

ENABLE  
NEW  
ZEALAND

YEAR IN  
REVIEW  
2014-15

Enable  
NEW ZEALAND®





*"At Enable New Zealand, we are extremely proud of the work we do to support and assist disabled people to live everyday lives in our communities.*

*New Zealand is becoming an "enabling society". We strive to be at the leading edge of this and are very excited about our latest service innovation. In early 2016 we will be launching our EASIE Living Centre. Our accessible smart home, demonstration and learning centre is a showcase of what is possible: a single, go to source for those looking to improve the lives of New Zealanders with disabilities and those who are ageing in our communities.*

*Extending services online and enhancing our customers' experience have been a key focus throughout 2015. Overall it's been a busy and satisfying year."*

*Scott Ambridge, General Manager*

ENABLENEWZEALAND



ENABLENEWZEALAND

# A SNAPSHOT

- Provided disability support services for over 40 years
- New Zealand's largest provider of specialist disability support services, reaching over 50,000 people each year
- Provides the national disability information service
- Palmerston North based, with hubs in Hamilton and Christchurch
- Renowned for its "use and recycle" approach to equipment
- Delivers value for money for its funders and clients
- Contract holder with Ministry of Health, ACC and District Health Boards
- Independent and impartial
- District Health Board-owned

# the YEAR BY NUMBERS

SERVICES

54,525

NZER'S RECEIVED  
ENABLE NEW  
ZEALAND SERVICES

SAVINGS

\$13.2M

ANNUAL SAVINGS ON  
BEHALF OF FUNDERS

CONTRACTS

200

CONTRACTS HELD  
WITH EQUIPMENT AND  
SERVICE PARTNERS

EQUIPMENT

88,002

ITEMS OF  
EQUIPMENT ISSUED

RE-ISSUE

42.9%

OF EQUIPMENT RE-ISSUED

ACCESS

600

ACCESSIBLE  
BATHROOMS INSTALLED

SPENT

\$21.27M

SPENT ON EQUIPMENT

HOUSING

2,765

NEW ZEALANDERS HAD  
HOUSING MODIFICATIONS

EMPLOYS

110

STAFF NATIONALLY



# MAKING A difference through MOBILITY SOLUTIONS



## CHARLOTTE'S STORY

Charlotte wanted to get out and explore, keep up with her brothers and sisters, and to do things for herself as all three year olds want to do. However, her four wheel buggy and walker just weren't doing the job and Charlotte was becoming increasingly frustrated and exhausted. So, an appointment was made for Enable New Zealand's outreach wheelchair clinician to visit the family home and discuss mobility options for Charlotte. The family thought a manual wheelchair would be the next step, as it would enable Charlotte's parents, siblings, and preschool staff to push her to all the places she needed to go.

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### ***The home-based assessment recommended a power wheelchair***

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However, after the visit from Sally Wallace, Outreach Co-ordinator, it was more power for Charlotte, with her firmly in the driving seat.

The home-based assessment recommended a power wheelchair as it would give Charlotte more independence and would provide the postural support she needed. Charlotte would be able to participate fully in family outings and pre-school, and to explore to her heart's content. The family's concerns that the wheelchair controls may be too difficult for Charlotte were soon put to rest. Charlotte took to the powered wheelchair like a duck to water, and was quick to get out and around the family's backyard.

With the power wheelchair Charlotte is now better able to manage her energy levels. She practices her walking by having the wheelchair parked a certain distance away from her and walking to it.

You can now see Charlotte and her family exploring the walkways and playgrounds. Charlotte is whizzing along in her chair, her siblings are riding their bikes or scooters, and Mum and Dad are following behind.



## SALLY'S STORY

Sally Wallace has been in her job for seven years and just loves it, especially when she can be a "myth buster" around power mobility.

"Many people believe having to use a power wheelchair for daily mobility as being the last resort and an acceptance of the deterioration of their condition. I see it as quite the opposite. Power mobility gives people their independence back. It gives them their energy back. It gives them choices and enables them to be back in control of their own mobility.

"I get quite passionate in explaining to clients what powered mobility can do for them and how it can change their lives for the better.

"Nothing beats seeing a client powering around town, picking kids up at school, seeing them in the workplace, and seeing kids having fun and growing in confidence. It is hard to wipe the smile from my face when I get to witness these amazing things while I work."



*Sally Wallace, Professional Advisor  
(Wheelchair and Seating)*

# MAKING A difference through HOUSING SOLUTIONS



## TIM'S KITCHEN SOLUTION

Tim's kitchen was not working for him.

Everyday tasks such as heating meals, getting a drink or making a snack were becoming increasingly difficult and unsafe.

Born without arms, Tim is skilled and adept at using his feet to maintain his independence but when working with Tim, we identified a number of problems.

***"I wouldn't change a thing"***

Top of his list of kitchen problems were:

- the bench was too narrow for him to sit on to do his kitchen tasks
- the existing drawers were difficult to open
- the cupboards weren't easy to get items in and out of, and the over-the-bench cupboards restricted his ability to use the bench area.

It was time for a major overhaul and with the assistance of Enable New Zealand, a purpose-designed kitchen was installed.

It is made to measure for Tim's purposes, with lowered, wide benches, smooth opening drawers, and no cupboards. The U shaped working surface is ideal and Tim now enjoys the freedom and independence that it provides: "I wouldn't change a thing", he said.

## TIM'S KITCHEN BEFORE



The way Tim used to reach cupboards.

## TIM'S KITCHEN AFTER



Tim's kitchen now.

# THE YEAR'S achievements BY SERVICES

*The services we provide at Enable New Zealand help those families and family members with disabilities to lead fuller, more productive lives.*

## EQUIPMENT 29,325

29,325 people accessed government funded equipment in the last year, ranging from basic to very complex.

In Christchurch, we provide a specialist delivery and installation service for in-home palliative care clients of Canterbury District Health Board, installing around 4,251 equipment items each year.

Enable New Zealand also operates a short term loan management service which seamlessly replenishes equipment to DHB hospitals. In the 2014/15 year, close to 1,000 clients transferred from one funding stream to another without having to swap equipment.

## WHEELCHAIR SEATING SERVICE 465

465 clients attended over 140 wheeled mobility outreach clinics last year. The clinics provide specialist support to wheelchair users – set-up, adjustment, configuration and seating for each individual's needs.

## HOUSING MODIFICATIONS 2,765

2,765 New Zealander's had their homes modified last year – a 15% increase on the previous year, which included the installation of 600 accessible bathrooms.

People can access government funded schemes for housing modifications that are managed by Enable New Zealand, enabling them to have a home environment to suit their needs. It may be as simple as installing handrails, or as involved as a new bathroom.

## CHILDREN'S SPECTACLE SUBSIDY VISION

Over 26,000 children benefited from receiving a subsidy for prescription eyewear last year. Many children under 15 years-of-age have vision problems in New Zealand. For those from low-income families, a subsidy is available toward the cost of getting this addressed, including eye-examinations, frames, lenses, repairs and eye-patches. This subsidy is managed by Enable New Zealand on behalf of the Ministry of Health.

## NEEDS ASSESSMENT AND SERVICE CO-ORDINATION 402

402 needs assessment and service co-ordination referrals received last year, a increase of 10% on the previous year.

Through Enable New Zealand, people under 65 years-of-age and living in the MidCentral DHB region, can access the needs assessment process to determine what support they require – support which is government-funded. Once the person's needs are determined, Enable New Zealand arranges for the services to be coordinated on their behalf.

## DISABILITY INFORMATION ONLINE

Over 700,000 page views were received by Enable New Zealand's websites:

[www.weka.net.nz](http://www.weka.net.nz)  
[www.enable.co.nz](http://www.enable.co.nz)  
[www.disabilityfunding.co.nz](http://www.disabilityfunding.co.nz)

# EQUIPMENT and MODIFICATION SERVICES (EMS)

Through the EMS contract with the Ministry of Health, Enable New Zealand provides equipment, housing and vehicle modifications to New Zealanders with long term disabilities.

Our specialist professional advice, customer service, procurement and distribution services stretch from the Bombay Hills in the north to Stewart Island in the south. Our substantial geographic reach services two-thirds of the New Zealand population and 80% of the District Health Boards within New Zealand. Enable New Zealand also supports and facilitates the Assessor competency framework for almost 3,000 Assessors across New Zealand.

## ADDING VALUE

Enable New Zealand's own expert professional advisors help to ensure that the services are going to those most in need to achieve a sustainable outcome. Last year, Enable New Zealand purchased \$21.27m worth of equipment, mostly under contracted supply. Enable New Zealand manages the supply of equipment through robust procurement practices, including use of the Government Electronic Tender Service (GETS).

While we have made significant cost savings with the purchasing of equipment, this is only part of the value we add. We also ensure that equipment is returned, checked and refurbished, allowing it to be reused. This process alone ensures that the New Zealand health dollar goes further – in fact, last year we saved \$13.3m.

## REACHING COMMUNITIES

Enable New Zealand manages a wide network of over 200 suppliers and contractors. As the EMS service is delivered over a wide geographic area, we work hard to ensure that the needs of clients are being met in a timely and cost effective manner. Our subcontracted repair network provides localised servicing of equipment, our local building contractors provide housing modification services and our network of housing design specialists assist with ensuring the right outcomes are achieved for our clients.

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*\$13.3m saved through our  
"use and recycle" approach*

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## PLANNING AHEAD

An ageing population, and other changing demographics, mean that there is increasing pressure on resources. Enable New Zealand has a significant procurement plan for the coming year to ensure that the best prices, and the best outcomes, are achieved from the funding available. We are working on new and innovative approaches to ensure that we continue to deliver value for money and the best service and outcomes for our clients.

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### *Types of equipment delivered to clients:*

- **3,500 shower stools or chairs**
  - **6,000 walking frame rollators**
  - **4,800 handrails purchased**
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**Rachel Tatham**  
NZROT, Professional Advice Manager

# DELIVERING value for MONEY AND A quality service

## PROCUREMENT PRACTICES

In 2010, Enable New Zealand embarked on a new approach to procurement, introducing panel supply for the purchase of disability equipment. This was a first for New Zealand. The difference made is huge:

- Increased choice for clients.
- The focus is on meeting the person's current and future needs. If panel suppliers cannot provide the required wheelchair, then the request is offered on the open market.
- Assessments are needs-led and are no longer brand driven. The assessor identifies the power wheelchair features required to meet essential needs and a wheelchair is selected accordingly.
- Re-issue equipment is considered first. This improves the timeliness of delivery to the client, and is combined with our Wheeled Mobility and Postural Management Service to ensure a perfect fit.
- Lower costs for the funder (Ministry of Health or DHBs) with total savings of \$13.2m to date through smart procurement.
- Key performance indicators are used to define and improve the service of suppliers.



**Richard Hodgson**  
Procurement & Contracts Manager



**Kerry Hammington**  
Customer Service Manager



## USE AND RECYCLE

Enable New Zealand has a unique "use and recycle" approach. When a person no longer requires a piece of equipment, we collect, clean and refurbish it to "new" standards and re-issue to the next person. This is fantastic value for money and offers an environmentally sustainable use of resources.



## FACTS

- 97% of power wheelchairs are sourced from panel supply arrangements.
- Power wheelchairs are the largest item of equipment expenditure for the Ministry of Health, costing around \$4 million per annum.
- The average power wheelchair weighs between 53kg to 143kg.
- The average life of a power wheelchair is five years.
- Some equipment items can be re-issued 2-3 times.
- Simple refurbishment of a wheelchair takes three hours.
- Complex refurbishment of a wheelchair can take 3-4 days.

# the PATH AHEAD

## SHAPING INDEPENDENCE — CREATING POSSIBILITIES

Exciting developments are taking place – all around shaping independence and creating possibilities.

### EASIE Living & Demonstration Centre

Every New Zealander deserves to live the most productive and fulfilling life they can. Families living with disability or with an ageing family member are looking for more information, advice and products to assist their loved ones to make more of each day.

Our EASIE Living & Demonstration Centre delivers just that. Working together with our support partners, our flagship centre offers a showcase accessible home with smart features alongside a learning and demonstration centre, and brings together a range of possibilities and opportunities in a 'one stop shop' that the community can share.

For further information and to take a virtual tour of our accessible home, visit our website [www.easieliving.co.nz](http://www.easieliving.co.nz). Or visit our EASIE Living Facebook page.



**Amanda Cockburn**  
*Project Manager*



EASIE Living & Demonstration Centre, 585 Main Street, Palmerston North

### Websites get an Overhaul

We are redeveloping our websites into a user friendly, multi-channel information platform for the New Zealand public to access online generic and specialised disability information, including a self-selection tool where people can look, compare and select what equipment will best suit their needs.

### Connecting to the New Model

Enable New Zealand supports the principles of the new model for supporting disabled people to achieve their goals (choice, control, flexibility) and our aim is to reflect these principles into our design and delivery of services. This is true for our EASIE Living Centre, where our aim into the new year is to further expand services to incorporate local area coordinators working within the centre and alongside services such as NASC.

# CORPORATE profile

A division of MidCentral District Health Board,  
a Crown entity

ASSETS OF  
\$2.8M

STAFF  
110

REVENUE  
AND FUNDS  
MANAGED  
\$115M A YEAR

SPECIALISING  
IN PROCUREMENT  
OF EQUIPMENT

SPECIALISING  
IN THE  
"ISSUE-REFURBISH-  
RE-ISSUE MODEL"

## THE MANAGEMENT TEAM



**Scott Ambridge**  
General Manager



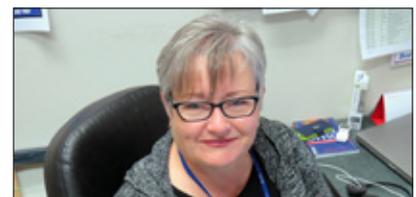
**Eileen Downing**  
Business Services &  
Information Systems Manager



**David Andrews**  
Operations Director



**Greg Brogden**  
Finance Manager



**Maria Greig-Anderson**  
Category Account Manager



**Hare Aparere**  
Manager,  
Kaupapa Māori Services



**Raewyn Cameron**  
Manager,  
Disability Support Services



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