

Appendix Four – evaluation of EGL demonstration sites to inform the national implementation of the EGL approach

Implementation of the demonstration sites, and work with national and regional EGL leadership and governance groups, has continued to build the case for change, including providing more in-depth knowledge to inform decisions on how the EGL approach can be implemented nationally.

Evaluations of the demonstration sites in Waikato and Christchurch, and the Mana Whaikaha prototype have shown positive experiences and provided many insights.

- Most participants report **positive experiences and improved outcomes** such as increased independence, personal development, and social networks.
- Families and whānau report feeling supported and **improved family dynamics**.
- Understanding context is important in determining funding allocations. This means that **decisions may differ depending on the person's circumstances**.
- Decisions on **individual support packages need to be decentralised** (for example, through devolved decision making to potential local EGL entities).
- Participants have **different capacities and skillsets to take up funding** and to manage it – a wide range of options are required to ensure this.
- Strengthening networks amongst disabled people, families and communities has the **potential to spark locally led innovation** outside of government funding.
- **EGL requires a different approach to workforce**, as disabled people are in control of their supports and who provides them. It has also showed that in most cases, **disabled people and whānau can be trusted** to manage their own personal budgets and support.

Mana Whaikaha has also provided insight on what needs to be in place to support a national implementation. This includes having established disabled people and whānau leadership in place, having the Connector capability and capacity well developed, having providers and wider community support prepared for change and having robust business processes in place to effectively manage demand and ensure continuity of supports.

The co-design work as part of Mana Whaikaha was clear that the goal would be to move operations closer to the disability community and away from government agencies and, specifically, that Mana Whaikaha should move out of the Ministry of Health (MOH) and into the community. Currently all three demonstrations are operated by central government and with staff employed either by MOH or MSD.

Based on evaluation to date, MOH has identified a number of critical features for transforming the system nationally:

- **Point of entry** – triage and ability to connect to a wide range of cross-government services. More people engaged with the system (both eligible for DSS and outside the current entry criteria).
- **Role of Connectors** – an ecosystem approach where people can access support that best suits them, including Kaupapa Māori, peer to peer, and crisis support.

Lead in time is required to ensure a strong Connector and provider workforce and grow EGL capable leaders from the disability community.

- **Early intervention** – the ability to invest immediately to support people with immediate needs is key, to ensure that good life planning can commence from a stable place.
- **Personal budgets** – the ability to easily assess personal budgets and align with good life plans, pooled funding from cross-government to allow flexibility, capability of the system to support people so that they are equipped to manage their budgets.
- **Management structure** – a single unifying culture and supporting structure based on EGL principles, accountability and delegations of decisions at an individual level.
- **Disabled people and whānau leadership** – strong and influential voices of disabled people is crucial at all decision-making levels, strong partnership across the sector including officials, providers, and the local community.
- **Robust safeguarding arrangements** – disabled people want to experience the ‘dignity of risk’; to face (and manage) the same level of risks as other people. They want to recognise, identify, and report neglect or abuse and to be able to effectively safeguard themselves.
- **Technology and data** – ability to identify and disaggregate individual level data, performance and outcome reporting based on people (not service lines), and robust financial management systems.