

NGO Council Update from Chair – August 2016



Kia ora NGO Health and Disability Network members.

Our recent NGO Council meeting provided another opportunity for your elected representatives to meet with senior Ministry of Health staff and discuss key topics of importance to NGO providers.

We met again with [Jill Lane](#) (*Director, Service Commissioning*) and [Keriana Brooking](#) (*Chief Advisor - Service Improvement and Change*), who updated us on the progress being made with designing the service commissioning and strategy and policy functions within the Ministry. Council representatives were encouraged to hear of the influence that the [NZ Health Strategy](#) and the Productivity Commission report on [More Effective Social Services](#) are having on changes within the Ministry – the Ministry's team even revisited around 400 submissions on the Health Strategy to identify relevant ideas and comments.

The focus is very much on getting the functions right to lift performance and achieve outcomes, with the structure to follow after further discussions with staff and stakeholder groups. Council members were also pleased to hear there is a focus on populations, putting vulnerable people front and centre and looking at the total package of services an individual might need, rather than talking about primary and secondary services. The [NZ Health Strategy](#) reinforces this approach with its [People Powered](#), [One Team](#), and [Closer to Home](#) themes, but Council reps did raise concerns about some current DHB practices, such as continuing to put significant resources into more mental health beds in secure units, rather than invest in community-based services.

Discussion papers

Service commissioning has been a key topic for discussion at most of our NGO Council meetings this year, and was also the focus of a discussion paper we had written to inform our work. This paper looks at four key commissioning models and their implications for NGOs. This paper is on our website at <http://ngo.health.govt.nz/what-we-do/priorities-and-issues/planning-and-funding> along with a one page summary highlighting the key success factors for each model.

Also [on our website](#) is another paper exploring different sets of commissioning principles to guide good practice – it includes common themes of equity, transparency and collaboration, which some NGO Council members also shared at recent MBIE workshops to develop guidelines for procurement of social services.

Social investment

Another factor influencing how government commissions services is the shift towards a [social investment approach](#). At our August meeting, we heard from Edward Montague of The Social Investment Unit, which is working across government. We were reassured to hear that this approach has moved on from a deficit model focused on welfare dependency. It is now taking a broader view of what works for who, where and at what cost and uses analytics and data to measure the [value](#) of government-funded services. While still in its early days here in NZ, there is definitely potential for greater flexibility and effectiveness with this type of approach – some early work is already exploring opportunities to improve outcomes for people at risk of diabetes.

Health literacy

We had made some enquiries with the Ministry about what is being done to support better health literacy, and were directed to two key resources that you might want to check out:

- [The Framework for Health Literacy](#)
- [The Health Literacy Review Guide](#)

National NGO Forum

Our planning for the next annual NGO Forum continues and we're aiming to open registrations and publish a programme in early September, with the event to be held in mid-October.

We'll be exploring themes of the NZ Health Strategy and how the NGO sector can play a broader role, so if you have NZ examples or case studies of the following to share, please contact our Secretariat (secretariatngo@gmail.com or phone 027 419 2652) to discuss a possible presentation:

- Successful system change resulting from working across the client pathway (*One team*)
- Reducing time pressures on specialist staff (*Smart system*)
- Sharing effective innovations across the system (*Smart system*)
- Using data or evidence to inform service provision and get better results/health outcomes (*Smart system*)
- Making processes more robust (*Value and high performance*)
- Making services more cost effective (*Value and high performance*)
- Reducing demand pressures (*People powered*)
- Listening to the client voice and co-producing services (*People powered*)

Have your say

- Consultation on the [draft Health of Older People Strategy](#) is open until 7 September 2016 – your NGO Council will be making a submission, so if you do not want to make your own submission, but have a comment to share, please send this to secretariatngo@gmail.com as soon as possible.
- Feedback on the draft NZ Disability Strategy is due by 21 August – see the draft and various ways you can contribute your ideas at <http://jointheconversation.nz/draft-strategy/>

For [tips on influencing public policy and making submissions](#), including some short how-to videos, visit our [website](#).

Until next time, Mauri Ora.

Donna Matahaere-Atariki

Chair, NGO Health & Disability Council

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