

**NASC PRESSURES, RESOURCES & INITIATIVES SURVEY AUGUST 2014**

**ANALYSIS OF RESULTS**

**Response Rate:** Feedback was received from 10 of 12 NASCs. 83% response rate. Not all NASCs answered all Questions.

<b>To what extent do you feel the following factors have added pressure to your NASC over the past 2 years?</b>		
<b>Pressure Factors</b>	<b>Average Rating 1 low 5 high</b>	<b>Overview of Comments</b>
Family Funded Carers	3.1	<ul style="list-style-type: none"> <li>• Increased workload</li> <li>• Working 2 diverging processes (New Model and FFC) isn't easy</li> <li>• Multiple versions of policy with frequent amendments and clarifications</li> <li>• The pressure for staff was learning the process in a hurry. Understanding what families could and couldn't have. Dealing with angry families when they didn't qualify</li> <li>• Need to simplify the process and treat as another option on the same basis as all other supports</li> <li>• Additional resource has been well utilised and appreciated</li> </ul>
ASD Eligibility	2.8	<ul style="list-style-type: none"> <li>• Clarity around Service provision with ASD has been a concern until recent training for Service Facilitators</li> <li>• Varies from: Low but impact may still be building to – a lot of extra enquiries and increase in referrals</li> <li>• The impact of new or re-referrals has been less than predicted however there is still an impact including staff time - release for the training and development.</li> <li>• Have taken ASD historically so no effect</li> <li>• Continue with training and development of staff understanding to ensure consistency in allocations</li> </ul>

Pressure Factors	Average Rating 1 low 5 high	Overview of Comments
ICare	3.9	<ul style="list-style-type: none"> <li>• The tool remains cumbersome, some of this NASC's feedback has been incorporated into a revised summary sheet. Most feedback seems to have been misunderstood.</li> <li>• Having to complete ICare for all RSS going forward will have an impact on workloads</li> <li>• Requires additional resource at every re-assessment. Still familiarising ourselves with this tool. Impact will have to be remunerated for.</li> <li>• We have a number of residential clients we are using the I-Care model for, and are pleased to see that the I-Care tool is going to be used across the country and across providers which will go a long way to consistent practice.</li> </ul>
New Model EGL	3.5	<ul style="list-style-type: none"> <li>• Variable dependent on involvement by each NASC</li> <li>• Very high impact for Support Net (New Model and LAC) and Lifelinks (EGL)</li> <li>• Moderate high impact Support Works (Flexi Respite)</li> <li>• Low impact but building for AccessAbility and Life Unlimited (LAC through NASC)</li> </ul>
Other Factors	Different factors mentioned by different NASCs All rated the issue mentioned as high  5.0	<ul style="list-style-type: none"> <li>• E Filing (3) – additional to changes to workflow and practice for this NASC.</li> <li>• Ad Hoc requests from MoH in responding to provider quality issues.</li> <li>• Ongoing stress fall-out from earthquake, staff are also impacted personally</li> <li>• Changes to BSS provider</li> <li>• New managers</li> <li>• New methodologies</li> <li>• Socrates / Socrates Filing / SL / IF / FFC</li> </ul>
Positive Impacts		<ul style="list-style-type: none"> <li>• Additional choices available to clients so staff have options to explore</li> <li>• More options for support</li> <li>• Training well received</li> <li>• Sharing positive stories</li> </ul>

Negative Impacts		<ul style="list-style-type: none"> <li>• Workload / change / stress (mentioned by 3 NASCs)</li> <li>• Staff struggle to keep up with information</li> </ul>
<b>Court Action and Payment of Legal Fees where clients or families have challenges NASC decisions, and NASCs have felt obliged to defend Court actions and incur legal fees.</b>		
Is this an issue for your NASC?		<ul style="list-style-type: none"> <li>• Has not been an issue for most NASCs</li> <li>• No examples of such cases were given, except cases of preparing affidavits and meetings with families challenging decisions</li> </ul>
Do you consider this should be a NASC responsibility?		<ul style="list-style-type: none"> <li>• All think that this should be a MoH expense if it comes up</li> </ul>
<b>Resources committed to Needs Assessment and Service Coordination</b>		
<b>Time to complete Needs Assessment</b>	Average estimated time 2.1 hours	Range 2.0 to 2.3 hours
<b>Time to complete Service Co-ordination</b>	Average estimated time 1.6 hours	Range 1.15 to 2.15 hours

	<b>2009</b>	<b>2014</b>	
<b>No. of clients</b> (7 responses)	9,668	10,265	6.1% increase
<b>No of FTE across Needs Assessment and Service Coordination</b> (7 responses)	54	56	3.7% increase
Average clients per FTE	179	183	
Workload has increased with new processes and initiatives implemented. We are being asked to do a lot more with little additional resource since 2009.			
<b>New Model Initiatives Described</b>			
<b>NASC</b>	<b>Dates</b>	<b>Additional Staff or Resource</b>	<b>Demonstration or project – description given</b>
Support Net – Tauranga	Dec 2011 ongoing	No additional staff except fee for service – est costs 20% funded	New Model and LAC demonstration in BOP. Taken 2.5 yrs but we have shifted as a NASC. Challenges from unexpected change from MOH.
NorthAble	2014 for one year	Approx 2.0 FTE – est costs 40% funded	Navigation Service – Encompass – to show Navigator Model is transportable within another NASC.
AccessAbility – Dunedin	Commencing now	Funding 2.0 FTE	LAC through NASC
Life Unlimited – Hutt Valley	Commencing now	Funding 2.0 FTE	LAC through NASC
Options Hawkes Bay	Commencing now	Funding about 50% 1.3 FTE	MSD initiative for home for children and young people with disabilities

Focus Wairarapa	2013	None	FIM and SPA Tool project used by hospital, Focus and ACC <ul style="list-style-type: none"><li>• Get agreements re assess in ward rather than home</li><li>• Strengthen links with ACC to agree joint funding arrangements and transferring information</li><li>• Takes time to get from ideas to embedding in</li></ul>
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## Survey Summary

27 August 2014