**Appendix One: Growing Voice and Safety Project**

**Outcome based design**

A commissioning process identifies the principles and outcomes sought rather than a prescriptive “how to” model of procurement.

The proposed outcomes for the Growing Voice and Safety Project are built from the pou described in the Whaikaha business plan: Te Tiriti o Waitangi, the United Nations Convention on the Rights of Disabled Persons and Enabling Good Lives. Under these pou seven key outcome areas for the project are detailed:

* Outcomes for disabled people and whānau
* Equity outcomes
* Outcomes for peer monitors
* Features of the organisation(s) delivering peer monitoring
* Features of the organisation delivering the intensive advisory support for providers
* Provider outcomes
* Outcomes for Whaikaha

An evaluation approach is then briefly described, with a focus on the formative stage of the quality improvement developments.

**The three Pou**

**Te Tiriti o Waitangi**

In the design, decision making and procurement of these quality initiatives our obligations under Te Tiriti o Waitangi are considered and explicit.

The organisations who we commission to deliver this work will understand our collective obligations under Te Tiriti o Waitangi. They will develop peer monitors so as to achieve equitable outcomes for tāngata whaikaha Māori and their whānau.

**The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)**

A rights-based lens goes across all design, decision making and procurement processes.

Increasing the rights of disabled people and tāngata whaikaha Māori is a central goal that will be measured in outcomes and evaluation.

**Enabling Good Lives**

The EGL vision, principles, approach and outcomes guide design, planning, delivery and evaluation.

The service design and delivery contributes to increasing the voice and leadership of disabled people.

Disabled people, tāngata whaikaha Māori, whānau and families have increased choice and control over their lives and their disability supports.

**The seven key outcome areas:**

**1. Disabled people, tāngata whaikaha Māori, whānau and families will experience safer lives and increased wellbeing in Whaikaha funded services.**

Ultimately interactions with peer monitors will assist disabled people, tangata whaikaha Māori, whānau and families to have more choice and control in their lives and move towards their good life outcomes. The MEAL outcome framework details personal and whānau outcomes in terms of: rights and protection, wellbeing, authority, equipped, connections, developing and achieving, and belonging.

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| --- | --- |
| **Outcomes for disabled people, tāngata whaikaha Māori, whānau and families from engagement with peer monitor(s)** | **Relationship with MEAL Outcomes Framework** |
| I trust my peer monitor We trust our peer monitor | Rights and Protection |
| My peer monitor has helped me to know more about my rights Our peer monitor has helped us to know more about our rights | Rights and Protection |
| My peer monitor understands me and what my good life is likeOur peer monitor understands us and what our good life is like | WellbeingDeveloping and achieving |
| Concerns I raise with my peer monitor are sorted outConcerns we raise with our peer monitor are sorted out | Rights and ProtectionWellbeingEquipped |
| Contact with my peer monitor makes it easier for me to create a good lifeContact with our peer monitor makes it easier for us to create a good life | WellbeingAuthorityEquippedDeveloping and achieving |

**2. The access, experience and outcomes achieved are equitable across a range of dimensions, particularly for tāngata whaikaha Māori and their whānau.**

All peer monitors and the intensive advisors are supported to be culturally aware and competent.

Māori peer monitors are available to work alongside tāngata whaikaha Māori and their whānau.

The choice to be linked with a peer or advisor from one’s own culture is offered as much as possible, especially in areas where significant Pasifika communities live.

A diversity of peer monitors and intensive service advisors is offered; including diversity in terms of impairment, age, gender, ethnicity, culture and experience.

The voices of whānau and families are heard and considered in the monitoring processes.

Prioritisation is given to recruiting people with learning disabilities as peer monitors.

Geographical equity, including for rural and provincial communities is an important consideration.

All information is provided in accessible formats.

**3. Disabled people, tāngata whaikaha Māori, and family and whānau members have what they need to be effective peer monitors.**

Peer monitors are disabled people, tāngata whaikaha Māori, and family and whānau members who connect with individuals and whānau ensuring they are living the life they choose and are experiencing good support from services.

Peer monitors have the experience, knowledge and skills to work alongside disabled people and tāngata whaikaha Māori whose safety and wellbeing is at most risk.

Peer monitors are well trained, well resourced, understand what good lives can be like and are supported to work in ways where safety and wellbeing are of the highest importance.

Peer monitors have personal resiliency, giving them the strength to work in challenging situations with understanding, recognising nuanced communication and responding appropriately in a timely way.

**4. The organisation(s)** **delivering peer monitoring is led by disabled people, tāngata whaikaha Māori and includes whānau and family perspectives, is independent, well-connected, effective and achieves equitable outcomes.**

The organisation(s) are led and governed by disabled people and tāngata whaikaha Māori and includes whānau and family perspectives. It will be commissioned and funded by Whaikaha, sit externally from Whaikaha and be independent from organisations that provide direct support.

Initially, there will be one contract, or a small number of contracts, agreed for peer monitoring. Organisations may partner to ensure local and equitable responses and coverage across Aotearoa.

The organisation(s) can illustrate intentionality in the service design detail to respond equitably to the needs of tāngata whaikaha Māori and whānau.

The organisation(s) can illustrate innovation and equitable responses, particularly for tāngata whaikaha Māori, Pasifika and other diverse groups such as rainbow and migrant communities.

The organisation(s) maintain strong links with the disability community, independent voice mechanisms and networks, local communities, Māori communities and networks, and other parts of the disability system.

Clear communication about the role, functions, place and powers of peer monitors is shared widely in the disability community.

The organisation(s) develops a matrix of response pathways for when issues of concern and safety are raised by disabled people, tāngata whaikaha Māori, families and whānau. This matrix will include levels of concern, risk and abuse which is matched to appropriate and timely responses, such as independent advocacy, a SAFA response, the Disability Abuse Prevention and Response (DAPAR) Team, immediate response, EGL kaitūhono, NASC or provider, My Home My Choice, and appropriate escalation and reporting to Whaikaha.

The organisation(s) develops an information management plan which includes informed consent, data sovereignty and information flows to local communities, independent voice mechanisms and Whaikaha quality and monitoring systems.

**5. The organisation(s) delivering the intensive advisory support is led by disabled people, tāngata whaikaha Māori and includes whānau and family perspectives, is independent, credible, well-connected and effective.**

The organisation is led and governed by disabled people, tāngata whaikaha Māori and includes whānau and family perspectives. It will be commissioned and funded by Whaikaha, sit externally from Whaikaha and be independent from organisations that provide direct support.

The organisation will broker the most appropriate intensive advisory solution for the provider and the presenting quality issues.

The organisation illustrates it operates in relationship-based and collaborative ways.

The organisation has a strong understanding of Enabling Good Lives principles and practices and ensures the support options offered to providers are competent, credible and well aligned with EGL.

The organisation is well connected to developmental evaluation.

The organisation is well connected across disability and community networks in multiple locations.

**6. Disability support providers are supported to deliver safer services that are aligned with the EGL vision and principles.**

Providers are well informed about peer monitoring and why this is a priority for Whaikaha and the disability community.

Providers are supported to engage with these two quality processes.

Providers with identified quality concerns are supported to improve in ways that are matched to their quality issues and needs and are mana enhancing.

Services show increased understanding of disability rights in practice. They see and reflect on the ways they work that either silence disabled people or grow people’s voice to express their will and preference.

**7. Whaikaha has more evidence that the services it commissions are safe and are of high quality.**

Whaikaha will gain an understanding of the voice and experience of disabled people, tāngata whaikaha Māori, families and whānau within the services they procure.

Issues of safety and risk for the most isolated disabled people within services are identified and responded to at an earlier stage.

Evidence from a thematic analysis of findings, including safety concerns, responses initiated and outcomes, is collated and easily available.

Providers with identified quality issues are supported to improve in a collaborative and mana enhancing way.

Gaps in the overall quality system are reduced.

Learnings will feed forward into transformation and service planning.