



Response to the Productivity Commission 'More Effective Social Services'  
Draft Report

- Disabled people need to be visible as subjects, as citizens not as objects to be 'dealt with' in a clinical manner as large organisations are doing currently as they move into the NZ sector. Larger service organisations tend to be more disconnected.
- Co-production and Co-design is vital for the disability community – it aligns with the Convention on the Rights of Persons with Disabilities Article 4.3. 'Nothing about us without us' means we are not just 'advocates' but active partners.
- Our role is not just to make choices at the point of buying services but also to ensure the correct expectations are established at the point of contracting services
- Role of organisations like DPA is pivotal for monitoring and evaluating services independently by trained people. This needs to be recognized and utilised
- Why is the disability action plan not recognized by the Social Sector Board. Often in social services activity disabled people are separate which in turn isolates us as a time when participation and inclusion are priority issues
- Reference to accessibility of information vital (sign language, large print, easy read, web accessibility etc) for ALL services not just disability related services
- Delegation to community of interest. The disability community should be identified as a community of interest also. This is not a new idea as a Disability Commission or some form of overarching body was proposed in State Services report
- Simplicity required for disabled people - navigating services for us is a minefield that other New Zealanders do not experience. We'd like to

see emphasis on ensuring all services are accessible for all people – this universal design thinking needs to be at the beginning of any development project.

- Take care with the voice of providers and community groups overriding the voices of disabled people. Disabled people's voices must be evident.
- Some current evaluation programmes proclaim to demonstrate the outcomes for disabled people yet they do not use measures that align with the aspirations of disabled people.
- Interpretation of data and analytics for a system that learns MUST engage with disabled people to check our interpretation of the data is also aligned
- Investment needs to include investing in the capacity of disabled people to know and understand their rights, and how to influence services and to make effective choices – vital for the Convention to be recognized – this happens when people are not aware of the difference it makes ie. Use of qualified interpreters vs using communicators or family members
- Refer to the Concluding Observations on the Office for Disability Issues website
- A need for a high level oversight group to align activities across multiple sectors and cover all disabilities (mental health/psychosocial disabilities included not excluded)
- Person Driven ideology needs to happen at all levels
- The term 'client' means the power is not with the person – some reference to the role of power needs to be acknowledged.

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