



*Supporting disabled
people to live
everyday lives in their
communities*

Enable
NEW ZEALAND[®]

YEAR IN REVIEW

2016 - 2017

THE MANAGEMENT TEAM



Scott Ambridge
General Manager



David Andrews
Operations Director



Greg Brogden
Finance Manager



Eileen Downing
Business Services and
Information Systems Manager



Raewyn Cameron
Manager, Community
Disability Support Services



Maria
Greig-Anderson
Practice Manager



Amanda Cockburn
Web and Technology Manager



Hare Arapere
Kaupapa Māori Manager



Natasja Chapman
Service Manager, Housing



Kerry Hammington
Service Manager, Equipment



Richard Hodgson
Procurement and Contracts
Manager



Rachel Tatham, NZROT
Service Manager, Professional
Services

CORPORATE PROFILE

- Assets: \$4.5m
- Staff: 111
- Revenue and Managed Funds: \$156m
- Warehouse space: 4082m²
- Owned by MidCentral District Health Board

We specialise in:

- Delivering responsive, person-centred services
- Community engagement, promoting participation
- Procurement and sourcing of disability equipment and services
- Equipment and housing modifications for disabled people
- Recycling equipment



MESSAGE FROM

SCOTT AMBRIDGE

General Manager

The drive towards self-determination and greater choice and independence — brought about by the expectations of the disabled person — is leading to significant change in the health and disability sector.

The New Zealand Disability Strategy 2016—2026 was launched by Disability Issues Minister Nicky Wagner, in November 2016. Its vision is for New Zealand to be a non-disabling society — a place where disabled people have an equal opportunity to achieve their goals and aspirations, and all of New Zealand works together to make this happen.

In March this year Minister Wagner announced that a three month co-design process would spearhead a nationwide transformation of the disability support

system. The system is based on the Enabling Good Lives vision and principles. It will initially focus on the MidCentral region, where Enable New Zealand manages disability support services for the under 65 population. I am excited that Enable New Zealand will be at the forefront of the transformation that will revolutionise how disability supports are provided.

Closer to home, our teams across the organisation have been busy supporting disabled people through the range of services we provide. We continue to streamline and improve the way in which we deliver services and our focus remains on creating a positive and supportive customer experience.

STRATEGIC DIRECTION

2016 - 2019

Enable New Zealand provides disabled people the support they need to live the lives they choose. We make sure our customers get the best service and we do so collaboratively, innovatively and professionally.

We have three strategic goals:

Our customer

Strengthen and enhance existing services to provide a quality customer experience

Our organisation

Employ efficient service delivery practices and maintain a culture of effectiveness and responsiveness in all areas of work

Our future

Pursue opportunities to grow and develop sustainable services

ENABLE NEW ZEALAND & MIDCENTRAL DISTRICT AT THE FOREFRONT OF TRANSFORMING DISABILITY SUPPORT SERVICES

A change in the way that disabled people are supported to live everyday lives is on its way. And MidCentral has been chosen as the first region to be transformed as part of a nationwide programme of change.

Enable New Zealand currently manages disability support services for people aged under 65 in our region and will play a key role in the transformation.

Based on the Enabling Good Lives vision and principles, the new system will:

- place the disabled person at the centre of the process
- prioritise engagement with the community to build its capacity to support disabled people
- be supported with flexible funding options, such as individual budgets and pooled funding across government agencies.



Scott Ambridge and Shane McInroe taking part in DSS Transformation workshop

We welcome the opportunity to have such an impact on the future of our country's disability support services. You can read more about the disability support system (DSS) transformation, and get regular updates, on the Enabling Good Lives website.

www.enablinggoodlives.co.nz

UPDATING OUR WEB PRESENCE AND TECHNOLOGY

To better service our customers' needs, we've started a three-year journey to establish a robust, customer-centred technology platform.

We've invested in new website technology built on the Common Web Platform (CWP), the official web platform for the New Zealand Government. The CWP allows for:

- a common web presence for our four websites
- easy navigation and search-friendly design
- an improved user experience on mobile and other devices

- customer service tools such as social media, live chat and mobile apps
- assessment tools for customers and health professionals
- e-commerce tools.

We're also updating our IT infrastructure. We'll be adopting cloud-based solutions, in particular Software as a Service (SaaS) and Infrastructure as a Service (IaaS). Other initiatives include implementing Microsoft Office 365, replacing our customer contact centre technology, and upgrading our network architecture.

These initiatives will provide the technology to effectively manage our business activities, in line with our strategic objectives and the needs of our stakeholders and customers.

NEW ZEALAND GATEWAY FOR INFORMATION SERVICES AND SUPPORT

Our updated web presence will be led by FIRSTPORT (formerly Weka). It's the first of our four websites* to be re-developed using the Common Web Platform.

FIRSTPORT has been developed in collaboration with the New Zealand Federation of Information Centres to become the New Zealand disability gateway for information services and support.

In a world where there is a plethora of information online, FIRSTPORT provides a reliable and trustworthy source for people seeking information on services and support they need to live everyday lives.

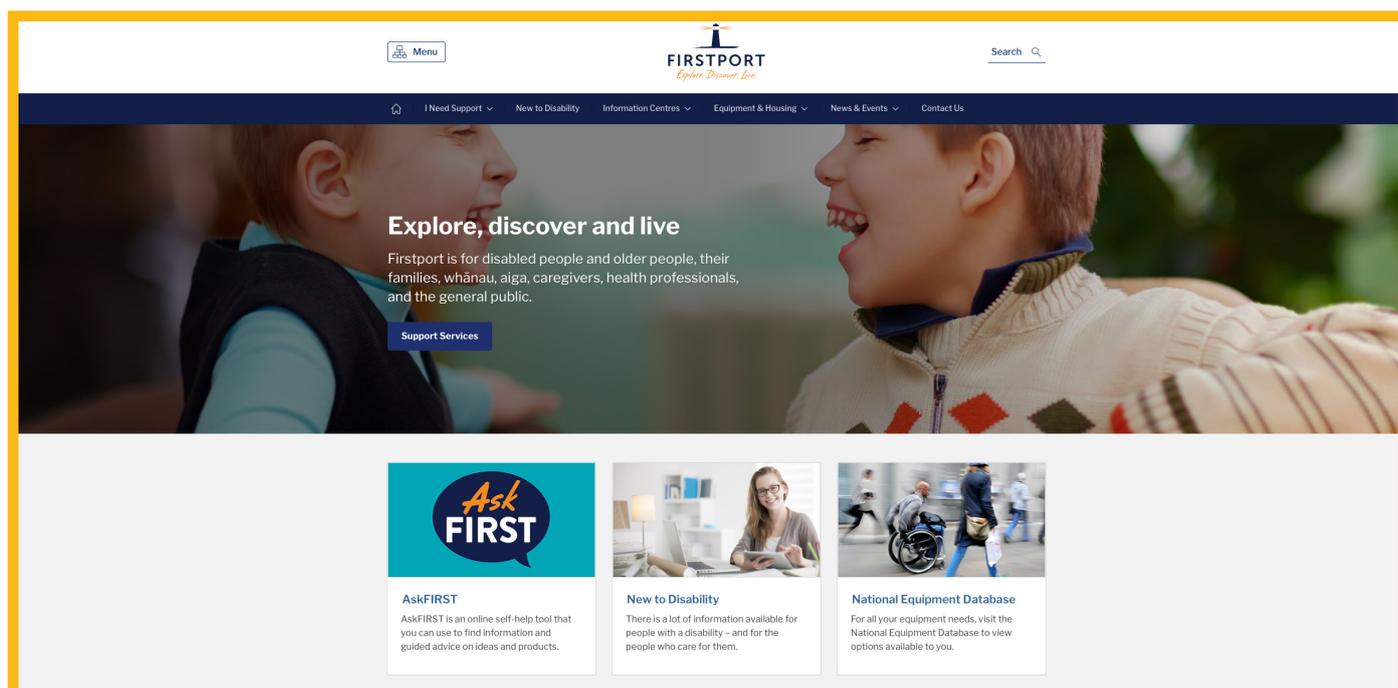


FIRSTPORT

Explore. Discover. Live.

FIRSTPORT acts as a gateway linking people to services they require, in a way that is streamlined and responsive.

The collaboration with the Federation enables its member centres to host their websites on the Common Web Platform. This enables people to seamlessly gain access to national, regional and local information.



AskFIRST is a self-help tool that provides guided advice and information to help make daily living easier. Based on responses, AskFIRST produces a written report suggesting techniques, advice, products or organisations that could help the person.

The National Equipment Database enables people to browse assistive technology products and go to suppliers' websites.

- AskFIRST and the National Equipment Database are licensed exclusively to Enable New Zealand by the Disabled Living Foundation (DLF) UK.
- FIRSTPORT has been developed with funding from the Ministry of Health.

*Enable New Zealand, EASIE Living Centre, Disability Funding Information, Weka.

HELPING INJURED PEOPLE TO BE INDEPENDENT AND SAFE AT HOME

ACC Housing Modification Service (Waikato to Southland)

When a person living in our service area needs their home altered following an injury, ACC refers them to Enable New Zealand.

We provide independent expert advice to ACC and its housing assessors on cost-effective housing modification solutions. We also manage or oversee ACC housing modification projects to ensure they meet:

- the client's injury-related needs
- all relevant New Zealand legislation, regulations, codes and standards.

Enable New Zealand's ACC housing modifications team is made up of customer service facilitators, specialist occupational therapists, and housing advisors.

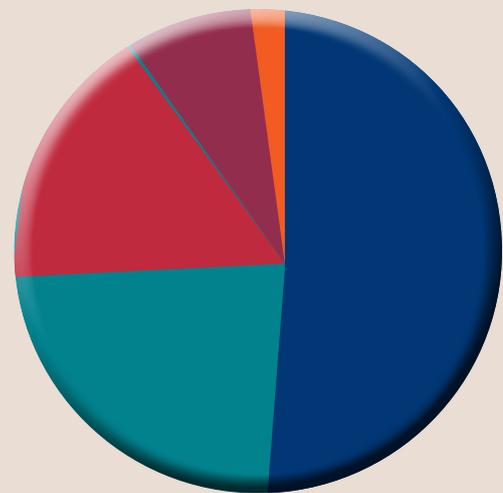
"My daughter is 15 years of age and for the past year I have had to carry her up and down the steps into the home as she was unable to manage these. We now have a ramp which has changed our world. We also have a ramp to her sleep-out in the back yard, and the smile on her face when she goes out to play now is wonderful. Our toilet door was widened also to include a sliding door. My daughter can now go to the toilet without having to leave the door open, which was humiliating at times with 5 other people in the home. [We're] 100% satisfied and very grateful to the Enable New Zealand team."

Our strategic partner, Service Resources Limited (SRL), manages our design and building contractors to ensure we provide the highest standard of building services possible.

Together, our in-depth disability awareness and technical expertise enable us to facilitate the relationship between the injured person and the building industry.

ACC referrals for housing modification services 2016/17

Total referrals 2394



- Minor modifications (no building consent required)
- Grab-rail installations
- Standard/complex modifications (building consent required)
- Advisory/oversight services
- Other

We love getting feedback from clients and to know we are helping to make a difference in their lives.

"The contractor was fantastic. My husband and I are both very pleased with the outcome."

"Totally changed my life, I was unable to shower for 6 weeks, so having the rails installed has been amazing. I am really, really happy."

MY NEW BATHROOM HAS CHANGED MY LIFE

1

An ACC housing assessor (OT) visits me at home to see what obstacles I face because of my injury

2

The OT* sends a report to ACC recommending a wet area shower as I can't use the shower over the bath easily

3

Enable New Zealand contacts me to say ACC has referred me to their housing modification service

4

A project manager contacts me to say they'll be organising my bathroom alterations

5

The OT, my ACC case manager and a building designer come to my house to talk about the changes to my bathroom

7

ACC has approved the plans and costs. I'll need to move out while the work's done

6

The building plans and quotes take quite a while to sort out. Lots of people are involved: me, the designer, the OT, ACC, Enable New Zealand, the council, builders

8

There's a meeting with the builders before they start the alterations. I choose the paint colours and the vinyl flooring

9

The builder keeps me up to date with what's happening. I visit my house a few times to check up on progress

10

My new bathroom's ready! I sign a form to say that I was happy with the work



"I can shower myself and don't need as much help from other people as before."

*Occupational Therapist

DEVELOPING CAPACITY TO SUPPORT DISABLED AND AGEING COMMUNITIES

Our flagship EASIE Living & Demonstration Centre continues to receive tremendous support from the local community. In the past year we've handled over 3,500 enquiries, received 2,651 visitors and hosted 184 community meetings.

The centre acts as a community hub for people who might be seeking information, advice and support on a whole range of specialist and generic services. Our friendly staff are available six days a week and regularly go out into the community for presentations.

Our demonstration and retail space provides a comprehensive range of equipment (both low-tech and hi-tech). And our fully accessible smart home offers a unique opportunity for people to 'see, touch and try' the range of equipment and accessible housing options available.

If you haven't already done so, we encourage you to visit us.

EASIE Living mobile service launched

In May 2017 we introduced an EASIE Living mobile service to serve our more remote and rural communities across our wider district. The mobile service provides on-site



practical advice, up-to-date information, and has over 200 items of equipment/daily living aids to try or buy. The van is fitted with Wi-Fi technology and an audiovisual screen for product demonstrations.

We are keen to visit community groups, rest homes, health organisations, fairs and expos to give presentations and demonstrate equipment. Contact us for more information about our mobile service.

The EASIE Living mobile service is available 7 days a week, where needed, and evenings until 9pm.

Equipment for hire and sale

We offer competitive rates for short or long-term hire of equipment such as toilet surrounds, electric lift-out chairs, kitchen trolleys, rollators, manual wheelchairs, mobility scooters, and mobility ramps.

EASIE Living also has mobility equipment, daily living aids and continence products

EASIE living
Enabling life, your way

Visit us at 585 Main Street,
Palmerston North - we're open
Monday to Saturday
For more information about EASIE
Living's range of services visit
www.easieliving.co.nz

for sale. We've recently installed specialised shelving and improved the layout of our retail showroom to make it easier for customers to find what they need.

We celebrated our first year

The EASIE Living team cutting the birthday cake, February 2017.



(L to R): Rose Boddy, Gabriela Cretu, Bev Minchin, Raewyn Cameron (Manager Community Disability Support Services) Lesley Harrison and Marian Dean

OTHER HIGHLIGHTS

- Providing 92 people with free use of mobility scooters over three days at the Central District Field Days in Feilding.
- Supporting a local high school student to attend the EASIE Living centre on work placement to further his career options.
- Visiting GP practices and Primary Health Organisations in the MidCentral DHB area, Whanganui and the Wairarapa area to provide information on disability support services in the region.
- Hosting a Ministry of Health Disability Support System Transformation co-design group meeting for local disabled people and their families.

"The staff were helpful, patient and the service was fantastic. Most impressed!"

Joe* lives alone and wants to stay that way. Joe was looking for a bed he could raise and lower, to help him get in and out safely and reduce his risk of falling.



FEELING SAFE & COMFORTABLE

We showed Joe and his family a height-adjustable (Hi-Lo) bed in our EASIE Living Centre showroom and some other options online. He chose the size of bed he wanted and fabric for the bed surround and headboard.

We placed Joe's order and it was delivered and set up in his home within 3 weeks. From visit to set-up, Joe and his family were very happy and grateful for the service. Joe said he hasn't slept so well in years, or felt as safe as he does now.

*Not his real name or photo.

"I have recently had my left hip replaced and I was looking for a mobility scooter. The EASIE Living staff helped me go for the Lotteries Grant. I received the form allowing me to purchase a scooter, which today I am most happy with. I cannot compliment enough the wonderful service from the EASIE Living staff."

WORKING UPFRONT WITH ALLIED HEALTH PROFESSIONALS SAVES \$1.86M

In 2016/17 Enable New Zealand Equipment and Modification Services (EMS) advisers carried out a project to review service requests submitted by EMS assessors.

From 1669 EMS client requests reviewed, we estimate that \$1.86 million* in savings was made.

The review focused on equipment accessories, wheelchairs, seating, mattresses, and high cost equipment (generally \$3000 or more).

*Based on approximate cost of the equipment if bought new.

The aim was to:

- identify the best solution for the client
- ensure that EMS assessors are seeking advice where required
- ensure the service request aligned with EMS advice provided
- identify where we could provide another solution.

Where possible savings were indicated, our EMS advisors worked with EMS assessors and Enable New Zealand Stores equipment specialists to identify appropriate equipment that could be re-issued.

Enable New Zealand is required to support EMS assessors when considering options to best meet the needs of clients they are supporting. We are also responsible for ensuring the best value for money and making the dollar go as far as possible. Any savings achieved are re-invested so that we can provide services to more clients.

New Christchurch premises enhance service delivery

Staff at Enable New Zealand's new Christchurch warehouse provided services to over 12,000 people in 2016/17. This modern facility has enhanced our ability to support our Ministry of Health customers and provide specialist hire equipment services for District Health Boards. A recent addition to our services is bariatric equipment hire – in addition to short-term loan equipment and palliative care equipment.



Enable New Zealand Christchurch warehouse at Wigram



Enable New Zealand Hearing Aid Services team members (L to R): Beau Moses, Rachel Tatham, Rae Manderson, Jenima Flower, Lynn Grantham-Moore, Sharon Campbell and David Andrews.



Carolyn Gordon, Hearing Professional Advisor.

HEAR HEAR FOR OUR NEW HEARING AID SERVICE!

On 1 July 2016 Enable New Zealand became the new national provider for Hearing Aid Management Services for the Ministry of Health.

In our first 12 months:

- 21,047 children and adults accessed hearing aids through their audiologist or audiometrist.
- 20% of applications were fully-funded.
- 348 audiologists or audiometrists registered as hearing assessors with Enable New Zealand.
- 98 suppliers have provided hearing aid services.

All hearing aid applications — including repairs, replacement parts and insurance — go through our online ordering system, Enable Online. Developed in 2012, Enable Online is also used to support applications for Ministry of Health-funded equipment and the children’s spectacle subsidy.

The Enable New Zealand Hearing Service team worked hard to ensure the new service was implemented with our clients and audiologist partners in mind.

We appreciate the feedback we’ve received about our service.

From an audiologist:

“Applied for paediatric hearing aid funding approval before lunch today. Note it was approved by the time I was back from lunch. Writing to say thanks and please keep up the efficient (and impressive) service!”

And it’s been great to learn that the service is making such a difference to people’s lives.

“[Our daughter] received her hearing aids yesterday afternoon, within 7 days of the recommendation being made... [She] noticed an immediate difference and is already hearing things she never knew made noise — chairs creaking, her tummy grumbling, and the sounds of cicadas...The impact on her education and social opportunities will be immense... To have such a quick approval process was simply outstanding.”

“I would just like to say thank you so much for the wonderful lifeline you have given me.

My new hearing aids have given me back my hearing. They have given me the confidence to join in discussions at college. I am able to communicate better with the children I am working with. I can now enjoy our staff meetings as I can hear what others are saying around me and discussions now make sense. Sitting at the back of the hall in assembly, I can hear the principal and teachers address the audience of students. So, thank you again.”

STREAMLINED PROCUREMENT PROCESSES RESULT IN ONGOING SAVINGS

In 2016-2017 we provided 90,393 assistive technology products or services. Assistive technology is any product or technology-based service that enables disabled or elderly people in their daily lives, education, work or leisure. (Source: European Assistive Technology Information Network)

Late in 2015/16 we undertook a significant tender to establish a pre-qualified panel of suppliers in the Community Rehabilitation Equipment category. This covers any equipment funded by the Ministry of Health.

We have managed to save around \$170,000 across 25 requests for quotations (RFQ) to the panel for bedroom equipment and patient lifters.

We have a schedule to review other equipment sub-categories over time.

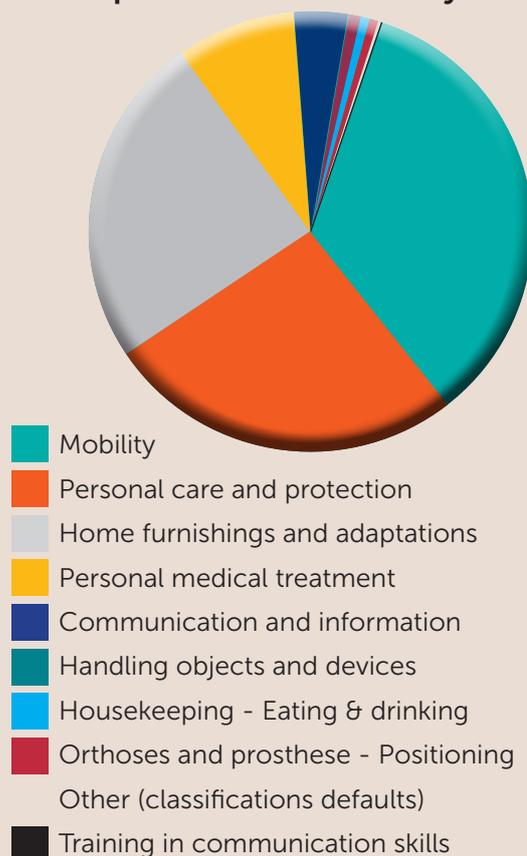
Contracted equipment supply opportunities are offered to panel members by way of a simple RFQ process. Equipment is physically evaluated to ensure it achieves the required specifications, quality and operational standards and cost effectiveness. From this, specific equipment is identified to be included as the preferred product in various supply lists.

This process is significantly faster and more efficient for all parties.

We initially contracted with 37 suppliers. However, the opportunity to join the panel remains open for new suppliers subject to meeting capability requirements.

Looking forward, we will be reviewing the network of building contractors, with new

90,393 assistive technology products or services provided 2016/2017 by category



contracts to be offered or confirmed in early 2017/18.

To be considered for entry into the Community Rehabilitation Equipment Panel please contact tenders@enable.co.nz for more information.

COMPLIMENTS UP 41% IN 2016-17

"I appreciate Enable New Zealand supplying wheelchair lifts that enabled my father to access his house for over 15 years. Enable New Zealand's help over these years has been outstanding."

"I am very pleased with all of the equipment I received as it allows me mobility and independence. Thank you."

INVESTMENT IN OUR PEOPLE

Our people are our most important asset and we have continued to develop their capability and effectiveness. With improving productivity through education being a government focus, we were fortunate to secure some funding to contribute to our professional development programme.

Everyone completed between 40 and 50 hours of training. Topics focused on key areas that most businesses and employees say they want more skills in:

- Customer service
- Fundamentals of communication
- Assertive communication
- Effective problem solving
- Building resilience and managing stress
- Personal financial management
- LEAN productivity training and systems
- Computing tips and tricks



Customer Service Facilitators Laura Hutchinson (seated) and Sheetal Raman

- Punctuation, editing, spelling and grammar
- Change management and performance conversations.

Most of us also completed a Talent Dynamics team profile. This will help us understand how to use each other's strengths to get results when working in a team.

PLANNING FOR THE FUTURE

With 3D printing, robotics, the Internet of Things and artificial intelligence now a reality, we're thinking about how technology can support disability services in the future.

In late 2016, we ran two Future Focus workshops, looking out to the next 5 to 10

years, to look at potential opportunities for clients and how Enable New Zealand can support better outcomes.

The use of technology, and the interconnected use of technology, will have an important part to play in everyone's lives; and for those people with an impairment, it will provide opportunities for them to live an everyday life again.

ENABLE NEW ZEALAND PROVIDES

ACC-funded services

Housing modifications

District Health Board services

- Equipment purchasing
- Equipment hire, including palliative care equipment and bariatric equipment
- Inventory management software for short-term loan equipment

Ministry of Health-funded services

- Children's spectacle subsidy (15 years and under)
- Disability information and advisory services
- Equipment and modification services (EMS), including housing modifications, and vehicle purchase and modifications
- Hearing aid services for children and adults
- Needs assessment and service coordination (NASC) service for people aged 0-65 years in MidCentral District Health Board region
- Registration of health professionals as Ministry of Health EMS assessors
- Professional advice, education and support for EMS assessors
- Wheelchair and seating, postural management, and housing outreach clinics for EMS assessors and their clients.

THE YEAR BY NUMBERS



HOUSING
3,711
housing modifications
undertaken

RE-ISSUES
43%
of equipment re-issued



SAVINGS
\$11.6m
annual savings on behalf of
funders

CONTRACTS
211
contracts held with
equipment and service
partners

**CHILDREN'S
SPECTACLE
SUBSIDY**
23,779
subsidies paid

COMMUNITY
184
hosted community meetings
held



OUTREACH
210
outreach clinics held

HEARING
21,047
people accessed subsidies/
funding

NASC
1632
people eligible for disability
support services

THE YEAR AHEAD

In 2017/18 we'll continue to focus on enhancing customer service, bedding down our organisation-wide training, and implementing our technology initiatives.

We look forward to partnering with disabled people, families, service

providers and others in the disability sector to design and implement the new disability support system. It's expected to roll out in Horowhenua, Manawatu, Otaki and Tararua districts in July 2018.

And there'll be other exciting changes.

We're moving!

With our Malden Street lease ending in late 2017 our head office and Palmerston North warehouse will be relocating.

Head office is moving into new premises above our EASIE Living & Demonstration Centre at 585 Main Street, Palmerston North.

The move gives us an ideal opportunity to create a modern, fun workplace, which fosters teamwork and effective working practices.



Our staff-led Moving Up working group has provided input into the new workplace, such as:

- workspace design
- furniture selection
- how teams will work together
- aligning our processes and practices with the new way of working.

We've also secured a new site for our warehouse.

The Palmerston North warehouse is our New Zealand centre for complex equipment, such as power wheelchairs and paediatric equipment. Our technicians, EMS advisors and procurement specialists work together to refurbish and re-issue the equipment to another disabled person.

ABOUT US

Enable New Zealand has over 40 years' experience in providing services to the health, rehabilitation and disability sector. We hold regional and national contracts with the Ministry of Health, ACC and District Health Boards. We are New Zealand's largest provider of equipment and modifications to housing and vehicles for disabled people. We are proud to support people living with disability.



Enable

NEW ZEALAND[®]

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A division of MidCentral District Health Board