

Canterbury

District Health Board

Te Poari Hauora o Waitaha

**Submission from
Canterbury District Health Board**

June 2015

Productivity Commission

More Effective Social Services Draft Report

Introduction

The Canterbury District Health Board (CDHB)'s role is to promote, protect, enhance and facilitate the health and wellbeing of the people of the Canterbury District.

The CDHB welcomes the opportunity to comment on *More Effective Social Services: Draft Report*.

Specific Comments

Overall the CDHB is supportive of the direction of the More Effective Social Services. We recognise the variation in commissioning practices between DHBs and the additional pressure/inefficiencies this creates for NGOs that contract with more than one DHB. However we note there are large changes outlined with multiple options rather than a clear pathway. We would recommend a clearer pathway is identified.

The CDHB recognises the need to provide more integrated sustainable services that better meet the needs of the community. The CDHB therefore supports the establishment of a whole of government Office of Social Services but notes that the success of such an agency will depend on highly capable staff sufficient to undertake its aims

The CDHB fully supports a move to greater collaboration. We believe that integration across government departments at the local level is essential and models need to be developed for this to occur. Our view is that this is currently where the fragmentation occurs. We acknowledge that working together in collaboration is a key theme for this draft report. We are proponents of alliances as a practical way to achieve this. CDHB would recommend that the funder needs to be part of the alliance rather than playing a more distant stewardship role

The CDHB believes a number of things need to occur for the direction outlined to be successful. These include:

- Systems established for tracking clients across multiple agencies and being able to report on outcomes across agencies is an essential aspect.
- An increased focus on the individual and meeting their needs.
- Strategic disinvestment is required across all government agencies to support the implementation of the report recommendations. This needs to result in fewer organisations that are fully funded, sustainable, flexible and responsive with mechanisms for demonstrating outcomes.
- Data and information need to be the focus to drive and support change.
- Clarity is required around incentives. Currently the CDHB focus has been on intrinsic incentives (which are recognised in the draft), with a focus of removing barriers (including funding). The CDHB does not support financial incentives, rather having flexible, fully funded services.

The CDHB sees a potential clash between ideas of: 1. Consumer choice and integration, and 2. Competition versus integration. Currently as a DHB we focus on 'no wrong door' to get to the right services. We do this by having a safety net of services that don't compete but collaborate in the best interests of the patient. This model may be of interest for you to discuss with us further.

Details of Submission

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