



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

14 FEB 2017

Privacy of another: section 9(2)(a)

Dear

Privacy of another: section 9(2)(a)

On 29 November 2016 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *How does the Ministry observe in practice the obligations placed on it by the New Zealand Disability Strategy and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)*
- *Presumably documents are provided to staff advising them of these obligations, spelling out specifically what they are expected to do to implement the obligations and how they are expected to behave towards clients with disabilities. It would be appreciated if you could let me have copies of such documents.*

The Disability Action Plan presents priorities set by the Ministerial Committee on Disability Issues for actions that advance implementation of the UNCRPD and the New Zealand Disability Strategy 2001. The Plan will be updated in 2017 to align with the new Disability Strategy 2016-2026. The priorities in the current plan emphasise actions requiring government agencies to work together, as well as with disability sector organisations and others. The Plan focuses on action to achieve four shared results:

- *Increase employment and economic opportunities* - This shared result focuses on building employers' confidence to employ disabled people and provide accessible workplaces, opportunities for work experiences, entrepreneurship, and education achievement and skill development. It recognises obligations in the CRPD, particularly Articles 24 and 27.
- *Transform the disability support system* - This shared result focuses on ensuring effective engagement with disabled people and coordination across sectors and across agencies to focus on outcomes and maximum progress from available resources. It recognises obligations in the CRPD, particularly Articles 19, 20 and 26.
- *Ensure personal safety* - This shared result focuses on promoting systems and practices to protect disabled children and adults in all settings. It recognises obligations in the CRPD, particularly Articles 11, 12, 13, 14, 15, 16, 17 and 23.
- *Promote access in the community* - This shared result focuses on: accessible buildings and spaces, transport, urban design; accessible information, communications; access to health services, justice services; and political and civic participation. It recognises obligations in the CRPD, particularly Articles 5, 8, 9, 21, 25, 29 and 30.

Page 1 of 4

Governance oversight of the Plan is provided by joint agency meetings every three months of the Chief Executives' Group on Disability Issues and Disabled People's Organisations' leaders. Further information regarding the Disability Action Plan is available at: www.odi.govt.nz/nz-disability-strategy/disability-action-plan/.

Reporting on the progress of the Disability Action Plan is included in the Minister for Disability Issues' annual report to Parliament. The 2016 report titled '*Progress against the Disability Action Plan 2014-2018*' is available at: www.odi.govt.nz/nz-disability-strategy/about-the-strategy/new-zealand-disability-strategy-2001/progress-reports/2016-annual-report/.

The Ministry does not hand out a copy of the UNCRPD or New Zealand Disability Strategy to staff or have one document that advises staff of their obligations; as such, your request for a copy of such a document is refused under section 18(e) of the Act as the information does not exist.

The UNCRPD and the New Zealand Disability strategy underpin the content developed by the Health and Disability team within the Ministry's Design and Improvement unit. This content is delivered to Service Delivery staff as workshops and online training. Workshops are held across the regions. Online training is self-directed learning guided by managers and/or trainers. The material includes videos, PowerPoint presentations, quizzes, and forums for discussion. All content developed has been focussed on working with clients as based on their individual circumstances rather than referring to specific health conditions or disabilities. Over the past 18 months this has included content for the following programmes and areas:

- *Work Focussed Case Management Expansion – including Health Condition, Injury or Disability (WFCM-HCD)* - WFCM-HCD is a one-to-one intensive service. It is a service for clients on a Jobseeker Support benefit with a medical deferral that means they are unable to work 15 hours or more a week (due to their health condition, injury or disability). The service aims to help clients prepare for and move into work.
- *Supported Living Payment Opt-In* - Supported Living Payment Opt-In allows eligible clients who receive Supported Living Payment to work intensively with a case manager in the Work Focused Case Management – Health Condition, Injury or Disability (WFCM-HCD) service to help them achieve their goal to regularly work more than 15 hours per week.
- *Work to Wellness* - Work to Wellness is a contracted service, designed to assist people with a mental health condition into work in the Auckland, Waikato, Central, Canterbury and Southern regions.
- *EmployAbility* - EmployAbility is a collaborative approach to assist disabled clients and clients with a health condition who want to work, to gain or move towards sustainable employment.

This work is also underpinned by the ten *Effective Engagement Workshops* that are currently being deployed to Work Focussed Case Managers around the five stages of case management as follows:

- Building rapport
- Gathering information
- Goals, planning, problem solving
- Support and next actions
- Review

The Ministry also held road shows in each of the regions throughout October and November 2014. The presentation included the enclosed PowerPoint slide, titled '*Principles*', which references the UNCRPD.

All client facing staff also receive Mental Health 101 training as part of staff induction and there is a Disability Awareness component to this training.

In addition, the Ministry's Regional Health and Disability teams support Work and Income regions to improve understanding, remove inequalities, promote inclusion and improve employment outcomes for clients with a health condition or a disability. The team work collaboratively with health, disability and other providers to ensure clients are linked to the right services and support. The teams are made up of three key roles; the Regional Health Advisor, Regional Disability Advisor and the Health and Disability Coordinator.

Resources for Child, Youth and Family staff working with disabled children and young people are available from the Practice Centre at: www.practicecentre.cyf.govt.nz/knowledge-base-practice-frameworks/disability/resources/index.html.

The Practice Centre also provides staff with information about responding to children and young people with complex needs, including disability. This information is available at: www.practicecentre.cyf.govt.nz/policy/assessment-and-decision-making/key-information/responding-to-complex-needs.html.

Further information regarding the United Nations Convention of the Rights of Persons with Disabilities is available at: www.odi.govt.nz/united-nations-convention-on-the-rights-of-persons-with-disabilities/.

The first New Zealand report on implementing the United Nations Convention of the Rights of Persons with Disabilities is available at: www.odi.govt.nz/united-nations-convention-on-the-rights-of-persons-with-disabilities/un-reviews-of-nzs-implementation-of-the-convention/first-nz-report-on-implmentation-march-2011/

Further information regarding the New Zealand Disability Strategy is available at www.odi.govt.nz/nz-disability-strategy/

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public after ten working days. The Ministry will do this by

publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding the UNCRPD and New Zealand Disability Strategy, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

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

Ruth Bound
Deputy Chief Executive, Service Delivery

Principles

- **People are in control of their lives, and supports and services are tailored to the individual**
- **Taking a strength-based approach – focus on what people can do**
- **Actively involving disabled people and people with a health condition**
- **Building employers' confidence**



Regional Health and Disability Workshop

Here are some key principles for work in this space:

- People are in control of their lives, and supports and services are tailored to the individual
- We take a strength-based approach. This means focussing on what people can do.
- By closely consulting and actively involving disabled people and people with a health condition, either directly or through their representative organisations, we can get better outcomes for everyone. This is part of our commitment to Article 4.3 of the UNCRPD.
- Building employers' confidence to employ disabled people and people with a health condition benefits everyone: clients, employers, and all of New Zealand.