



APPENDICES MINUTES

Ōtaki Community Board Meeting

Tuesday, 11 March 2025

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KĀPITI TOWN CENTRE PLANS

Kāpiti Coast District Council



McIndoe
Urban



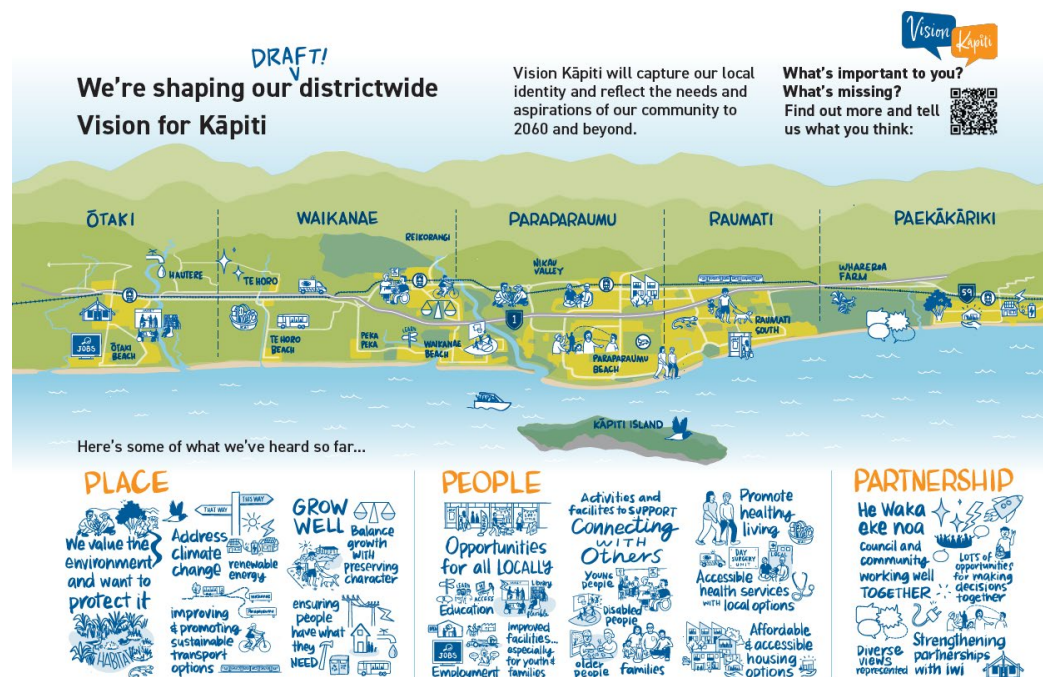
VISION KĀPITI

Vision Kāpiti is a three-year project aimed at shaping a clear, districtwide vision to help guide Council planning, decision making, programmes, services, and advocacy for decades to come.

Stage 1 was about engaging with our community to find out what aspirations they have for the future.

Stage 2, is about how we turn those aspirations into actions.

Stage 3 will focus on developing the “Blueprint for Change”. This will also include a reporting and monitoring component to make sure we are measuring progress in a meaningful way.



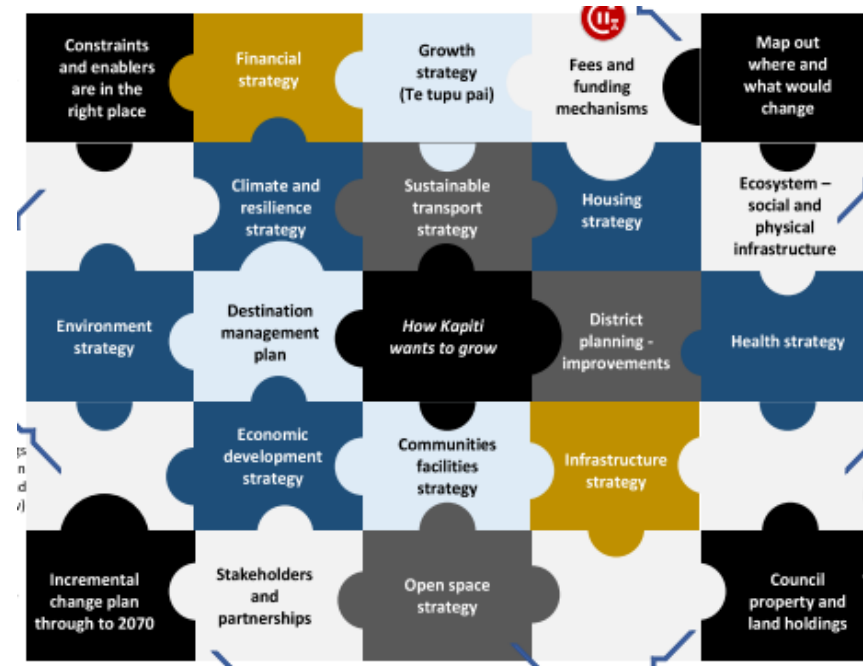
VISION KĀPITI – TOWN CENTRES

Stage Two looks at the development of plans for the district, including for the town centres.

The project will focus on the Paraparaumu, Waikanae and Ōtaki Town Centres initially, with plans for the other town centres to be developed at a later stage.

The Town Centres work is just one piece of the puzzle in the wider masterplanning work being completed for the district.

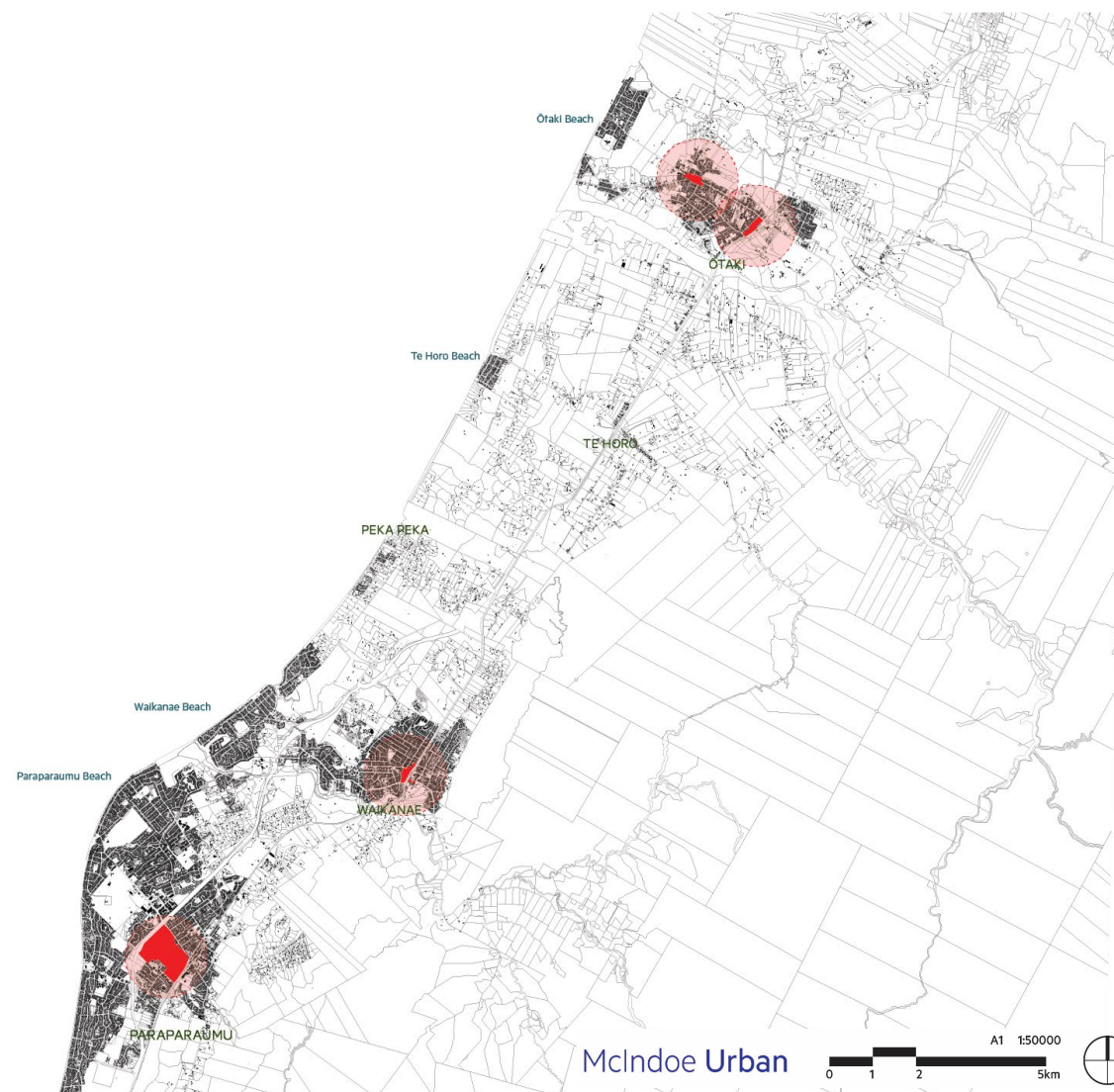
Activity underway in our Town Centres by property owners, investors and government departments has assisted this work in being first off the line.



FOUR CENTRES

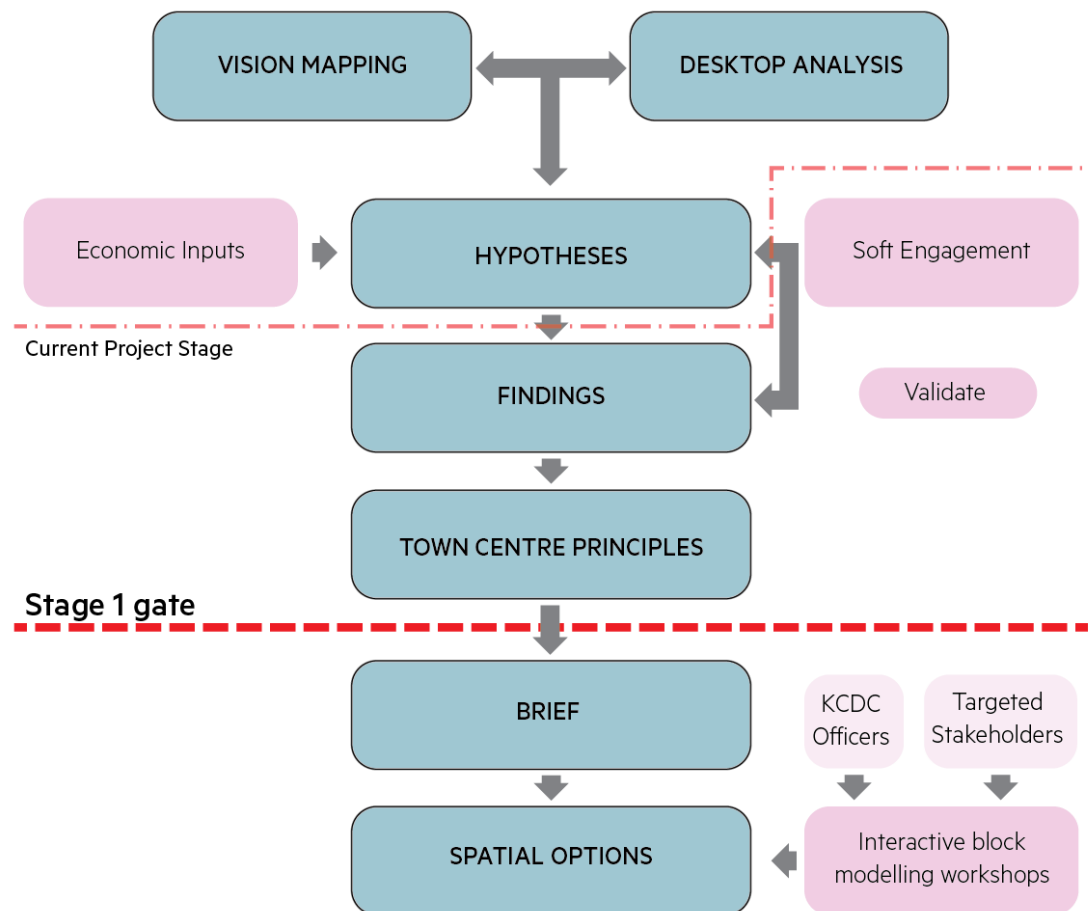
Defined by the current District Plan:

- Paraparaumu Metropolitan Centre
- Waikanae Town Centre
- Ōtaki Main Street Town Centre
- Ōtaki Railway Town Centre



PROJECT SCOPE

- Focused on Town Centre Zones as described in the District Plan
 - *Wider area consideration*
- 2 Stages of work
 - *1) Baseline & Issues, Engagement*
 - *2) Options & Town Centre Plans*
- Stage 1 parallel workstreams
 - *Vision/ Baseline studies/ Economic profile*
- KCDC validate findings
- Information sources
 - *KCDC GIS and Plans / Strategies*
 - *Vision Kāpiti*
 - *Desktop analysis*
 - *Site visits*
 - *Economic study*



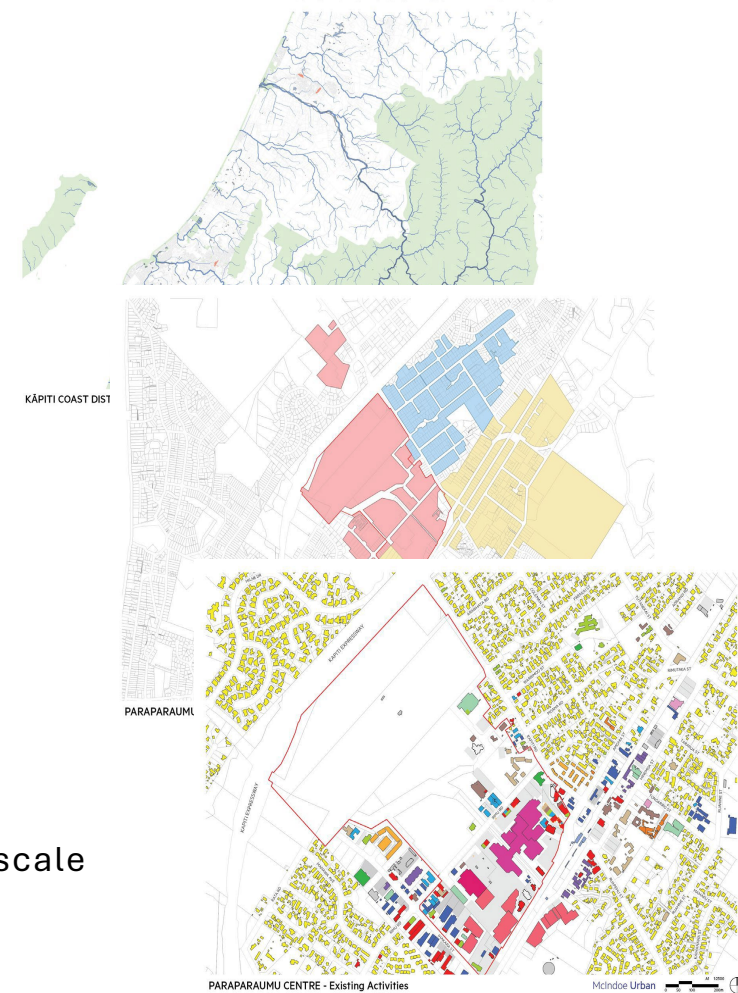
SCALES OF INVESTIGATION

- District-Wide
 - Encompassing all four centres
 - Wider interconnectivity issues

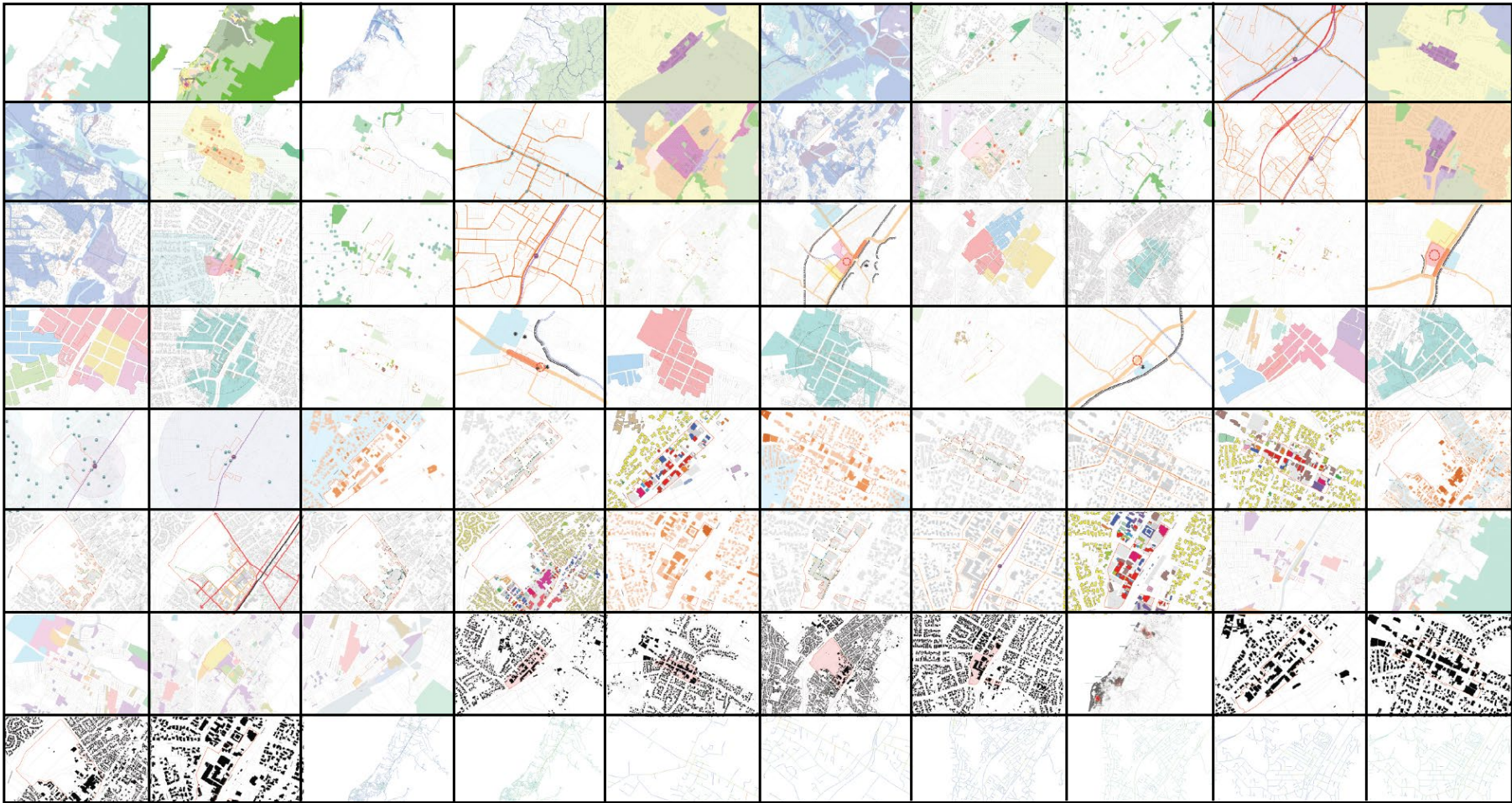
- Neighbourhood Scale
 - Town centre zone extents + wider neighbourhood catchment
 - Covers catchment, network and influence issues

- Local Scale
 - Town centre zone extents and immediate surroundings
 - Covers physical environmental and built form issues

- Types of analyses vary across the scales, with the appropriate scale selected to cover each information type.



EXTENSIVE ANALYSIS



ŌTAKI – DISTRICT PLAN PRECINCTS



ŌTAKI – EXISTING ACTIVITIES



ŌTAKI – AMENITIES



ŌTAKI – OPEN SPACES



ŌTAKI – WALKABILITY



ŌTAKI ECONOMIC FINDINGS

Main Street Town Centre

- This centre (525 employees) is the largest in wider Ōtaki. Less reliant on SH1 traffic / less decline.
- Education / training is dominant employment sector / next largest retail / food.
- Well structured, legible, walkable, cross-shopping.
- Community assets well-positioned to catalyse improvements.

ŌTAKI MAIN ST TOWN CENTRE

2023	Estimates	
Population	2,590	
Households	1,140	
2043	Medium	High
Population	3,690	3,530
Households	1,620	1,570
Feasible Capacity	2,880	
Realisable Capacity	1,053	

Railway/ Old SH1 Town Centre

- This centre (360 employees) has a narrower focus on retail and food.
- In steady decline since loss of SH1 with a large number of vacant stores. Discount stores no longer an attraction (online shift for consumers).
- Expressway makes Ōtaki more attractive to live commuting to the region. Improved rail services.

ŌTAKI RAIL TOWN CENTRE

2023	Estimates	
Population	1,980	
Households	870	
2043	Medium	High
Population	2,640	2,902
Households	1,160	1,290
Feasible Capacity	1,744	
Realisable Capacity	530	

ENGAGEMENT

We are starting targeted engagement to introduce the initial findings, gather feedback, and outline next steps.

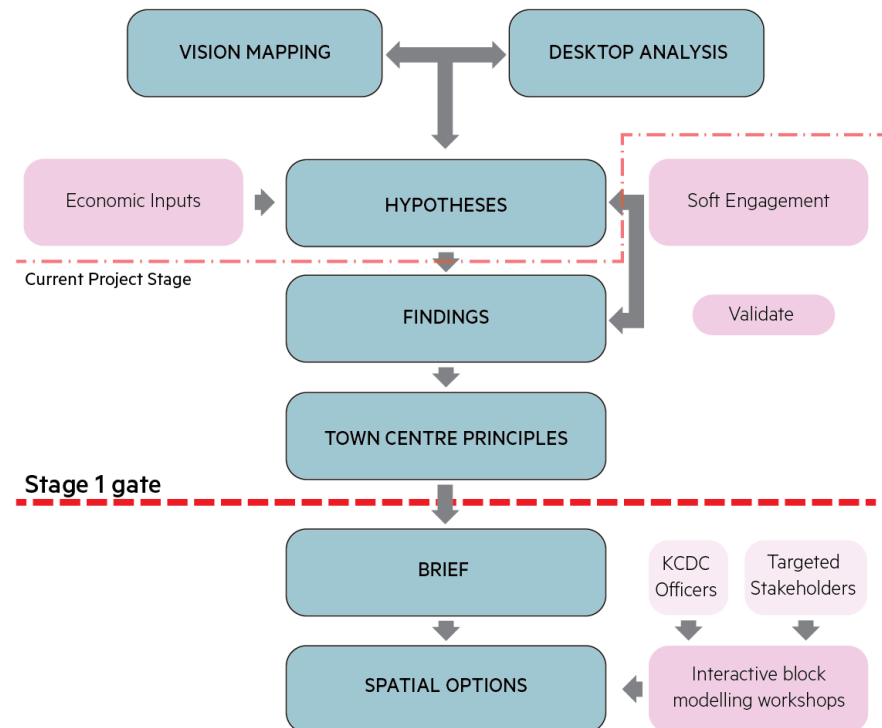
Proposed partner and stakeholder groups, include:

- Iwi partners
- Community Boards
- Property Investors / Developers
- Businesses
- Advisory Groups
- Economic Development Kotahitanga Board
- Kāpiti Housing Solutions Trust
- Business Associations
- Kāpiti Chamber

While wider public engagement opportunities will be available, this phase specifically refers to targeted discussions with those listed above.

NEXT STEPS

1. **Validate findings from completed analysis**
 - Review and confirm the accuracy of the analysis conducted so far.
2. **Engage with Iwi Partners**
 - Initiate and maintain meaningful collaboration with iwi partners.
3. **Develop Town Centre Principles**
 - Formulate guiding principles for the town centre development.
4. **Complete stage one and begin wider engagement planning**
 - Spatial options and scenario planning for town centres



Questions?

Activity Report - SB - Aug 2024 – Feb 2025

When	Who	Description	Where	Travel Claim
23 July 2024	KCDC	Open Briefing: Metlink Park and Ride Facilities Update	Zoom	
23 July 2024	ŌCB	Ōtaki Community Board meeting	Gertrude Room	
24 July 2024	OATHBA	Business Associate Meeting	Anam Cara	
31 July 2024	ŌCB	Ōtaki Safety Symposium	Presbyterian Church	
1 Aug 2024	KCDC	CRCTT Meeting July/Aug	Teams	
3 Aug 2024	ŌCB	Develop Safety Presentation	Simon's	
6 Aug 2024	ŌCB	Strategic direction - framing our vision to 2050	KCDC	Y
7 Aug 2024	ŌCB	Electra Business Breakfast	Southwards	Y
7 Aug 2024	ŌCB	Review Safety Presentation	Teams	
8 Aug 2024	ŌCB	Present Safety Presentation	KCDC	Y
12 Aug 2024	ŌCB	Kāinga Ora and Ngā Hapū	Gertrude Room	
14 Aug 2024	ŌCB	Visit to Levin Police HQ – CCTV Control Room	Levin Police Station	Y
19 Aug 2024	CAES	Climate Change and Resilience Community Think Tank (CRCTT) Next Steps	Teams	
20 Aug 2024	ŌCB	Pre-meeting and Debrief	Teams	
20 Aug 2024	CAES	CAES Meeting	KCDC	Y
20 Aug 2024	EDKB	Delivery against Economic Development Strategy and EDKB structure next steps	KCDC	
21 – 23 Aug 2024	ŌCB	Community Board Conference	Wellington	Y
27 Aug 2024	ŌCB	Ōtaki Community Board meeting	Gertrude Room	
3 Sep 2024	CAES	Reshaping CCRTT - Hui & Korero RE: Next Steps	Rimu Rd	Y
4 Sep 2024	ŌCB	Electra Business Breakfast	Southwards	Y
9 Sep 2024	ŌCB	Ngā Hapū Hui	Mill Road	
17 Sep 2024	ŌCB	Raumatī Community Board – Safety Presentation	Raumatī South	Y
18 Sep 2024	ŌCB	ŌCB Hui	Gertrude Room	

20 Sep 2024	HCCT	Meet Ted Milton – NCCT Update	Reds Café	
25 Sep 2024	CAES	Think Tank 2 Meeting	Zero Waste	Y
26 Sep 2024	ŌCB	Pre-meeting and Debrief	Teams	
1 Oct 2024	ŌCB	Catch-up with Asher Goldman	Waikanae	
2 Oct 2024	ŌCB	Electra Business Breakfast	Southwards	Y
7 Oct 2024	ŌCB	Ngā Hapū Hui	Mill Road	
9 Oct 2024	ŌCB	Chorus Cabinet Selection - Otaki Community Board	Teams	
15 Oct 2024	ŌCB	Ōtaki Community Board meeting	Gertrude Room	
16 Oct 2024	ŌCB	Ōtaki Community Board Hui	Gertrude Room	
21 Oct 2024	ŌCB	Visit tiny home project	Whakatupuranga Rua Mano	
29 Oct 2024	ŌCB	2024 Senior Prizegiving	Ōtaki College	
31 Oct 2024	ŌCB	Council Meeting	KCDC	Y
6 Nov 2024	ŌCB	Electra Business Breakfast	Southwards	Y
7 Nov 2024	CAES	CAES Meeting	KCDC	Y
26 Nov 2024	KCDC	NZ Police Kāpiti Mana area Award Ceremony:	Porirua Police Station	Y
26 Nov 2024	ŌCB	Ōtaki Community Board meeting	Gertrude Room	
3 Dec 2024	CAES	Think Tank 2 Planning Meeting	Ōtaki Fire Station	
4 Dec 2024	ŌCB	Electra Business Breakfast	Southwards	Y
12 Dec 2024	ŌCB	End of year 2024 Celebration	KCDC	Y
18 Dec 2024	ŌCB	ŌCB Hui	Gertrude Room	
6 Feb 2025	ŌCB / Ōtaki Fire	Ngā Hapu Waitangi Day Celebration	Health Camp	
10 Feb 2025	ŌCB	Ngā Hapū Hui	Health Camp	
12 Feb 2025	ŌCB	Electra Business Breakfast	Southwards	Y
12 Feb 2025	CAES	Talk to Sophie Handford re Future Think Tank 2	Teams	
14 Feb 2025	HCCT	Workshop – CCTV Plan for Ōtaki	Levin Police Station	Y
19 Feb 2025	ŌCB	ŌCB Hui	Gertrude Room	
6 Mar 2025	ŌCB	Pre-meeting and Debrief	Teams	

**Minutes of the Ōtaki Community Network Forum
Held Tuesday, 4th March 2025**

Present: Hanna Wagner-Nicholls, Margaret Andrews, Eileen Hollands, Ripeka Toman, Hannah Devlin, Peter Grey, Maurice Manihera, Maryanne Wison.
Adrian Gregory (chair)

Apologies: Norelle Ward, Lawrence Kirby, Jude Glenney, Jo Blanche, Annette Hamman, Barbara Rudd, Emma Haxton, Amber Moffitt, Susan Church

Minute Taker: Hilary Branthwaite.

Adrian Gregory

- The Ōtaki Health Advisory Group is working with KCDC on a terms of reference for the group and the advisory group needs to talk to all local providers – Adrian was seeking advice on who to contact at Nga Hapu o Ōtaki. It was suggested he contact Jalaine initially. It was noted that the KCDC Health Advisory Group is resourced to undertake its role for example secretarial support.
- A case is being made for a “polyclinic” facility for Ōtaki. Two sections at the Health School are being held for any necessary facilities. The case for it is being argued presently for the next meeting of on 7th April.
- The Nikau Foundation grant round concludes on 18th March – application is a simple process and information is available on their website.

Susan Church

Age Concern Kāpiti

- Was unable to attend the meeting
- She tabled the latest Age Concern Kāpiti Newsletter and a brochure listing the activities being offered this month in the area.

Margaret Andrews

Ōtaki Food Bank

- 23 parcels give out between 4/3/25 to 28/3/25
- reasons given Private Rents, Power, Car repairs, Car Warrants
- Margaret noted that there are several church-based organisations working in the food support space including kids at risk post school providing meal before going home. A

meeting is planned shortly aimed at coordinating/working together eg Kai bosh pop ups.

Margaret asked that the following correction is made to the February report:

- 63 parcels given out between 3/12/2024 to 21/1/25
- reasons given Car Registration and Car warrant of fitness, Private rents home repairs, Power, Rates
- Confidential information of clients is not shared with other organisations for food assist
- Foodbank do not hold vouchers of any sort to hand out.
- Work and Income will assist clients for travel or medical costs

Ripeka Toman
Nga Hapu o Ōtaki

- Ripeka works with Jalaine Tahiwī
- In the area of mental health and addictions running an 8-week programme. She also works with whanau.

Eileen Hollands
Cancer Care Coordinator
Raukawa Whanau Ora (027 247 3100)

- Eileen is the Cancer Care Coordinator with the organisation.
- She tabled a leaflet outlining the services provided by Whanau Ora.
- She is available through self-referral – works to resolve any help that might be needed for example sickness benefit for terminally ill. That said she sees many positive outcomes.
- They offer a Nurse Clinic – for health checks on the first Wednesday of the month in the plunket rooms (Maryanne Wilson)

Maurice Manihera
Smoking Cessation
Raukawa Whanau Ora (0272933276)

- Maurice is attending groups to highlight his work and happy to attend any other meetings that might be useful.
- He is seeking referrals and accepts vaping clients
- He has developed a booklet of strategies based on his clients' successes
- He offers group-based sessions as well as homebased if preferred
- While the office is based in Levin, Hannelore offered the use of the CAB rooms in Ōtaki

Hannelore Wagner-Nicholls
CAB/Energise Ōtaki

Energise Ōtaki

- Bike Space - Refurbishing and repairing donated bikes to make them fit to be used again in the community. First workshop was on 01 March resulted in 8 bikes fixed and 10 bikes stripped for parts to be used on 'bikes in need'. The next workshop is on 12th of April. Volunteers are always welcome to join, nor bike knowledge necessary.

Otaki Repair Café.

- Fixing items in need of TLC. First Repair Café held on 02 March.
- 25 volunteers helped and we looked at 172 items which were brought in by the community. Of those our 'fix-it-wizards' were able to fix 160 or 95% of them, making the owners leave with a big smile on their faces.
- Knife, secateurs and loppers were the favourite item this time with 68 pieces were sharpened ready to do a great job in the kitchen and garden again.
- Over 32 items went to the sewers and 28 electrical (vacuum cleaners, lamps) and electronic (radios, keyboards) devices are ready to be used again.

Citizens Advice Bureau Otaki

- At the moment all CAB's collect data on how the new regulation brought in late 2024 and the changes to the Tenancy Law affect the community.
- This will lead to a new report being presented to the government as in the past when the CAB collected data on the Digital Exclusion situation.

Some statistical data about our National CABs : interactions with clients (see attached)

Hannah Devlin
Community Law

- Hannah reiterated her availability at Ōtaki CAB on the 2nd and 4th Friday morning of the month – though a specific appointment time can be arranged.
- She works with clients with tenancy and employment issues.

Peter Grey
Community Development Advisor

- Peter works alongside Norelle Ward
- They aim to help those with disabilities take the first steps to engage with their community, including setting up meetings seeing key agencies that can support their steps
- Government consultation around how disability support funding is accessed is currently being held – closes 23rd March.
- The consultation documents are attached to the minutes.
- Adrian commented that the sector does not have a high profile in Ōtaki. There is a need to counteract the negative view of impairment and help clients have positive goals.

Next Meeting: Tuesday 1st April 2025.

Counting our mahi: stats for our CAB service

Every time a CAB volunteer assists a client with their question or issue, the volunteer enters the detail of the enquiry and the help they provided the client into our enquiry database. This information gives us rich insights into the issues impacting people across our society, and how the CAB is helping the community.

In the past year to June 2024, our volunteers responded to over 220,000 enquiries from the public and an additional 110,000 clients were helped through services hosted by CABs such as Justices of the Peace clinics, budgeting services, free legal advice clinics, counselling sessions, and migrant clinics.



We helped people with questions and issues on a vast range of topics. Top ten areas of enquiry past year were:

- Conditions of work: 13,449 enquiries
- Rental housing: 12,729 enquiries
- Relationships: 12,636 enquiries
- Legal services: 12,432 enquiries
- Citizenship and immigration: 9,669 enquiries
- Consumer law: 8,393 enquiries
- Courts: 6,885 enquiries
- Law enforcement: 6,766 enquiries
- Domestic home ownership: 6,030 enquiries
- Death and dying: 6,001 enquiries

Our volunteers spent **46,500 hours supporting clients with detailed information and advice**. The top ten categories of enquiry by average time taken with clients (taking an average time of 26 or 27 minutes) were:

- Alternative learning
- Finding work
- Educational administration
- Tertiary education
- Citizenship and immigration
- Town planning
- Emergency housing
- Mental health and wellbeing
- Not-for-profit organisations
- Embassies, High Commissions and Consulates

≈ 30 min spend



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Summary of Discussion Document

February 2025

This document is a summary of the Discussion Document.

It is part of work to stabilise the Disability Support System (DSS). Later work will focus on strengthening DSS.

The full Discussion Document as well as all the consultation details are available on www.disabilitysupport.govt.nz

This summary document includes consultation topics and questions .

You can choose which questions you want to answer as part of your submission.

Topic 1: Improving the way the needs of disabled people are assessed, and how support is allocated

This covers proposed changes to the way peoples' needs are assessed and how decisions are made about what supports they receive.

It includes assessments through a Needs Assessment Service Co-ordination (NASC). Enabling Good Lives (EGL) assessments are not included.

Make sure there is a consistent approach to needs assessment

Question 1: What changes can you suggest that would ensure the assessment tool and process is fair, consistent, and transparent? You might for instance wish to suggest it is: done in a different place; in person, or not; that it be supported differently; or that you receive different information about it before or after the assessment occurs.

Improve how the assessment tool reflects the diversity of disability

Question 2: What information does the assessment tool need to gather about you and your circumstances to ensure it can identify the support you need?

Assess the needs of family/whānau and carers

Question 3: Do you support the needs of carers being specifically assessed alongside those of the disabled person? Why/Why not?

Question 4: What considerations in respect to a carer's situation should be taken into account in order to link them to, or provide, the support needed?

Make sure the services and support a person receives continues to meet their needs

Question 5: How often have your needs and services / supports been reviewed or reassessed?

Question 6: What changes to your circumstances do you think should mean a review or reassessment of your services / supports would be needed?

Question 7: How often do you think your services / supports need to be reviewed or reassessed? (For instance, every year, every two years, every three years, or every five years.)

Helping you access support that isn't available through DSS

We propose that NASCs identify supports that are available through other agencies and provide guidance on how these can be accessed.

This will help ensure that DSS is only used for the supports that are not provided elsewhere.

Question 8: What information or support might NASCs provide that will help you access the services, beyond DSS, that you might be eligible for?

Topic 2: Accessing flexible funding, and how it can be used

There are two options for changing how flexible funding can be used:

Option 1 – Link flexible funding to the person's plan, with oversight of how it is used

Option 2 – Adjust current lists of what can and can't be funded using flexible funding

Question 9: Do you prefer Option 1 (link flexible funding to the person's plan, with oversight of how it is used) or Option 2 (adjust

current lists of what can and can't be funded using flexible funding)?
Why?

Question 10: Do you have any suggestions on how flexible funding can be used to allow disabled people and carers as much choice, control and flexibility as possible, while still providing transparency and assurance the funding is being used effectively, and is supporting outcomes?

Introduce criteria to access flexible funding

Question 11: Do you support the introduction of criteria for receiving flexible funding? Please let us know why, or why not?

Question 12: Which of the following criteria for receiving flexible funding do you agree or disagree should be included and why? (Choose all that you think should apply.)

12a. Use of flexible funding is part of an agreed plan and linked to a specific need.

Agree/Disagree

Why/Why not?

12b. Disabled people and/or their family / whānau / carers are able to manage the responsibilities of flexible funding.

Agree/Disagree

Why/Why not?

12c. Flexible funding will be used to purchase a service or support that DSS provides through its contracted services/supports, that will address a person's disability-related support, and there is an advantage to using flexible funding to purchase it (such as greater flexibility for scheduling, it is closer to where the person lives etc).

Agree/Disagree

Why/Why not?

12d. Flexible funding will address a service gap, where the service is not otherwise available, or suitable for the individual.

Agree/Disagree

Why/Why not?

12e. The cost of the support or service that will be funded is not more expensive than other ways to get that support.

Agree/Disagree

Why/Why not?

12f. The flexible funding will enable the person to purchase or access a service that is expected to reduce a person's future support needs.

Agree/Disagree

Why/Why not?

Question 13: Can you suggest other criteria for accessing flexible funding in addition to, or instead of, those above? If you have suggestions, please explain why you think they will be helpful for those who are accessing flexible funding.

Making a submission

The consultation is open from Monday, 10 February until 5pm Monday 24 March 2025.

You can make a submission by:

- completing the submission form and emailing it to:
DSS_submissions@msd.govt.nz
- completing an online survey at:
[Ministry of Social Development Consultation Hub - Citizen Space \(msd.govt.nz\)](#)
- mailing your submission to:

c/o Disability Support Services
Ministry of Social Development
PO Box 1556
Wellington 6140
New Zealand

- Contact NZSL_submissions@msd.govt.nz for more details if you wish to send us an audio or video response.

Disability Support Services



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Disability Support Services

Discussion Document to support consultation on:

- Consistent and Transparent Assessment and Allocation Tools
- Fairer, More Consistent Flexible Funding

Foreword from the Minister for Disability Issues

Disability Support Services (DSS) provide crucial supports to around 50,000 disabled New Zealanders. The service aims to address the barriers disabled people face so they have the opportunity to live an everyday life. It also supports around 100,000 New Zealanders with equipment modification services that are needed to engage with everyday life.

Our Government is determined to build a fair, sustainable, high-quality disability support system that delivers better outcomes for disabled people based on their needs.

DSS currently suffers from persistent and unresolved issues that stand in the way of achieving this objective.

In August 2024 an [Independent Review](#)¹ found there had been unsustainable spending increases and a lack of fairness and transparency around what support disabled people can access. It identified variability in the value of support packages across New Zealand, and a number of supports that are only available in some regions or areas. The Review also determined that current policy settings and service design do not allow DSS to be administered or delivered effectively.

An earlier stocktake by the Department of Prime Minister and Cabinet found long-standing issues in DSS with ageing business practices, weak assurance, audit and monitoring functions, and at-risk legacy IT systems.

We are taking the crucial initial steps to lay the foundations for stable, predictable and consistent services for disabled people. To do this, we need to hear from disabled people who receive DSS and the other people in your lives who provide care and support to make sure the system supports you to live a good life.

We are also working on important operational improvements, such as to pricing tools for residential care, and for other DSS supports. We will engage with the broader disability sector – particularly Needs Assessment and Service Co-ordination (NASC) organisations and DSS contracted providers – on this work.

These initial steps to stabilise the system will provide the foundations for a later phase of work which will focus on strengthening DSS. This strengthening phase will involve consideration of systemwide realignment of DSS, including issues such as the pathway to consistent national delivery of Enabling Good Lives (EGL) principles in DSS, and a legislative framework to underpin DSS. Again, the insights and perspectives of disabled people and the disabled community will be critical for this work.

Thank you for your time.

Hon Louise Upston

Minister for Disability Issues

1. <https://www.disabilitysupport.govt.nz/taskforce/independent-review>

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Introduction from the Deputy Chief Executive, Disability Support Services

The DSS Taskforce was established in September 2024 to implement the recommendations of the Independent Review. The Taskforce's work aims to stabilise the disability support system, and to ensure future spending can be kept within the budget allocated for it each year. The Taskforce will work closely with disabled people, carers, whānau, community groups, service providers, and Government to ensure a sustainable Disability Support Services (DSS) system into the future.

In our first round of consultation at the end of 2024, over 1,500 people told us their views on the future of DSS. We heard the system is confusing, inconsistent and that the March 18 2024 decisions undermined trust and confidence in the system. This feedback has informed our policy work and options which is what we are now consulting on.

Policy work has identified options to stabilise the DSS system in the near-term by making changes to the allocations process and accessing and administering flexible funding. The options are designed to provide clarity and confidence in how the system works for disabled people, their carers and whānau within current funding levels. At the same time introduce a greater level of visibility to support outcomes and ensure the ongoing affordability of DSS into the future.

The first area we want to hear from you about is how we can make our assessment and allocation processes clearer.

We have received consistent feedback as to the effect of the changes made to flexible funding in March 2024. We know that isn't working, so the second area we want your thoughts on are proposed criteria for access to flexible funding and changes to how the funding is used. There are two options for how these changes could be made:

- Option one links each person's flexible funding to a plan.
- Option two is to amend the current purchasing rules.

We want a system where disabled people can access fair, consistent and transparent services and supports that are affordable.

We appreciate your participation in this consultation. Your insights will help us to better understand and consider these very important supports and services and the impact of the options we are proposing.

Chris Bunny

Deputy Chief Executive
Disability Support Services

Summary

Scope of consultation

There are many different services and supports available to disabled people. These are delivered by a number of different government agencies – some through DSS administered by a dedicated business unit within the Ministry of Social Development (MSD) and others through health, education and welfare agencies and Accident Compensation Corporation (ACC). This consultation is intended to focus on DSS. These are accessed after an assessment from a Needs Assessment and Service Co-ordination (NASC) organisation, or an Enabling Good Lives (EGL) site.

Have your say

This consultation will inform recommendations to the Government about how to stabilise the DSS system. Those recommendations will lay the foundations to strengthen the system so that it is sustainable, consistent, transparent and fair.

Appendix 1 provides full details on the ways you can provide feedback on this consultation, as well as how your information will be used and released, and contact details for enquiries.

How to use this document

This discussion document explains why we are consulting with you and outlines options. We ask you some questions about each option which you can answer as part of your submission. You can choose which questions you answer, you don't have to answer them all.

Next steps

A summary of engagement will be published on the DSS website www.disabilitysupport.govt.nz. All responses will be anonymised, but a list of submitters may be provided. Please clearly indicate in your submission if you do not wish your name, or any other personal information, to be included in any summary of submissions that MSD may publish.

Background

Disability Support Services (DSS) is responsible for providing essential disability support to around 50,000 disabled people and their whānau, as well as environmental supports, including equipment and modification services, for approximately 100,000 New Zealanders.

Following an Independent Review of DSS in 2024, the Disability Support Services Taskforce was established to implement the Review's recommendations. The report of the Independent Review (including alternate formats) is available here: [Independent Review into Disability Support Services.¹](#)

The current priority of the Taskforce is to stabilise DSS by making it fairer, more transparent, easier to understand and more consistent for disabled people within current funding levels.

This is the second stage of our consultation. We previously ran a survey with the disabled community and sector between 29 October - 22 November 2024. The questions we asked and a summary of the submissions from that consultation are available on the DSS website.

¹ <https://www.disabilitysupport.govt.nz/taskforce/independent-review>

Topic 1: Improving the way the needs of disabled people are assessed, and how support is allocated

What we want to achieve

We want to make sure disabled people's needs are assessed in the same way. We also want to ensure there is more consistency and fairness in the decisions about what support is provided.

Why change is needed

We know that DSS does not always provide a fair or consistent level of support and it is not always what is needed. The support provided is not always reviewed or reassessed as often as it should be, and reviews are sometimes not as thorough as they should be. Responses to our 2024 survey reinforced these concerns.

What we are proposing

We want to make changes to improve the existing tools that are used to assess peoples' needs and make decisions about what support they receive. This will help stabilise the DSS system.

1.1 Improve existing NASC assessment tools and processes

We are considering all or some of the following changes to improve the current approach to NASC assessments. EGL assessments are not included at this stage.

Proposal 1: Make sure there is a consistent Needs Assessment and Service Co-ordination (NASC) approach

We propose requiring every NASC assessor to use an updated tool and introduce checks to make sure that different NASCs and different assessors are making similar allocations when assessing disabled people who have similar support needs.

Consultation question:

1. What changes can you suggest that would ensure the assessment tool and process is fair, consistent, and transparent? You might for instance wish to suggest it is: done in a different place; in person, or not; that it be supported differently; or that you receive different information about it before or after the assessment occurs.

Proposal 2: Improve how the assessment tool reflects the diversity of disability

We want to improve how the assessment tool can identify the diverse needs of disabled people. We also want the tool to work well for New Zealanders, recognising their culture or age, and other characteristics. The tool needs to help assessors understand disabled people's specific situations and needs to ensure that the funding and support each disabled person receives is fair and consistent.

Consultation question:

2. What information does the assessment tool need to gather about you and your circumstances to ensure it can identify the support you need?

Proposal 3: Assess the needs of family/whānau and carers

We propose that family/whānau and carer support needs are considered alongside those of the disabled person. This means that family/whānau and carer assessments would consider how much support is being provided by the carer, what that support involves, and link them to the respite and/or other supports that are needed.

Consultation questions:

3. Do you support the needs of carers being specifically assessed alongside those of the disabled person? Why/Why not?
4. What considerations in respect to a carer's situation should be taken into account in order to link them to, or provide, the support needed?

Proposal 4: Make sure that the services and support a person receives continues to meet their needs.

Needs assessment reviews and reassessments should ensure supports and services are the best fit for the disabled person and their family/whānau and carers. We want to ensure we are not over-assessing and creating additional burden and uncertainty. But it is also important to update supports and services in a timely manner.

We want to make sure it is clear what a disabled person can expect from DSS, and that the support received is clearly linked to their disability related needs and continues to reflect their changing needs. We are proposing an approach that will consider both the

individual's needs, and the support they are currently receiving (e.g. from family / whānau and carers).

Consultation questions:

5. How often have your needs and services / supports been reviewed or reassessed?
6. What changes to your circumstances do you think should mean a review or reassessment of your services / supports would be needed?
7. How often do you think your services / supports need to be reviewed or reassessed? (for instance, every year, every two years, every three years, or every five years).

Proposal 5: Helping you access appropriate support

We know that people apply for, or receive support, from DSS that they could receive, or may be eligible for, from other government agencies. This can put pressure on DSS funding.

DSS has never been intended to fund services that are provided through other agencies. However, in reality, the boundaries between different agency services' are often unclear. Some services are available in some regions, but not others, and may be available only to some individuals, or in some circumstances. This can be confusing and is difficult for disabled people and their carers to know the right place to receive the necessary support.

We propose ensuring that assessors identify to the disabled person and their carers the relevant supports and services that are available through other agencies or organisations and provide guidance on how these can be accessed. This will help ensure that DSS is only used for the supports and services that are not provided elsewhere.

Consultation question:

8. What information or support will help you access the services, beyond DSS, that you might be eligible for?

Topic 2: Accessing flexible funding, and how it can be used

What we want to achieve

We want to ensure that disabled people and their carers that can and want to manage their own budgets, can access flexible funding that and use it to meet their particular needs.

We want to improve the transparency of the flexible funding system so that Government and DSS users can have confidence that flexible funding is being allocated on a fair basis and is support outcomes that it is provided for.

We need to ensure that flexible funding is being used consistently when it is the best way for a disabled person to receive their support.

We also need to ensure that DSS clients who do not use flexible funding also receive a fair and consistent level of support.

Why change is needed

Many disabled people and carers have told us that accessing flexible funding has improved their lives. But for many disabled people recent changes to flexible funding has reduced flexibility that allows them to meet their needs in the way that works best for them. Many have also questioned whether the current rules-based approach (in the purchasing guidelines) is the best approach for flexible funding. The list of items that can, or cannot, be purchased, and other rules set out in the guidelines, is hard to understand and follow, and does not provide enough flexibility.

We have also heard feedback that flexible funding is not the best way to support some disabled people. Some people find flexible funding good for some support needs but want other support provided differently (usually a DSS contracted provider).

There is a lack of transparency about what flexible funding is and can be used for. This makes it difficult for those allocated flexible funding to know whether the amount allocated to them is the amount they are entitled to and makes it difficult to be assured that flexible funding is being used effectively and is improving outcomes.

What we are proposing

We are proposing two broad changes from the way flexible funding currently operates:

1. Changing how flexible funding can be used; and
2. Introducing criteria for accessing flexible funding.

Proposal 6: Change how flexible funding can be used to make it clearer on what it can and can't be used for

We are proposing to make changes to how flexible funding can be used. An important aspect to this will be making the rules and guidance material easy to understand and easy to follow. This would include alternate formats.

Outlined below are two different options for setting out how flexible funding can be used.

Option 1 – Link flexible funding to the person's plan, with oversight of how it is used

This option would provide choice and control for the disabled person in how they use flexible funding to fund the support they need, but with increased transparency of the way the money is spent, and the outcomes it is helping to achieve. This would be done by:

- Requiring an up-to-date plan that sets out the outcomes sought and the support needs of the disabled person, how the flexible funding will be used, and why it is the best option to address the support needs to help the person live a good life.
- Making it clear that the disabled person or their agent is responsible for using flexible funding in line with the agreed plan to support the outcomes identified in the plan.
- Setting in place periodic reviews to confirm the plan is still appropriate and flexible funding is being used to work towards the plan.

A plan would likely include what the flexible funding is expected to be used for – which would include regular daily support (such as support with preparing and cleaning up after meals) and things that focus on personal goals or changes in a person's situation (such as support for learning how to cook in anticipation of moving into an independent living situation). It would include how the funding is expected to be used to meet that support need (such as by paying wages for a support person), and what other options might be available to meet that support need. It would also note any changes to how the funding is used over time.

Option 2 – Adjust current lists of what can and can't be funded using flexible funding

This option is similar to the current approach to flexible funding by retaining the approach of determining through rules and guidelines what flexible funding can and cannot be used for. This option would involve:

- Defining a list of products and services that flexible funding can be used for.
- Defining a list of products that flexible funding cannot be used for.
- Set spending limits for individual products and services.
- Create guidance on what supports are funded elsewhere and require these to be explored prior to considering the exceptions process outlined below.
- Introduce an exceptions process that allows for flexibility to buy supports that are not included in the list of what flexible funding can be used for, or on the list of what flexible funding cannot be used for, on a case-by-case basis.

Consultation questions:

9. Do you prefer Option 1 (link flexible funding to the person's plan, with oversight of how it is used) or Option 2 (adjust current lists of what can and can't be funded using flexible funding)? Why?
10. Do you have any suggestions on how flexible funding can be used to allow disabled people and carers as much choice, control and flexibility as possible, while still providing transparency and assurance the funding is being used effectively, and is supporting outcomes?

Proposal 7: Introduce criteria to access flexible funding

We are considering introducing one or more of the following access criteria for flexible funding. We are not suggesting that all the below criteria would have to be met for someone to access flexible funding.

- The use of flexible funding is part of an agreed plan and clearly linked to the impairment-related need.
- Disabled people and/or their agents² can manage the responsibilities of flexible funding.
- Flexible funding will be used to purchase a service or support that DSS provides through its contracted services/supports, that will address a person's disability-related support, and there is an advantage to using flexible funding to purchase it (such as greater flexibility for scheduling, it is closer to where the person lives etc).

² Some disabled people ask another person to manage flexible funding on their behalf – these people are known as agents.

- Flexible funding will address a service gap, where the service is either not available, or the available service is not suitable for the individual.
- The cost of the support(s) or service(s) that will be funded is not more expensive than other ways to get that support.
- The flexible funding will enable the person to purchase or access a service that is expected to reduce a person's future support needs.

Consultation questions:

11. Do you support the introduction of criteria for receiving flexible funding? Please let us know why, or why not?
12. Which of the following criteria for receiving flexible funding do you agree or disagree should be included and why? (choose all that you think should apply).
 - 12a Use of flexible funding is part of an agreed plan and linked to a specific need.
 - 12b Disabled people and/or their family / whānau / carers are able to manage the responsibilities of flexible funding.
 - 12c Flexible funding will be used to purchase a service or support that DSS provides through its contracted services/supports, that will address a person's disability-related support, and there is an advantage to using flexible funding to purchase it (such as greater flexibility for scheduling, it is closer to where the person lives etc).
 - 12d Flexible funding will address a service gap, where the service is not otherwise available, or suitable for the individual.
 - 12e The cost of the support or service that will be funded is not more expensive than other ways to get that support.
 - 12f The flexible funding will enable the person to purchase or access a service that is expected to reduce a person's future support needs.
13. Can you suggest other criteria for accessing flexible funding in addition to, or instead of, those above? If you have suggestions, please explain why you think they will be helpful for those who are accessing flexible funding.

Appendix 1: How to have your say

Making a submission

The consultation is open from Monday, 10 February until 5pm Monday 24 March 2025.

You can make a submission by:

- completing the submission form and emailing it to: DSS_submissions@msd.govt.nz
- completing an audio or video submission and emailing it to: NZSL_submissions@msd.govt.nz
- completing an online survey at: [Ministry of Social Development Consultation Hub - Citizen Space \(msd.govt.nz\)](https://www.msd.govt.nz/consultation/citizen-space)
- mailing your submission to:
c/o Disability Support Services, Ministry of Social Development, PO Box 1556,
Wellington 6140, New Zealand

We will also be running public consultation sessions around New Zealand and online.

Details of these sessions can be found at www.disabilitysupport.govt.nz

If you have any questions about this process please contact:

info@disabilitysupport.govt.nz

Use and release of information

Information provided through this consultation will help us develop policy advice to Ministers on improvements to DSS.

It is important you understand that people can request access to submissions under the Official Information Act 1982. Please make it clear in the beginning of your submission if you don't want your submission to be released, which parts you don't want released and why. We may get in touch with you if there is an Official Information Act request. If you have any questions about this, please contact info@disabilitysupport.govt.nz.

Private information

The Privacy Act 2020 establishes certain principles with respect to the collection, use and disclosure of information about individuals by various agencies, including MSD. Any personal information you supply to MSD in the course of making a submission will only be used for the purpose of assisting in the development of advice in relation to this consultation, for contacting you about your submission, or to advise you of the outcome of the consultation, including any next steps. We may also use personal information you supply in the course of making a submission for other reasons permitted under the Privacy Act (e.g. with your consent, for a directly related purpose, or where the law permits or requires it). Please clearly indicate in your submission if you do not wish your

name, or any other personal information, to be included in any summary of submissions that MSD may publish.

We will only retain personal information as long as it is required for the purposes for which the information may lawfully be used. Where any information provided (which may include personal information) constitutes public records, it will be retained to the extent required by the Public Records Act 2005. We may also be required to disclose information under the Official Information Act, to a Parliamentary Select Committee or Parliament in response to a Parliamentary Question. You have rights of access to and correction of your personal information which can be found on the MSD website at <https://consultations.msd.govt.nz/>.

Appendix 2: Full set of consultation questions

You can choose which questions you answer and don't have to answer them all.

1. What changes can you suggest that would ensure the assessment tool and process is fair, consistent, and transparent? You might for instance wish to suggest it is: done in a different place; in person, or not; that it be supported differently; or that you receive different information about it before or after the assessment occurs.
2. What information does the assessment tool need to gather about you and your circumstances to ensure it can identify the support you need?
3. Do you support the needs of carers being specifically assessed alongside those of the disabled person? Why/Why not?
4. What considerations in respect to a carer's situation should be taken into account in order to link them to, or provide, the support needed?
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6. What changes to your circumstances do you think should mean a review or reassessment of your services / supports would be needed?
7. How often do you think your services / supports need to be reviewed or reassessed? (for instance, every year, every two years, every three years, or every five years).

8. What information or support might NASCs provide that will help you access the services, beyond DSS, that you might be eligible for?
9. Do you prefer Option 1 (link flexible funding to the person's plan, with oversight of how it is used) or Option 2 (adjust current lists of what can and can't be funded using flexible funding)? Why?
10. Do you have any suggestions on how flexible funding can be used to allow disabled people and carers as much choice, control and flexibility as possible, while still providing transparency and assurance the funding is being used effectively, and is supporting outcomes?
11. Do you support the introduction of criteria for receiving flexible funding? Please let us know why, or why not?
12. Which of the following criteria for receiving flexible funding do you agree or disagree should be included and why? (choose all that you think should apply).
 - 12a Use of flexible funding is part of an agreed plan and linked to a specific need.
Agree/Disagree
Why/Why not?
 - 12b Disabled people and/or their family / whānau / carers are able to manage the responsibilities of flexible funding.
Agree/Disagree
Why/Why not?

- 12c Flexible funding will be used to purchase a service or support that DSS provides through its contracted services/supports, that will address a person's disability-related support, and there is an advantage to using flexible funding to purchase it (such as greater flexibility for scheduling, it is closer to where the person lives etc).

Agree/Disagree

Why/Why not?

- 12d Flexible funding will address a service gap, where the service is not otherwise available, or suitable for the individual.

Agree/Disagree

Why/Why not?

- 12e The cost of the support or service that will be funded is not more expensive than other ways to get that support.

Agree/Disagree

Why/Why not?

- 12f The flexible funding will enable the person to purchase or access a service that is expected to reduce a person's future support needs.

Agree/Disagree

Why/Why not?

13. Can you suggest other criteria for accessing flexible funding in addition to, or instead of, those above? If you have suggestions, please explain why you think they will be helpful for those who are accessing flexible funding.