



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

Enable
NEW ZEALAND®

YEAR IN REVIEW
2017 - 2018



MESSAGE FROM SCOTT AMBRIDGE

General Manager

Based on the Enabling Good Lives vision and principles, the new system gives disabled people more control and flexibility over what and how they choose services. It's a person-centred approach to support disabled people to achieve their goals and aspirations.

The past year has been one of extraordinary change and opportunities as we help transform disability support services in New Zealand. These changes are the biggest the disability sector has seen in the last 20 years.

It's a privilege for Enable New Zealand to be involved in the system transformation, not because it benefits us as an organisation, but because it will enrich the lives of disabled people and their whānau.

Moving our head office to a new location at 585 Main Street in Palmerston North has been another highlight of the past year. The modern and innovative spaces we've created are a new way of working for our team – there are no offices and barely any walls, and staff work at different desks each day. This has promoted greater collaboration across our teams, resulting in improved delivery of services to people with disabilities. Our new premises also include the EASIE Living store and demonstration centre, which has become something of a community hub by hosting various groups and activities.

Looking ahead, the coming year will bring exciting transformation in other areas. We're going to continue to focus on co-designing services with disabled people as we develop services that meet their needs.

Cover photo: 'Life's for laughing' by Lauren of EPIC FIT, Albany.

Read the story behind the lens in our gallery.
www.firstport.co.nz/photogallery

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.

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:

NEW SUPPORT SYSTEM LAUNCHED IN MIDCENTRAL



Mana Whaikaha
Enabling Good Lives

Enable New Zealand is proud and privileged to be involved in a once-in-a-generation transformation of disability support services. The prototype of the new system is called Mana Whaikaha. It is being rolled out in the MidCentral region from 1 October 2018.

Disabled people and whānau at centre of system

Eighteen months in the making, Mana Whaikaha has been co-designed with disabled people and whānau, and others in the disability sector. The new system is based on the Enabling Good Lives vision and principles.



Enable New Zealand Mana Whaikaha Tari/System Team

General Manager of Enable New Zealand, Scott Ambridge, says the biggest difference with the new system is that it wasn't made *for* disabled people, but *with* them.

"From the start of the process there's been an absolute commitment to genuine co-design with disabled people and their whānau.

They've been able to bring their experiences to the design process and that's created a richness of ideas that we wouldn't have got otherwise," he says.

New organisation structure

To deliver Mana Whaikaha, two teams replace the current Under 65 NASC model.

The Kaitūhono/Connectors team is a new team within the Ministry of Health. The team's role is to be an ally, walking alongside disabled people and whānau to help them think about, plan and navigate the range

of services and supports available.

The Tari/System team provides the business functions and shared services to support the prototype. Enable New Zealand holds a contract to deliver the Tari/System functions in MidCentral. Our role is to ensure that disabled people are able to access all features of Mana Whaikaha, including funding and information.

MidCentral includes Palmerston North,

Horowhenua, Manawatu, Otaki, and Tararua districts.

You can learn more about the new service on the Mana Whaikaha website, including how to contact the team.

www.manawhaikaha.co.nz



DISABILITY INFORMATION GATEWAY LAUNCHED

www.firstport.co.nz

Enable New Zealand was proud to launch Firstport in November 2017. Firstport is the go-to website for disability information in New Zealand. It pulls lots of information into one place, acting as a first port of call for services, support and guidance.

We worked with the Federation of Disability Information Centres to develop Firstport. Member centres publish news and events on Firstport, and can host their websites there, too. This gives Firstport visitors access to valuable local, regional and national information.

In its first seven months Firstport clocked up 9,992 visits

What's on Firstport?

When you visit Firstport you'll find information on topics such as financial support, equipment, employment, education, transport, managing money and lots more. For each topic you'll see what support is available, how you can find out if you are eligible for support, and who to contact.

From Firstport you can also:

- connect with a disability information centre or a support group
- get details of news and events that might interest you
- contact us for further information.

We plan to add new content regularly, with a focus on video and real life stories. Do join us on social media to keep up with news, resources, tips and advice from Firstport.

www.facebook.com/FirstportNZ/posts




SEARCHING FOR INFO RELATED TO DISABILITY?

FIND IT ON FIRSTPORT

Info if you're new to disability • contacts for support groups
equipment and modification funding advice • news and events
find your local disability information centre •

firstport.co.nz   /firstportNZ



Manawatu Wheelchair Rugby team

FIRSTPORT HELPS KIT OUT AN INSPIRATIONAL TEAM

We were excited to help out the Manawatu Wheelchair Rugby team by supplying them with a great looking kit, ahead of round 2 of the NZ Wheelchair Rugby Championship in June.

The team, who also hosted the event, narrowly missed a bronze placing, coming fourth out of the eight teams competing. Henry Matthews, for the team, said "Thank you so much Firstport, you've touched our hearts, you've gone beyond and above what we could have ever hoped for."

PHOTO COMPETITION SPARKS HUGE RESPONSE

Firstport aims to be real and relevant, providing people with the information they need but also reflecting their everyday lives. That's what sparked the idea for a photo competition where people could share their unique perspective on life with a disability.

Called Life Through a Lens, the competition proved to be a huge success. More than 180 photos were submitted from disabled people and family/whānau around the country. Entrants were also invited to share the stories behind their photos. The quality of the photos was so good we wanted to use them throughout Firstport and in other publications.

Neil Wallace, an artist, animator and member of the disabled community, was one of three judges. He commented, "It's the wholeness of the person that this competition allows people to get into. There's sides of disability I haven't seen expressed before, in these photos."

You can see the winning photos on pages 6 and 7. View all entries in an online exhibition at www.firstport.co.nz/photogallery. Or scan the quick-response (QR) code below to go to the gallery.



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WINNERS OF LIFE THROUGH A LENS COMPETITION

Overall winner

'Life in a bubble' by Nicki



Holly had a broken leg that was taking a long time to heal. Holly has Down Syndrome and we were attending the annual Down Syndrome buddy walk. Holly in a wheelchair found great joy in the bubbles.

Community

'Kapa Haka at School' by Harper

"Powhiri at school for our new principal. Love my culture."



Leisure and Travel - 'Sensory Beauty' by Nastassja

My son, Axel-Constantine, went to the Botanic Gardens. For the first time, he entered into the fern garden. He has ASD and being in this environment would sometimes overwhelm him. As I let him explore the bits of gravel on the stairs I managed to capture this moment of him. For the first time, he managed really well.



Support networks - 'Timothy and his father' by Hadleigh

The Hearth Trust is a small new residential community focused on providing enriching lifestyles for individuals with disabilities. On the winter solstice, the whole community gathered together for a Matariki Midwinter festival, with lanterns and fireside songs. On the left in this photograph is Timothy, a 33-year old man with autism, who was the very first resident of the Trust. Beside him is his father, Noel, one of the founders and trustees.



Growing Up - 'House Proud' by Ruth

We have two young men with autism. Our youngest has exceeded our best expectations and last weekend moved into his own chalet in the More Independent Living Project with Hohepa Hawkes Bay. He is so proud and so are we!



Your Daily Life - 'Darkness'

The pressure is like the darkness of night around me.



Sports and hobbies - 'Calming Spa' by Shania

This is a photo from one of mine and Sarah's weekly spas at the local aquatic centre. The water always helps to calm Sarah. As she is non verbal, it is a good indication of her mood by the amount of eye contact she is making. I think that's why I love this photo so much, seeing Sarah light up and being more interactive with her surroundings.



Assistive Technology - 'Technology to the Rescue' by Raewyn

Anne-Marie recently converted to this assisted technology when lifting her wheelchair in and out of her vehicle was no longer a viable option for her. Years of lifting a heavy wheelchair had taken its toll. It was time to upgrade to this more ergonomic method of transferring it in and out of her vehicle.



EASIE LIVING CENTRE

ENABLING INDEPENDENT LIVES

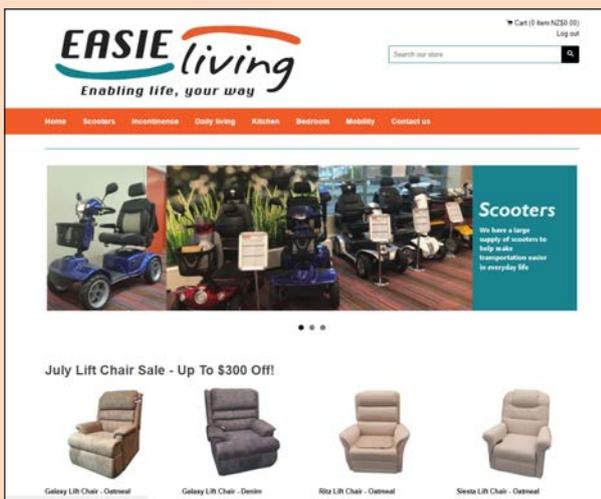
Visit us at 585 Main Street, Palmerston North - we're open Monday to Saturday. For more information about EASIE Living's range of services visit our website.

www.easieliving.co.nz



The EASIE Living Centre continues to be a vital part of Enable New Zealand's work. It helps us connect with the disabled and ageing communities in MidCentral and beyond.

We hosted 188 meetings of groups involved in the Disability Support System Transformation.



EASIE Living online shopping service for home delivery.

The centre comprises a retail store, a disability information service (local and national), conference room, and equipment demonstration centre. Our EASIE Living mobile van serves the wider community, especially rural areas. Visit www.easieliving.co.nz to book a visit from our mobile van.

Around 11,200 people used our services in the last year.



The mobile van visited 85 community groups, presenting to 2475 people.

Our EASIE Living mobile service travels throughout MidCentral, Hawkes Bay, Wairarapa, Whanganui and Rangitikei.

Contact us to arrange a visit.



Business Bones by Hamish Major.

To celebrate International Day of the Disabled Person 2017-2018, 20 artists from Creative Journeys held an art exhibition at the EASIE Living Centre. Some people with microenterprises sold their handmade cards and knitting (below).



Six EASIE Living Centre customers received Lotteries grants to buy mobility scooters with our help.

Group attending an EASIE Living community presentation.



THE YEAR BY NUMBERS

Enable New Zealand provides a range of disability support services for the Ministry of Health and housing modification services for ACC. We also provide equipment purchasing, hire and inventory management services for District Health Boards.



COMMUNITY
344

meetings hosted by the
EASIE Living Centre

11,199

people used EASIE Living
Centre services



**HOUSING
MODIFICATIONS**
3,470

people had their homes
modified to suit their needs

"We say a huge 'thank you' for bringing everything together and making our new bathroom area so workable. Our aim to keep Ross as mobile as possible and stay at home as long as he can has been made easier by the changes."



**CHILDREN'S
SPECTACLE
SUBSIDY**
26,742

children aged 15 years or
under received a subsidy for
prescription glasses



**HEALTH
PROFESSIONALS**
2,154

approved assessors
requested services for
clients

**OUTREACH
CLINICS**
192

regional clinics held



EQUIPMENT
94,920

items issued

\$29.8m

spent on new equipment

29%

re-issues of refurbished
equipment

\$9.2m

saved on behalf of funders

SERVICES
76,845

people accessed
government funded services

**HEARING AID
SUBSIDIES AND
FUNDING**
23,325

children and adults received
a subsidy or full funding for
hearing aids

CONTRACTS
178

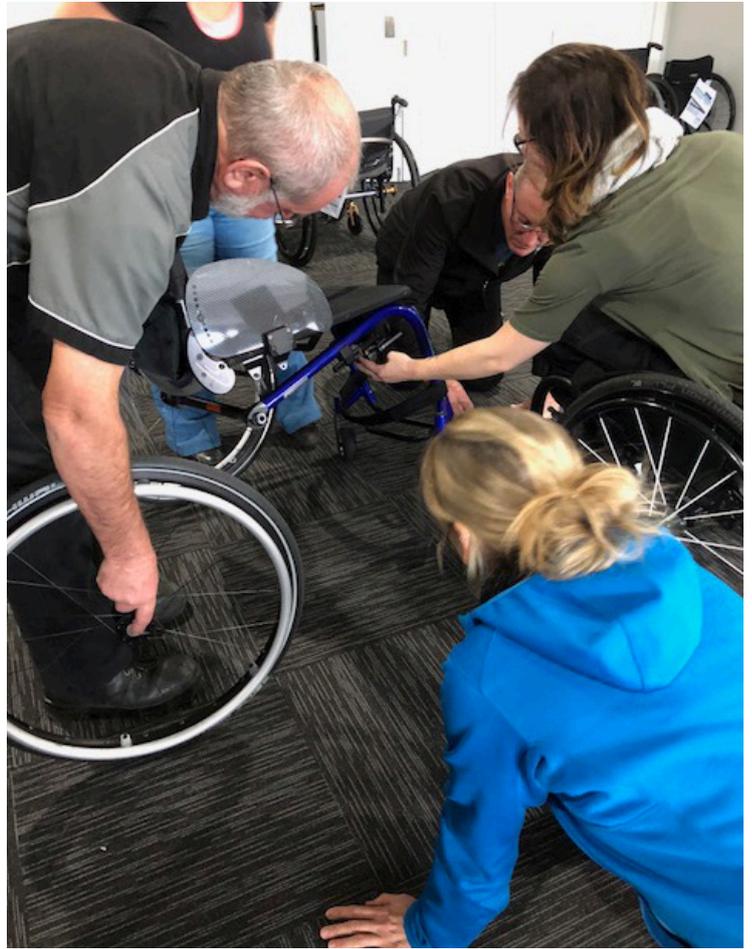
contracts with
equipment and housing
contractors

SMART PRACTICES LEAD TO SIGNIFICANT SAVINGS

Enable New Zealand procured \$29.8 million worth of equipment in the last financial year. Our efficient purchasing and 'thinking outside the box' approach saved around \$3.8 million, helping us to meet our commitment to spend government funds wisely. By being smart about how we acquire equipment, we can offer a quality, cost-effective service that benefits as many people as possible.

Our procurement processes are effective because we select the right equipment. Our procurement team collaborates with our internal experts, as well as external users, to get items that are practical and safe. Price is always an important factor in our decision making. But we also consider the durability of the equipment, the supply of parts, and how easy it is to repair and refurbish.

Our service doesn't stop there. When a customer needs complex equipment we work with their occupational therapist, physiotherapist or other assessor to pick the most cost-effective solution. The solution could be a change to what is proposed to meet the customer's goals. Or we might help source refurbished equipment from our equipment pool.



Wheelchair undergoing evaluation

Below: Parade of wheelchairs awaiting evaluation



\$29.8m
spent on new
equipment

\$3.8m
saved

Using their knowledge, expertise and 'thinking outside the box' our professional advisors can make significant savings, enabling many more customers to access funding.

TENACIOUS TRIP LEAVES LASTING MEMORY

In August 2017 Enable New Zealand sponsored two disabled people to sail on the Jubilee Sailing Trust's tall ship SV Tenacious. One of two accessible sailing ships owned and operated by the UK based trust, the Tenacious is designed to enable disabled and able-bodied crew members to work alongside each other.



Tenacious under sail - Photo courtesy of Jubilee Sailing Trust

Evan Clulee of Kaukapakapa and Alistair (Ali) McWhannell of Palmerston North joined a team of 53 people for seven days' sailing in the Hauraki Gulf. Their voyage had them working hard and taking turns doing shift work even into the small hours of the morning.

Ali said: "It was exciting and hard work but I would definitely do it again. I loved the challenge of



Wheelchair at the rail in sou'wester - Photo by Mike Pepperell courtesy of Jubilee Sailing Trust

doing something new. I'm so grateful to do something that some would only dream about."

Evan said: "It was an amazing trip. I met lots of people on board and no one distinguished between the able-bodied crew member and disabled crew members. We all were encouraged and had our boundaries pushed, including working in 4 hours shifts on occasion starting at midnight. I've learnt so much about yachts and this has encouraged me to explore getting out in the water again. I'm so grateful for this amazing trip, thanks to the team at Enable New Zealand for helping make this happen."

The Jubilee Sailing Trust (JST) provides life-changing adventures to people of all ages, backgrounds and levels of physical ability. Since 1978 JST has provided adventures for almost 45,000 people, including: wheelchair users; amputees; people with cerebral palsy, and people with sensory impairments. The Trust brings the multi-ability tall ships SV Tenacious and STS Lord Nelson to New Zealand periodically.

Learn more at <http://jst.org.uk/>

“CO-DESIGN” KEY TO UNDERSTANDING CUSTOMER JOURNEY

Enable New Zealand is teaming up with our customers to co-design services.

The project emerged out of feedback about people’s experiences. In particular, the challenges they faced in dealing with the current system.

We invited a group of customers to take part in a series of ‘customer journey mapping’ workshops. This gave us a real-world view of what it’s like to be a disabled person trying to navigate the disability system. It also brought to light some ways we could improve customers’ experiences. Similarly, we consulted providers and health professionals about their experiences.

The concept the project group came up with means that customers can find the information they need in one place, rather than deal with people at multiple agencies.

The next step is to turn the concept into reality. We will continue to make co-design a key focus in the coming year.



CHELSEA’S PERSPECTIVE

An Enable New Zealand customer, Chelsea Corney, took part in the co-design workshops. She says the experience was a great way for her to help improve the system. “I was ecstatic that I would be able to tell someone what had been happening, because I’d had such a terrible experience.”

When Chelsea was diagnosed with functional paraplegia, she found it frustrating trying to figure out what support she would get and how to get it.



Chelsea says she loves the concept that came out of the workshops. It will mean customers don’t have to deal with the disability system as much. Rather, they can get what they need and get on with their lives.

THE YEAR AHEAD

2018/19 will be another exciting year for Enable New Zealand:

New IT systems

We will continue to replace current IT systems with more responsive and flexible solutions that will set the foundation for us to deliver services to our customers in new and creative ways.

Mana Whaikaha

We will proudly embrace Mana Whaikaha (the transformed disability support service) and continue to provide the essential backbone functions of the prototype. We will also actively contribute, providing insight and knowledge to the ongoing development of the prototype.

Customer co-design

We will continue our commitment to customer co-design, making this a part of what we do so that our services are agile, responsive and, most importantly, what our customers want.

Equipment cleaning machines

We will introduce commercial cleaning machines into our warehouses. These machines will help us clean and sanitise equipment ready for reissue. They are ideal for equipment such as wheelchairs, commodes, toilet frames, shower seats, carts, and over-bed tables.

Bringing in HUBSCRUB units will automate the cleaning process, and ensure the highest standards of cleaning in New Zealand.



THE MANAGEMENT TEAM

Senior Management Team



Scott Ambridge
General Manager



David Andrews
Operations Director, Deputy
General Manager



Greg Brogden
Director, Commercial and
Finance



Amanda Cockburn
Director, Digital Enablement



Marshall Te Tau
Director, Tari/System Team,
Mana Whaikaha



Maria Greig-Anderson
Director, Customer Experience



Di Traynor
Executive Team Leader

Service Managers



Christine West
Business Services Manager



Kerry Hammington
Service Manager, Equipment



Natasja Chapman
Service Manager, Housing



Raewyn Cameron
Manager, Tari/System Team,
Mana Whaikaha



Richard Hodgson
Procurement and Contracts
Manager



Rachel Tatham, NZROT
Service Manager, Professional
Services

CORPORATE PROFILE

- Assets: \$5.3m
- Staff: 112
- Revenue and managed funds: \$162m
- Warehouse space: 4,878m²
- Division of MidCentral District Health Board, Crown Entity.

We specialise in:

- Assistive technologies
- Responsive, person-centred service delivery
- Community engagement and participation
- Procurement and sourcing of assistive technology
- Equipment and housing modifications
- Equipment recycling and distribution.

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. We are proud to support people living with disability.



Enable

NEW ZEALAND[®]

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