Coast area, and planned for a health survey of Deaf New Zealanders, with data collection expected to start in late 2003.

10.3 Use disability research, and analyse disability data, including that from the 1996 and 2001 Disability Surveys, to contribute to policy work, service development and monitoring

There have been a number of separate pieces of work in 2002-03 to implement this action and its objective.

In 2001 Statistics New Zealand ran the Household Disability Survey and the Disability Survey of Residential Facilities for the second time. Statistics New Zealand is chairing an analytical committee which aims to develop and oversee a process to ensure that useful analysis from both the 1996 and the 2001 Disability Surveys is undertaken. The committee has been established to make the best use of the investment in the Surveys through cross-sectoral collaboration, and to avoid duplication and inadequate or irrelevant analysis. The agencies and organisations that are members of the analytical committee are the Ministry of Health, the Ministry of Social Development, the Department of Labour, Te Puni Kōkiri, the Ministry of Pacific Island Affairs, the Ministry of Women's Affairs, the State Services Commission, ACC, Disabled Persons Assembly, NZCCS, the Royal New Zealand Foundation of the Blind, IHC, Schizophrenia Fellowship Inc, and Alzheimer's Society New Zealand.

The major outcome of this Statistics New Zealand committee's deliberations was agreement by agencies to pool resources for the production of an inter-sectoral report on disability. The Ministry of Health is co-ordinating the production of the analytical report, which is due for publication in late 2003. Statistics New Zealand has assisted with the extraction of data for the report and has provided technical advice and comment on the report.

The report will include chapters on Māori and Pacific peoples with disabilities, as the 2001 Household Disability Survey included over-samples of Māori and Pacific peoples that improved the reliability of estimates for these ethnic groups. As a result, more detailed analysis of Māori and Pacific peoples with disabilities will be possible.

In addition to contributing to the production of the inter-sectoral report, Statistics New Zealand has continued to promote the data from the 1996 and 2001 Disability Surveys through presentation of papers on the surveys at appropriate forums, including the New Zealand Sociological Association Conference and the Social Policy Evaluation and Research Conference.

Information from the 2001 Disability Survey has been published as *Snapshots* on the Statistics New Zealand website www.stats.govt.nz. These snapshots have been a source of information for further reporting by the media. Statistics New Zealand is currently considering recent suggestions from the disability community about ways to improve the readability of material published on the Web and in paper-based questionnaires.

At the end of June 2003 Statistics New Zealand was in the process of considering submissions on the content of the 2006 Census of Population and Dwellings. There was no decision on whether questions on disability will continue to be included, or whether there will be a post-censal survey on disability. A final decision on content is expected to be released in October 2003. In order to further inform this decision a workshop of stakeholders from the disability sector was held at the end of July. This workshop explored the information needs of the sector and how these might be best met.

The Mental Health Research and Development Strategy is funded by the Ministry of Health and administered by the Health Research Council. It is overseen by a steering committee, including people who bring Māori, Pacific peoples' and consumer perspectives.

As part of this research strategy a case mix study is being carried out. This is a large-scale project that aims to develop the first version of a national case mix classification for specialist mental health services in New Zealand. With this information, funders and service providers will be able to benchmark services and to work towards establishing best practice to improve delivery to consumers with different needs. The study will help inform the understanding of 'who received what services from whom at what cost' and support funders and services to improve delivery to consumers with different needs. The project commenced in January 2002, with the data collected over a six-month period between February 2002 and July 2002. Data was analysed and preliminary findings were released on 1 June 2003. The final report is due for release in September 2003. The desired outcome is a first, albeit rough, case mix classification for mental health services in New Zealand.

The Ministry of Health carried out a pilot study in 1999-2000 for a National Mental Health Epidemiology Study, and work continued in 2002-03 on: the design of the questionnaire for this survey; the design of the sample

and interview questions to ensure that results would provide accurate information on Māori and Pacific peoples; the development of an electronic database for real-time recording of responses; and preparation for the field test. This epidemiology study is a survey to measure the prevalence of mental illness within New Zealand. It will also help to describe how mental health problems and substance abuse limit people's activities and patterns of mental health service use (and barriers to service users) and identify risk factors for mental health and substance use problems. There will be over-samples of Māori and Pacific populations, enabling nationwide epidemiology for these population groups for the first time. The study has now received Ethics Committee approval, and has been prepared for the full pilot in August 2003. The next steps will be to complete the field test before going into the full survey from November 2003. Full results are expected by 2006.

10.4 Undertake research focusing on disability issues for Māori and Pacific peoples

In addition to the work detailed under action 10.3, there have been a number of separate pieces of work in 2002-03 to implement this action on research for Māori and Pacific peoples.

The Ministry of Health, the Health Research Council and ACC are working together on a three-year project that aims to provide information about the use and experience of Māori when accessing health and disability services (see action 11.3).

In a separate ongoing project, the Ministry of Health, with representatives from Te Rōpō Rangahau Hauora a Eru Pōmare, District Health Boards, the primary health care sector and ACC, is leading a project on ethnicity data collection which will involve changes across the whole of the health and disability sector. This project aims to ensure accurate, consistent ethnicity information is gathered by the health and disability sector, and involves standardising the collection, recording and use of ethnicity data. In 2002-03 a standard was agreed for the collection of ethnicity data. This standard has been designed into the Ethnicity Data Protocol for the people who will be collecting, recording and using ethnicity data. The next phase of this project will be the development of training and educational materials to implement the Ethnicity Data Protocol to ensure that data collectors have the skills to collect ethnicity data according to the protocols.

- 10.5 *Make disability research information available to disabled people in culturally appropriate and accessible formats and*
- 10.6 *Adopt ethical and procedural standards for disability research projects and*
- 10.7 *Appoint disabled people as members of ethics committees*

No specific activity to implement these actions was reported by government agencies for the 2002-03 year.

Objective 7: Create Long-Term Support Systems Centred on the Individual

Implementation of this objective is particularly important, as it affects all of the objectives that relate to service provision. How services are contracted, funded and delivered can and does create barriers to access by disabled people. This objective is about ensuring that this is done in a way that is focused on the individual requiring support, and not only addresses immediate needs but looks to meeting needs in the long term.

The key departments involved in leading work on the implementation of this objective are the Ministries of Health and Social Development. Other government agencies involved are Te Puni Kōkiri; Housing New Zealand; the Ministry of Education; the Department of Child, Youth and Family Services; the Ministry of Pacific Island Affairs and ACC.

Actions

- 7.1 *Ensure that overarching processes, eligibility criteria and allocation of resources are nationally consistent, but that individual needs are treated flexibly and*
- 7.2 *Ensure that government agencies, publicly funded services and publicly accountable bodies co-operate to ensure that the disabled person is at the centre of service delivery and*
- 7.3 *Investigate the development of an holistic approach to assessment and service provision that applies across agencies and funding sources and*

7.5 Encourage equity of funding and service provision for people with similar needs, regardless of the cause of their impairment

The Office for Disability Issues is leading a large piece of strategic work to implement these four actions, aimed at creating long-term support systems centred on the individual. Cabinet approval was gained in June 2003 for the Office for Disability Issues, in close association with an officials' group and in consultation with the wider disability sector, to:

- propose guidelines on how to apply the New Zealand Disability Strategy in relation to government-funded supports
- propose mechanisms to ensure policy and service development is coherent with the Disability Strategy
- scope the work required for a policy review of inequities between ACC and other Government-funded supports.

In addition to this strategic work led by the Office for Disability Issues, the Minister for Disability Issues has established an inter-sectoral project for organisations to trial innovative ways of improving inter-sectoral collaboration in needs assessment and service co-ordination for disabled people aged under 65. The Ministry of Health is leading this project in partnership with the Office for Disability Issues, Te Puni Kōkiri, Housing New Zealand, the Ministry of Education, Department of Child Youth and Family Services, the Ministry of Pacific Island Affairs, ACC and the Ministry of Social Development. This inter-sectoral collaboration project aims to improve:

- outcomes for people with all disabilities across all aspects of life
- collaborative arrangements within and between organisations with an interest in needs assessment and service co-ordination
- effectiveness of needs assessment and service co-ordination for different groups, including Māori and Pacific peoples
- transitioning between services, including for young school leavers.

Separate focus groups were held in January 2003 with disabled people and providers/carers discussing options for inter-sectoral needs assessment and service co-ordination trials. Up to three trials will be established around the country and are expected to run until mid-2005. The trials are

expected to adhere closely to the vision and objectives of the New Zealand Disability Strategy, and may build on existing service arrangements or propose entirely new arrangements. After the trials have been evaluated, advice and recommendations will be developed for the Government on the future direction of the inter-sectoral work.

7.4 Develop and maintain effective rehabilitation services

The Ministry of Health has led a review of 40 providers (including eight Māori and two Pacific providers) to identify sector capability and capacity. A report detailing results of this review is to be produced in 2003-04.

7.6 Identify unmet need and develop affordable solutions to fill these gaps and

7.7 Improve timeliness of service provision

No specific activity to implement these actions was reported by government agencies for the 2002-03 year.

7.8 Develop a highly skilled workforce to support disabled people

This is an area of growing focus, particularly by the Ministry of Health.

In September 2002 the Ministry of Health published the 'Mental Health Workforce Development Framework'. In October 2002 the Health Workforce Advisory Committee published a discussion document 'The New Zealand Health Workforce – Framing Future Directions'. One of its six chapters was entitled 'Building the Health and Support Workforce for People Who Experience Disability'. This was followed by wide consultation, including a summit meeting in March 2003 which led to a number of recommendations to the Government about the development of the disability support workforce. These publications are available from the Ministry of Health website www.moh.govt.nz.

The Ministry of Health's Clinical Training Agency, in collaboration with the Disability Services Directorate, undertook an analysis of the disability workforce in 2002-03. Their report, 'Disability Workforce Analysis Report', was published in February 2003. The focus of the project was predominantly on training needs and was described as 'a first step towards developing an understanding of the issues, and a basis from which further

much needed work can proceed'. This publication is available from www.moh.govt.nz/cta.

7.9 *Ensure that disability services do not perpetuate the myth that disabled people are ill, while recognising that disabled people do need access to health services without discrimination*

The Ministry of Research, Science and Technology has reported that the Health Research Council has adopted the social model of disability as a basis for identifying and prioritising disability research, in line with the New Zealand Disability Strategy.

Delivery of Support

Support is delivered, either directly by departments or by providers by specific contracting arrangements, from within the funding available.

DELIVERY OF SUPPORT	Obj 3 Education	Obj 4 Employment & Economic Development	Obj 8 Quality Living in the Community	Obj 9 Lifestyle Choices, Recreation & Culture
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Objective 3: Provide the Best Education for Disabled People

Objective 3 has eight actions, all aimed at improving education so that all children, youth and adult learners will have equal opportunities to learn and develop in their local, regular educational centres.

For the 2001-02 year only the Ministry of Education was working to implement this objective. In the 2002-03 year work on implementing this objective was also reported by the Education Review Office and the National Library.

The Ministry of Education now includes the former Specialist Education Services, and describes this change as having brought together a broad range of experience and skills, from policy through to direct service provision, united by a focus on learning and achievement for children and young people.

The Education Review Office is the government department that reports publicly on the quality of education in all New Zealand schools and early childhood services, including private schools, kura kaupapa Māori (Māori language immersion schools), special schools and ngā kōhanga reo (Māori language early childhood groups).

The National Library has seven business areas, one of which is School Services. It supports the development of school libraries by offering information and advice on aspects of school library management and development, and offers a wide range of curriculum-related resources to assist primary and secondary teachers, home schoolers and trainee teachers. It is a provider of over 27,000 audio book titles to local authority libraries, education organisations and disability services.

Actions

3.1 *Ensure that no child is denied access to their local regular school because of their impairment.*

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

3.2 *Support the development of effective communication by providing access to education in New Zealand Sign Language, communication technologies and human aids*

In 2002-03 work began on an action plan for students with sensory disabilities, aiming to improve services to children and young people with sensory impairment. A joint stocktake of services by the Ministries of Education and Health has been completed, identifying issues around and gaps in the current provision of services. A number of pieces of work required to improve services have been identified as a result of this stocktake, including different streams of work. One of these workstreams is the Ministries of Health and Education jointly working on issues relating to access to and support with assistive equipment. Another is funding the development of a professional development module to upskill school-based staff, as part of a review of and research into the education and development of sensory specialist teachers. These will become priority projects in 2003-04, and will be done under the umbrella of the New Zealand Disability Strategy and the Special Education Policy Framework.

3.3 *Ensure that teachers and other educators understand the learning needs of disabled people*

In June 2003 the Ministry of Education published *Best Evidence Syntheses* – a guide to evidence-based research to inform future policy development. These syntheses will also assist education policy analysts to ensure they meet the requirement for all social development Cabinet papers to include a disability perspective.

In the 2001-02 progress report the Ministry of Education reported that it was scoping a project to research effective therapy for students with physical disabilities. The research phase of this project was completed in the 2002-03 year. The final phase of this project, the writing up of the research findings and the recommendations, is due for completion in January 2004.

Throughout the 2002-03 year, the Ministry of Education has continued the action research into effective services for children and young people with Autistic Spectrum Disorders (ASD). This has included guidance from a group representing disabled people and input from the Ministry of Health.

The Ministry of Education has also evaluated the Early Bird Parenting programme, which is aimed at building the capacity of parents of young children with ASD. As a result of this evaluation, further work will be done in 2003-04 to look at issues of access to and uptake of this programme, particularly for Māori, Pacific and Korean families.

3.4 Ensuring that disabled students' families, teachers and other educators have equitable access to the resources available to meet their needs

The National Library reviewed the collection of educational resources held by its Print Disabilities Unit. These resources are provided to print-disabled children and young adults in schools and special needs units. As a result of this review, the current collection coverage and service have been established and will be increased as funding permits. An increase in the need for resources for preschool, year one to three age group, and for young adults was identified by this review, as was the fact that compact disc was the preferred format.

New arrangements for the provision of accessible format materials to tertiary students who have vision impairments have been developed. These will come into effect from 1 January 2004. As a transitional measure, the Ministry of Education and the Tertiary Education Commission contracted the Royal New Zealand Foundation for the Blind to continue providing accessible-format materials to students studying at tertiary education institutions during 2003. This was done to ensure there was no gap in the provision of these services, and to give tertiary education institutions the opportunity to plan how they will provide these services from 2004.

3.5 Facilitate opportunities for disabled students to make contact with their disabled peers in other schools

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

- 3.6 *Improve schools' responsiveness to and accountability for the needs of disabled students and*
- 3.7 *Promote appropriate and effective inclusive educational settings that will meet individual educational needs*

The Education Review Office has been implementing these action points, using its standard review methodology, to find out the extent to which education provided in schools meets the needs of disabled students. The outcome of this review, and its evaluation, was published in June 2003 as a national report entitled *The New Zealand Disability Strategy in Schools*. This is available on the Education Review Office's website www.ero.govt.nz and summarises the issues found nationally. Issues identified in specific schools were reported to Boards of Trustees as appropriate.

Group Special Education, a division of the Ministry of Education, contracts services from a range of providers to meet the needs of disabled children and young people. Examples of these contracts include the Vision Education Agency and Deaf Education Aotearoa New Zealand. To ensure transparency in the role of these contracted providers in the implementation of the New Zealand Disability Strategy, funding/purchase agreements have been altered to include a new clause that reflects the New Zealand Disability Strategy, including these action points. Contract reporting is required to show evidence of how this is being achieved.

3.8 *Improving post-compulsory education options for disabled people*

The Ministry of Education has developed a Tertiary Education Strategy to reflect the needs and aspirations of disabled people, to guide policy and operational outcomes. This was done in consultation with people from disability groups and organisations, including the student disability organisation ACHIEVE.

Objective 4: Provide Opportunities in Employment and Economic Development for Disabled People

In 2001 the Government launched 'Pathways to Inclusion', the Government policy regarding vocational services funded and managed by Work and Income, which is part of the Ministry of Social Development. This policy, which elaborates on an aspect of the New Zealand Disability Strategy, signalled a new direction in vocational services with the aim of increasing

the participation of disabled people in employment. The fundamental principle is that disabled people have the same rights to participate in their communities as other citizens, particularly through employment opportunities.

The key objectives of Pathways are increasing participation in employment and increasing participation in communities. Within Pathways there are seven specific strategies to achieve these objectives. One of these strategies is to change legislation, including the repeal of the Disabled Persons Employment Promotion Act so that all people who work must be paid the minimum wage or seek individual exemptions through a labour market inspector. In order to facilitate these seven strategies, funding is being increased by \$11 million over a five-year time frame, from \$60 million to \$71 million per annum.

Much of the work in 2002-03 in implementing objective 4 of the New Zealand Disability Strategy, 'provide opportunities in employment and economic development for disabled people', was focused on the action points that correspond with the actions of 'Pathways to Inclusion'. The Ministry of Social Development (including Work and Income) and the Department of Labour continued to lead this work in the 2002-03 year.

The Office for Disability Issues is encouraging the involvement of the Ministry of Education in implementing this objective, particularly at secondary and tertiary level education and training. Significantly more action by the Ministry of Social Development to implement this objective is also planned to occur in 2003-04.

Actions: Planning and training for entering employment

- 4.1 *Provide education and training opportunities to increase the individual capacity of disabled people to move into employment and*
- 4.2 *Enable disabled people to lead the development of their own training and employment goals, and to participate in the development of support options to achieve those goals*

The Ministry of Social Development has been piloting five demonstration projects to explore and evaluate innovative ways for recipients of the Sickness Benefit and Invalids Benefit to enter and retain open paid employment.

These five projects are collectively called 'employABLE: Ngā Pukenga Hei Whai Mahi'. Four projects are community based. These continued throughout the 2002-03 year, and are scheduled to finish in June 2004. The fifth project, a one-year project delivered by Work and Income, was in its final stages at the end of the 2002-03 year and is also being evaluated.

Each of the four community projects will work with approximately 100 participants over the time of the pilot. These community-based projects, targeted to disabled people receiving the Invalids Benefit and long-term Sickness Benefit, were at the half-way point by June 2003 so only early indications of success can be estimated. Of these projects, one is achieving very promising results to date, assisting over 40% of its participants (young people experiencing their first episode of psychosis) into employment or tertiary study or both. Two more projects are still developing and showing some promise, and the fourth project is struggling to deliver its intended model. These projects are being fully evaluated and a final evaluation, including an indication of cost effectiveness, will be available in October 2004.

The fifth project being delivered by Work and Income worked with approximately 50 people receiving the Sickness Benefit, assisting them into employment. The evaluation of the project will provide an indication of the level of value added by the project. The experience of running this project has also provided a great deal of useful information for Work and Income about effective ways to assist disabled people to gain and retain employment.

The Ministry of Social Development reported that in 2002-03 increased employment opportunities for disabled people were created through increased funding to some providers for specific employment outcomes. The Ministry of Social Development also reported the distribution of a Quality Fund to assist providers to improve vocational service delivery to disabled people. This was done to encourage strategic planning in order to ensure organisations align with the Pathways to Inclusion policy, and to build the capacity of organisations and strengthen their quality of service to disabled people. Work and Income contracted the Standards and Monitoring Service to audit both employment and community participation providers on aspects of quality. A separate contract to carry out financial management process reviews on all vocational providers was undertaken by McCallum Petterson.

- 4.3 *Educate employers about the abilities of disabled people and*
- 4.4 *Provide information about career options, ways to generate income, and assistance available for disabled people and*
- 4.5 *Investigate longer-term incentives to increase training, employment and development opportunities for disabled people*

No specific activity to implement these actions was reported by government agencies for the 2002-03 year.

- 4.6 *Ensure a smooth transition from school to work*

The Ministry of Social Development's Work and Income is implementing the Pathways to Inclusion policy, which includes a specific focus on transition. In implementing both this action of the New Zealand Disability Strategy and the Pathways to Inclusion policy, Work and Income contacted all of its contracted vocational service providers, and invited those currently providing transition services to a workshop in November 2002. An outcome of the workshop was some draft service provision specifications. Work and Income then began funding pilot programmes focused on the transition from school to work, and will be further developing this area of service in 2003-04.

- 4.7 *Investigate the requirements of the International Labour Organisation Convention on Vocational Rehabilitation and Employment, with a view to ratification*

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

Actions: Employment and economic development

- 4.8 *Encourage the development of a range of employment options recognising the diverse needs of disabled people*

See activity reported under actions 4.1 and 4.2.

- 4.9 *Ensure disabled people have the same employment conditions, rights and entitlements as everyone else has, including minimum wage provisions for work of comparable productivity*

The Labour Market Policy Group of the Department of Labour is providing policy support for the implementation of changes to vocational services, the aim of which is to reduce disparities and improve the labour market participation of disabled people. A series of reports was provided to the Government in 2002-03 reflecting this work. The Labour Market Policy Group continued to provide legislative policy support for the passage of the repeal of the Disabled Persons Employment Promotion Act (DPEP) Act, with a package of four papers on the DPEP Act and associated reforms submitted to the Minister in March 2003. Discussions began between the Department of Labour and the Ministry of Social Development in relation to providers who currently charge a fee paid by Disability Allowance.

In 2002-03 the Employment Relations Service of the Department of Labour began developing fact sheets and related information regarding minimum wage exemptions for disabled people. A disability consultant was asked to review this material.

- 4.10 Make communication services, resources and flexible workplace options available and*
- 4.11 Operate equal employment opportunity and affirmative action policies in the public sector and*
- 4.12 Investigate a legislative framework for equal employment opportunities across the public and private sectors and*
- 4.13 Ensure disabled people have access to economic development initiatives and*
- 4.14 Encourage staff and service organisations (for example unions) to appoint or elect disabled people as delegates and members of their executives and*
- 4.15 Ensure that the needs of disabled people are taken into account in developing more flexible income support benefits, to make access to work and training easier*

No specific activity to implement these actions was reported by government agencies for the 2002-03 year.

4.16 Review income support provisions to ensure they provide an adequate standard of living

The Ministry of Social Development, the Department of Labour and Inland Revenue provided a suite of reports to Cabinet in May 2003. This suite of reports covered issues relating to:

- financial security for people in receipt of the Invalids Benefit while in sheltered employment
- employment support arrangements following the repeal of the Disabled Persons Employment Promotion Act
- the current income tax exemption for people in sheltered employment
- a proposal to review the use of the Disability Allowance to pay for access to vocational services.

Objective 8: Support Quality Living in the Community for Disabled People

This objective's seven actions are focused on housing and transport. The second report on progress in implementing this objective had a report from the Ministry of Health. In this third report, the Ministries of Economic Development, Housing and Transport have joined the Ministry of Health in implementing this action.

Actions: Living in the community

8.1 Increase opportunities for disabled people to live in the community with choice of affordable, quality housing

The Ministry of Health reported on progress with the Kimberley Project, designed to relocate 379 people with intellectual disabilities currently living at the Kimberley Centre in Levin, into Community Residential Services. The Ministry of Health's Disability Services Directorate leads the project. Other major stakeholders include:

- Life Unlimited (transition team)
- MidCentral District Health Board
- Housing New Zealand Corporation (HNZC)

- Kimberley Parents' and Friends' Association (KPFA)
- Muaupoko Tribal Authority
- consumer representatives
- other providers.

The ongoing desired outcome of the Kimberley Project is that all people currently living at the Kimberley Centre will exit life in an institution to live in the community, and that the last major institution in New Zealand for people with an intellectual disability will be closed. The discharge schedule for people to leave Kimberley Centre is almost 12 months behind. However, between April and June 2003 the first seven people left Kimberley, moving to a variety of locations within the North Island (these seven people and their families chose vacancies in existing services). The Ministry of Health anticipates that an acceleration of the transition process will be possible, and closure will be within months of the original date of June 2005.

The Ministry of Health reports that consumer satisfaction and outcomes are critical components of the quality management system necessary to support quality living in the community. A research project, entitled *Independent Research and Examination of the Outcomes of the Resettlement of Residents from Kimberley Centre*, has been funded by the Ministry of Health and is under the auspices of the Donald Beasley Institute. The preliminary report is due for publication around December 2003.

8.2 Support disabled people living in rural areas to remain in their own communities by improving their access to services

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

8.3 Support the development of independent communication for disabled people

The Ministry of Economic Development continued to work in 2002-03 to develop a Telephone Relay Service. It has produced a draft Telecommunications Relay Service (TRS) Service Description which details what the TRS would need to provide to meet the telephone communication needs of Deaf, hearing-impaired and speech-impaired people. The Ministry

has been working jointly with the Ministries of Social Development and Health and the Office for Disability Issues to produce the draft TRS Service Description. A reference group comprising representatives of the disability sector, convened by the Ministry, has also provided input into the draft TRS Service Description.

8.4 Ensure disabled people are able to access appropriate health services within their community

In response to the Government's clear direction to reduce inequalities in health, the Ministry of Health developed an Intervention Framework to assist the health and disability sector in the development and implementation of comprehensive strategies to improve health and reduce health inequalities. The draft framework was developed in 2002-03, and will be finalised by the end of 2003.

As part of the work programme to implement the Intervention Framework, the Ministry of Health contracted with Public Health Consultancy (Wellington School of Medicine and Health Sciences, University of Otago) to provide eight workshops for Ministry of Health and District Health Board staff. Their aim was to raise awareness of the concepts of health inequalities (which include health inequalities for disabled people) and highlight actions staff can take to address inequalities through service provision, policy and funding decision making. Follow-up teleconferences were held with Ministry of Health staff and staff of the Nelson-Marlborough, Canterbury, West Coast, Otago and Southland District Health Boards.

In a separate project, the Ministry of Health requested District Health Boards to provide a report on disabled people's access to health-funded services and their compliance with the Disability Strategy in the funding and provision of services for disabled people. This reporting was not satisfactory due to variations in responses and a lack of response from some District Health Boards. The Ministry of Health has now distributed guidelines around reporting criteria, and the report will be completed in the 2003-04 financial year.

A standard for the Home and Community Support Sector was developed in 2002-03, under the framework of the Health and Disability Services (Safety) Act 2001. ACC led this work with input from the Ministry of Health. The standard was published on 17 April 2003, and aims to determine minimum quality and safety requirements for all providers of home

support services excluding mental health services. It is intended that the introduction of such a standard will improve the consistency of home services and the accountability of workers to service providers. It will be used voluntarily until such time as the Minister of Health approves the extension of the Health and Disability Services (Safety) Act legislation to cover home support services.

The Ministry of Health reported that all BreastScreen Aotearoa providers that provide screening and assessment services to BreastScreen Aotearoa, were required to undertake a review of all services and facilities to ensure the programme was both appropriate and accessible for disabled women. The services and facilities were reviewed and the information was collated as part of an ongoing quality monitoring and audit process. The results showed that disabled women are not able to use appropriate breast screen services within their regions. As a result the National Policy and Quality Standards were revised to contain references to ensure both facilities and processes are in place to optimise access for disabled women. In 2003-04 ongoing audits will be undertaken to monitor the effectiveness and appropriateness of these revisions. This information has also provided the basis for a review and upgrade of five of the existing screening mobile units, and changes in the design of the two new mobile units currently being built.

The Department of Corrections reported that in 2002-03 it developed a set of health and disability service specifications to meet New Zealand and international obligations and standards. The specifications require that inmates with intellectual, physical and other impairments, including sensory impairment, be provided with appropriate care, facilities and support, and receive health and disability services to the level and standards that exist in the community. They also require environmental support services to be provided to promote independence for disabled inmates, and where possible improve their level of mobility and support to access education, vocational training and employment.

The Department of Corrections reported that a screening pilot at Christchurch Prison was completed in the 2002-03 year, the evaluation of which will underpin the planning for national implementation. Health centres are being developed to a standard to ensure they accommodate disabled inmates. Work is being undertaken with the Ministry of Health, which has written to all needs assessment and service co-ordination agencies pointing out that they are required to provide needs assessments

to all people domiciled in their region, including prison inmates. This also applies to all regional intellectual disability care agencies under the Intellectual Disability (Compulsory Care and Rehabilitation) Bill.

Actions: Moving around the community

8.5 Require all new scheduled public transport to be accessible in order to phase out inaccessible public transport

The Ministry of Transport reported that as part of its work in implementing the New Zealand Disability Strategy, it has contributed to the development of the International Civil Aviation Organisation practice guidelines. These are available on request from the Ministry of Transport.

Action is occurring in local government to improve access to public transport. For example, some Territorial Local Authorities are introducing policies around replacement fleets to ensure that replacements meet access requirements for disabled people. In another example of the implementation of this objective, the Christchurch City Council has introduced the use of a Global Positioning System that makes audible and visual announcements about bus timetables and arrivals. The Office for Disability Issues will be working to include information from Territorial Local Authorities in the fourth report on progress in implementing the New Zealand Disability Strategy.

8.6 Encourage the development of accessible routes to connect buildings, public spaces and transport systems

The Ministry of Economic Development is leading the government review of the Building Act 1991. In the course of this consultation the concepts of universal access and accessible journeys have been raised by the public, particularly the disability sector, and the Office for Disability Issues.

8.7 Develop nationally consistent access to passenger services where there is no accessible public transport

The Ministry of Transport commenced an assessment of opportunities to further implement the New Zealand Disability Strategy within transport. This included commissioning a report, by an expert in the disability field, on the impact of the New Zealand Disability Strategy on transport infrastructure and services, and the role of the Ministry of Transport in

effective implementation of the Strategy. This report is available on request.

The Ministry of Transport also reported contributing to a review of the Total Mobility Scheme, which Transfund has scheduled for completion by June 2004. As part of this review, Transfund conducted a survey of users, administrators and transport operators involved in the Total Mobility scheme in early 2003. The Total Mobility scheme provides a subsidised transport service comprising discounted taxi vouchers (50% of the normal taxi fare in most regions) and funding assistance for the purchase and installation of wheelchair hoists in taxi vans. The goal of the scheme is to increase the mobility of people with serious mobility constraints. This review is part of a broader review Transfund is doing of its passenger transport schemes, targeting 'transport disadvantaged' groups such as school children, older people and disabled people, with a view to improving the national consistency, portability and security of these schemes. Further information on this is available from www.transfund.govt.nz/patronage.html.

Objective 9: Support Lifestyle Choices, Recreation and Culture for Disabled People

In the second report on progress the Ministry of Justice reported on the implementation of this objective. In this third report, the Ministry for Culture and Heritage and the Department of Conservation joins the Ministry of Justice in reporting on work to support lifestyle choices, recreation and culture.

Actions

9.1 Support disabled people in making their own choices about their relationships, sexuality and reproductive potential

The Ministry of Justice work on the proposed regulatory framework for the provision and ethical approval of assisted human reproduction procedures and research was developed into draft legislation and presented to the Select Committee in 2002-03. The Select Committee report back, prepared by the Ministry of Justice, is scheduled for 13 February 2004.

It is of interest to note that the issue of disabled people making their own choices about relationships, sexuality and reproduction is becoming the subject of wider public interest and discussion. The development

of sexuality policies by some residential support service providers for disabled people, such as IHC, has contributed to this discussion. Disabled people and advocacy organisations have instigated and led some of the discussion. The proposed legislative reforms regarding prostitution have also contributed to the discussion about the rights of disabled people to make their own choices.

9.2 Provide opportunities for disabled people to create, perform and develop their own arts, and to access arts activities

The Ministry for Culture and Heritage administers government funding for a large number of Crown entities. These include Creative New Zealand, the New Zealand Film Commission, the New Zealand Historic Places Trust, the New Zealand Symphony Orchestra, Te Papa, the Broadcasting Standards Authority, NZ on Air, Radio New Zealand International, TVNZ (in relation to the charter), Sport and Recreation New Zealand (SPARC), and the Aotearoa Māori Performing Arts Society, to name a few.

In 2002-03 the Ministry for Culture and Heritage advised all of these Crown entities of the need to reflect the New Zealand Disability Strategy in their work, in particular objective 4 'to provide opportunities in employment and economic development' and objective 6 'fostering an aware and responsive public service'. All Crown entities received a letter of expectation from their Minister requiring them to report on progress in implementing the New Zealand Disability Strategy.

The Office for Disability Issues will be working with the Ministry for Culture and Heritage to extend the focus to the implementation of objective 9 in the 2003-04 year. One of these Crown entities, Sport and Recreation New Zealand, has already done so, and has submitted an implementation plan for 2003-04.

9.3 Educate arts administrators/organisations and other recreational and sporting organisations about disability issues and inclusion

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

9.4 Support the development of arts, recreational and sports projects, including those run by and for disabled people

The Department of Conservation has created a schedule of tracks accessible by disabled people. A track asset category called *Short Walk for the Disabled* has been developed and used to identify tracks that are suitable for people with physical disabilities. By July 2003, 22 tracks had been identified as meeting these criteria. The promotion of tracks and facilities has been incorporated into the Department of Conservation's 2003-04 implementation plan, as part of a project to raise the profile of the Department with the disabled community.

In order to determine the criteria to prioritise future upgrading of tracks for disabled access, the Department of Conservation is seeking input from disabled people into the coming public consultation process about future recreational opportunities. This has also been incorporated into the Department's 2003-04 New Zealand Disability Strategy implementation plan.

Specific Populations

There are specific population groups of disabled people whose experiences differ because of things such as ethnicity, age and gender. These can create additional barriers to inclusion.

SPECIFIC POPULATIONS	Obj 11 Māori	Obj 12 Pacific	Obj 13 Children & Youth	Obj 14 Women	Obj 15 Families, Whānau, & People Providing Support
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Objective 11: Promote Participation of Disabled Maori

The Strategy acknowledges that the Treaty of Waitangi is New Zealand’s founding document and that the Government is committed to fulfilling its obligations as a Treaty partner. Central to the Treaty relationship and the implementation of Treaty principles is a common understanding that Māori will have a key role in developing and implementing disability strategies for Māori, and that the Crown and Māori will relate to each other in good faith with mutual respect, co-operation and trust.

Actions

11.1 *Build the capacity of disabled Māori through the equitable allocation of resources within the context of Māori development frameworks*

Te Puni Kōkiri has representation on an interagency group working with the Office for Disability Issues within the Ministry of Social Development on the review of payment to and support of family caregivers of disabled people.

Te Puni Kōkiri advice has included:

- ensuring there is a sufficient collection of information, specifically data on Māori ethnicity
- a request to put forward Māori representatives for consultation
- contacting Te Puni Kōkiri’s Regions and Operations General Manager to request whether its regional offices can assist with consultation
- the nomination of appropriate Māori facilitators to assist with the consultation.

Te Puni Kōkiri has also contributed to work led by the Office for Disability Issues to develop a draft framework for coherent services and support on an equitable basis for all disabled people, based on a whole-of-government and life-cycle approach, and consistent with the principles of the New Zealand Disability Strategy. Te Puni Kōkiri's advice on this work focused on the following areas:

- difficulties for rural Māori accessing services
- consultation with Māori
- gathering consistent data on disability populations, in particular disabled Māori.

11.2 Establish more disability support services designed and provided by Māori for Māori

The Ministry of Health reported on the Māori Provider Development Scheme (MPDS), which provides resources on an annual basis to increase the participation of Māori in the health and disability sectors. In 2002-03 an amount was allocated to two Māori disability providers to assist in infrastructure development, workforce development and service integration. It is planned this will continue in future years. An attempt to develop criteria focused on assisting disabled Māori under this scheme was not successful, but the Māori Health Directorate of the Ministry of Health plans to continue the work in future years.

11.3 Ensure mainstream providers of disability services are accessible to and culturally appropriate for disabled Māori and their whānau

The Ministry of Health reported on a three-year joint venture project between the Ministry of Health, the Health Research Council and ACC. This project aims to provide information about the use and experience of Māori when accessing health and disability services.

During 2002-03 the Ministry established a steering group, including two disabled Māori representatives, to provide advice on all aspects of this research project. In April 2003, a preferred researcher was selected to undertake the research, and planning will begin for the interviews and surveys. The steering group met the researchers and is confident the needs of health and disability consumers will be reflected in the design, implementation, reporting and dissemination of the research.

- 11.4 *Train more Māori disability service provider professionals and increase the advisory capacity of Māori and*
- 11.5 *Ensure that government-funded or -sponsored marae-based initiatives meet the access requirements of disabled people (and encourage all other marae-based initiatives to also meet those requirements) and*
- 11.6 *Support training and development of trilingual interpreters for Deaf people*

No specific activity to implement these actions was reported by government agencies for the 2002-03 year.

- 11.7 *Ensure Te Puni Kōkiri undertakes a leadership role in promoting the participation of disabled Māori*

Te Puni Kōkiri reports have included, where appropriate, a specific disability perspective in its lead policy, to ensure that the Minister of Māori Affairs receives policy advice that includes the perspective of disabled Māori. In particular Te Puni Kōkiri places emphasis on those agencies funded specifically to provide services to disabled Māori.

Objective 12: Promote Participation of Disabled Pacific Peoples

Actions

- 12.1 *Increase access to, and quality of, both Pacific and mainstream service providers that deliver disability services to disabled Pacific peoples, their families and communities*

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

- 12.2 *Support disability workforce development and training for Pacific peoples, by training Pacific peoples as providers of disability information and services for their local communities*

In June 2003, Cabinet signed off on the Ministry of Pacific Island Affairs' State Sector Wide Pacific Workforce Development Strategy. This Strategy, which was supported by the Department of Labour, the Ministries of

Economic Development, Education, Health and Women's Affairs, the State Services Commission, the Tertiary Education Commission and the Treasury, looks to support and align all of the Government's individual Pacific workforce development strategies.

The Ministry of Pacific Island Affairs is working with the Ministry of Health in ensuring that Pacific disability workforce issues are not neglected within this work. In February 2003, the Ministry of Pacific Island Affairs was approached by the Pacific Health Branch of the Ministry of Health to assist in the formation of a Ministry of Health Pacific Health Workforce Development Strategy (PHWDS). Since this time, the Ministry of Pacific Island Affairs has met regularly with Ministry of Health officials to discuss the formation of the PHWDS. The Ministry of Pacific Island Affairs has also ensured that the Ministry of Health is a member of the inter-sectoral group looking at the State Sector Wide Pacific Workforce Development Strategy, to assure alignment between the two strategies.

12.3 Encourage Pacific communities to consider disability issues and perspectives and further their own understanding of disability through the development of community-based plans for disability issues

The Ministry of Pacific Island Affairs continues to work with government agencies on the implementation and monitoring of agreed milestones within the eight regional 'Pacific Capacity Building Programme of Action' reports. In particular, the Ministry has worked closely with the Pacific Health Branch of the Ministry of Health and District Health Boards on the implementation and monitoring of disability and health milestones.

The Ministry of Pacific Island Affairs completed its third and fourth rounds of consultation in June 2002 and December 2002 respectively. In addition, the Ministry met with the Ministry of Health in November 2002, specifically to discuss the implementation of disability and health milestones. The Ministry is currently undertaking the fifth round of reporting on health and disability milestones.

In February 2003, the Ministry of Pacific Island Affairs met with the Pacific Health Branch of the Ministry of Health in discussion about the planned evaluation of the first year of the Pacific Health and Disability Action Plan. The Ministry is currently working closely with the Pacific Health Branch around the processes for this evaluation.

In August 2002, the National Pacific Radio Network, named 'Niu FM', was launched. The Ministry of Pacific Island Affairs had worked extensively for 10 months towards its formation. The Radio Network has developed its ethnic-specific programming, and there are continuing opportunity and scope for disability programming to be incorporated.

12.4 Support training and development of trilingual interpreters for Deaf people

The Ministry of Education made available six scholarships for the training of trilingual interpreters fluent in Māori, English and New Zealand Sign Language.

12.5 Ensure the Ministry of Pacific Island Affairs undertakes a leadership role in promoting the participation of disabled Pacific peoples

The Ministry of Pacific Island Affairs continues to assist and support Community Reference Groups, although it is unable to work directly with the Groups. Disabled Pacific peoples continue to be represented on Community Reference Groups, with two members serving through to June 2003.

The Ministry of Pacific Island Affairs is continuing to add Pacific peoples and organisations to appropriate databases that are operating in other government departments, as well as maintaining its own contact list. These databases identify appropriate Pacific disability service providers and organisations, as well as individuals who have indicated that they hold a particular interest in disability issues. This collaboration with other agencies has been of mutual benefit. For example, by working closely with the Office for Disability Issues the Ministry of Pacific Island Affairs was able to add an additional 12 Deaf Pacific individuals to its own contacts list.

These contact lists can assist, where disabled Pacific peoples agree, in improving Pacific representation on health and disability boards and groups, as well as being used as a communication database to improve the dissemination of information to the Pacific disability community.

Objective 13: Enable Disabled Children and Youth to Lead Full and Active Lives

The Ministries of Education, Health, Youth Affairs and Social Development and the Department of Child Youth and Family Services are the key government departments for the implementation of this objective.

Actions

13.1 Ensure all agencies that support children, youth and families work collaboratively to ensure that their services are accessible, appropriate and welcoming to disabled children, youth and their families

There have been a number of separate pieces of work in 2002-03 to implement this action and its objective.

The Department of Child Youth and Family Services, in conjunction with the Ministries of Health, Education and Social Development, is working to focus on addressing service gaps and shortfalls for children with high and complex needs, which includes some disabled children and youth. This work, known as the High and Complex Needs Strategy, aims to enhance service collaboration for children and young people receiving services from two or more of these agencies. It was established in 2000, and developed a service view with three tiers or systems:

- individualised packages of services for children and young people with the highest and most complex unmet needs
- local/regional inter-sectoral service development initiatives to meet specific needs
- inter-sectoral case collaboration.

Between May 2002 and June 2003, the outcomes of these three service streams have been:

- 66 children and youth were funded for individualised packages of care, 41% of whom were identified as disabled. The fund for these individualised packages was also reviewed, and recommendations made and implemented, in the 2002-03 period

- as at June 2003, seven local/regional inter-sectoral service development proposals were being considered
- inter-sectoral collaboration has largely focused on the Strengthening Families initiative, which sees meetings between families and all of the agencies involved in their care.

A second phase of the review of the High and Complex Needs Strategy looked at how the whole Strategy fits with local/regional service development and local collaboration. This phase of the review has made recommendations which will be considered in the 2003-04 year, and actioned as appropriate.

The Department of Child Youth and Family Services has reported that it was not always possible to get a timely response to situations of service need, when there was a disagreement between the Ministry of Health and the Department of Child Youth and Family Services about where services and their costs sit in regards to disability versus care and protection issues. A provisional memorandum of understanding was developed in the 2002-03 year to resolve this issue. This will be reviewed and revised in the 2003-04 year.

13.2 Ensure that the Youth Development Strategy recognises the needs of disabled children and youth

As part of the action for child and youth development work programme the Ministry of Youth Affairs, in conjunction with the Ministry of Social Development, provided a progress report to the Ministers of Youth Affairs and Social Services and Employment in June 2002. This report identified further work required to increase the participation of disabled children, adolescents and young adults in all decision-making processes that affect them. This work is progressing.

13.3 Conduct anti-discrimination and education campaigns that are age-appropriate and effective and

13.4 Establish a process for including advice from disabled people on disability issues for children and youth within relevant government agencies and Commissioners' offices

No specific activity to implement these actions was reported by government agencies for the 2002-03 year.

13.5 Provide access for disabled children, youth and their families to child-, youth- and family-focused support, education, health care services, rehabilitation services, recreation opportunities and training

In order to support and promote the access of disabled young people to pre-employment training and opportunities, the Ministry of Youth Affairs conducted a survey of the 60 providers of the conservation and youth service corps programmes. It found that while young disabled people were able to access programmes, providers needed further training to upskill them on disability awareness and inclusiveness. This training will be done in 2003-04. The survey also identified that a specific programme for young Deaf people can be operationalised in Auckland. This will also occur in 2003-04.

The Department of Child Youth and Family Services recognised that disabled children and young people in the Department's residential care facilities had mobility needs that were not being met. A baseline review was expected to determine the size of this need and identify a funding stream by June 2003. This baseline report is now expected in late 2003.

In May 2003 the Ministry of Youth Affairs developed a statement for all providers to use in their publications and media aimed at increasing access to services by young disabled people.

13.6 Improve support for disabled children and youth during transition between early childhood education, primary school, secondary school, tertiary education and employment and

13.7 Introduce ways of involving disabled children and youth in decision-making and giving them greater control over their lives and

13.8 Develop a range of accommodation options so that disabled young people can live independently and

13.9 Provide and evaluate educational initiatives about sexuality, safety and relationships for disabled children and youth

No specific activity to implement these actions was reported by government agencies for the 2002-03 year.

13.10 Ensure the Ministry of Youth Affairs and Ministry of Social Policy undertake a leadership role in promoting the participation of disabled children and youth

In order to increase the understanding of children's and young people's rights and the application of a rights framework to policy and practice, the Ministry of Youth Affairs has been using the United Nations Convention on the Rights of the Child to raise awareness of issues. As part of this work it has been working with government agencies to help them develop service solutions and improve the performance of existing services.

Objective 14: Promote Participation of Disabled Women in Order to Improve their Quality of Life

The focus of the six actions under this objective is to reduce inequalities for women by providing women with better social, economic, relationship, employment, access to services and education choices.

The Ministries of Women's Affairs and Health have both reported on this objective. Work on this objective was minimal in the 2002-03 year. The Office for Disability Issues will be working together with staff from the Ministry of Women's Affairs to jointly encourage departments to include work in their implementation plans that will increase and enhance the participation of women, particularly in the areas of work and economic development. It is envisaged that next year more specific work will occur in implementing this objective, as a result of the alliance between the Ministry of Women's Affairs and the Office for Disability Issues.

Actions

14.1 Promote women's rights and provide opportunities for disabled women to achieve the same level of economic wellbeing and educational attainment as men and

14.2 Provide equitable, appropriate and welcoming access to services and

14.3 Support disabled women to live independent and secure lives in the environment and with the people of their choosing

No specific activity to implement these actions was reported by government agencies for the 2002-03 year.

14.4 Ensure that criteria and considerations for the health- and reproduction-related treatment of disabled women are the same as for non-disabled women

All BreastScreen Aotearoa providers that provide screening and assessment services to BreastScreen Aotearoa were required to undertake a review of all services and facilities to ensure the programme was both appropriate and accessible for disabled women. The services and facilities were reviewed and the information collated as part of an ongoing quality monitoring and audit process. The results showed that disabled women are not able to use appropriate breast screen services within their regions. The National Policy and Quality Standards were revised to contain references to ensure both facilities and processes are in place to optimise access for disabled women. In 2003-04 ongoing audits will be undertaken to monitor the effectiveness and appropriateness of these revisions. This information has also provided the basis for a review and upgrade of five of the existing screening programme's mobile units, and changes in the design of the two new mobile units being built.

14.5 Include the perspectives of disabled women in the development of all strategies

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

14.6 Ensure the Ministry of Women's Affairs undertakes a leadership role in promoting the participation of disabled women, to improve their quality of life

The Ministry of Women's Affairs consulted with disabled women on the discussion paper entitled *Towards an Action Plan for Women*. Some points raised in the consultation were included in the proposed Women's Action Plan. This is being submitted to the Government for consideration in November 2003.

The Ministry of Women's Affairs nominations database has been upgraded to allow the records of women who identify themselves as disabled to be retrieved easily when searching for appropriate nominations. This ensures

disabled women can be identified and invited to put their names forward for positions for which they are qualified.

Objective 15: Value Families, Whānau and People Providing Ongoing Support

Work in this area is beginning to make a difference for people providing care and support to disabled family members. In the second report on progress, the Ministry of Health was the only agency contributing to the implementation of this objective – this year the Department of Labour and the Ministry of Social Development have both also been active in implementing objective 15.

Actions

15.1 Ensure needs assessment processes are holistic and take account of the needs of families/whānau as well as the disabled person

The work reported under objective 7 ‘create long-term support systems centred on the individual’ is implementing this action as part of the needs assessment pilots.

15.2 Improve the support and choices for those who support disabled people and

15.3 Provide education and information for families with disabled family members

In September 1998, Cabinet approved funding for carers’ training programmes to be managed by the Ministry of Health. One million dollars per year was allocated. Pilot programmes were set up in 1999 and evaluated in 2001. As a result of the evaluation funding was refocused.

In October 2001, the Ministry of Health established a Carers’ Interest Group to oversee and develop initiatives to support carer organisations and carer training programmes. A range of new support services for family and whānau carers has been developed. These include Family and Whānau Carer Training Programmes, the Alternative Funding Proposal initiative, and a carers’ website (discussed under objective 15.8). In 2002-03 the Family and Whānau Carer Training Programmes were operating in all Disability Services Directorate localities. The purpose of the Programme is

to provide support for the family/whānau carers of children and adults with disabilities. This Programme enables carers to ensure that care is provided more easily, safely and effectively, benefiting carers themselves and their disabled family members. The Alternative Funding Proposal initiative was fully operational by January 2003. The initiative funds projects that will develop networks and reduce isolation, disseminate information in a manner that carers can receive and understand, and increase the skill levels of carers.

The Early Bird Parenting programme to support and train parents of children and young people with ASD, continued to operate and further develop in 2002-03. This is jointly funded by the Ministries of Health and Education.

15.4 Ensure that, where appropriate, the family, whānau and those who support disabled people are given an opportunity to have input into decisions affecting their disabled family member

This action has been considered by the government inter-sectoral working group looking to develop new approaches to needs assessment and service co-ordination (objective 7). It is expected that next year's report will include the outcomes of this working group.

15.5 Develop a resource kit for professionals on when and how to interact with families/whānau of disabled people

No specific activity to implement this action was reported by government agencies for the 2002-03 year.

15.6 Work actively to ensure that families, whānau and those who support disabled people can be involved in policy and service development and delivery, and in monitoring and evaluation processes where appropriate

The Ministry of Social Development's Office for Disability Issues contracted the Standards and Monitoring Service to adapt an American programme called *Partners in Policy Making* to the New Zealand situation. This programme is specifically aimed at developing the skills and leadership required of families becoming involved in policy, service development and delivery and monitoring and evaluation. It will be delivered in the 2003-04 year.

15.7 Encourage debate around responsibility for caring, payment for caring and how to further recognise and value the caring role

Work was undertaken in 2001-02 by the Ministry of Social Development on high-level policy issues and questions relating to the payment of caregivers of disabled people. In 2002-03 the Office for Disability Issues was asked to build on this earlier work, and a proposed work programme was developed and approved by Cabinet in June 2003. This work is due for completion by the end of 2004.

15.8 Provide families and those who support disabled people with information that is accurate, accessible and easily found

In 2002 the Carers NZ Information Network established a website that hosts on-line information that enables carers to access information throughout New Zealand, and acts as a support for the development of carer support activities and services. The website can be reached at www.carers.net.nz. The Carers NZ Information Network continues to operate and further develop linkages between various carer groups.

