**Frequently asked questions** – **Cabinet paper April 2018**

**He Pātai Auau – Puka Rūnanga Kāwanatanga, Paengawhāwhā 2018**

**What are you changing?**

 The new disability support system, which will be launched initially in the MidCentral DHB region on 1 October 2018, will enable disabled people and their whānau to have more control and decision making over their lives and support.

 In the new system, the ways disabled people and their whānau get support will change and there will be flexibility about what support they can use. There will be access to a Connector to walk alongside disabled people and their whānau, if they choose. A Connector will assist disabled people and whānau to identify what they want in their lives, what support they need to get there and advise on what options are available for support. People will be welcomed into the system in many ways, there will be one place to find out about all disability support across government and there will be connected support across government. There will be streamlined funding and easy to use information, tools and processes.

There will be a ‘try, learn and adjust’ approach to the new system in MidCentral, which includes Palmerston North, Horowhenua, Manawatu, Ōtaki and Tararua districts.

**He aha tāu e panoni nā?**

 Ko tā te pūnaha tautoko hauā hou ka whakarewaina tuatahitia ai ki te rohe o MidCentral DHB hei te 1 o Whiringa-ā-nuku ko te hāpai ake i te mana whakahaere me te mana whakatau whakaaro o te hunga hauā rātou ko ngā whānau i ō rātou oranga, i te tautoko hoki i a rātou.

 I roto i te pūnaha hou, ka panonihia ngā ara whai tautoko mā te hunga hauā rātou ko ngā whānau, ā, ka hangore te momo tautoko ka āhei rātou te whakamahi. Arā te whai Kaihono, ko tāna te hīkoi ki te taha o te hunga hauā rātou ko ngā whānau, ina kōwhirihia e rātou. Ka āwhina te Kaihono i te hunga hauā rātou ko ngā whānau ki te tautohu i ō rātou hiahia mō ō rātou oranga, i te momo tautoko hoki hei whakatutuki i ērā, ā, ka tohua ngā ara ka wātea hei tautoko. He maha ngā tikanga whakamanuhiri i te tangata i roto i te pūnaha, engari kotahi te wāhi kei reira ngā kōrero katoa mō te tautoko hauā puta noa i te kāwanatanga, ā, arā te tautoko ka honoa puta noa i te kāwanatanga. Ka koutata te whai pūtea, ka ngāwari te whakamahi pārongo, taputapu hoki, hātepe hoki.

Ko te aronga ki te pūnaha hou i MidCentral tae atu ki ngā rohe o Te Papaioea, o Horowhenua, o Manawatū, o Ōtaki, o Tararua hoki ko te ‘ka ngana, ka ako, ā, ka panoni’.

**Why are you changing it?**

 Disabled people and their whānau have been calling for change for a long time. Current disability services have become the ‘hub’ of many disabled people’s lives. There are many eligibility, assessment and planning processes, people are allocated existing services and they have to fit their lives around those, not what works best for them.

 Disabled people have poorer life outcomes than many other New Zealanders and want the opportunity to lead lives similar to others, where they can be valued, be accepted, and be recognised for their contribution to the community.

**He aha koe e panoni ai i tēnei?**

 Kua roa te wā ka tonoa te panoni e te hunga hauā rātou ko ō rātou whānau. Kua tū ngā ratonga hauā o nāianei hei ‘pokapū’ mō te oranga o ngā tāngata hauā tokomaha. He maha ngā hātepe e pā ana ki te māraurau, ki te aromatawai, ki te whakamahere hoki, ā, ina tāpaea ngā ratonga o nāianei ki ngā tāngata me whakahāngai atu ō rātou oranga ki aua ratonga, kaua ki ngā mea ka pai rawa atu mō rātou.

 He pūhore atu ngā putanga oranga o te hunga hauā i ō te tokomaha tāngata anō o Aotearoa Niu Tīreni, ā, ka hiahia rātou te whai angitu i te oranga kia pērā ki ō tāngata anō, kia whai mana ai, kia whakaūngia ai, kia whakamihia ai rātou mō ā rātou tāpae atu ki te hapori.

**What will the new disability support system look like?**

 The key **features** of the new disability support include:

 **People are welcomed into the system** in multiple ways, and are then provided with information and linked with a Connector and peer networks

 **Access to Connectors** who can walk alongside disabled people and whānau, if they choose, to help them identify what they want in their lives, and the supports available

 **Easy to use information/processes** to meet the diverse needs of disabled people

 **Connected support across government,** with people in the background who assist in accessing other government services, ie learning support in school

 **Funding** is flexible about what support can be purchased and easy reporting on how it has been used

 **Capability funding** to build the skills of disabled people and whānau

 **Greater system accountability** to disabled people and whānau who are involved in the monitoring and evaluation of the new system.

**Ka pēhea te āhua o te pūnaha tautoko hauā hou?**

 Ka tae atu ngā āhuatanga matua o te pūnaha tautoko hauā ki ēnei:

**Ka whakamanuhiritia te tangata ki te pūnaha** mā ngā ara maha, kātahi ka whakaratoa te pārongo ka honoa ki tētahi Kaihono, ki tētahi hoa whatunga hoki

**Te Whai Kaihono** ka taea te hīkoi i te taha o te hunga hauā me ngā whānau, me kī, ki te kōwhiria e rātou, kia āwhina atu ai hoki i a rātou ki te tautohu i ngā mea e pīrangitia ana i ō rātou oranga, me ngā tautoko e wātea ana

**Ētahi pārongo, ētahi hātepe hoki ka ngāwari te whakamahi** hei whakaea i ngā momo matea huhua o te hunga hauā

**Te tautoko ka honoa puta noa i te kāwanatanga** me ētahi tāngata ka tū whakamuri ka āwhina atu kia whai uru ai ki ētahi anō ratonga kāwanatanga, arā, ko te tautoko i te ako i roto te kura

**He hātepe whiwhi pūtea** ka ngāwari te whakamahi, e pā ana ki te tautoko ka āhei te hoko, ā, he ngāwari te tuku pūrongo e pā ana ki te whakamahi i te pūtea

**Te whai pūtea whakaahei** hei whanake i ngā pūkenga o te hunga hauā me ngā whānau

**Te noho haepapa nui atu** ki te hunga hauā me ngā whānau ka whai wāhi ki te aroturuki, ki te aromātai hoki i te pūnaha hou.

**What will it look like on day one? What changes for people in MidCentral?**

Whatever support people are getting on 30 September 2018, they will have on 1 October 2018. There will be no change for disabled people and whānau living in MidCentral until either they contact somebody in the new system, ie a Connector or disability information specialist, or someone from the system teams contacts them on their regular review date.

At that point, the Connector will work with disabled people and whānau to identify the supports they require to live the life they are seeking. Even then, if disabled people and whānau like the supports they are getting, they can continue to receive them.

**Ka pēhea tōna āhua ā te rā tuatahi? He aha ngā rerekētanga mō ngā tāngata i MidCentral?**

Ko te tautoko ka whiwhi ngā tāngata ā te 30 o Mahuru 2018, ka pupuritia tonuhia e rātou ā te 1 o Whiringa-ā-nuku 2018. Kāore he rerekētanga mō te hunga hauā me ngā whānau e noho ana ki MidCentral tae noa ki te wā ka whakapā rātou ki tētahi tangata kei roto i te pūnaha hou, arā, ki tētahi Kaihono, ki tētahi mātanga pārongo hauā rānei, ki tētahi tangata nō ngā tīma ka whakapā atu ki a rātou i tō rātou rā arotake kauteatea.

Ā taua wā, ka mahi te Kaihono ki te taha o te hunga hauā me ngā whānau ki te tautohu i te tautoko ka matea kia whāia ai e rātou te oranga ka hiahiatia. Ahakoa tērā, ki te pai te hunga hauā me ō rātou whānau ki ngā momo tautoko i a rātou, ka taea tonu e rātou te whiwhi tonu i ērā.

**Funding**

**How is the funding going to work?**

The funding, processes and tools are still being developed, and are subject to decisions to be made by Cabinet in June 2018. More information will be provided once decisions have been made.

**Will there be additional funding to implement the new system?**

The Government has agreed to make additional funding of $23.842 million available to implement the new system in MidCentral, and to continue the Waikato and Christchurch Enabling Good Lives demonstrations.

The majority of the funding will be used to increase direct and indirect support, in the following ways:

* Direct support, allocated to disabled people and whānau, will mainly fund early interventions and improved access to specialist services. This is expected to improve outcomes and/or reduce costs in the medium to longer term (eg easier access to specialist services and other early intervention could result in whānau with disabled children feeling less stressed)
* Indirect support will be delivered mostly by Connectors. This support will enable disabled people to identify new possibilities, and build their networks and skills.

Other costs include the back-office team which replaces the current NASC (Needs Assessment and Service Coordination), national and regional governance, and one-off costs such as the co-design team, an interim IT solution, and monitoring and evaluation.

**Will the costs of the new system reduce the amount of support disabled people currently receive?**

No, current allocations will not be reduced to pay for the new system. The costs of the new system will be met from the additional funding.

**Te whai pūtea**

**Ka pēhea te pūtea ka whakamahia?**

Kei te whakawhanakehia tonuhia te pūtea, ngā hātepe hoki, me ngā taputapu, ā, ka pāngia e ngā whakataunga o Te Rūnanga Kāwanatanga hei te Pipiri o 2018. Kia whakaūngia ētahi whakataunga ka whakaratoa ētahi pārongo anō.

**Arā tētahi pūtea tāpiri hei whakatū i te pūnaha hou?**

Kua whakaae te Kāwanatanga ki te whakarite pūtea tāpiri kia $23.842 manomano te nui ka wātea hei whakatū i te pūnaha hou ki MidCentral, hei whakahaere tonu hoki i ngā whakaaturanga EGL hoki ki Waikato, ki Ōtautahi hoki.

Ka whakamahia te nuinga o te pūtea hei whakanui i te tautoko tōtika, i te tautoko takaawhe hoki, i ngā ara e whai ake nei:

* Ka utu te tautoko tōtika ka tāpaea ki te hunga hauā me ngā whānau i te nuinga o ngā whakatikatanga moata me te whai uru pai ake ki ngā ratonga mātanga. Ko te whakapae ka hāpainga ngā putanga, ka whakaitingia ngā nama hoki, ka whakaitingia ngā nama rānei i te pae waenga ki te pae tawhiti (hei tauira, mā te whai uru ngāwari atu ki ngā ratonga mātanga me ētahi atu anō whakatikatanga moata tērā pea e whakamemeha ai te kohuki ki ngā whānau he tamariki hauā ā rātou).
* Ka ratoa te nui o te tautoko takaawhe e ngā Kaihono. Ka whakaahei tēnei tautoko i te hunga hauā te tautohu ara hou, te waihanga hoki i ō rātou whatunga me ō rātou pūkenga.

Ka tae atu ētahi nama anō ki te tīma o te tari ō-muri, ka whakakapia ki te NASC o tēnei wā (arā, ko te Needs Assessment and Service Coordination), te mana ārahi ā-motu, ā-rohe hoki, me ngā nama motuhake pērā i te tīma hoahoa ngātahi, i tētahi rongoā hangarau whakaaturanga, me te aroturuki me te arotakenga.

**Ka whakaheke rānei te utu o te pūnaha hou i te nui o te tautoko i te hunga hauā i tēnei wā?**

Kāore. E kore e whakahekea ngā tāpaetanga o tēnei wā hei utu mō te pūnaha hou. Ka utua te nama o te pūnaha hou ki te pūtea tāpiri.

**Information, tools, pathways and processes**

**Do disabled people and whānau have to use the system’s tools and resources?**

No. People can choose to use the tools and resources that are useful to them.

**Who has control over disabled people and whānau information?**

Disabled people and/or their whānau will have control over their information. Disabled people will be able to choose what information they want to share. Any information which is collected about disabled people will be stored in a secure place. The Ministry of Health recognises that information belongs to the disabled person and their whānau.

**Te pārongo, ngā taputapu, ngā huarahi me ngā hātepe**

**Me whakamahi rānei e te hunga hauā me ngā whānau ngā taputapu me ngā rauemi o te pūnaha?**

Kāore. Ka taea e te tangata te whiriwhiri kia whakamahi i ngā taputapu me ngā rauemi e whai hua ai ia.

**Kei a wai te mana whakahaere o te pārongo o te hunga hauā me ngā whānau?**

Ka mau i te hunga hauā rātou ko ō rātou whānau hoki/rānei te mana whakahaere o ō rātou pārongo. Ka taea e te hunga hauā te whiriwhiri i ngā pārongo ka whakaaetia kia tāpaea. Ka raua ki tētahi wāhi haumaru te pārongo ka whakaemihia e pā ana ki te hunga hauā. Ka āhukahuka te Manatū Hauora nō te tangata hauā rātou ko tōna whānau te pārongo.

**Connectors**

**What can Connectors do?**

Connectors can assist people to think about what they want in their life and how they can achieve this. They can assist disabled people and their whānau to make connections in the community, try new things, and help arrange support across government. The Connector cannot make funding decisions, take over or remove a disabled person’s natural authority, have a vested interest in decisions and choices disabled people and whānau make, provide personal care and home support, or build dependency.

**Will disabled people be able to choose their Connectors?**

Disabled people and their whānau will be able to choose their Connector. They might find out about them from their profile on the website or hear about them from other disabled people and whānau in the community.

**Do disabled people and whānau have to use a Connector? If not, how will they get what they need?**

Everybody will have an opportunity to access a Connector if they want to, but they do not have to use a Connector. There will be a process in place so disabled people can access a personal budget without meeting someone face to face.

**Who employs or contracts Connectors?**

There will be a number of ways Connectors will be employed or contracted:

* Most Connectors will be employed as part of the Disabled People and Whānau supporting team, based in MidCentral.
* In some situations, there will be contracts with non-government organisations (who do not provide other disability services) for Connectors, eg Whānau Ora providers.
* Disabled people and whānau might choose an individual. This is a really important role and we will need to check the person chosen has the right skills.

**Ngā Kaihono**

**Ka āhei ngā Kaihono te aha?**

Ka āhei ngā Kaihono te āwhina i te tangata ki te whakaaroaro ki ōna hiahia mō tōna oranga, ā, ka pēhea te whakatutuki i tēnei. Ka āhei rātou te āwhina i te hunga hauā rātou ko ō rātou whānau ki te hanga hono ki te hapori, ki te mahi i ētahi mahi hou, ā, ka āwhina ki te whakarite tautoko puta noa mai i te kāwanatanga. Kāore e taea e te Kaihono te whakatau whiriwhiringa mō te pūtea, te takahi, te whakakore rānei i te mana tangata o te tangata hauā, te whai pānga ki ngā whakataunga me ngā kōwhiringa o te hunga hauā me ngā whānau, te whakarato āwhina whaiaro, te tautoko ā-kāinga rānei, te whakakaha whakawhirinaki rānei.

**Ka āhei ngā tāngata hauā te whiriwhiri i ō rātou Kaihono?**

Ka āhei te hunga hauā me tō rātou whānau te whiriwhiri i tō rātou Kaihono. Ka whai mōhiotanga mōna pea i tōna kōtaha i te pae tukutuku, i te rongo kōrero mōna i tangata hauā kē, i whānau kē rānei i te hapori.

**Me whakamahi e te hunga hauā me ngā whānau tētahi Kaihono? Ki te kore, ka pēhea rātou ka whiwhi i tō rātou e hiahia ai?**

Ka āhei ngā tāngata katoa ki te whai mea angitu ki te whai Kaihono mehemea ka pīrangitia e rātou, engari ehara i te mea me whakamahi tētahi Kaihono. Arā tētahi hātepe kia whai uru ai te hunga hauā ki tētahi tahua whaiaro me te kore tūtaki ā-tinana ki tētahi tangata.

**Ko wai ka whakamahi Kaihono, ka kirimana Kaihono rānei?**

Arā ētahi huarahi ka whakamahia ngā Kaihono, ka kirimanatia rānei ngā Kaihono:

* Ka whakamahia te nuinga o ngā Kaihono i roto i te tīma tautoko Tangata Hauā me ngā Whānau kei MidCentral
* I ētahi tū āhuatanga, arā ētahi kirimana ki ētahi hinonga o waho atu i te kāwanatanga mō ngā Kaihono (kāore e whakarato i ētahi anō ratonga hauā), hei tauira, he kaiwhakarato Whānau Ora.
* Ka whiriwhiri pea te hunga hauā me ngā whānau i te tangata takitahi. He tūranga tino whakahirahira tēnei, ā, me tirotiro e mātou ka tika kei te tangata ka kōwhiria nei ngā pūkenga e tika ana.

**Teams**

**What will the team look like on day one?**

There will be **two** teams set up and based in MidCentral. This is a temporary and practical arrangement while we work through a process for how the future organisation is set up.

The two teams are:

* The **Disabled People and Whānau** supporting team will be a new team made up of Connectors and a network builder. The team will be established within the Ministry of Health, reporting to a manager in MidCentral, who will operate as if they were the manager of a separate organisation.
* The **System Enabling** team will be made up of government liaisons, disability information specialists, and business and administration roles. This will be delivered through Enable - the existing NASC (Needs Assessment and Service Coordination). The new team will be made up of a mix of current employees and new staff who are recruited.

Both teams will report to a governance board with disabled people and whānau representation.

**Ngā Tīma**

**Ka pēhea te āhua o te tīma ā te rā tuatahi?**

E **rua** ngā tīma ka whakatūria, ka noho hoki ki MidCentral. He whakaritenga taupua, he whakaritenga whai kiko hoki tēnei i a mātou e whai hātepe nei e hāngai ana ki te whakaritenga o te hinonga āmua atu rā.

Ko ngā tīma e rua ko:

* He tīma hou te tīma tautoko **Te Hunga Hauā me Ngā Whānau**, ā, ka whai wāhi i konei ngā Kaihono me tētahi kaihanga whatunga. Ka whakatūria te tīma i roto i te Manatū Hauora, ā, ka tuku pūrongo ki tētahi kaiwhakahaere i MidCentral, ka mahi pērā ki te kaiwhakahaere o tētahi hinonga motuhake.
* I roto i te tīma **Whakaahei Pūnaha** ka whai wāhi ētahi kaitakawaenga o te kāwanatanga, ko ētahi mātanga pārongo hauā me ētahi tūranga pakihi, tūranga whakahaere tari hoki. Ka whakaratoa tēnei mā Whakaahei, arā, mā Enable – koia te Whakaritenga Aromatawai Matea Ratonga hoki (arā, ko te Needs Assessment and Service Coordination) o nāianei. Ka whai wāhi i roto i te tīma hou ētahi kaimahi o nāianei me ētahi kaimahi hou ka kimihia.

Ka tuku pūrongo ngā tīma e rua nei ki tētahi poari mana ārahi, he māngai ōna nō te hunga hauā me ngā whānau.

**Why are there two teams?**

There has been a lot of feedback from the disability sector about the need to separate the Connector role from funding decisions.

**Why is Enable, the current NASC, continuing to be involved?**

This is a temporary and practical step ahead of the set-up of the future organisation. It does not create a precedent for the future roll-out of the system around the country. There will be a process in which Ministers will receive advice about the options for a future organisation.

To make sure true change occurs, there will be:

* National and Regional Enabling Good Lives Leadership group representation on recruitment panels and involvement in the induction of key roles
* Disabled people and their whānau on governance groups
* A contract between the Ministry of Health and Enable that sets out expectations, outcomes, processes for decision making, and includes the voice of disabled people and whānau
* Frequent feedback about the experience of disabled people and whānau
* An independent complaints process

**What is the process for setting up the future organisation?**

There will be a review, known as a Machinery of Government Review, which would be led by a working group with officials from the State Services Commission, Ministry of Health, Ministry of Social Development, Ministry of Education, and Treasury, and representatives from the disability community. It is expected there will be consultation with the wider disability community generally as part of the review.

**He aha te take e rua ngā tīma?**

He nui noa atu ngā urupare a te rāngai hauā me whakawehe ka tika te tūranga o te Kaihono i te mahi whakatau pūtea.

**He aha e whai wāhi tonu ai a Whakaahei/Enable, arā, ko te** **NASC o nāianei?**

He hātepe taupua, he hātepe whai kiko hoki tēnei i mua i te whakatū i te hinonga mō ngā rā e haere mai nei. Ehara i te mea ka whakatakoto tauira mā te whakarewatanga o te pūnaha puta noa i te motu. Arā tētahi hātepe ka whiwhi ai ngā Minita ki te tohutohu e pā ana ki ngā ara mō tētahi hinonga mō ngā tau e tū mai ana.

Kia hua ai ka puta te panoni tūturu, ka tū:

* He māngai nō te rōpū ārahi ā-motu, ā-rohe hoki o EGL ki ngā rōpū kimi kaimahi, kia whai wāhi ki te whakangungu i ngā tūranga matua hoki
* Te hunga hauā me ō rātou whānau ki ngā rōpū mana ārahi
* Tētahi kirimana i waenganui i te Manatū Hauora me Whakaahei (Enable) ka whakatakoto i ngā kawatau, i ngā putanga hoki, me ngā tikanga whakatau, tae atu ki ngā reo o te hunga hauā me ngā whānau
* Ngā urupare auau e pā ana ki ngā wheako o te hunga hauā me ngā whānau
* Tētahi hātepe motuhake kia tuku amuamu

**He aha te hātepe mō te whakatū i te hinonga mō ngā tau kei te haere mai?**

Arā tētahi arotake, ka kīia ko tētahi Arotake Whakaritenga ā-Kāwanatanga, arā, he Machinery of Government Review, ka ārahina e tētahi rōpū mahi me ōna āpiha nō te Kōmihana o Ngā Tari Kāwanatanga (arā, ko te State Services Commission), nō te Manatū Hauora hoki (arā, ko te Ministry of Health), nō te Manatū Whakahiato Ora hoki (arā, ko te Ministry of Social Development), nō Te Tāhuhu o te Mātauranga (arā, ko te Ministry of Education), nō te Kaitohutohu Kaupapa Rawa (arā, ko Treasury), me ētahi māngai nō te hapori hauā. Ko te whakapae, ka whakahaere uiuinga ki te taha o te hapori hauā whānui tonu i roto i te arotake hoki.

**Roll Out**

**When will it be available in other regions?**

There will be a ‘try, learn and adjust’ approach taken when the new system is up and running in MidCentral. Feedback from disabled people and whānau will help improve and finalise the system before it is rolled out across New Zealand.

Decisions on the final model and expansion beyond MidCentral will be sought from Cabinet in 2020.

**Te Whakarewatanga**

**Āhea ka wātea ki rohe kē?**

Kia whakatūria te pūnaha hou i MidCentral ka whāia tētahi aronga ‘ka ngana, ka ako, ā, ka panoni’. Ka āwhina te urupare a te hunga hauā me ngā whānau ki te whakapai, ki te whakaoti hoki i te pūnaha i mua mai i te whakarewatanga puta noa i Aotearoa Niu Tīreni.

Ā te tau 2020 ka tonoa Te Rūnanga Kāwanatanga mō ētahi whakataunga e pā ana ki te tauira mutunga me te whakawhānuitanga ki tua i MidCentral.

**Providers**

**Will providers still have contracts with the Ministry of Health?**

Providers will have contracts; either individual contracts with disabled people and their whānau or with the Ministry for those disabled people and whānau who do not wish to be on an individual agreement.

This is what we think might happen and will be tested:

* A high number of disabled people are expected to choose to continue with government-contracted supports, at least to begin with
* We expect the number of disabled people who choose to make major changes to their support to be between 10% and 30% of the disabled population by the end of two years
* As well, a number of support types are unlikely to be wholly purchased through personal budgets. The details of how those supports will be purchased are being developed for Cabinet decisions in June. Those mixed models of funding will be made available once those decisions have been made.

**Will the Ministry of Health continue to contract residential services?**

The Ministry has given an undertaking that disabled people and their whānau can continue accessing their current support, including residential services.

**Will the Ministry continue to audit services?**

There is a ‘safe guarding’ framework in development and this will include an evaluation component of any contracted service/support.

**Ngā kaiwhakarato**

**Ka whiwhi kirimana tonu ngā kaiwhakarato i te Manatū Hauora?**

Ka whiwhi kirimana tonu ngā kaiwhakarato; ā-takitahi rānei ki te hunga hauā me ō rātou whānau, ki te Manatū rānei mō aua tāngata hauā tē pīrangi i te kirimana takitahi.

Ki ō mātou whakaaro ka hua mai tēnei, ā, ka whakamātauria hoki tēnei:

* Ko te whakapae tokomaha ngā tāngata hauā ka whakatau kia haere tonu ngā tautoko ā-kirimana nā te kāwanatanga, ko te itinga pea i te tīmatanga
* Ki ō mātou whakaaro 10% ki te 30% o te taupori hauā ka whakatau ki te āta panoni i tō rātou tautoko pahure ai hei te mutunga o te rua tau
* Waihoki, arā ētahi momo tautoko ka kore e hokona katoatia mā ngā tahua whaiaro. Ka whanakehia ngā āmiki mō te tikanga hoko o aua tautoko hei mea whakatau mā Te Rūnanga Kāwanatanga ā te Pipiri. Ka wātea mai aua tauira pūtea hanumi ina tutuki ai aua whakataunga

**Ka whai tonu te Manatū i ngā kirimana mō ngā** **ratonga wāhi noho?**

Kua taurangi te Manatū ka taea tonuhia e te hunga hauā rātou ko ō rātou whānau te whai uru ki tō rātou tautoko o tēnei wā, tae atu ki ngā ratonga wāhi noho.

**Ka arotake tonu te Manatū i ngā ratonga?**

Arā tētahi anga ‘whakahaumaru’ kei te whanakehia, tae atu hoki tēnei ki tētahi wāhanga aromātai o ia ratonga ā-kirimana, o ia tautoko ā-kirimana rānei.

**System responsiveness**

**How can a complaint about the new system be made?**

There will be an independent complaints process. Information about who to contact with any concerns will be widely available. One of the key goals of the new system is to be responsive to disabled people and whānau.

**Will legislation be changed due to the new system?**

The new system will create the need for policy and legislative changes across government. The Cabinet paper in June 2018 will seek agreement to policy work, for example, changes to the Protection of Personal and Property Rights Act.

**Te urupare a te pūnaha**

**Ka pēhea te whakatakoto nawe e pā ana ki te pūnaha hou?**

Arā tētahi hātepe motuhake hei tuku nawe. Ka whānui te wāteatanga o te pārongo e pā ana ki te tangata, ngā tāngata rānei hei whakapātanga atu mō ngā raruraru. Ko tētahi whāinga matua o te pūnaha hou ko te urupare ki te hunga hauā me ngā whānau.

**Ka panonihia te ture mā te pūnaha hou?**

Mā te pūnaha hou e puta mai ai te matea kia panoni kaupapa here, kia panoni ture hoki puta noa i te kāwanatanga. Ā te Pipiri 2018 ka whai te puka o Te Rūnanga Kāwanatanga i te whakaaetanga ki te mahi kaupapa here, hei tauira, ko ētahi panoni ki te ture Protection of Personal and Property Rights Act.

**Monitoring and evaluation**

**How will the new system be monitored and evaluated?**

There will be a baseline study, outcomes evaluation, impact evaluation, system-level evaluation and cost-benefit analysis.

This will help find out if the new system leads to improved lives for disabled people and their whānau, where changes are needed, and how to make the system better.

This means, from time to time, disabled people and their whānau may be contacted to be asked how they are finding the new system and what could make things better. If disabled people are contacted, they do not have to answer questions if they do not want to. If they do agree to speak, they will not be identified in any reporting and everything that is said will be kept safe and secure.

**How will disabled people be involved in the monitoring and evaluation?**

* Disabled people and whānau are part of the group designing the framework
* Disabled people are on the panel deciding the contract for the evaluation work
* Disabled people will be part of the teams doing the evaluation work
* Disabled people will be involved in deciding what needs to change and how.

**Te aroturuki me te aromātai**

**Ka pēhea te pūnaha hou e aroturukingia ai, e aromātaihia ai hoki?**

Arā tētahi rangahau pūtaketanga, tētahi aromātai putanga hoki, tētahi aromātai pānga hoki, tētahi aromātai paenga-pūnaha hoki, me tētahi tātaritanga utu-hua.

Ka āwhina tēnei kia kite mehemea ka hāpai ake te pūnaha hou i te oranga o te hunga hauā rātou ko ō rātou whānau, kei hea ngā panoni e matea ana, ā, ka pēhea te whakapai ake i te pūnaha.

Nā reira i ētahi wā ka whakapāngia atu te hunga hauā rātou ko ō rātou whānau ki te ui atu ka pēhea te pūnaha hou ki a rātou, he aha hoki hei whakapai ake. Ki te whakapāngia te hunga hauā, ehara i te mea me whakautu pātai rātou mehemea tē pīrangi rātou. Ki te whakaae rātou ki te kōrero, ka kore rātou e tautohua i roto i te pārongo rānei, ā, ka tiakina paitia, ka āta pupurihia hoki ngā kōrero katoa.

**Ka pēhea te hunga hauā e whai wāhi ki te aroturuki me te aromātai?**

* Ka whai wāhi te hunga hauā me ngā whānau ki te rōpū ka hoahoa i te anga
* Ka uru ngā tāngata hauā ki te rōpū ka whakatau i te kirimana mō te mahi aromātai
* Ka uru te hunga hauā ki ngā tīma ka mahi i te aromātai
* Ka whai wāhi te hunga hauā ki te whakatau whakaaro ki ngā mea me panoni, ā, ka pēhea te panoni hoki.

**Safeguarding**

**What will be the safeguarding approach in the new system?**

Disabled people and their whanau will be assisted to make informed choices, including taking risks and having opportunities like other people, and there will be safeguards put in place to protect people against abuse.

Disabled people and their whanau will be supported to strengthen their personal relationships, expand their networks of support and increase their community connections. These provide natural safeguards with people looking out for those in their lives. There will also be formal safeguards, ie standards, regulations and quality assurance for the support and systems in place.

**Te Whakahaumaru**

**He aha te aronga whakahaumaru i roto i te pūnaha hou?**

Ka āwhinatia te hunga hauā rātou ko ō rātou whānau ki te whai whakaaro ki ā rātou whakataunga, tae atu ki te whai tūpono, me te whai angitu pērā ki tangata kē atu, ā, ka whakatūria he whakahaumaru hei ārai tangata i te takakino.

Ka tautokona te hunga hauā rātou ko ō rātou whānau kia whakakahangia ō rātou hononga whaiaro, kia whakanuia hoki ō rātou whatunga tautoko, kia whakarahingia hoki ō rātou hononga i te hapori. Ka rato ēnei i ētahi whakahaumaru māori me ngā tāngata ka tiaki i ō rātou hoa. Arā hoki rā ngā whakahaumaru ōkawa, arā, ko ngā paerewa, ko ngā waeture me te whakatūturutanga kounga hoki mō ngā mea tautoko me ngā pūnaha kua whakatūria.