

The DIAS Collective

GoodMeasure Results December 2020



We **measured** your social impact.



↑
Measure
social impact



↑
Find the strongest
opportunities to
invest in change



↑
Maximise the
value you create

The DIAS Collective are knowledge specialists who solve problems for people as part of New Zealand's Disability Information and Advisory Services (DIAS). DIAS Collective's goal is to provide its clients with the connections, support, and resources they need, when they need it, in the way they, as individuals, need it.

How can you know the good you do?

Impact is uncertain and hard to quantify.

This is a data and information problem



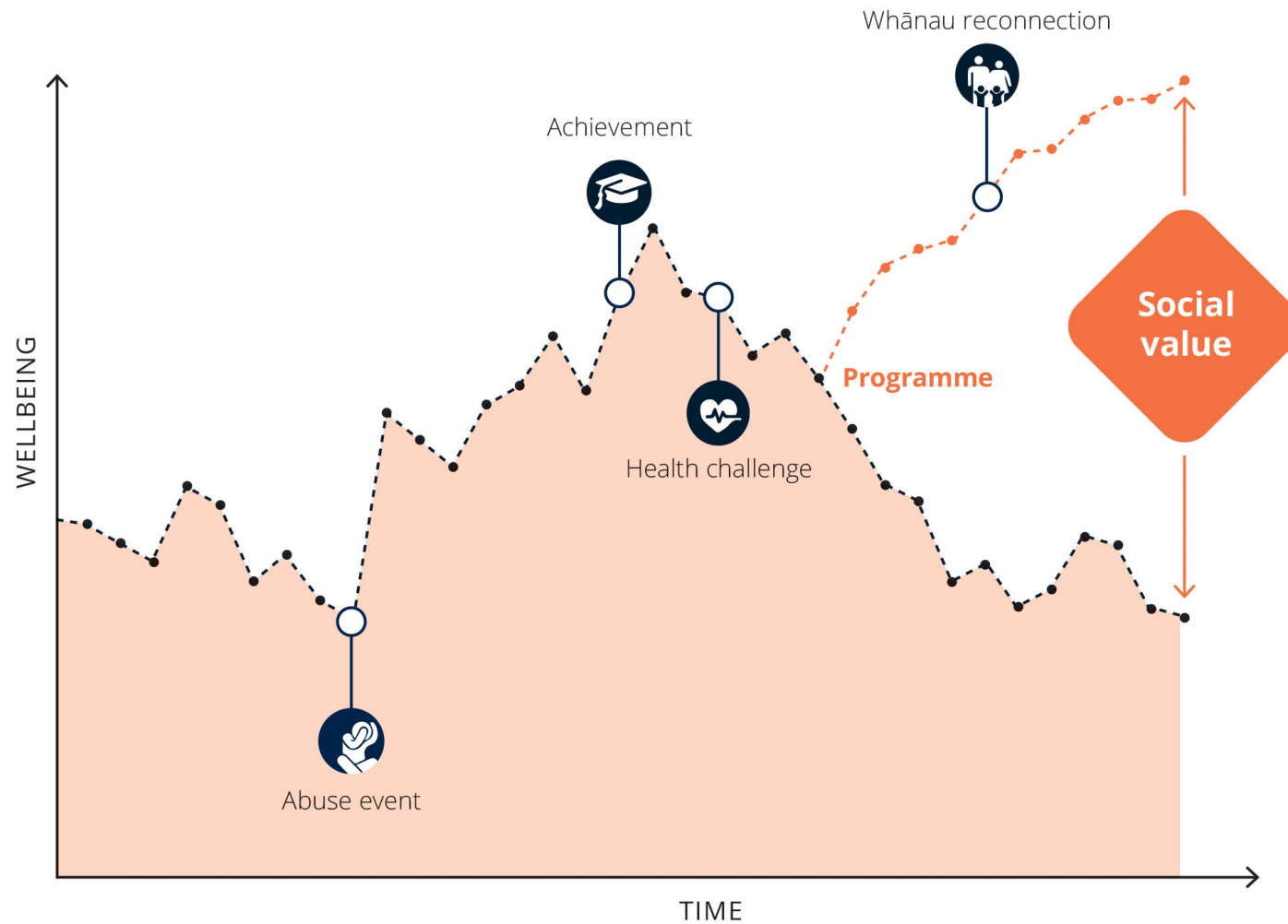
We need to collect and connect the right information to calculate relative impact via a standard calculator.



GoodMeasure

by ImpactLab

How ImpactLab calculates Social value





Impact



Quality



Opportunity



Population



Social

Value

The DIAS Collective

Key metrics

Range	
196	Stuttering Treatment and Research Trust
17,341	ILCT
93	Citizen Advocacy
2,501	Kidney Society
107	Cerebral Palsy Society of NZ
3,375	Hearing Association
662	Huntington's Disease Trust, Auckland
3,200	Muscular Dystrophy Association
700	Multiple Sclerosis Society
8,946	Disability Connect
1,162	Parkinson's
1,911	Stroke Foundation
1,840	Te Roopu Wairoa Trust
2,441	NZ Federation for Deaf Children

Duration

Client relationships range from a single interaction, to a relationship that can be ongoing across a 15-20 year time horizon.

Location:
Predominately greater Auckland region



\$1,332,977

~\$30 per person

Problem Solving

People are referred to, or self-refer to, a DIAS Collective member organisation.

The organisation supports people to access information and help them understand and use it, in their individual context.

The DIAS Collective member will listen to a person's problem and offer a tailored solution.

Sometimes members solve problems for clients on their behalf.

DIAS Collective members may offer their own services. Different members engage in different levels of follow-up with clients.

Some members form relationships with clients that last many years and form a deeply personal and granular understanding of their needs.

Navigation

The DIAS Collective provide two different kinds of information to disabled people.

General Information:

This is information presented on websites, in articles, in newsletters, and in presentations, that people can access for themselves.

General information is designed so that people can use it to solve their own problems.

Applied Information:

In response to individual requests for advice, DIAS Collective members provide customised information to their clients.

DIAS Collective members:

- Help clients to navigate Disability Support Services (DSS).
- Help clients to connect to DSS which are hard for many disabled people to access and comprehend.
- Can form long-term relationships with clients, where members proactively check on clients' wellbeing and ask them if they need help.

Services

Some members of the DIAS collective provide direct services to clients.

These services include:

- Providing disabled people with medical and logistical equipment for their disability.
- Providing emergency services and assuring the wellbeing of disabled people during crisis situations (such as COVID-19 lockdown).
- Acting as agents for disabled people to get them what they need when they really need it, which may be sooner than is standard.
- Anticipating what disabled people in a community might need. Then using local networks to provide disabled people with unsolicited help.
- Giving disabled people disability specific home care.

**The DIAS Collective
Outcomes selection**

Enabling Good Lives Principles

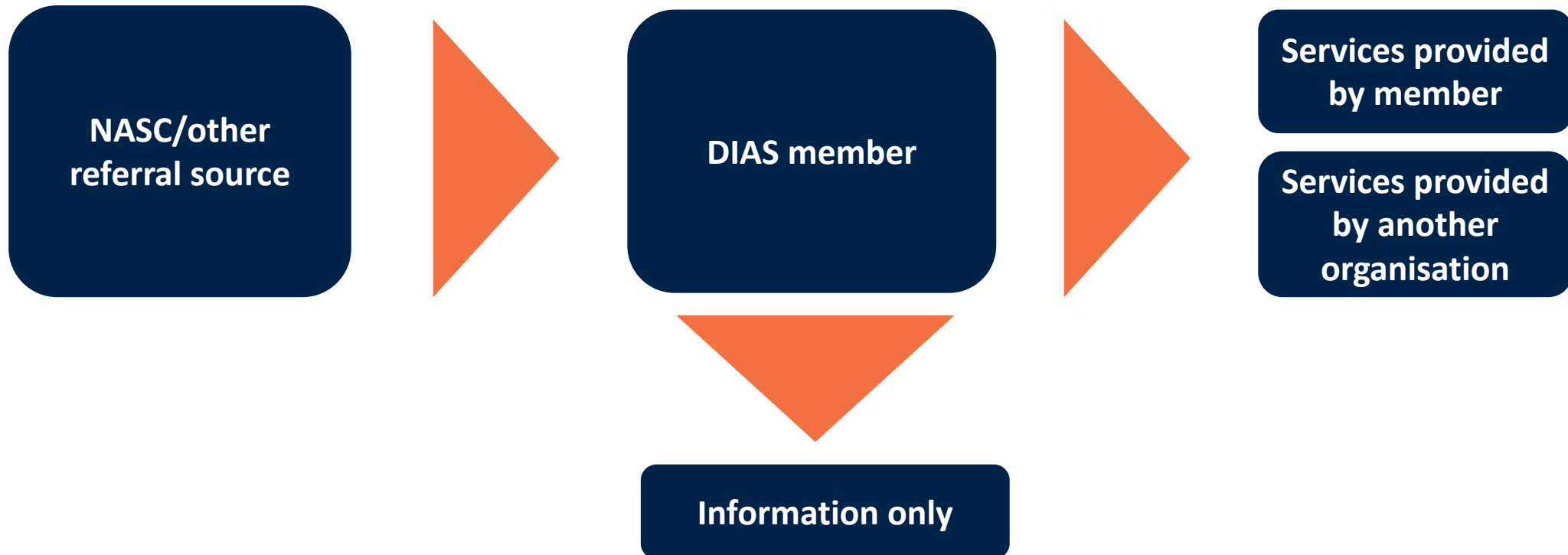
- Relationship building
- Ordinary life outcomes
- Beginning early
- Person-centred
- Mainstream first
- Mana-enhancing
- Easy to use
- Self-determination

Survey domains

- Mental health and social connection
- Physical health
- Employment
- Education
- Addiction
- Offending

Measured outcomes this year

- Improve mental health
- Improve physical health
- Avoid addiction
- Reduce offending



\$11,375,514

\$1:\$8.50

	Total
Social value generated for each successful participant	\$2,426
Measurable benefits as proportion of program cost	850%
Cost of the program per participant	\$30

Client relationship:

- The programme encourages advisers to form mentoring relationships with people seeking support, adapt mentoring to mentee's needs and to develop relationships of trust, respect and care.
- The programme tries to develop and optimise a single access channel to services and keep records of referrals made.
- Programme providers build trust based on expressing a shared experience, providing true information in a timely manner, and ensuring user privacy.

Individualisation:

- The programme fosters a culture of service-user engagement, by obtaining the perspectives of the user and their families about their feelings, goals, and ideas on service delivery, and understanding the roles and obligations of who is providing care for a client.
- The programme accommodates the individual access needs of users, by providing information to disabled people that is in accessible formats.
- The programme provides personalised information to users, tailored to their circumstances through an interactive process, rather than providing generic information through a passive process.

Peer-support:

- Parents of children with additional needs are linked to other parents in similar situations as potential sources of information and advice.
- The programme provides a safe, non-judgmental environment for parents of disabled people to network, share their experiences, and shift from a 'what-if' mindset to a shared present experience.

Service objective:

- The programme focuses on proactively helping users 'gain access' to what they want and need, rather than only ensuring they 'have access' to information or a service.
- The programme and staff delivering the programme can coordinate and collaborate with other support providers to deliver outcomes for the user.

Information:

- The programme gives users understandable, relevant and high-quality information, and lowers the cost of obtaining information.
- The programme gives people caring for people with intellectual disabilities support on how to use the internet efficiently on their behalf, and how to help the person they are looking after use the internet safely.

The DIAS Collective
Doing good, better.