Key messages from the MidCentral repeat survey

This paper provides a plain language summary of the key messages from the repeat survey done on the MidCentral prototype of Enabling Good Lives.

# What is the MidCentral prototype?

The MidCentral region has been trialling a new way of doing disability supports since 2018. This is known as the Enabling Good Lives (EGL) approach. The EGL approach is designed to ensure disabled people, tāngata whaikaha Māori (disabled Māori) and whānau have choice and control over their lives and supports. The main organisation set up to try this new approach is called Mana Whaikaha. Mana Whaikaha is based in Palmerston North and covers the entire MidCentral DHB region.

# About the study:

This study is called a ‘repeat survey’ because it is designed to repeat an earlier survey done in 2018. These surveys look at the experiences of disabled people, tāngata whaikaha Māori and whānau, comparing their experiences before and after Mana Whaikaha and the prototype were underway.

There were two groups surveyed:

* **Disabled people and tāngata whaikaha Māori:** 154 participants, 77% of who had taken part in the 2018 study.
* **Whānau of disabled people:** 134 participants, 73% of who had been part of the 2018 study.

# Disabled people and tāngata whaikaha Māori:

The survey found positive results compared to the previous survey from 2018. This included:

* People felt they had more real choice about the kind of support they received.
* People felt they were more connected with their communities.

54% of respondents had had contact with a Kaitūhono / Connector. People who had a Kaitūhono / Connector were more likely to say they were able to choose where their support money was used.

However, the findings were not all positive. People who use formal services (such as Residential Services or Home and Community Services) were the least satisfied with their supports. This included:

* In residential services, over half of respondents (57%) indicated some dissatisfaction with the service provider.
* In Home and Community Services, 87% indicated a dissatisfaction with their provider, and 33% indicated dissatisfaction with their support staff.

# Whānau:

There were also significant improvements for whānau of disabled people and tāngata whaikaha Māori who responded to the survey. This is particularly the case for people who supported their loved one at home. The main changes were:

* People felt they had more control over their supports.
* People felt they and their loved ones had more community participation.
* People really appreciated the flexibility of their EGL budgets.

# Māori:

29 tāngata whaikaha Māori (disabled Māori) and 18 whānau Māori participated in the survey. Overall, the results were similar for Māori and non-Māori survey respondents. However, compared to 2018 there was less improvement for Māori saying they had choice about how their personal budget was spent. Māori were also slightly less likely to say they thought their supports were as flexible as they could be.

# Areas for improvement:

The survey results provided the following suggestions for improvement:

* The purchasing guidelines need to be clearer.
* Information needs to be provided to explain what the different roles and responsibilities are for everyone involved, particularly for the Kaitūhono / Connector role.
* Improvements can be made in providing clear, easy to access and timely information for disabled people, tāngata whaikaha Māori and whānau. This information needs to be tailored to the person and their whānau.
* More work is needed to support people to understand what the EGL approach looks like in practice.
* A workforce strategy is needed to build a skilled workforce in the EGL approach as EGL rolls out across the country.
* More work is needed to provide Māori with culturally enhancing support.