

The purpose of the survey was to provide under 65 Need Assessment and Service Coordination agencies an opportunity to clarify what information they have available for disabled people and their families who enquire about their service, or services available in the community where they live. And what information they make available to people should they wish to raise a complaint about a NASC function.

The survey was undertaken in consultation with NASCA, the key body representing the NASC nationally. NASCA managed the survey process via “Survey Monkey” which is a platform for organisations to respond individually and with a level of anonymity.

In total 14 NASC were asked to respond to the questions, 9 in total responded to the survey. Having a response of 9 may give wider coverage as two NASC services represent more than one region.

The outcome of this survey will also feed into the DIAS/NASC Review and the NASC Development Programme.

There were 13 questions raised in the survey:

Not all of the questions were answered by respondents, averaging the data was not achievable for all questions.

Some analysis of the questions follows:

Question 1: What information does your NASC currently make available to people?

- information was available in some regions via NASC websites
- linkages to other agency websites
- MoH fact sheets were identified by some respondents
- Pamphlets made available by HDC and advocacy services were referenced by some

MoH/NASCA Summary: There was a varied response to question one. Currently there is no detailed standard for NASC to meet, therefore, conclusions about what information is available would be subjective.

Question 2: Communication tools for NASC information sharing?

- 50% reported they had available information about other agencies, although most said they could not ensure the information was current as keeping information current was an issue. There was evidence that some NASCs had endeavoured to establish a database for recording of disability services in their region, but again, there is no measure to attain
- Less than 40% identified that they referred to disability resource centres

MoH/NASCA Summary: NASC would benefit from standards being developed by the MoH and NASCA, with information on where robust information may be sourced.

Question 3: Communication tools for NASC information sharing (including complaint process)?

- 88% reported having a complaint process and a pamphlet available for people
- 57% identified that the information is available in large font
- 33.33% had easy to read information available
- There was no information written in braille
- 42.86% had information available in Te Reo or other languages
- 62.50 % identified that the complaint information they had would be suitable for a national audience

MoH/NASCA Summary: It was good to read that the sharing of appropriate information had been seen as essential by NASC services participating in the survey. However, the development of generic information about NASC, a complaint process in Te Reo, Braille and easy to read would be of significant benefit.

Question 4: How does your NASC communicate the complaints process for people accessing your NASC service?

- Information is given to all people at the initial meeting. Of the responding NASC who identified as having a website, it was confirmed that the complaint process was available on the website
- Information about a person's right to complain is evident in all environments managed by the NASCs

MoH/NASCA Summary: When communicating with NASC about requirements of having appropriate information available to all disabled people and their families, this point will be a reminder not an action.

Question 5: The MoH are considering developing a generic complaints process for people using correspondence tools other than written English. To what extent do you consider such a process would be useful to NASC and to people using NASC?

- 50% of respondents saw this as a positive development
- 1 respondent wanted it to be a comments, compliment and complaint process.

MoH/NASCA Summary: A generic easy to read complaint process will be written and agreed. NASCA will be asked to distribute this information to all under 65 NASC services, and have it available on their website.

This information will be available in braille and in Te Reo.

Question 6: What do you consider to be current gaps in the ability of NASC to provide relevant information to people?

MoH/NASCA Summary: The information in this section was wide and varied, and will be discussed further with NASCA, and also used for future NASC development.

Question 7: How do you identify key information requirements of people you support?

MoH/NASCA Summary: The information in this section was wide and varied, and will be discussed further with NASCA, and also used for future NASC development.

Question 8: At what stage of the NASC process do information requirements usually get identified – how are these recorded and actioned?

MoH/NASCA Summary: An action will be to agree through a facilitated meeting with NASC agencies when information is identified and shared. Having a standard approach does not fit with all individual situations

Question 9: Does your NASC hold a comprehensive list of services for the region you support, both funded and unfunded?

MoH/NASCA Summary: 80% attainment was reported by 4 respondents

NASC would benefit from standards being recommended by the MoH that outlines what and where information may be sourced and held, as in question 2

Question 10: How do you rate the extent and accuracy of the information you hold?

MoH/NASCA Summary: Half of the respondent's rated the information they hold as above average. Considering the detail in the previous questions, together with the NASC development, this outcome should improve significantly.

Question 11: How do you rate the ease of access and usefulness of the information to people using your NASC service?

MoH/NASCA Summary: The response to this question was marginal, again planned developments would improve the rating.

Question 12: To what extent is there benefit in having a checklist and centrally held information to support the process?

MoH/NASCA Summary: This would only work with generic information which was highlighted in the responses. Development in this area will fall out of the DIAS/NASC Review and the NASC development programme.

Question 13: Please make any comments about what your NASC would see as being beneficial for disabled people looking to the future?

Responses-

As part of our ongoing role information and the provision of it is a key to ensuring that disabled people are well-informed.

The information needs to be inclusive of generic services and encompass educational / social and have a local focus on events and services.

Consistent information regarding NASC process and choice for people to engage in support services. Support to be delivered when needed not when it is convenient to the provider.

Easy access to NASC and information. Easy process to work through with people who have understanding and empathy.

User friendly formats. in timeframes that work for people. Increased collaboration between similar services eg: education Disability support needs

A one stop shop. Easier pathway for people with disabilities who require multiple agencies and specialist input to coordinate their services.

Customization, easily administrated by NASC frontline staff. We are upgrading our website - our resources will be loaded so client can download the information or follow a link to specific sites.

Mechanism through which people could ensure that they had the most recent version of information

Web access to general information, assessment tools, referral forms; NASC contacts; initiatives and updates

Summary of Actions:

Proposed immediate actions for the Putting People First Process		
What	Who	When
Develop an easy to read generic compliment/complaint process, having it available to all under 65 NASC services, and held on the NASCA website	MoH and NASCA	15 October 2015
NASC Fact sheet to be available in Maori, Braille and Easy to read and dispersed to all under 65 NASC services, and available on the NASCA website.	MOH	15 October 2015
Future developmental actions		
<p>Through the survey process, opportunity was taken to source from under 65 NASC services areas where they believed further development would be beneficial.</p> <p>This information is contained in the Survey Monkey summary template and further defined in the information above.</p> <p>It is proposed that with the planning underway for a DIAS and NASC review, the information arising from this NASC information Gathering and Provision Survey be used to support both of these review processes and any development that may be recommended for NASC.</p>		

END