

Enable *newZ*

Newsletter of Enable New Zealand

A word from Heather

Again we find another year drawing to a close.

This is a good opportunity to take stock of the year that has been and consider the opportunities and challenges that lie ahead. Thinking of all that has happened over the past year it is hardly surprising that twelve months have passed so quickly.

Enable New Zealand has seen a number of significant changes this year. After much anticipation and some extensive building work to accommodate additional staff, we welcomed the Supportlinks team into our Bennett Street premises.

We've also seen a number of staff changes with "new look" teams and management structure.

The introduction of the common list early in the year has enabled more speedy delivery of equipment to clients and ongoing work with our internal processes will continue to speed up response times.

Once again we participated in "Show Your Ability" as it travelled through New Zealand earlier this year, and as always found this to be a wonderful opportunity to meet with many of you. Keep an eye out later in this newsletter for details of where you can see us in 2003.

The housing process review, aimed at improving the standards and reducing the overall timeframe in the purchase of housing modifications for people with disabilities, is well underway. There is currently a pilot in the Wellington and Christchurch regions with a view to implementing this in other areas in the New Year.

The past year has also seen new opportunities for Enable New Zealand to work in co-operation with a number of local and national organisations to further develop and improve our service delivery. An example of this is the Weka project Enable New Zealand is undertaking in conjunction with the New Zealand Federation of Disability Information Centres (see inside for further information). Another example being, the continued work with Housing New Zealand Corporation to ensure a consistent approach to accessing services.

As we head into the New Year it is with some excitement that we continue to look towards ways of further developing our services to meet the challenges of the New Zealand Disability Strategy. I am always interested in hearing and discussing how Enable New Zealand can enhance or modify our services to contribute to the ever developing environment of health and disability services.

On behalf of all at Enable New Zealand, I would like to wish you an enjoyable and safe Festive Season.

Issue Eight December 2002



News & Views from the Ministry of Health

Greetings from the Ministry of Health.

Being the new financial year it is a good time to up date you on some of the current issues and goings on at the Ministry of Health.

Ministry of Health/ Ministry of Education Intersectoral Work

The Ministry is completing ongoing work with Education on interface and funding issues. We are strongly advocating joint assessment between health and education assessors where this is at all possible to ensure better communication and collaboration between funders and to ensure that a child's whole of life and learning needs are considered when equipment and assistive technology solutions are being recommended. Where appropriate the Ministries are also looking to jointly fund solutions where it is apparent there is a shared funding responsibility. We are currently working on a asset transfer process between Education and Health so that when a child transfers from school to a new environment their equipment and assistive technology can go with them with minimal duplication of assessment and equipment. Further information will be distributed to assessors regarding this process in the near future.

Aged Residential Care National Contract

A national contract for aged residential care providers was introduced by the Ministry of Health in July 2002. This means that all rest homes and hospital level care facilities are all working to a national service specification and contract. If you wish to view a copy of this contract it can be obtained by contacting Enable New Zealand or Accessable.

Newly Purchased and Reissue Walking Frames and Sticks into Aged Residential Care Facilities

This provision had been extended until such time as rest home providers signed a national contract. As the national contract for aged residential care has been introduced across all aged residential care facilities, reissue walking frames and sticks will no longer be available through Enable New Zealand and Accessable from 1 August 2002. Rest home providers are responsible for providing:

Insert from the national residential care contract:

D15.3 Facilities and Equipment: "communal aids and equipment for personal care and general mobility needs of Subsidised Residents who require them including (but not limited to) urinals, bedpans, washbowls, walking frames, wheelchairs, commodes, shower toilet chairs, raised toilet seats, hospital beds, pressure relief, lifting aids and hand rails."

Please note that for all individualised/customised equipment the Enable New Zealand Equipment Manual criteria still applies.

Sleep System Funding

Assessor have been very patient in waiting for the Ministry of Health to make a final decision regarding the funding of sleep systems as part of the 24 hour positioning for children. The Ministry has recently commissioned an independent report on sleep systems based on the 6-month pilot that was run by Accessable in Auckland. This report will be available to assessors to view at a later date. The Ministry has contracted a specialist assessor to develop an assessment package that will be required as part of an application process for a sleep system. The focus of this assessment is to encourage the assessor to consider all of a persons 24 hour positioning needs in determining that a sleep system will be required. Enable New Zealand will keep you updated on progress.

Specialist Wheelchair and Seating Services

As you may be aware the Disability Services Directorate in Midlands (Hamilton region) has recently established a regional specialist wheelchair and seating service. This service is modeled on the service specification and service components of the Auckland regional service. An excellent initiative of this new service is the introduction of a specification for this service to provide training in wheelchair and seating assessment for therapists in that region.

Additionally a consultation process is underway in the South Island to look at also establishing a regional specialist wheelchair and seating service for this region. It is anticipated that the Ministry of Health will move to developing a national service specification for the purchasing of specialist wheelchair and seating services and that a training component will be attached to this specification. This will provide an excellent mechanism for assessors to develop their skills in this specialised area while being supported by a specialist regional assessment service.

Enable New Zealand coordinated wheelchair and seating clinics continue in Wellington and Christchurch.

Equipment Project Update

I'm sure you will have all seen the discussion document on the proposal to develop a national Nasc/Specialised Assessor protocol. The closing date for feedback is the 1 September 2002. If you have not received a copy and would like to please email me on: simon_everitt@moh.govt.nz

Further work is underway to identify and address regional variation in access and eligibility criteria around the country.

The Ministry is also completing further analysis of the prioritisation criteria and funding levels for equipment services given previous years demand pressures.

Simon Everitt
Project Manager
Disability Issues Directorate
Ministry of Health

Holiday Season Business Hours

Enable New Zealand will close for the holiday season at 3:00pm on the 24th Dec 2002, all sites will however open for business from 9:00am till 4:00pm on the:

27th Dec 2002
30th Dec 2002
31st Dec 2002 and
3rd Jan 2003

Regular office hours will resume from Monday 6th January 2003

We hope you have a safe and relaxing break and we look forward to working with you in the New Year.

Enableinformation

Welcome to Weka

Weka (What everyone keeps asking) is New Zealand's disability information website, for people with disabilities, their families, whanau, caregivers, health professionals and disability information providers.

Enable New Zealand and the New Zealand Federation of Disability Information Centres are to manage the collection, verification, and dissemination of generic disability information throughout New Zealand.

Weka is still under construction but the plan is to have over 10 broad categories of information that will cover almost all of the most common requests.

- Support services
 - Recreation/tourism
 - Transport
 - Housing/building design
 - Employment
 - Education
 - Relationships
- 
- Finance
 - Law and Standards
 - Equipment
 - Library and Journal resources
 - Resources for Maori
 - Medical information

Content is lead by Enable New Zealand and information will be available in searchable databases or via links to other websites.

You don't have to be online to access this information, as the New Zealand Federation of Disability Information Centres is coordinating placement of computers in thirty strategically placed sites throughout New Zealand where people seeking information can access Weka free, or log their information request.

Because Weka is still under construction we are keen to hear from anyone who may want to be or who should be involved. We welcome any comments, and each response will be acknowledged.

Introducing

Llyvonne Barber joins our team as an Information Consultant and is responsible for managing the library resources at Enable New Zealand. We acknowledge the significant contribution Brenda has made over her ten years at Enable New Zealand and wish her well in her new role.

Desk Calendars

Once again popular demand has seen the printing of Enable New Zealand 2003 desk calendars. We have included a calendar with this newsletter, for additional copies:

CallFree 0800 17 1981



Seating Wheelchairs Knowledge Centre

It has been over a year since we launched the Seating Wheelchairs Knowledge Centre website. There are now 36 groups holding licences to the Knowledge Centre online community. The discussion forum is the most frequently visited area, where therapists pose their questions and make suggestions regarding all aspects of their practice in the field. The bi-monthly newsletter compiled by Enable Information, featuring among other things product tips, research reviews, and case reports has proven popular.

One of the objectives for the Seating Wheelchairs Knowledge Centre was to facilitate the sharing of knowledge among seating and wheelchair assessors. We think the time has come to add suppliers of specialised equipment to this mix. As one therapist commented, having the suppliers available via the website will enable her to pose her seating dilemmas once, in a single place for all suppliers' comments, as part of her clinical reasoning and decision making.

If you are a therapist or supplier of specialised seating and wheelchair equipment and would like to trial a licence contact Tracey Email: tracey_detrey@enable.co.nz

Policy and Professional Advice

Introducing

Sarah Hamlin has recently joined the Policy & Professional Advice team at Enable New Zealand. Sarah's background is in physiotherapy working in hospital and community based rehabilitation. Sarah will be working with the Enable Funding Equipment Support Team and Specialised Equipment Assessors providing professional advice on applications.

Housing Process Review

The Housing Pilot began in the Wellington and Christchurch areas on the 14th October. This Pilot will run for 6 months and aims to improve the overall timeframe of housing modification provision. The Specialised Housing Assessors in the pilot region are working with new application forms that have reduced the number of forms required in the process. In the meantime work is being undertaken with the builders to provide the highest quality work and examine options of a schedule of rates for some housing modifications.

Regional Visits

Ray Dawson and Bruce McCrorie have been busy conducting regional visits throughout the North and South Island. Some of those areas recently visited include Hamilton, Thames, Taranaki, Gisborne, Hawkes Bay, Nelson, Blenheim and Timaru. These visits provide an ideal opportunity to identify issues relating to specific areas as well as providing a forum for Specialised Housing Assessors and local Contractors to discuss issues relating to housing modifications and exchange ideas. An important part of the regional visits has been to conduct site visits to complex modifications currently in progress or to view modifications that have recently been completed.

A schedule of visits planned for the first half of the New Year will be available shortly. Should you wish to discuss these visits contact Ray Dawson (North Island) or Bruce McCrorie (South Island) on: **CallFree 0800 17 1995**



Supportlinks

After much planning, the relocation to join our colleagues at Enable New Zealand in Bennett Street has happened! We moved in mid-September and after an initial acclimatisation period, things are now working well. The Supportlinks staff have been made most welcome by the Enable New Zealand team. We extend our thanks to all those who assisted us with the move.

The benefits of residing together are becoming evident, allowing us access to Corporate Support Services (especially Communications, Quality Assurance, Contract Management, Information Technology and Finance), and also sharing information and knowledge with the Enable Information and Policy & Professional Advice teams. We recognise the potential to work together to improve service delivery to our mutual clients and will be developing this further in coming months.

And as if one move hasn't been enough – Margaret Leen who works for Supportlinks in the Tararua area is moving offices also. She can now be found working out of the Barraud Street Medical Centre.

Our Referral Co-ordinator, Sue Palmer, has left us for a year with the arrival of her second child. Phil Godfrey has joined our team as Sue's replacement. Phil comes from the Enable Funding team and we look forward to having him with us for the next twelve months. All referrals to Supportlinks are managed by Phil. This has allowed us to standardise work practices in this area and is a move that has been welcomed by those organisations who make frequent referrals to us.

Kerry Alexander has joined our Administration Support team. Kerry has recently moved to New Zealand from Melbourne where she worked as a legal secretary.

The alignment of needs assessment and service co-ordination staff into the Younger Persons and Older Persons teams has been completed with the appointment of Team Leaders. Pauline Ferguson has joined us as Team Leader for the Older Persons team. Pauline is a qualified social worker who has worked in child welfare. She has extensive management and supervisory experience which will assist greatly in staff and service development. Kelly Retter has been appointed as Team leader with the Younger Persons team. Kelly is also a qualified social worker with a strong interest in rehabilitation. She has worked for a number of years in the Manawatu area, with Mental Health Services, the Brain Injury Association and with ACC where she was a serious injury case manager.



Now that we have moved and have all our staff on board, the real work begins! The focus for the Supportlinks team will be on refining and improving service delivery for our clients, building on existing staff knowledge and skills, and working with our local community, the DHB and the Ministry of Health to ensure that services for people with disabilities and those with age-related requirements are flexible and appropriate to meet their needs.

Supportlinks can be contacted on:

CallFree 0800 221 411

Enablefunding

The past year has seen a number of staff changes within the Enable Funding team. We recently farewelled Sue Palmer, Manager Enable Funding, who has been with us since 1995. Sue accepted the Referrals Co-ordinator role with Supportlinks, the local needs assessment service coordination organisation (a service of Enable New Zealand). Sue then went on parental leave on 11 October.



We welcome Craig Campbell who has been appointed to the role of Manager for both the Enable Funding and Enable Rehabilitation Teams. Craig started on 7 October after 15 years working at MidCentral District Health Board. Most recently he was Business Support Coordinator for the Mental Health, Public Health, Clinical Support and Dental Services.

The Enable Funding team also said farewell to John Payne, Team Leader, who has recently been appointed to the Communications Co-ordinator role with Enable New Zealand. John had also been with us since 1995. Anne Blomfield has been appointed Team Leader and will oversee both the Equipment and Housing Support Teams.

Bronwyn Meads and Diane Rangī continue in housing; Angela Southee has transferred from the Equipment Support Team to the vacancy created by Anne's appointment to the Team Leader role.

Phil Godfrey has moved (hopefully only temporarily) to Supportlinks to cover Sue Palmer's parental leave. Esther, Rachael and Jenima continue in the Equipment Support Team and we have just appointed Jennifer Mercer, Andrea Stephen and Penny Shakespeare to the vacant Equipment Support Team positions. We were fortunate to secure some dedicated temporary staff to ensure our level of service continued during these changes.

Not only has staff been changing, we've also been refining our internal work flows. The first work flow to be reviewed was Common List. Our IT staff have automated a lot of the data entry, enabling us to process more applications with greater accuracy. These are then sent electronically to Enable Stores for dispatch or sent on to suppliers for direct supply if stores do not have the items in stock. The next planned review is the non-common list equipment process. Contact us on: **CallFree 0800 17 1995**

Enablerehabilitation

Enable Rehabilitation has been "business as usual" during the recent changes within Enable New Zealand. Erin as Team Leader, Elaine, Chalyce and Roseanne continue to provide service to ACC Assessors and Case Managers, throughout the country from south of Hamilton to the Bluff.

We have found a number of items of equipment are now being returned to the ACC reissue store. This is great news as it means that more equipment is available for reissue providing a cost effective means of meeting the needs of ACC clients.

Please advise us when your clients no longer require equipment and we will arrange for it to be returned to the reissue stores. Remember that we can also be contacted to arrange for trial equipment to be returned to suppliers. Contact us on: **Tel 06 952 0091**

Enablewheelchairs

I have been coordinating the clinic in Wellington since March 2002 and in Christchurch since May 2002. It has been a really interesting experience, full of learning, fun, and the pleasure of seeing people going away with a smile on their face. Therapists have enjoyed the clinic too so we are sharing some thoughts about the process with you. Fiona Baird works with children in the Lower Hutt area and brings 2 –3 clients to each clinic

" I use the clinic as part of how I manage my case load. It saves me hours of work for every person. I do an assessment then send in the application form, giving information about the client, the current seating system and issues that we want to address. I give ideas about the product that I think will work but I ask Jill for ideas about that too. She knows what product would be able to be funded. If I have several families coming I can have them one after another. Sometimes I am there for five or more hours but it is worth it.

Taking people through the clinic really cuts down on the time I spend on sorting out wheelchair and seating problems. Jill organises the product I need and I just turn up on the day. This is particularly good when I want product from several different firms. I set the time aside in my diary and also block out time in the next week to visit the family to see how the trial is going.

Having the technician there is really good. I have learnt a lot about dealing with chairs and seating by watching them put things together and fix little problems. While they are putting things together and making alterations I can focus on how the client is sitting, and have time to listen to what the families are saying too.

Most of the suppliers are around and they will come in if we ask them. That means we get answers straight away about what can be altered or ordered. If we think that the trial will be successful we can script the chair right away and that saves heaps of time later. Carol Falkner (Supplier) is usually available and that is a great support. She is great at sharing her knowledge and I have learnt a lot from having her work with my clients.

I send the paperwork to Jill, and she sends it up to Enable New Zealand. If she has signed it off we know that it will be approved and she puts the orders in to the suppliers. The whole process is really supportive. I am still in control of the assessment process and keep on working with the family but I don't have to organise product from multiple suppliers or worry about sending back things we didn't use" (Fiona Baird).

The feedback we have received from clients indicates that they have appreciated being able to see a variety of options and the opportunity to feel part of the team: being able to discuss the different options available and to watch the technicians and the suppliers putting the chair and seating together.

If you have any queries about the clinics at Lower Hutt or Christchurch contact Jill on:

Mobile (021) 255 6465

Email jill_gooder@enable.co.nz



Clinic dates:

Lower Hutt	Christchurch
Jan 29-30	Jan 20-21
March 5-6	Feb 17-18
April 2-3	March 17-18
May 7-8	April 21-22
June 4-5	May 19-20
	June 16-17

**Contact: Jill Gooder to arrange
a booking**

Enablestores

Doesn't time fly! Once again we have found it a busy year for Enable Stores that amongst other things has seen a number of improvements to the process.

In the last newsletter we advised of the direct supply of common list equipment from suppliers. We are pleased to advise that this has freed up staff to carry out repairs and refurbishment of equipment to enable reissue. The direct supply process is actioned from the Palmerston North office for all requests. If it is identified that a reissue item of common list equipment is not available an order is placed with the supplier who in turn will deliver it to the address specified on the application form. Orders are placed at 10:30am on a daily basis by the Enable Stores Administrator with the appropriate suppliers. Currently Invacare, Cubro and Ebos operate depots in the South Island from which they are able to dispatch equipment to this region. Please remember that common list equipment is not available for trial through either Enable New Zealand or the supplier.

Introducing

We have recently welcomed Melissa Batlajeri to the position of Stores Administrator in the Palmerston North Office. Melissa replaces Misty-Belle Stanshall who has moved from the Palmerston North area. The main focus of the Stores Administrator is the daily processing of direct orders of equipment to suppliers and the administration of the associated paperwork. We would also like to welcome Ian Barker to the Lower Hutt Office. Ian has accepted a part-time position as storeperson.

Stocktake

A stocktake of the Palmerston North Store has identified a large quantity of perching stools (without backrests) – Please advise us if the perching stool you require for your client does not need a backrest so we can reissue this stock. We also have a number of assorted walking frames and paediatric equipment available. Please contact us for a more comprehensive list or for further details of the reissue equipment available from stores.

Freight

There is an ongoing OSH hazard for courier/freight companies regarding the collection of any equipment that may have had skin contact. Whilst we work through the identified issues with local District Health Boards, Specialised Assessors and courier/freight companies it may be necessary that this equipment is wrapped before it can be collected.

Equipment Repairs

Where a Subcontractor identifies that the client's equipment is beyond repair, the subcontractor will refer the client to the local assessment service for replacement equipment. Assessment services may need to utilise their short term loan equipment as an interim solution.

Lower Hutt Office

We have sadly said farewell to Terry Stevens and Tang Xue Xin from the Lower Hutt Office. We wish them both well in their future endeavours. We appreciate your patience whilst we fill the vacant positions.

We have recently refitted the van to be more of a mobile workshop. Where in the past a chair would have been taken to the Lower Hutt workshop for repairs we will now endeavor to repair as many as possible on site to provide a more efficient service. Contact the Lower Hutt Office for bookings or further information.

Our Services

Enableinformation

Providing disability information and referral

Policy and Professional Advice

Providing an external/assessment point of view and rationale into service areas.

Enablerehabilitation

Managing the issuing of rehabilitation equipment to ACC claimants

Enablefunding

Administering funding for equipment, housing modifications and vehicle purchase and modification

Enablewheelchairs

Issuing long term wheelchairs and their modification, repair and maintenance

Enablestores

Issuing, recalling, refurbishing, repairing and delivering long term equipment

Supportlinks

Needs assessment & service coordination provision

visit our website @ www.enable.co.nz

See us at:

Show Your Ability

ASB Stadium, Auckland, 4 March 2003

Mystery Creek Events Centre, Hamilton, 5 March 2003

Arena Manawatu, Palmerston North, 6 March 2003

Overseas Terminal, Wellington, 7 March 2003

Pioneer Stadium, Christchurch, 10 March 2003

Dunedin Stadium, Dunedin, 11 March 2003

Return address:

PO Box 4547

Palmerston North

