



THE PERSONAL
ADVOCACY
TRUST
INCORPORATED



November / Spring 2018

Quality of Service Survey Results

You may recall that earlier this year we sent out a Survey to all of our members and their families and support staff. We received 62 members' responses and 133 responses from family and support staff. Thank you to all who participated in this. The results are in! Here are some key findings from our survey.

Interesting findings:

- The biggest concern identified by our members was their health and healthcare.
- Family and supporters perceive the most significant key area requiring advocacy support is Support Services.

What PAT is doing well:

- 86% of Full Support members feel they are visited regularly.
- 83% of Full Support members report they feel safe to talk to their Advocate about their worries.
- 93% of Full Support members feel their Advocate treats them with respect
- 73% of Full Support members feel their Advocate helps them to say and achieve what is important for them to live their best life possible.
- 80% of family and supporters feel the Advocate is approachable, and 78% find them helpful.
- 90% of the family and supporters of Full Support members feel the Trust has satisfied the reason their family member was enrolled

What PAT can improve:

- 29% of family and supporters did not know how frequently the Advocate visits; many family commented that they would like more communication about when their family member is visited and what took place.
- 58% of family and supporters did not know about PAT Discretionary Trusts

PAT and SAFA: An Exciting New Partnership

In mid-2018 The Personal Advocacy Trust entered in to discussions with the Safeguarding Adults from Abuse (SAFA) Collective on the alignment of our goals and the potential synergies to be gained through a collaboration. These discussions identified significant ideological and practical benefits from working together, and in recent months have resulted in the Trustees decision to enter in to a partnership in 2019.

What is SAFA? SAFA was borne in 2010 out of work initiated by People First New Zealand intended to raise awareness of the abuse experienced by people with Intellectual Disabilities. The SAFA Collective comprises of disabled people, key partners working in the disability and violence prevention sectors, Police, and District Health Boards.

SAFA works to create an integrated approach to supporting and safeguarding vulnerable adults (people aged over 18 who have care and support needs, are experiencing or are at risk of experiencing abuse or neglect, and who, because of their care and support needs, are unable to remove themselves from the situation). It does this through:

1. Increasing national collective safeguarding awareness with the dissemination of SAFA and Advocacy understanding and principles
2. Co-ordinating an inter-agency and person-centred response to safeguarding concerns
3. Gathering data to inform future legal frameworks and responses

The advocacy work that the Trust already does is a form of safeguarding, and by entering in to this partnership PAT will assist in the development and delivery of additional safeguarding tools to a wider population.

The lifelong advocacy model of the Trust and the advocacy support received by its members will not change in any way. The Trust Deed is being redrafted to accommodate the new wider scope of the Trust's work, and it is likely that within the next twelve months the name of the organisation may also change.

Thank you to IHC Foundation for generously funding the work to progress this partnership in 2019.



Mana Whaikaha; System Transformation

On 1 October 2018 the Ministry of Health officially launched the prototype of the Enabling Good Lives in the Mid-Central Region (Palmerston North, Horowhenua, Manawatu, Otaki and Tararua Districts). This prototype has been given the name "Mana Whaikaha" and is a major step towards the realisation of greater choice and control for all disabled people in New Zealand.

As part of Mana Whaikaha, The Personal Advocacy Trust has a short-term contract with the Ministry of Health to provide Independent Advocates who will facilitate Supported Decision Making for individuals who have no other supporters, or whose supporters either will not be present in the long term, or have a conflict of interest with the support they render. This means that people requiring additional, independent and neutral support for decision making now have access to a free advocate. This contract is part of the wider framework for Safeguarding that has been adopted as part of Mana Whaikaha.

IHC Advocacy is also delivering a series of free workshops that train people (both individuals and their supporters) in Supported Decision Making approaches and considerations.

The Personal Advocacy Trust is excited about this opportunity to work with government to assist more people in need.

What you can expect from The Personal Advocacy Trust

- You can contact your Advocate at any time if you have concerns or questions.
- You can contact National Office at any time if you have concerns or questions.
- Pre-Support members will routinely be visited once a year.
- Pre-Support parents will receive a minimum of one phone call and two newsletters from National Office each year.
- Full-Support members will routinely be visited a minimum of four times a year, but more as situation or crisis necessitates.
- Fair and transparent administration of Discretionary Trusts, with urgent applications being disbursed within 10 working days.
- There will be a 'close-down' period where National Office will be closed between Christmas and New Year (Tuesday 25th December – Wednesday 2nd January).
- Advocates will also be unavailable during this period, except in cases of emergency.

50-year history of Trust now online

At the end of 2017 The Personal Advocacy Trust celebrated its 50 year anniversary. As part of this celebration and with the assistance of Wellington Community Trust, the Trust researched and released on its website a brief overview of its 50 year history. This document is public and available for you to view at www.PAT.org.nz.

Here are a few interesting facts:

- Within its first decade the Trust had 418 enrolments.
- Former Trustees include a Governor General (David Beattie), Director of Caltex Oil NZ (John Sullivan), and IHC President and paediatrician Donald Beasley.
- The Trust actively worked with government throughout the process of deinstitutionalisation, notably with the closure of Cherry Farm in Dunedin in 1992 and Kimberley in Manawatu a decade later.
- Friend-Link, an organisation which establishes friend connections with volunteers in the community was borne out of a PAT project 27 years ago.

For the complete history and more information please refer to www.PAT.org.nz.

A parent of one of our members is working on publishing a book containing first hand experiences of families with disabilities in New Zealand.

Please see the flyer attached and contact Stephanie Weaver on looking.both.ways.nz@gmail.com.



Do we have the right contact information for you? To update your or your family members' details please get in touch:

www.PAT.org.nz

0800 728 7878

PO Box 25118, Featherston Street, Wellington 6146