

# Summary:

## High and Complex Framework - Strategic Statement



**Published: June 2023**

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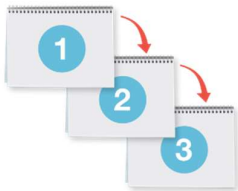
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# About this document

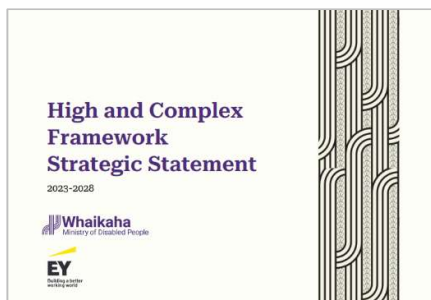


This is an Easy Read **summary** of a document written by Whaikaha – Ministry of Disabled People.



**A summary:**

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



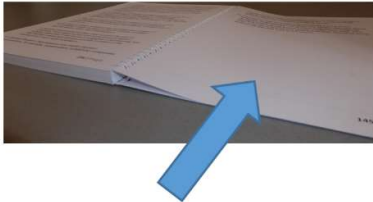
The document written by Ernst & Young is called:

**High and Complex Framework Strategic Statement 2023 – 2028.**



You can find the full document on the the Whaikaha **website**:

<https://tinyurl.com/mr2aw46x>



You can find more about what the **High and Complex Framework** is on **page 6**.

You can find more information about what a **strategic statement** is on **page 8**.

## About the words used in the High and Complex Framework



The words used to talk about disability are important.

Sometimes not everyone agrees on the words being used.



The High and Complex Framework uses the words **care recipients**.

**Care recipients** are the people who are supported by the High and Complex Framework.

Whaikaha is working with **stakeholders** to find words that better fit with what people want to use.



**Stakeholders** are people who have an interest in something.

Stakeholders include:

- disabled people / care recipients
- tāngata whaikaha Māori / disabled Māori
- whānau / family
- Māori and Pacific people from the disability community
- people who work across different parts of the Government
- people who work in the disability sector like residential services.

# What is the High and Complex Framework?

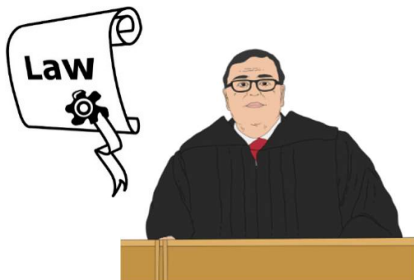


In this Easy Read document we call the High and Complex Framework the **Framework**.



The Framework is a group of services that support people who:

- have an intellectual disability
- have very high support needs
- have committed an **imprisonable offence**
- have support needs that regular services like prisons cannot meet
- come under a law called the **Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003**.





An **imprisonable offence** means:

- a person has broken the law
- a court judge has decided what should happen to that person.



The **Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003** is a law

that means a person with an intellectual disability can be placed in the care of Framework services when:



- they have been charged with or convicted of an imprisonable offence
- being in prison is not suitable for them.



**Laws** are rules made by the Government.



# Why write a Strategic Statement?



A **Strategic Statement** tells you:

- the things that may happen
- the work that will be done to make these things happen.



The work behind the Framework Strategic Statement started after a report written by the Chief Ombudsman called:

**Oversight: An investigation into the Ministry of Health's stewardship of hospital-level secure services for people with an intellectual disability.**

# Ombudsman

Tuia kia ōrite • Fairness for all



The Office of the Ombudsman looks into problems with government services.

The **Chief Ombudsman** is Peter Boshier.

There are a lot of people who work with him at the Office of the Ombudsman.

The Chief Ombudsman can:

- do **investigations**
- write reports about what he has found out
- say what needs to be done to make things better.



An **investigation** means looking closely at something to find out what has been happening.



In the Oversight report the Chief Ombudsman said there were problems with:

- the Framework
- there not being enough services for the people who need them.

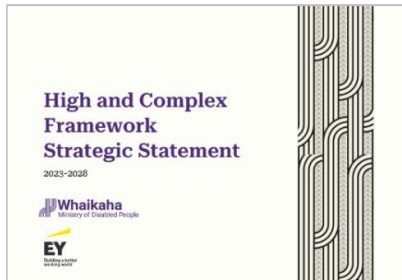


There is an Easy Read summary of the Oversight report.

You can find both these reports on the Ombudsman **website**:

<https://tinyurl.com/3h8px4vc>

# What is in the High and Complex Framework Strategic Statement?



The Strategic Statement tells you what needs to change so the Framework works better to support the **wellbeing** of:



- care recipients
- staff / people who work in the Framework.



**Wellbeing** means many things like:

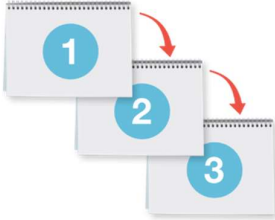
- how we feel about ourselves
- feeling safe in the place we live / work
- getting support when we are feeling sad or worried.





The Strategic Statement also outlines:

- the **vision** for the future of the Framework
- the steps that will be taken to meet this vision.



**Vision** means how things should be in the future / years to come.

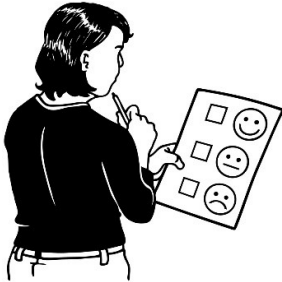


The **vision of the Framework** is that for the next 20 years all care recipients:

- are supported to live safely
- have things happening in their lives that make them happy
- are able to take part more in making decisions about their care / support
- are able to have a say about how the Framework system / services work.



To write the Strategic Statement Ernst & Young and Whaikaha first listened to what stakeholders said about the Framework.



Ernst & Young and Whaikaha did this by:

- asking care recipients to answer questions in surveys
- meeting with care recipients 1 to 1 to do interviews / ask questions
- holding workshops / meetings with stakeholders.



Whaikaha used what stakeholders said to write about 5 main things that need to change in the Framework.

## Framework change 1:

### Creating capacity in the system

which means:



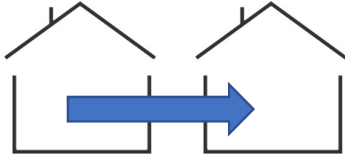
- taking away the things that make it hard for staff to work in the Framework
  - making changes to buildings where care recipients live
  - building new places for care recipients to live
  - having more places available for care recipients:
    - now
- and**
- in the future / years to come.



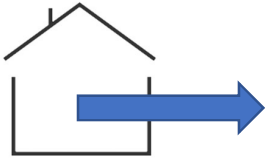
## Framework change 2:



**Streamlining transitions** which means that the support care recipients get is planned well when moving:



- between services
- out of services.



## Framework change 3:



**Improving visibility and transparency** which means the ways things are run in the Framework:

- are easy for everyone to see / follow
- support care recipients and staff working together.



## Framework change 4:

**Supporting greater autonomy** which means that the wellbeing of each care recipient is supported by:

- their whānau / family
- staff
- the wider community.



### **Autonomy** means:

- having choices
- having a say in what is happening
- taking part in making decisions.

## Framework change 5:



Having a **safe effective practice** which means that staff are supported to work in a way that:

- is best practice / the best way of doing things safely
- matches the **culture** of each care recipient.



### Culture:

- is a way of thinking that a group of people share
- is a way of doing things as a group.

# What happens next?

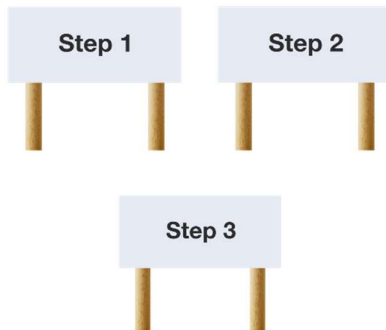


For each of the Framework changes there is a plan of things that need to be done:

- over the next 5 years

**and**

- in the years ahead.



There are 3 steps that will be worked on first.

## Step 1

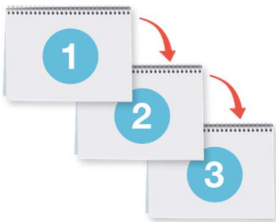


## Step 1 to changing the Framework:

Working on **roles and responsibilities** which means:

- working out who does what
- making sure the changes fit with the way Whaikaha does things.

## Step 2



## Step 2 to changing the Framework:

**Implementation planning** which means Whaikaha will plan for:

- how the changes to the Framework will happen
- who will work on making the changes happen
- how the changes will be tracked / reported.



Stakeholders will be:



- able to have a say in the plan / how the changes will be made
- part of the changes as they happen.



### **Step 3 to changing the Framework:**

**Uplifting the voices of tāngata  
whaikaha Māori / disabled Māori**

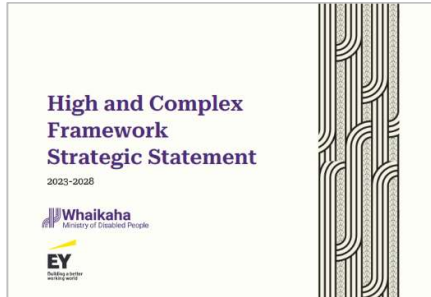


This is part of the important mahi / work that Whaikaha is doing in building a good relationship with Māori.



It also means looking at making sure the Framework works better for Māori.

# Where to find more information



The full **High and Complex Framework Strategic Statement 2023 – 2028** is on the Whaikaha website:

<https://tinyurl.com/mr2aw46x>

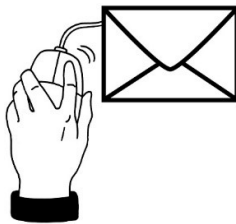


The full document is not in Easy Read.

The contact details for Whaikaha are:

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- **email:**

**[contact@whaikaha.govt.nz](mailto:contact@whaikaha.govt.nz)**





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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