



# Faiva Ora

National Pasifika Disability Plan  
2010-2013



Disability Support Services



Faiva Ora



National Pasifika  
Disability Plan

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## Foreword

Talofa lava, kia orana, malo e lelei, fakaalofa lahi atu, ni sa bula vinaka, talohi ni, tena koutou katoa.

'*Faiva Ora*' translates to 'the work for life'. It embodies the *Pasifika* spirit of working together to support Pacific disabled peoples and their families to live inclusive and fulfilling lives and to participate in their communities.

*Faiva Ora* is the National Pasifika Disability Plan. It outlines the priority actions and outcomes for the next three years that will support Pacific disabled peoples and their families living in their homes and taking part in their communities in the same way that other New Zealanders do.

The plan signifies the Government's commitment and response to addressing key barriers encountered by Pacific disabled peoples and their families. Such barriers have been highlighted in research<sup>1</sup> and have been further expressed by Pacific disabled peoples and their families in regular consumer forums and fono.

Led by the Ministry of Health, *Faiva Ora* encourages Pacific communities, and agencies and organisations working in the disability sector, to take responsibility for the part they play in addressing barriers experienced by Pacific disabled peoples and their families. For Pasifika peoples this is second nature, the Pacific concept of self and wellbeing is located in the centre of the collective, rather than the individual. What this plan does, is to be guided by Pacific principles of collective responsibility, extending the collaborative work of all to strengthen the disability workforce, improve systematic and service responsiveness to Pacific disabled peoples and to address access barriers including traditional perspectives of disability.

To ensure our collaborative work achieves the desired outcomes for Pacific disabled peoples and their families, our approach needs to be positive, holistic, innovative and culturally adaptive.

Pacific disabled peoples and their families, like other Pacific peoples, are an important part of their communities and contribute to the richness and diversity of New Zealand's economic, social and cultural fabric.

I am confident that the outcomes of *Faiva Ora* will improve outcomes for, and will enable, Pacific disabled peoples and their families to live fulfilling lives and participate in their communities.

'*la alo i ou faiva ia manuia!*' (Go forth, may your work be blessed!)

Hon Tariana Turia  
Associate Minister of Health

[1] Ministry of Health. 2005. *Auckland Pacific Disability Research Report*. Wellington: Ministry of Health.  
Ministry of Health. 2008. *Pacific Peoples' Experience of Disability: A Paper for the Pacific Health and Disability Action Plan Review*. Wellington: Ministry of Health.



## Acknowledgements

*Faiva Ora* is the result of a collective effort of many people representing various communities, organisations and agencies. Specific acknowledgements to the following people and organisations for their input and advice on *Faiva Ora*:

- Pacific disabled peoples
- Pacific community representatives
- Disability Support Services
- District Health Boards
- Needs assessment and coordination services
- Disability Support Services (DSS) Group, Ministry of Health
  - Development Manager Pacific - Lefauaitu Feala Afoa
- Disability Services Policy, Ministry of Health
- Pacific Programme Implementation and Pacific Policy and Strategy, Ministry of Health.

# Contents

Foreword .....	iii
Acknowledgements .....	iv
Introduction .....	1
Government Goals .....	2
Vision .....	3
Values and Principles .....	3
Purpose .....	4
<i>Faiva Ora 2010-2013 in Action</i> .....	4
Priority Outcomes and Actions .....	4
One. Pacific disability workforce capability and supply meets demand .....	5
Two. Disability system and services meet the needs of Pacific disabled peoples and their families .....	6
Three. More services delivered locally in the community .....	8
Four. Pacific disabled peoples and their families are better supported to live inclusive lives .....	9
Appendix 1: Demography of pacific disabled peoples in New Zealand .....	10
Appendix 2: Pacific disabled peoples - critical issues .....	11
Appendix 3: Views on the cause of disability .....	13
Bibliography .....	14







# Introduction

*Talofa lava, Kia orana, Malo e lelei, Fakalofa lahi atu, Taloha ni, Ni sa bula vinaka, Tena koutou and Greetings.*

*Faiva Ora* is the name of the National Pasifika Disability Plan. The phrase *Faiva Ora* is a new composite phrase meaning ‘the work for life’. The collective work draws on specific knowledge of disability, multiple skills and expertise and talents of many people at all levels.

Pacific peoples continue to be low users of disability support services compared to the general New Zealand population. The lack of culturally responsive and appropriate disability services and accessible information on available supports, and also Pacific cultural views of disabilities, are barriers which continue to prevent Pacific peoples from using disability support services.

There has been steady progress by the *Lui Ola* interagency group in Auckland in advancing challenges experienced by Pacific disabled peoples and their families. Although the majority of Pacific peoples reside in the Auckland area, studies by Hu’akau and Bray (2000) and Neemia (2003), supported the need for a broader focus on addressing the Pacific disability issues at a national level.

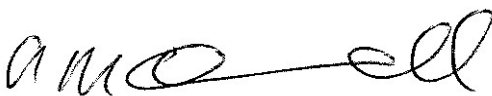
*Faiva Ora* is a co-ordinated and collaborative response by the Ministry of Health Disability Support Services in addressing Pacific disability issues at a national level. It provides a three-year development framework which sets out actions and outcomes to achieve the vision of *Faiva Ora*.

*Faiva Ora* has been developed and will be implemented in partnership with Pacific disabled peoples, Pacific communities, disability support services and government agencies. The plan has also been influenced by Government priorities and current research and literature in Pacific disability.

An operational plan for *Faiva Ora* has been developed and is currently in implementation.

Thank you to the many individuals, organisations and community leaders who have contributed to the development of *Faiva Ora*.

Fa’afetai lava (Thank you)



**Anne O’Connell**  
Group Manager  
Disability Support Services  
Ministry of Health

# Government Goals

There are a number of Government goals that are relevant to Pacific disabled peoples and their families, which have been integrated into *Faiva Ora*.

## Independence and participation of Pacific disabled peoples

*Faiva Ora* embraces the vision and principles of the New Zealand Disability Strategy, which outlines the need to promote the participation of Pacific disabled peoples. In particular supporting community initiatives to raise awareness and knowledge of disability and disability services and increase service access for Pacific disabled peoples.

The Government's overall goal for New Zealanders is to lead more independent lives. Although relationships with family caregivers is important, Pacific disabled peoples also want to participate as independent individuals in society.

A key disability sector goal is to modernise and streamline disability supports. The Ministry of Health is leading the development of a New Model for supporting disabled people (New Model). This new framework is expected to bring about improved outcomes for disabled people by offering people increased control, choice and flexibility in the ways in which they can be supported. It puts individuals, families, and communities at the centre of developing support options. It is expected to offer Pacific disabled peoples and their families a level of self-determination and flexibility they may not have at the moment.

## Holistic approach to supporting Pacific peoples

Pacific disabled peoples need to be supported to be healthy as well as independent. *Faiva Ora* is aligned with '*Ala Mo'ui: Pathways to Pacific Health and Wellbeing 2010 to 2014*'. The alignment with '*Ala Mo'ui*' is necessary to create a more efficient and sustainable Pacific holistic approach to ensuring Pacific disabled peoples are connected to health services, systems, and models of care that meet their health needs.

## Working together for Pacific peoples

Pacific peoples should have the same opportunities as other New Zealanders to participate in all aspects of life. *Faiva Ora* draws on multiple contributions from Pacific peoples at all levels, including Pacific disabled peoples, Pacific communities, service providers and key government agencies such as the Ministry of Pacific Island Affairs to promote participation of Pacific disabled peoples and enable the Pacific disability community to determine their own solutions.

# Vision

*Pacific disabled peoples and their families can live in their home and take part in their community in the same way other New Zealanders do.*

## Values and Principles

To achieve the vision of *Faiva Ora*, Pacific disabled peoples and their families are to be valued, included and respected, have influence and control over how and where they live, are connected to their Pacific communities, and have disability support services that are useful and culturally appropriate.

The following values and principles guide the implementation of *Faiva Ora*.

### Understanding Pacific disability need

Pacific disabled peoples are understood in the context of their disability, family, community and cultural preferences and are the centre of service planning and delivery.

### Improving disability outcomes

Pacific disabled people receive quality supports that are culturally appropriate, useful and effective, and which enable them to fully participate in their lives.

### Respecting Pacific culture

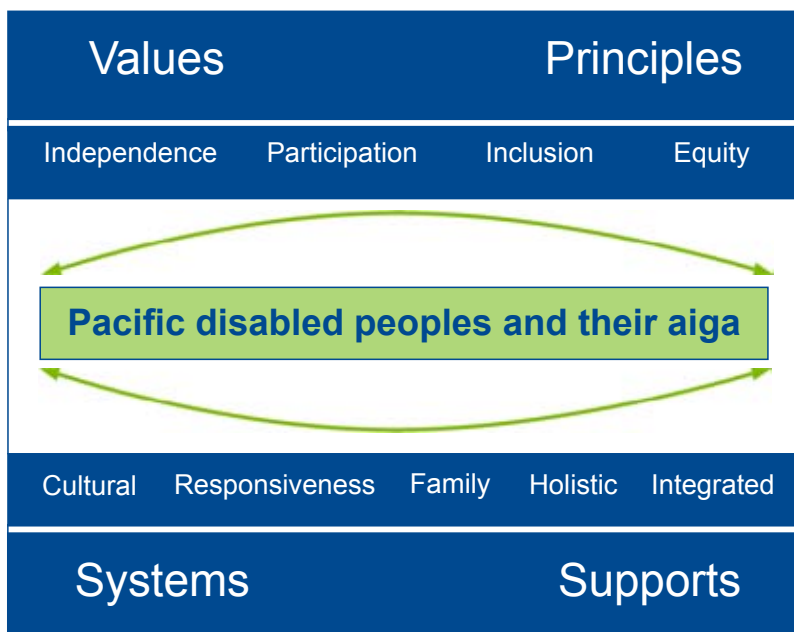
Pacific peoples' connectedness to their family and communities is enabled, and Pacific ways of doing things respected.

### Valuing family

Pacific families and their special role in Pacific culture and community are respected, valued and supported.

### Working together

Pacific peoples are supported through a holistic approach which includes Pacific communities working together with the shared vision of government sectors and non-government sectors.





## Purpose

*Faiva Ora* sets out priority actions for the next three years that will contribute to achieving the vision which is to ensure 'Pacific disabled peoples and their families can live in their homes and take part in their communities in the same way other New Zealanders do'.

This plan sets out Government priority focus areas for Pacific disability in the next three years and builds on Pacific disability development work over the past four years.

## Priority Outcomes and Actions

There are four priority outcomes and actions based on Government focus areas.

1. Pacific disability workforce capability and supply meets demand.
2. Disability system and services meet the needs of Pacific disabled peoples and their families.
3. More services delivered locally in the community.
4. Pacific disabled peoples and their families are better supported to live inclusive lives.

These four priority areas also support key focus areas of the overarching 'Ala Mo'ui Pathways to Pacific health and well being plan.

## *Faiva Ora* 2010–2013 in Action

The Ministry of Health Disability Support Services Group has lead responsibility for and will support the implementation of *Faiva Ora* in the Auckland, Hamilton, Wellington and Christchurch regions. An outcomes action plan has been developed and is currently being implemented.

Disability Support Services and Needs Assessment Service Coordination (NASC) organisations have a critical role in implementing *Faiva Ora*, especially to improve their responsiveness to, and provide appropriate and effective services for, Pacific disabled peoples.

District Health Boards have a contributing role to play in reducing access barriers and ensuring Pacific disabled peoples receive the services they need.

Other government sectors have an important role to play in helping to reduce Pacific inequalities and to achieve good outcomes for Pacific disabled people.

The Ministry of Health will evaluate the outcomes of *Faiva Ora* after 2013 and look further into identifying areas of improvement in implementation.

# Priority One: Pacific disability workforce capability and supply meets demand

## Why is this outcome a priority?

The Pacific disability workforce plays an important part in the overall support of disabled people in New Zealand. Pacific peoples work in the area of disability support in many roles and across a range of Pacific and non-Pacific organisations.

Most paid Pacific disability workers provide support for disabled peoples in their own homes, in residential and group homes and in community day services. A large number of Pacific disability workers are not trained in disability support despite the difficulty and the responsibilities associated with the work.

Training of the Pacific disability workforce is an area that needs development, as it is essential in the delivery of quality services for disabled peoples. Academic training opportunities in this area will also help to create career options for Pacific peoples to stay working in the disability sector and to attract Pacific peoples to work in the disability sector.

A well trained Pacific disability workforce will improve service access and quality of care for Pacific disabled peoples and their families given their expertise in cultural awareness, language skills and general understanding of Pacific disability issues.

## What do we want to achieve?

The Ministry of Health wants:

- Pacific peoples working in disability support services to receive skills training and professional development
- to attract more Pacific peoples to work in disability support services at all levels and in different roles
- Pacific peoples to consider disability work as a desirable career option
- to increase the number of Pacific peoples accredited as Equipment and Modification Services Assessors.

## What will we do to achieve this?

A joint approach with the disability and education sector will be taken to strengthen the Pacific disability workforce. The Ministry of Health will:

- utilise the Ministry of Health's Disability Support Services Workforce Development Grants to up-skill, train and develop Pacific disability workers
- promote disability work as an attractive and desirable career choice for Pacific peoples through a communications campaign
- support initiatives which focus on tertiary training for the Pacific disability workforce.



## Priority Two: Disability system and services meet the needs of Pacific disabled peoples and their families

### Why is this outcome a priority?

Pacific disabled peoples have historically been low users of disability support services and only those with very high disability needs access services. Cultural and language barriers and a general need to understand the disability system and available services, prevent Pacific disabled peoples and their families from accessing disability support services.

When Pacific peoples use disability support services, a large number use non-Pacific disability services. In meeting the service needs of Pacific disabled peoples and their families, non-Pacific disability support services will need to respond appropriately when engaging with Pacific peoples to achieve good outcomes. This means that service staff need to have a basic level of cultural competency and disability support services will need to adapt service provision to meet the needs of Pacific disabled peoples. Disability support services should seek Pacific disabled peoples advice in the planning and delivery of the service. Pacific disability support services should also work with the wider disability sector to share what works best when engaging with Pacific peoples.

### What do we want to achieve?

The Ministry of Health wants:

- Pacific disability services developed to provide quality services for Pacific peoples
- disability support services to acknowledge and recognise Pacific peoples' cultural preferences in service planning and delivery
- disability support services workforce to undertake Pacific cultural competency training to respond to Pacific disabled peoples and their families needs
- Pacific disabled leaders to support and advise the Ministry of Health and disability support services on service improvement in response to Pacific disability issues
- Pacific disabled consumers to be involved in disability service design and delivery
- Pacific disability information database with accurate and up to date information on Pacific disability demographics and issues.

### What will we do to achieve this?

To support disability services to meet the needs of Pacific disabled peoples and their families, the Ministry of Health will work with the disability sector and the Pacific community to:

- establish and train the National Pasifika Disability Leadership Group to support and advise the Ministry of Health and disability support services on service improvement in response to Pacific disability issues
- support the delivery of Pacific workforce cultural training initiatives in Needs Assessment Service Coordination organisations and across a range of disability services
- promote and encourage Pacific models of disability service delivery and community engagement across a range of disability services
- support the development of the Pacific disability sector through Pacific service provider



fonos to share learnings and best practice

- ensure Pacific disabled consumers and Pacific disability services are involved in key strategic initiatives of the Ministry of Health’s Disability Support Services Group which include:
  1. New Model Framework for Supporting Disabled People
  2. Individualised Funding work.
  3. Supported Independent Living work
  4. Residential Project
- look at how to establish an accessible Pacific disability information database
- undertake research into Pacific disabled children, youth and families to identify challenges and issues in this area and its impact on disability support services now and in the future.

## Priority Three: More services delivered locally in the community

### Why is this outcome a priority?

Disability support services consists of a range of services which includes disability information advisory services, home-based services such as personal care and home help, residential services, supports for carers in the home and respite services.

Although these services are delivered in different ways, most require a level of engagement with the community. As low users of disability services, it is important Pacific disabled peoples and the Pacific community have a good relationship with disability support services. This relationship will be strengthened when disability support services are competent in engaging with Pacific peoples and have good Pacific cultural practices.

The link between the Pacific community and disability support services will improve disability service responsiveness to, and help improve outcomes for, Pacific disabled peoples and their families.

### What do we want to achieve?

The Ministry of Health wants:

- disability support services to have good Pacific cultural practices to respond to Pacific peoples and community needs
- improved connections between disability support services and the Pacific community
- to support disability support service initiatives that promote Pacific disabled peoples and Pacific community participation.

### What will we do to achieve this?

To assist disability service providers to deliver services in the community, the Ministry of Health will:

- assist in the development of relationships between the Pacific community and disability support services
- support initiatives focussed on improving disability support services' Pacific cultural practices
- work with key government agencies and disability services to support the implementation of the *Lui Ola* Access Project in the Auckland, Hamilton, Wellington and Christchurch regions
- implement the Ministry of Health's Disability Support Services Pacific consumer and community fonos in agreed regions
- explore the opportunity to establish a Pacific disability information service in the Midland area.



## Priority Four: Pacific disabled peoples and their families are better supported to live inclusive lives

### Why is this outcome a priority?

Disability stigmatisation remains an ongoing challenge in Pacific communities. Pacific disabled peoples' and their families' ability to live inclusive lives is dependent upon Pacific communities' collective understanding of disability. Pacific peoples' awareness of the way disabilities affect individuals and their families will help challenge their views on traditional stereotypes and attitudes regarding disabled peoples.

Promotional activities, involving Pacific disabled peoples, will help reduce barriers. Information that is easily accessible to Pacific peoples on disability and disability support services will also help broaden understanding and awareness and further reduce discrimination against Pacific disabled peoples and their families.

### What do we want to achieve?

The Ministry of Health wants:

- Disability Support Services Group information and resources to be accessible for Pacific disabled peoples, their families and communities
- Pacific communities to be informed about disability and disability related services through culturally appropriate communications
- Pacific peoples to be supported to get information on disability support services and access services.

### What will we do to achieve this?

To support Pacific disabled peoples and their families to live inclusive lives the Ministry of Health will:

- revise and update the Ministry of Health Disability Support Services Group information resource so they are tailored and useful for Pacific disabled peoples, their families and communities
- promote the new Ministry of Health's Disability Support Services Group information resource
- utilise members of the National Pasifika Disability Leadership Group to promote disability and disability support services through language specific Pacific communications.



# Appendix 1

## Demography of Pacific disabled peoples in New Zealand

### Pacific disabled peoples in New Zealand

- In 2006, there were 265,974 Pacific peoples in New Zealand.
- In 2006, 24,800 Pacific peoples living in New Zealand had a disability, this is 3.8% of the entire disability population.
- In 2006 Pacific peoples had a disability rate of 11%, which was lower than the rate for Māori (17%) and European (18%).
- Main individual causes of disability for Pacific peoples were disease or illness (40%), accident or injury (23%), congenital condition (13%) and ageing (11%).

# Appendix 2

## Pacific disabled peoples – critical issues

There are a number of critical issues in Pacific disability that have emerged in recent years. These challenges have been highlighted in research and studies and also voiced by the Pacific community about disability support services for Pacific disabled peoples (see references section for information sources).

### 1. Impact of disability on Pacific peoples is significant

Pacific peoples in New Zealand are particularly affected by their disability. Pacific peoples have higher rates of severe disability, especially older Pacific adults and women over 65. The youthful age structure of the Pacific ethnic group means that the number of Pacific disabled people will probably increase as Pacific peoples are more susceptible to disabling injuries and health conditions as they age.

Pacific disabled peoples face significant personal, social and economic disadvantages and barriers that prevent access to the same opportunities as other New Zealanders to live an everyday life and participate in their communities. Pacific disabled people are also more likely to have poorer health and be more vulnerable to health problems as a result of their disability and socio-economic deprivation.

### 2. Responsiveness of disability supports to Pacific disability needs


Pacific disabled peoples generally have high disability needs yet are typically low users of disability support services and less likely to receive needs assessments and help with everyday activities and other supports. Only those with more higher disability needs are likely to access supports.

There are concerns that supports for Pacific disabled peoples should be more consumer-driven and family-focused, that disability staff be culturally competent, that there is low Pacific representation in the disability workforce, and that Pacific models of disability support and services are needed to complement mainstream services so that Pacific disability needs and priorities are addressed.

### 3. Access to information and services

Pacific disabled peoples lack accessible information on services, and have difficulty navigating a complex disability support system and obtaining needs and specialist assessments. They are less likely to receive the supports they need, and have poorer outcomes, than non-Pacific disabled peoples. Delay in seeking – and late presentation to – services can also result in problems being more severe and complex with poorer outcomes. Language barriers, cultural factors (eg, sensitivity to embarrassment) and higher socioeconomic deprivation also contribute to poor access.





There are concerns that Pacific disabled peoples and communities need better health and disability information in accessible and Pacific language formats. They need personal assistance to get information and find out about services and navigate through different agency systems and disability services. Disability promotion needs to be targeted at Pacific parents and families to ensure disabled children get services. Disability education for Pacific communities should use Pacific-friendly methods (eg, radio).

#### **4. Pacific culture and experience**

Pacific peoples are diverse. Each Pacific nation is different with its own language and culture. Each nation has its own concepts of health and wellbeing, and particular cultural views and beliefs on disability, especially that disabilities are linked to divine punishment. The New Zealand-born Pacific population is also steadily increasing and makes up 60 percent of the total Pacific population. The cultural views and identity of these generations may differ to Pacific-island born people.

There are concerns that Pacific disability experience must be understood in the context of the disabled person's family, community and cultural circumstances. Pacific disabled peoples can face language, cultural, and financial barriers and discrimination in trying to get necessary services. There is a need to address disability stigma and discrimination against disabled peoples within Pacific families and all parts of the Pacific community, including the church.

#### **5. Pacific families as main caregivers for Pacific disabled peoples**

For most Pacific disabled peoples, their disability support is provided in the community and often from within their family. This is because family is at the centre of the community and way of life for most Pacific peoples. Only a small proportion of Pacific disabled people is in residential care, and most likely to have severe disability. It is important that Pacific families are valued for their significant contribution in supporting disabled family members. There is a need to increase and improve family support options for Pacific families.

#### **6. Working together and in partnership to achieve better outcomes**

Bringing together various agencies to support families as a whole is how Pacific communities want the disability support and other systems to work for Pacific families with disabled members. Working in partnership embodies the holistic approach that works best to define Pacific needs and priorities and find the best and most sustainable ways of addressing them. There is a need for strong partnerships between and across services to ensure government information is useful and accessible, to case manage effectively for Pacific disabled peoples, and to support their access to the wide range of services they need.

# Appendix Three

## Views on cause of disability

### Pacific views on the cause of disability

When working with Pacific disabled peoples and their families it is important to consider views Pacific peoples have in regards to disability.

Research has shown that Pacific peoples see disability and its origins differently from non-Pacific peoples. Pacific peoples view the cause of disability from either a religious and/or cultural beliefs point of view. These views cause stigmatisation and further discriminate Pacific disabled peoples and their families from the Pacific community.

From a religious belief perspective, Pacific peoples believe that disability is a divine punishment from God due to sinful acts by the persons with a disability and/or their family.

Pacific peoples also hold cultural beliefs that disability is a curse on the individual and their family due to wrongdoing by family or ancestors.

### Medical view on the cause of disability

The medical view on the cause of disability is more a scientific and research based view. The medical view states that disability is caused by a number of factors, either:

- disease or illness, eg, leg amputation as a result of diabetes
- accident or injury, eg, paralysis as a result of a fall
- congenital condition, eg, disability from a birth defect or abnormality
- ageing, eg, older peoples health.

### Social view on the cause of disability

The social view of disability places disability more within its social context. This approach has a lot of international support and is the basis of the United Nations Convention on the Rights of Persons with Disabilities. It is the approach currently applied in New Zealand and is actively promoted by disabled people. Its focus is on the relationship between people with impairments and their social and physical environment and the removal of barriers to their independence.

Every person is likely to have an impairment at some time in their lives, be it a permanent or temporary impairment caused by either an accident, illness, ageing or a congenital condition.



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