

Enable New Zealand *Year in Review*

2018/2019



**New Zealand's leading
provider of disability
services and information**

Enable
NEW ZEALAND®

A word from our General Manager



The last few years have been transformative ones within the national health and disability sector, all moving toward greater choice and control for disabled people and their whānau. Enable New Zealand has been at the epicentre of many of these changes.

For example, the Government's new disability system prototype, Mana Whaikaha, launched in October 2018 in the MidCentral region supported by our system enabling team Tari Whaikaha.

Enable NZ is proud to be part of this transformation and change

to ensure disabled people have greater choice and control. We have been privileged to be part of a system that supports individuals to start to achieve their goals.

Our EASIE Living retail store continues to support and connect with members of the community, and our organisation is becoming more agile and innovative in response to the sector's evolution.

Our entire strategic focus is driving us towards a more customer-led future where we can more effectively identify, predict and meet customer needs and adapt to changes in the market.

Over the course of this last year we've been streamlining our processes, upgrading our technology and strengthening our workforce—all with the goal of improving our customers' experiences.

Alongside this transformation, we've continued to provide the core services we're known and respected for throughout the country.

Behind all of this is a fantastic team of hard working and resilient people, many of whom have a lived experience or connection with disability that gives them a passion for this industry.

David Andrews, General Manager (Acting)

Find out more about Enable New Zealand and the services we offer in our short video by scanning the QR code below.



Our Senior Management Team



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Enable2025

Looking to the future

Enable New Zealand is in the midst of an exciting programme that will transform our services and improve the lives of our customers.

Enable2025 is a seven-year journey that began in 2018 in response to the changing expectations of disabled people, who want more independence, choice and control over their lives.

The goals of the programme are to meet the needs of a broader range of customers and deliver services more quickly.

Enable2025 is being completed over three tranches:

Year 1: Foundation Building

This sees us setting up the technological foundations we need to transform our services, including replacing our ageing systems with new solutions. The replacement of these systems is well underway, and some of our previous systems have already been turned off. The new systems are more adaptable so we can better meet the changing needs of our customers.

Years 2 - 3: Optimise, grow and expand

Here we grow our existing business and expand into new areas. This

involves automating more processes, enabling more staff to directly support our customers.

Years 4 - 7: Transform

This is about transforming to a highly personalised, customer-driven marketplace, allowing us to provide a truly individual service to each customer, ensuring they get exactly the right solution.



Enable2025: Voice of the Customer initiative

Our goal to improve our customers' experience is top of mind in all the changes we're making, but the Voice of the Customer (VOC) initiative purposefully steps outside the noise of organisational change to get unfiltered perspectives from our customers.

Getting feedback in a "safe space"

Over the past months, members of our Customer Experience project team have engaged with approximately 50 assessors, multiple audiology companies, and one of our top five suppliers to ask in-depth questions about their experiences with our organisation.

These engagements have been all about getting our

customers' honest feedback and frustrations—a "safe space" that we've purposefully initiated as separate from their normal interactions with Enable New Zealand.

In these sessions, we're not explaining, troubleshooting or even helping. We're just listening.

A different approach to customer feedback

The feedback we've gathered so far has been collated into anonymous profiles that are informing the Enable2025 programme's Customer Experience approach, as well as our workforce, technology and process change initiatives.

This is the kind of feedback that doesn't start with a compliment or

a complaint, but rather starts with a proactive desire to see things from our customers' perspective.

Stepping into our customers' shoes

Getting this perspective means learning everything we can about our customers and all the pressures that are in play for them. This background gives us a much fuller picture of how our service fits into these customers' day-to-day experiences.

By tapping into this perspective, we can be even more effective as we transform to meet and exceed our customers' expectations in the future.

Our key contracts

Enable New Zealand delivers services across New Zealand. We operate primarily out of our four locations:

- Head Office (**Palmerston North**)
- Warehouse (**Palmerston North**)
- Warehouse (**Christchurch**)
- Warehouse (**Hamilton**)

Our key services include:

Equipment & Modification Service
(all areas south of the Bombay Hills)

ACC Housing Modifications Service
(all areas south of the Bombay Hills)

Mana Whaikaha - DSS prototype
(MidCentral region)

Disability Information Advisory Service (DIAS)
(all areas)

Children's Spectacle Subsidy
(all areas)

Hearing Aids Service
(all areas)

Equipment Hire Service
(Canterbury DHB region)



An overview of our history and key service areas

We are proud to be part of MidCentral District Health Board, operating as an independent business unit while maintaining strong operational and strategic ties with the organisation.

Our relationship with MidCentral DHB goes back a long way. Enable New Zealand originated in the Palmerston North hospital as the New Zealand Aids & Appliances Team way back in 1974. Back then our technicians designed and made equipment to help patients in the rehabilitation unit gain more independence so we most definitely have our roots planted firmly in the disability sector.

Equipment & Modification Service (EMS)

We provide government-funded equipment to people with a long-term disability. We also manage the housing and vehicle modification service on behalf of the Ministry of Health (MoH).

Housing Modification Service

Enable New Zealand is a specialist housing service provider for ACC. We help ACC make changes to a person's home to help with the effects of an injury.

Children's Spectacle Subsidy

We manage the Children's Spectacle Subsidy, available for children 15 years and under with vision problems in low-income families. It covers examinations, frames, lenses, repairs and eye patches.

Hearing Aid Subsidy and Hearing Aid Funding Scheme

We manage the funding for the Hearing Aid Subsidy and Hearing Aid Scheme which provides hearing aids and devices for eligible children and adults.

Mana Whaikaha - manawhaikaha.co.nz

We support the delivery of the new prototype disability support service, Mana Whaikaha, across the MidCentral region; a new way in which disabled people and their whānau can choose and access disability support services.

Firstport - firstport.co.nz

Our Firstport website is a reliable and trustworthy source for people seeking information on disability services and support.

EASIE Living and Demonstration Centre - easieliving.co.nz

Our award winning EASIE Living centre enables disabled people, older people and those caring for them to access information, advice and products that promote and facilitate independent living.

Hire Service

Our Christchurch warehouse team delivers equipment to people in need, including to those with a terminal illness, so they can be with their loved ones in their home environment.

Outreach Services

Enable New Zealand's professional advisors hold regular outreach clinics across the country, providing specialist advice on wheelchairs and seating equipment, postural management equipment, and housing modifications.

Short Term Loan Equipment Service

Our Short Term Loan equipment inventory management system is a Software-as-a-Service (SaaS) solution that allows DHBs to manage their short term loan equipment.

2018/19: our year in numbers

Services

78,410

people accessed one of our government funded services

Investment

\$35,637,446

spent on equipment for customers receiving MoH equipment

Equipment

100,003

pieces of equipment were issued to our customers

Savings

\$11,692,724

worth of savings generated by Enable NZ on behalf of our funders

Reissues

27,408

pieces of equipment were reissued by our teams

Events

77

Community meetings and events hosted in the EASIE Living Centre

Specs

26,443

children received the children's spectacle subsidy

Requests

107,956

requests from assessors were received by our teams

Hearing

25,013

children or adults received subsidies or funding for hearing aids

Housing

4,225

people received housing modifications

Calls

44,584

calls were received by our Contact Centre

Web

115,578

visits to our websites



Enable2025: Changing our technological landscape

Our technology platforms are central to delivering the wide range of services we currently provide. Now, using Agile methodology, we're changing the way we implement technology.

We can quickly get solutions 'to market' and seek feedback from users so we can continue improving, anticipating and meeting their needs.

Getting to know our customers

One of the major changes we've made in our technology transformation is the addition of a more sophisticated Customer Relationship Management system (CRM).

This CRM will help us to stay up to date with what's happening with our customers, and make it easier for us to ensure our customers and their needs are at the centre of all our decisions.

Enhancing collaboration

We're transforming the way we engage and communicate as an organisation. We're collaborating in the cloud more than ever, which makes it seamless for our teams to work off-site when needed.

Our head office is a flexi-desking environment that accommodates contractors and 'touch down' staff just as easily as its regular on-site staff. All offices and meeting rooms throughout our sites are equipped with ZOOM virtual meeting technology that makes for simple and effective team engagement, reducing the need for travel.

Building foundations for a better future

This change programme is an ongoing process, but we're already seeing results. We recently rolled out a new service app, and our customers immediately responded.

The user experience is more streamlined and it's easier than ever to use the service. And thanks to our agile approach, we're already releasing enhancements to the software to make it even better.

In upcoming months we'll be rolling out a range of new apps across all our services.

Acting General Manger, David Andrews, said, "changing the way we implement technology is allowing us to turn users' feedback into action in a much shorter timeframe than we have ever managed before. We're finally getting to a position where technology is an enabler to improving services rather than an obstacle."

Celebrating staff milestones and contributions

This year saw us celebrating multiple milestones within our team.

In August 2018, housing advisor Bruce McCrorie retired after 17 years of dedicated service with Enable. Bruce was a dedicated and valued member of the team and his knowledge and expertise will be greatly missed at Enable.

In May, Business Services Manager Christine West celebrated 30 years and counting with Enable.

Christine (pictured right) has dedicated many years to bringing about changes and improvements to our services.

These milestones and celebrations remind us of where we've been, and other workforce changes recently introduced are helping us work towards our future goals.

This year saw the addition of multiple new roles to support our Enable2025 strategic direction, including a new Workforce Project Coordinator, Communications Officer, two Technology Change Champions, and a Customer Experience team comprising a

User Experience Champion and Project Coordinator.

Christine West, Business Services Manager



Inventory management system helps improve patients' experience at home

The Short-Term Loan (STL) system has been an Enable New Zealand offering since around 2004, but as part of the Enable2025 programme, we've improved the technology supporting it and have started gaining new customers.

The inventory management system draws on our practical expertise in equipment procurement, distribution and management to help enhance the way DHBs keep track of equipment loaned to patients for use at home.

Thanks to our Enable2025 technology transformation, this system is now a cutting-edge app that makes issuing, retrieving and managing support equipment seamless and cost-effective, so hospitals can stay focused on the person—not the process.

The app is cloud-based, which makes it possible for clinicians to search for the equipment they're after in real time and see at a glance the equipment that is available for loan and the pieces that are currently on loan in the community.

The streamlined dashboard keeps clinicians and equipment management staff on the same page and radically simplifies the process of requesting and arranging equipment loans, giving teams more time to focus on patients.

Our system also saves hospitals time and money by improving the efficiency of equipment retrieval and requests for long-term loans. Simplified retrieval processes increase the effective use of hospital assets, and if a customer requests to keep their equipment

long-term, our system makes that process seamless too.

Rather than retrieving the original equipment and reissuing a similar piece of equipment from Ministry of Health-funded long-term loan services, DHBs can use our system to arrange for the patient to keep the equipment they already have. A similar piece of equipment is then issued from a Ministry of Health-funded long-term loan pool to replenish the DHBs inventory.

This saves the hospital from needing to retrieve and replace equipment, ensures there is no disruption for the customer and saves District Health Boards thousands of dollars a year in transport costs.

"It has been 4 months now since we implemented the new STL system. Over this time we have had greater visibility of our throughput of loan equipment, a more accurate understanding of actual length of loans and the ability to see availability of equipment across a range of storage sites within the DHB. We are just now starting to see the benefits of utilising the options to swap equipment from short term to long term loans. Key to the system working well is staff buy in and support in place for the initial roll out."

Wairau Hospital

To find out more about our STL Inventory Management System and how it could benefit your organisation visit enable.co.nz/services/enable-online-stl/ or call us on 0800 362 253.



Professional Advisory Service: a key role across our contracts

Enable New Zealand's Professional Advisors play a key role in the contracted services we provide to health professionals in the disability sector and the community.

They provide information and advice about a range of services including housing and vehicle modifications, equipment, hearing aid funding and the children's spectacle subsidy. The team supports assessors in their decision making and clinical reasoning, providing insight and advice on solutions to meet the customer's needs and on operational policy and eligibility criteria.

The team is made up of occupational therapists, physiotherapists, audiologists and optometrists, and they bring with them years of experience within their respective fields of specialisms.

Keeping up to date with industry trends

It's important that our Professional Advisors keep up to date with the latest industry practice and trends, so every year they attend a number of professional development courses to keep their skills and knowledge current.

Over the last year, courses and workshops attended by our team include:

- **Wheelchair and Seating Specialist Interest Group**
- **Enabling Good Lives Equipment Workshop**
- **Invacare Manual Active**

- **Mobility and Seating**
- **Wheeled Mobility and Postural Management Level 2**
- **Selecting a Wheelchair Seat Cushion and Back Support**
- **Lotteries Board Presentation**
- **Assistive Technology Suppliers New Zealand**

These valuable courses and workshops mean that our advisors can then bring their learnings back to the organisation, and pass on the very highest level of advice and guidance to assessors.

Nurturing and Enabling Resilience & Sustainability Workshops, Napier

Two of our Professional Advisors attended a range of workshops in Napier covering topics related to occupational therapy. The theme of this series of workshops was 'Nurturing and Enabling Resilience & Sustainability'.

Enable New Zealand's Lead EMS Advisor, Gill Clarkson, co-presented on the role of the Equipment Modification Service (EMS) provider and how it relates to sustainability and resilience.

The presentation discussed EMS providers and the wider occupational therapy and assessor community's shared goals to help people with disabilities get the best possible outcome from the resource available.

As part of this topic, Gill discussed how economic and social sustainability affects funding criteria, and how EMS providers and assessors can advocate for positive improvements in the wider system.

As part of a vehicle-modification

focused workshop the audience was given insight into the complex area of EMS funding for vehicle modifications. The presenters covered answers to commonly-asked questions about funding for vehicle modifications and discussed common issues and barriers.

The presentation aimed to give assessors and occupational therapists in attendance a better understanding of the process behind vehicle modification funding and how we can all work better together to achieve the best possible outcomes for disabled community members.

Passing on experience and insights

Another integral part of our Professional Advisors' roles is to pass on experience and expertise through a range of clinics delivered throughout the country.

These clinics are a kind of specialist consultation—a support for therapists who are working with clients that have more complex wheelchair and seating, 24-hour positioning and housing modification needs.

These events allow our team to:

- offer clinical expertise and technical support to our EMS assessors (occupational therapists or physiotherapists)
- help explore appropriate and cost-effective solutions for the disabled person
- offer the opportunity for EMS assessors to acquire new skills and knowledge

Each year, our Professional Advisory team responds to more than **100,000** advice requests from assessors

Our advisors have a thorough understanding of the different equipment and modification options available and how to help clients and their support groups in deciding what will fit their needs.

The clinics give disabled clients and their whānau the opportunity to express needs, concerns or frustrations and work through options alongside the therapist and our specialist advisor. In some cases, clinics involve a visit to a client's home so our advisor can better understand the client's unique situation and work with them to find the best possible equipment and modification choices for their need.

At their core, these clinics are a way of showing clients that they are heard, supported and valued. ENZ Professional Advisor Sally Wallace (pictured top right) said, "it's about putting the client in control. I always start clinics by listening to what the client is dealing with, what their frustrations are, and what they need—then I build from there and work with them to look at options and figure out the best solution we can offer to meet their unique needs."

During 2018/19 our team held 166 Wheeled Mobility clinics and

supported 90 assessors at postural management clinics.

To find out more about our Professional Advisory service and the range of support they can provide visit enable.co.nz/for-health-professionals/professional-advisory-services

In 2018/19 our Professional Advisors saved the MoH approximately **\$1.4 million** through providing alternative equipment solutions



Sally Wallace, NZROT: EMS Advisor Outreach Wheelchair & Seating



Helen Bourne, NZRPT: EMS Professional Advisor

Collaboration between agencies is key to best customer outcomes

Our team showed great collaboration when working with a customer with Motor Neuron Disease.

Following a site inspection from Vestner and discussions with our Professional Advisory team, the final solution for this customer was a Vestner lift - without which he wouldn't be able to stay in his home.

The family were extremely happy with the process and the professional input by all involved, as well as the work done and the timeliness of the solution.

We received the following letter from our customer:

"My condition means I am unable to speak, but that didn't phase Sam (Vestner) at all. When he came around for the assessment and measure up, he explained everything very clearly and then waited patiently while I typed out my questions.

The one thing that stood out about Sam was that he really thought about, and seemed to care about, what we needed. This was really well demonstrated when I asked if it would be possible to install the lift on a strengthened deck, rather than the conventional concrete slab. It would have been really easy to insist on a concrete slab

'because that's the way it's always done'. Instead, Sam saw how important it was for us, and worked with us to make sure the deck was suitable, which I'm really pleased to say it was".

This is an excellent example of team collaboration between customer, family, assessor, advisor, customer service facilitator and external suppliers, ending with a positive outcome for the customer.

A New Zealand first for cleaning durable medical equipment

Two state-of-the-art equipment cleaning machines are helping Enable New Zealand operate more efficiently and improve our services.

The HubScrub machines arrived in 2018 after a year-long search for a cost-effective cleaning machine.

"We discovered an American-built machine using the latest technology designed for the equipment we manage," said David Andrews, Acting General Manager of Enable New Zealand.

The machine is like a dishwasher for disability equipment, providing a high pressure wash and rinse to items like commodes and shower stools.

The enclosure contains any airborne particles, providing a safe environment for our staff. A key feature of the machine is its Ultra Violet sterilisation cycle, ensuring the equipment is cleaned to an extremely high standard.

"This was the only machine we discovered that used this technology," David adds. "The other advantage is that it's easy to install and move, so it can be relocated when needed."

The machine reduces the risk of contamination because of the UV sterilisation. This helps us provide a consistent level of cleaning, ensuring our customers continue to receive equipment in excellent condition.

"Enable New Zealand was one of the first companies to buy a HubScrub in New Zealand. We have two machines; one based in our Hamilton Warehouse and another in Palmerston North." David says.



"We have hosted a number of people and organisations who have heard about them and wanted to see them in action."

If you are interested in finding out more about our HubScrub machines and would like to see how they operate, please contact us on 0800 362 253 or email enable@enable.co.nz

Advisor supports community through EASIE Living

Kate Spear has worked at Enable New Zealand for nine years as a Professional Advisor, but recently, she's started engaging and supporting disabled community members and their whānau in a different capacity—on the ground floor.

Kate's new role is part of a pilot programme being run out of our EASIE Living Centre in Palmerston North.

Her specialised knowledge is helping to support the EASIE Living Centre retail team so they can become more proficient in guiding customers to the support they need.

Over the past few months Kate, supported by other Enable New Zealand Professional Advisors, has been advising customers in store as well as hosting community

workshops and demonstrations on niche topics like falls prevention, carer resilience, activities of daily living and mobility equipment.

As a qualified Registered Occupational Therapist and Enable New Zealand Advisor, Kate has in-depth knowledge of the industry and available equipment, and an understanding of the common frustrations of identifying and sourcing the support you need when living with a disability. This makes her an ideal person to engage with the community.

Kate is able to inform customers on what their options are and guide them to the right channels to source the support they need.

This initiative is one of many that Enable New Zealand is currently undertaking to bring better, more

customised services to our disabled and ageing communities.



New streamlined kiosk allows for easy sign in

Visitors to our Main Street office now have an improved sign in experience thanks to a new self-serve kiosk at the EASIE Living Centre.

Guests can now simply enter their name into the system and select the person they need to see.

They are also prompted to read and acknowledge our health and safety information, and indicate if they would need assistance in evacuating the building in an emergency.

The kiosk prints out a label, and sends a message to the host to come and greet their visitor.

The kiosk was introduced following feedback from visitors and staff that a more efficient and easy to use system was needed.

We wanted to deliver the right customer experience for all visitors, from the moment they entered through the door.

The kiosk has been designed with accessibility in mind, and it can cater to users from a variety of heights, including people using a wheelchair.

Josephine Fahy, Enable Webmaster who led the project said; "finding the right software to run the kiosk was a challenge but we finally decided upon WhosOnLocation, an NZ-based company to provide the system."

The kiosk is now positioned just inside the EASIE Living store entrance, welcoming guests as soon as they arrive.



Mana Whaikaha: first steps forward for the prototype

The Government's Mana Whaikaha service prototype launched in October 2018, and the first six months of its operation has been filled with engagement, learning, trialling and adjusting.

Enable's role is to provide the background support system - facilitating the front-line work done by the passionate team of Ministry of Health Connectors.

Our 'Tari Whaikaha' team help build essential relationships with key agencies, promote and welcome people into Mana Whaikaha, and support the administrative functions as disabled people move through the system. The focus is on helping people build sustainable futures; money can only ever do so much - helping people to build meaningful and long-lasting connections with their local communities means they are more likely to achieve goals they set for themselves, and live a 'good life'.

We have a number of roles that help create this essential support function:

Government Liaison

Government Liaisons ensure disabled people and whānau have seamless access to disability supports across all related agencies.

They work with a range of agencies including Ministry of Health, Ministry of Education, Oranga Tamariki and DHBs to promote an intersectoral approach to developing and adapting disability services.

They put an emphasis on promoting consistent messaging across the board, ensuring that the Enabling Good Lives principles are

championed in all planning and strategy work that takes place.

The role also identifies any trends or gaps in provision and works to establish parity of service and access across all services, regardless of a person's needs or situation.

Information Specialists

Our Information Specialists help promote Mana Whaikaha to our local communities, and welcome new people into the system.

They spend time out and about in our community 'hubs' where they are available to provide information about the system. They can also help guide anyone on to other services if they are not eligible for supports through Mana Whaikaha.

The team are working hard to build great connections with other local organisations and community groups such as schools, medical centres, iwi and budgeting services. These relationships help build a whole range of great resources for the Connectors and Tari team to engage with if needed, and adheres to the 'mainstream first' principle of accessing what is already available in the community.

Information Specialists also act as a point of contact for people not wishing to use a Connector. They will provide them with the necessary information needed to develop their funding proposals and signpost them to other agencies who may be able to provide them with support in managing their personal budgets.

Funding Specialists

Funding Specialists help administer the available funding to people who engage with the service.



Mana Whaikaha
Enabling Good Lives

Connectors work with the disabled person and their whānau to determine what supports they would like, and what else could be put in place to enable them to achieve their goals.

The details are recorded in a funding proposal, and our Funding Specialists then sort out the funding agreements and payment schedules. These agreements and schedules are reviewed annually, or more frequently should someone's circumstances change significantly.

People who engage with Mana Whaikaha now have various options they can choose from with regards to how they receive their funding giving them more control over their lives:

- they may wish to receive their annual allocation in one go. This can be paid into a dedicated bank account, or managed via a specialist provider
- some people may wish to receive weekly, fortnightly or monthly installments, again paid into their account, or managed externally depending on their preference
- some people decide to have their chosen supports paid directly by Mana Whaikaha through our existing contracts with service providers

We're looking forward to the upcoming year and engaging with more people in the MidCentral region. The try, learn and adjust approach means that we can continue to adapt and reshape as necessary.

To find out more about Mana Whaikaha and the work that's been going on visit manawhaikaha.co.nz or call 0800 626 255.

Over **700** people are currently engaging with a connector



The Mana Whaikaha team

Della's story

My journey to wanting my life back started earlier this year but, my story started last year. I ended up in hospital at the beginning of February 2017 and lasted 14 weeks.

After that going home was no longer an option so I was placed into a rest home. I will admit, I did kind of give up and thought that my life was over and this was going to be my new "normal". Then some amazing people came into my life and I started to dream of a life outside of a rest home and instead in a home of my own with my two cats.

Then the hard work really started; finding a place that was wheelchair friendly. We looked at private, council and state housing. There were times I wanted to give up because it just seemed too hard and not worth it but I always had support behind me reminding me of my dream and of one day making my own decisions. I then got the call that changed my life forever. Housing New Zealand rung, they had a house and would I like to go and have a look at it?

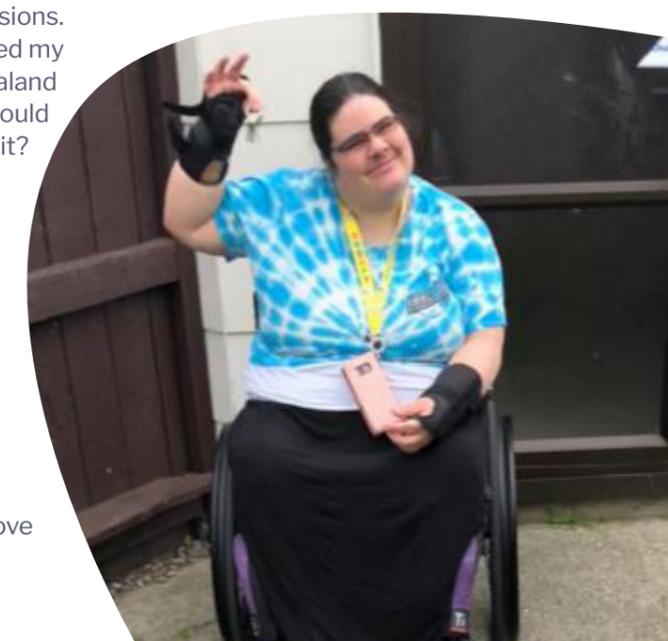
Once a home was found and I agreed to take it I was introduced to the wonderful team at Mana Whaikaha. There was such a short window of time between meeting my Connector and moving into my new home. Everyone worked so hard behind the scenes to have everything in place for my move including the rest home.

Then the move day came, I woke and to be honest I didn't think I could do it. It was almost like I was being carried by everyone's enthusiasm. I knew it was something I wanted but was I really ready? When the movers rocked up, I knew then it was too late to back out.

When I got to my place my Connector, Wendy, was there waiting for me with flowers, my amazing OT was there and one of my support team came by to help me with my unpacking and any other jobs that might need to be done.

I was now into my own home.

Read Della's story, and stories from other Mana Whaikaha customers on <http://manawhaikaha.co.nz>



The prototype's timeline

- 2016/17** Eighteen months in the making, the new prototype is co-designed with disabled people and whānau, and others in the disability sector
- 2017** Government gives the go-ahead for the prototype
Specific designs and processes are developed
- 2018** Name and branding decisions made
Customer Relationship Management (CRM) tool development begins
Mana Whaikaha goes live
- 2019** Try, learn & adjust period continues
- 19/20** Findings and lessons learned will be fed back to Government

Building Connections: the development of internal communications at Enable

The launch of Enable2025 provided a great opportunity to look at how internal communications at Enable New Zealand could be enhanced.

The aim was to engage, support and enable staff to act as partners in the Enable2025 journey.

A staff survey helped identify areas for improvement. The Comms & Marketing team looked at possible solutions to plug the gaps and came up with a plan of action. The team designed and developed the PULSE: an engaging and interactive intranet, designed to keep staff up to date with news and allow a two-way flow of communication throughout the entire organisation.

Some key features included:

- Videos about different topics and quick links to key resources
- All the workstreams within Enable2025 explored in overview videos
- A page listing details of all staff and their job roles
- Staff being able to read and comment on updates, successes, challenges and future plans
- A fortnightly video from the General Manager on what's been happening, and what's coming up

The team also placed an emphasis on collecting more indepth information from across various teams, giving staff an insight into their colleagues' day to day work and a better understanding of all the services offered by Enable.

The PULSE features lots of digital tools to engage and communicate with staff. Yet the team also wanted to provide more traditional ways in which people could consume news at a time that suited them. SnapShot -

displays and posters around the offices - provide an overview of current content that staff can use to check-in quickly.

A short survey conducted after three months showed that 71% of responders thought the PULSE was 'great', with 58% of users checking the site daily.

All ideas welcomed

In December 2018, we introduced a new innovation tool at Enable New Zealand—Hunchbuzz.

The tool was developed by a New Zealand company as a simple, sustainable platform for innovation and idea management within organisations.

Using this platform, team members can submit ideas or comment and vote on others' ideas, which starts an open conversation. Users earn points both for submitting and engaging with ideas, as well as for having their idea actioned, and points can be redeemed for small rewards like gift vouchers.

Hunchbuzz has been a springboard for lots of great ideas at Enable. Some key wins include the addition of compost bins to our Main Street office kitchen, adjustments to our hot desking guidelines, and the sign off and build of covered entrance porches at our Main Street building.

This tool puts power in the hands of our teams and helps us move toward becoming even more agile and adaptable as we innovate for the future.



A new way to welcome new staff

This year saw the launch of a new induction workshop series for new staff at Enable New Zealand.

Created in response to staff survey feedback and our leadership's learnings from conferences like the cutting-edge NUKA Care Conference, these workshops are designed to inform, engage and inspire our new team members.

The first of the workshops overviewed our organisation's mission, values, market context and ways of working and was facilitated by the General Manager.

Following the agile methodology of try, learn and adjust, we used feedback from the first session to refine this induction even further. The next series of sessions welcomed eight new team members as well as two team members whose roles within the organisation had recently changed.

Drive to promote staff wellness and wellbeing

The self-titled 'Wellbeing and Wellness Group' at Enable New Zealand started after three of our team members attended the HealthyWork Conference in Auckland in November 2018.

This two-day conference focused on health at work, with a lot of conversation around psycho-social wellness.

Following the conference, the group set out to put Enable New Zealand on the cutting-edge of mentally, socially and physically thriving workplaces in the country.

They started by looking at the wellness processes already in place in our organisation and what could be added. They also coordinated with our Health & Safety Committee to add a psycho-social element to our organisation's risk and hazard register.

These initiatives were just the start of the group's drive to promote our staff's wellbeing and wellness. They also carried out group and one-on-one feedback sessions with staff and managers across the organisation and sent out an organisation-wide online survey to ask about what kind of wellness support employees wanted to see.

This feedback will form the foundation for future initiatives, which the group hopes will include improvements in the way we approach professional development, change management, workplace innovation and team-building. And they're hoping to return to the HealthyWork Conference someday soon—as presenters—to show how Enable New Zealand is making strides to proactively support wellbeing.



Some of Enable New Zealand's Team Red

Staff team up for 'Team Red'

New Zealand Blood Service's (NZBS) Team Red initiative motivates individuals to make group donations. Enable New Zealand has a proud Team Red who are always eager and keen to step up to the plate to help others.

The purpose of Team Red is to bring people together to donate blood, allowing colleagues to support each other in their commitment to join the donor registry. Enable New Zealand is currently ranking at number 22 in the Team Red national league table with a total of 394 blood donations.

Eighteen months since Enable's Team Red scheme was revived, over 20 Enable New Zealand staff have donated blood, each potentially saving 3 lives every time they donate.

Team Red coordinator Rhi Galpin said: 'The Team Red app is really great; the Team Redders love receiving the texts saying their blood has been used. Giving something back like this is a really cool thing to do, and the fact that we get to do it as a company is even cooler.'

Find out more about Team Red at nzblood.co.nz/teamred

MDHB Rainbow Forum wins Diversity Award for Positive Inclusion in the Workplace

In August 2018, MidCentral District Health Board won a New Zealand Diversity Award for Positive Inclusion in the workplace.

This award celebrates teams that lead and enhance diversity and inclusion in the workplace.

There were 93 employers represented, ranging from small local businesses to nationwide employers all putting forward very impressive entries.

To be considered a worthy applicant for the award involved a very rigorous process of written submission with supporting documentation, followed by site visits by the judges.

Enable New Zealand staff member Jay Kutztze was part of the MDHB Rainbow forum that drove the initiative to make MDHB the most rainbow inclusive DHB in New Zealand.

The forum is sponsored by MDHB's General Manager of People and Culture. Following the win, Jay shared his appreciation to Enable management for allowing him time away from Enable duties to be an active working party member of the Rainbow forum since its inception in 2016.

As an organisation, Enable New Zealand is proud to have one of its own helping drive this important initiative.



Jay Kutztze (right), Government Liaison, Mana Whaikaha

Baking a difference

At Enable New Zealand, we work hard to deliver excellent outcomes for our end customers and key stakeholders—but we also love to support the community in other ways.

This year, we were able to “bake” a difference and raise money for charity through multiple workplace fundraisers.

One of these initiatives developed by our staff members was a monthly Bake Off competition held in the Main Street office. Each month there was a theme, everything from Christmas or Halloween, high tea, cheese cake, cupcakes and scones. Staff would donate coins to taste anonymous entries and vote on their favourite.

The entrant with the most votes at the end of the day got to select the charity where proceeds would be donated.

Between July 2018 and June 2019, over \$750 was raised and donated to a range of charities.



Seeing life differently



EASIE Living welcomed local Cubs and Keas into store, to give them an insight into a world with more limited mobility.

As well as a retail area, our centre features a fully-functional demonstration home and with some help from Professional Advisor Rachel Maher, the range of rooms offered up lots of tasks

and experiences to help the young people understand the difficulties that the elderly and disabled in our communities face every day.

From navigating the store in a wheelchair, to buttering bread with one hand and putting on socks when you can't reach your feet, the young people were amazed at how challenging some of these everyday tasks could be if you have limited mobility.

Everyone worked their way through the challenges and walked out with a new appreciation for those who face these sorts of challenges on a daily basis.



Firstport team make it to award finals

Enable New Zealand was honoured to reach the finals of the New Zealand Direct Marketing Awards earlier this year with our entry for Firstport's Life through a Lens photography competition.

The competition invited people to submit photos of their view of life with a disability, to help fill the site with images that resonated with the target audience.

The judges were looking for evidence of how campaigns and projects had engaged their target audiences, how the marketing activities helped achieve objectives, and what the measurable results were.

Sadly on this occasion the team didn't take away the prize. However to have made it to the finals and be judged against some extremely tough competition was a real achievement.



IN MY OWN WORDS



Telling it like it is

Firstport's In My Own Words series has been a hit with our audience, helping us to both raise the website's profile and move people with inspiring stories.

The series, which features people sharing their experiences with disability, was launched in late 2018.

So far we've had 11 amazing people talk to us for the series, of which eight of them were filmed.

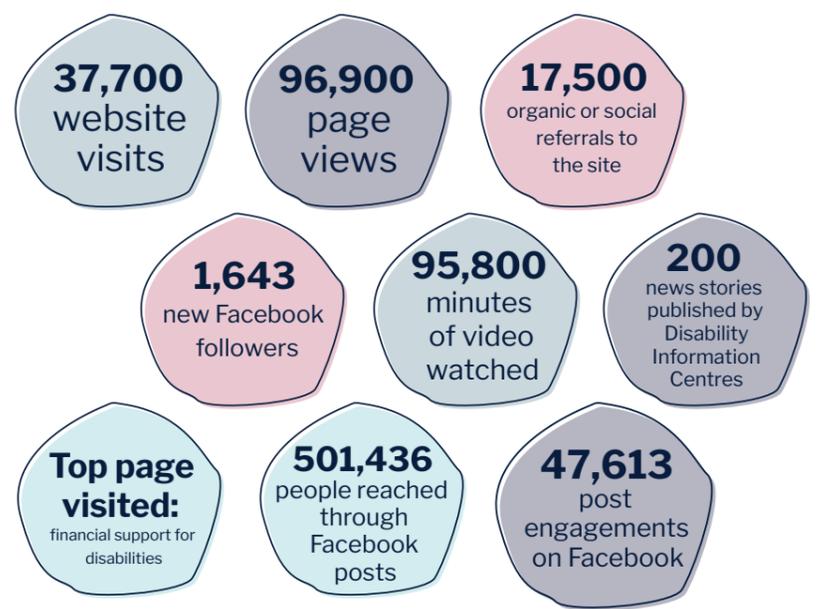
The videos have received a huge response on Facebook – over the past year they've collectively received more than 100,000 views.

Our first video featured young Palmerston North woman Chelsea Corney, who woke up one night to find her legs simply not working.

Instead of deciding her life was over, Chelsea came to embrace her paraplegia and live a full, active life.

Chelsea's story of resilience resonated with Firstport's audience and prompted us to find more stories to tell.

Check out the whole series at <https://firstport.co.nz/news-and-articles/in-my-own-words/>





EASIE Living helps bring Getagrip to market

EASIE Living stocks a wide range of products that make a real difference to people's lives. So when the team heard about a locally-invented product that was making waves in the Manawatu we had to find out more.

Local Palmerston North school pupil Ruby had designed an innovative new jar opener, inspired by her grandfather who suffers from peripheral neuropathy causing muscle wastage in his hands. Ruby's dual-action opener went on to win awards in the Manawatu Science & Technology Fair and Innovate 2018.

We offered Ruby support to promote Getagrip. We helped her hold a customer focus group where our staff were keen to share their valuable knowledge and expertise when it comes to products that assist people with everyday tasks.

We helped Ruby market her product by promoting Getagrip via our social media page and also set up some Google advertising and shared news of the product through our established networks.

We continue to be proud stockists of Getagrip and enjoyed helping Ruby out on her exciting journey!

Find out more about Getagrip at getagrip.nz or buy in store at EASIE Living at 585 Main St, Palmerston North.



My scooter has changed my life

Karen's story

My leg was amputated below the knee in 2017 which meant that walking was difficult for me. Working with Enable, EASIE Living and my physio, I applied for a mobility scooter to help me get to and from work.

I was on a lunch break when I read the email telling me I had been successful with my application. One of my work mates came in and I read the email, I was over the moon.

Life is so much easier for me with my mobility scooter, using it to get to work every day, and to get to my physio and swimming. It feels wonderful to have the freedom on a Sunday to ride around my neighbourhood.

I would like to thank my Connector and the EASIE Living Centre for all their help to make this all possible for me.

I would also like to thank Lotto, without the Lotto funding for my scooter I would never be able to have the independence and freedom I have now.

It has made a huge difference in my life!!!!

13 professional training events hosted

77 community meetings held at EASIE Living

23 events or shows attended by the EASIE Living van

80 van presentations to groups & retirement villages

“Helping people gain independence is such a privilege.”

EASIE Living prides itself on helping people gain more independence. Lesley Harrison, EASIE Living Mobile Outreach, puts this into practice on a regular basis by supporting people to apply for Lotteries funding for mobility scooters.

“Navigating the application process can be a bit of a minefield, so I help them to submit an application that ticks more of the boxes,” explains Lesley.

Lesley is often supporting people who have applied numerous times before, but she uses her knowledge of the system to help them focus on what they need to convey to the board. Applicants need to demonstrate:

- the impact of their disability on their ability to get out and about
- what they've done in the past, or presently, to show they're an active member of their community and what they've contributed
- what challenges they face because they have no transport
- what they may be able to contribute financially to the cost of the scooter

“I help them to identify what having a scooter would mean to their life: that they could participate in whānau activities, be in control of their finances by being able to get to the bank, the fact they could volunteer or be involved in activities in their marae - these are all important aspects of life that everyone should be able to access.”

Lesley sits down with the person and discusses this with them, as well as explaining what supporting information they'll need to source. Applicants need a doctor's assessment and a couple of supporting letters from friends and whānau.

It can be a fairly long process, and sometimes people aren't successful on the first go, but Lesley keeps trying until they get the answer they're after.

“One person whose application I helped with hadn't been out of the house for three years. To have the opportunity to help someone get out of the house, smell the fresh air - it's such a privilege,” adds Lesley.



Lesley enjoys working with the local communities to help secure mobility scooter funding

The Year Ahead

2019/20 is set to be another exciting year for Enable New Zealand as we enter the second tranche of our Enable2025 programme.

We will continue to transition our systems onto platforms that are more agile and customisable to our customers' evolving needs.

Customer feedback and insights will continue to play a key role in the development of our technologies and services.

The upcoming year will continue Mana Whaikaha's pattern of try, learn and adjust as more people engage with the service. The team will build on existing connections in the community and begin the process of feeding back learnings from the system prototype.

Firstport will see some exciting interactive additions to the site - particularly focusing on sponsorships and grant funding, and facilitating the sharing of useful information between visitors on topics such as accessible venues.

Keep up to date with all our latest news and developments by following us on Facebook and LinkedIn, or visiting our website.



Enable

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