

Questions and Answers

Independent Review

23 September 2024 – Version 1.5



Why is the Rapid Assurance Review: Commercial Management included in the wider announcement?

In January 2024, the Ministry's Chief Executive commissioned Link Consulting to do an independent review of the Ministry's contract management practices.

This review provided additional context for the Independent Review, and some of the findings aligned.

How many disabled people does the Ministry support?

The Ministry funds services for approximately 50,000 disabled people. This number has increased by 43% in the last five years.

The Ministry also funds 100,000 people for Equipment and Modification Services (EMS) support.

Each year approximately 3,500 additional people request disability support from the Ministry.

What was the Ministry's role in the review?

The Ministry supported the Independent Review panel, providing information and documents, as requested.

Who did the Independent Review panel talk to as part of the review?

A full list of who the Independent Review panel talked to is at the back of the Report, which is available on the Ministry's website.

Will the Ministry be involved in the taskforce?

The Ministry will be part of the cross-agency taskforce of senior officials, who will provide advice and ensure the recommendations are implemented. The taskforce will be led by Ministry of Social Development (MSD).



What happens to my support on Day 1?

If you are a disabled person, family member, or carer of a disabled person, there is unlikely to be immediate change to the support you are receiving.

For now, you will continue to get the funding, equipment, care, and the other disability support you are eligible for.

Who is my point of contact?

Your point of contact will be your provider, NASC or EGL site.

Do I need to go into MSD's Work and Income office for my disability support services?

No. You do not need to go into MSD's Work and Income offices.

What happens to my private information following the move of DSS to MSD?

Moving DSS to MSD will not change who can access personal information.

Access is restricted only to those who have a direct role in providing DSS.

What does this mean for my support in the future?

People will be consulted as we move through the process. The Ministry will work with providers and disability organisations, as more details are confirmed.

What is happening to EGL?

The national roll out of EGL sites will be paused.

What is happening to Flexible Funding?

The changes made to Flexible Funding in March 2024 will remain.

Recommendation 6 is to establish criteria for access to Flexible Funding and review the guidelines to improve clarity and consistency.



What is happening to Equipment and Modification Services (EMS)?

The prioritisation for EMS, put in place in March 2024, will remain.

What is happening with residential care beds?

The rates providers are paid for people in their care today will be the rates they will be paid for the remainder of the 2024/25 financial year (until 30 June 2025).

We anticipate this change will mean that the overall number of people in residential care will not increase in the 2024/25 financial year.

While the number of people in residential care has been relatively constant for several years, the cost of delivering the service has increased by 29% between 2015/16 and 2022/23.

NASCs and EGL sites can agree an increase to a person's rate. They will need to do this within their residential care budget.

Why aren't all supporting documents available in alternate format?

Alternate format versions of most supporting documents have been commissioned. They will be available as soon as possible.

When the alternate format versions are available, they will be published on the Ministry's website.

Why couldn't you commission the alternative format versions of documents before the announcement?

Alternative formats could not be commissioned until the information was officially released, following Cabinet decisions in mid-August 2024.

