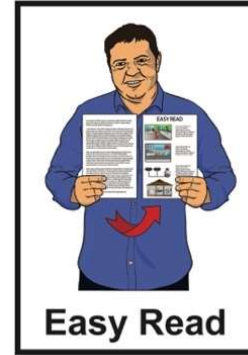


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What the disabled community told us about the future Disability Support Workforce



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What is this document about?



This Easy Read document is from **Whaikaha – Ministry of Disabled People**.



It is about the **Disability Support Workforce Community Engagement Summary** from March 2023.



The **disability support workforce** means people like:

- support workers
- **respite** services
- **residential** care workers.



Respite is a way to give whānau / family a break from caring for someone.



Residential means the place where someone lives.



The **disability support workforce** also means people who work in other disability related support services like:



- speech language therapists
- physiotherapists
- wheelchair technicians
- nurses / doctors
- teacher aides.





Community engagement is when you ask lots of different people in a community what is important to them.



A summary:

- is shorter than the full document
- tells you the main ideas.

Who took part in community engagement?



The people who took part in community engagement were:

- disabled people
- tāngata whaikaha Māori / Māori disabled people
- whānau / family of disabled people
- members of the disability support workforce
- service providers / Māori service providers.



Why did we do community engagement?



Whaikaha decided to do community engagement to find out what the disabled community:



- want from the **future** disability support workforce
- think the future disability support workforce should be like.



Future means in the time / years to come.



We asked **Allen and Clarke** and **All is for All** to:

- do the community engagement
- write a report about what they found out.





Allen and Clarke is a business that supports the Government to do **research**.



All is for All:

- is a business led by disabled people
- works to support disabled people to be fully included in society in the same ways as non-disabled people.



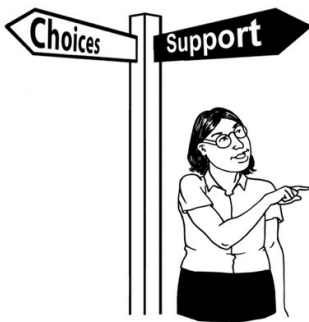
Research is when we:

- look at what things have happened
- try to find ways to do things better.

What disabled people told us



Disabled people told us they want disability support services to give them:



- freedom
- choice
- control over their own lives.



They said it is important to have:

- control over who provides their support
- services provided in a way that fit their needs
- services provided in ways that can change to meet their needs.





Disabled people told us it is important that the people who support them:

- understand their needs / choices
- respond / answer to their needs / choices quickly
- **respect** their choices for small things
- respect their choices for big things.



Respect means you think about how someone else feels.



Disabled people also told us they would like more people like them to be their support workers.

What tāngata whaikaha Māori told us



Tāngata whaikaha Māori told us it is very important to be able to choose:

- their support workers
- how their support workers support them.



They also told us our plan for the future workforce must:

- include / think about things that are important to Māori
- include tāngata whaikaha Māori from different backgrounds like people who live in places outside of cities.



What whānau / family told us



The whānau / family of disabled people told us carers must:



- be well trained
- work well together
- understand disability
- communicate in a clear way.



They also want their own caregiving work to be:

- noticed / given thanks for
- paid.





Whānau / family of disabled people also asked for:

- the same amount of money for family / non-family carers
- **accessible employment opportunities**
- training for whānau / family to keep on learning more skills.

Accessible employment opportunities means things like:

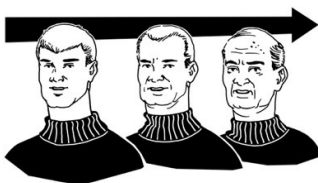
- being able to do training while working
- making the training affordable
- having training information in ways that people can understand
- having choices of online or face to face training.

What service providers / support workers told us

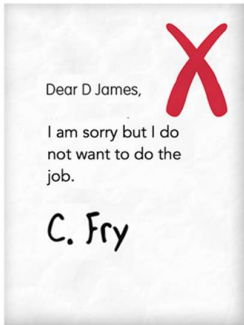


Service providers / support workers told us the disability support sector needs:

- more new support workers starting out in the job more often
- disability support work to be a good **career** choice
- more support workers so that everyone has enough time to learn new ways of working.



Career means the work you choose to do for a long time not just for a short time.



Service providers / support workers told us it is hard to:

- find new workers
- get workers to stay in the job.

It is especially hard to get **technical** workers because of:

- different providers all trying to get the same workers
- workers not being paid enough.

Technical workers are people such as:

- speech language therapists
- physiotherapists
- nurses / doctors.



Māori service providers told us things that are important to Māori are also important for the future workforce.

They would like finding new workers / training for disability support workers to include:

- **cultural competency**
- **te ao Māori** ways of doing things.



Cultural competency means knowing:

- all about different **cultures**
- how to support someone in the best way for their culture.





Culture is a way of:

- thinking that a group shares
- doing things as a group.

There are many different cultures in Aotearoa New Zealand.

Some examples of the different cultures are:

- Māori culture
- Pacifica culture
- Deaf culture.

Te ao Māori means the way Māori think about the world.

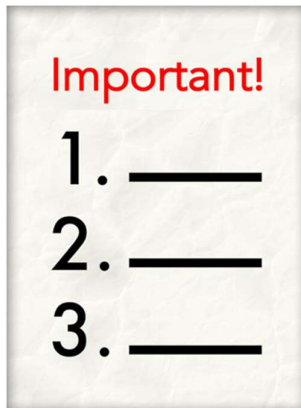
What are the priorities for the future?



The report sets out 3 **priorities** for the future disability support workforce.

Priorities are the:

- most important things to do something about
- things to do first.



The priorities the report sets out are about:

1. **recruitment**
2. **retention**
3. **development.**





Recruitment means doing things to get new people to join your workforce.



Retention means making sure everyone who is already in your workforce stays in your workforce.



Development means doing training so your workforce can keep getting better skills.

1. Recruitment priority



It is hard to get new workers for the disability workforce because:

- some people do not think the job is very nice
- it is difficult for people to get a job using only skills they have got from their **lived experience**.



Lived experience is something you have done / had happen in your life.



The disability support workforce needs more people:

- with the right values
- from all sorts of ways of life / cultures.



Support workers must be able to support a disabled person by:

- understanding their choices
- being kind
- taking time to support them / meet their needs.





The disabled community want more support workers who are like them including more:

- Māori / Pacifica
- men
- younger people
- disabled people
- people who have lived experience of disability.





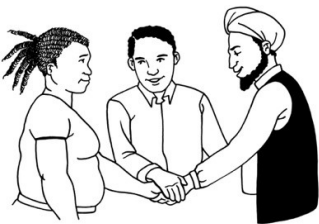
2. Retention priority

Workforce **wellbeing** affects workers as well as the disabled community they work with.



Wellbeing means things like:

- feeling good about your work
- getting support from your team when things are difficult
- getting paid enough to live a good life
- having time to look after yourself as well as do your work.

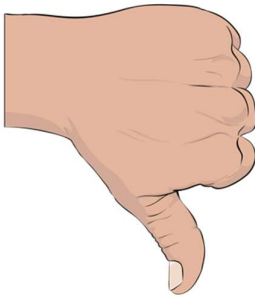




Many disability support workers leave the workforce because they do not have good wellbeing.



Some big employers provide wellbeing support for workers.



Disabled people / whānau who employ their own workers find it hard to provide wellbeing support for workers.



Disabled people / whānau told us:

- they do not always trust disability support service providers because of bad experiences in the past
- they need better ways of supporting the wellbeing of workers that they choose for themselves.





A good idea for the future would be to make:

- workforce wellbeing **resources** for all providers to share
- better ways for family / whānau carers to get a rest.



Resources are things like booklets / videos to teach you how to look after your wellbeing.

3. Development priority



People had different ideas about whether official training is important for disability support workers.



Some people said other things were more important such as:

- values / attitudes which are what people think about things
- skills which are the things people can do.



Other development problems for the disability support workforce include:

- not enough career choices
- not enough ways to train / get better skills
- not enough training for certain skills that are needed
- too many things that stop disabled people / family carers from joining the workforce
- providers not having enough money for training.

The main things we learned from the report



The disabled community told us they want the future disability support workforce to:

- give disabled people more choice about their care
- give disabled people power over their own care which gives them more say in what happens to them
- respect the needs / choices of each disabled person.





The disabled community also told us it is important that the disability support workforce:

- includes all types of people
- is able to give the right support to people from different cultures
- has good training opportunities.



The disabled community also told us it is important that the Government:

- gives more support to family / whānau carers
- gives more respect to family / whānau carers.



Where to find more information



You can contact Whaikaha – Ministry of Disabled People for more information about the Disability Support Workforce Community Engagement Summary by:



- **email at:**

contact@whaikaha.govt.nz



- **phone on:**

0800 566 601



It will not cost you any money to call this number.



This information has been written by Whaikaha – Ministry of Disabled People.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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