

Supporting
disabled people
and whānau to
live everyday
lives in their
communities

Enable
NEW ZEALAND®

Year in Review
2019/2020

Freedom
to go where
he wants
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Our services

Enable New Zealand delivers regional and national disability equipment, information and modification services for the Ministry of Health, ACC and District Health Boards.

Mana Whaikaha Disability Support System Prototype
EASIE Living Retail Store & Demonstration Centre

MidCentral DHB

Equipment Hire Service
STL Inventory Management System

MidCentral DHB
Nelson Marlborough DHB
Canterbury DHB
Southern DHB

Equipment and Modification Service
ACC Housing Modification Service

South of Bombay Hills

Children's Spectacle Service
Hearing Aid Service
Disability Information and Advisory Service

New Zealand wide

Over 100,000 people supported

Equipment

91,000 items issued – 32% recycled

Children's spectacles

21,000 children & young people received the children's spectacle subsidy

Hearing aids

25,000 children and adults received free or subsidised hearing aids

Outreach clinics

440 people seen in wheelchair, postural management & housing outreach clinics

Housing

3,300 people had houses modified

Disability support

2800 people used Mana Whaikaha disability support services

Vehicles

70 people had vehicles modified

Enable New Zealand has 130 dedicated people whose varied skills and experience enable us to do the work we do.

We worked with:

3000+ allied health professionals

107 housing contractors

106 equipment suppliers

24 equipment repair subcontractors

20 district health boards

102,000 applications managed

81,000 invoices paid

\$150 million spend



Our team

Introducing Michelle Riwai our new General Manager



Michelle Riwai joined Enable New Zealand as our new General Manager in April 2020, during the national COVID-19 lockdown.

MidCentral DHB Chief Executive Kathryn Cook ‘virtually’ welcomed Michelle to her role.

“Michelle has a strong understanding of the importance of ensuring the customer is at the centre of all Enable’s services. Her recent experience with Wellington City Council, leading the shift in the social housing model to focus on the users, has strong alignment with Enable’s strategic vision and new ways of providing services.”

Michelle affiliates to Ngati Rangatahi and Tuwharetoa iwi and is originally from Halcombe in the Rangitikei District.

Current Leadership Team

General Manager, Michelle Riwai

Director Operations, Natasja Chapman

Director Commercial and Finance, Greg Brogden

Director Marketing and Customer Experience, Grahame Burgess

Director Information Technology, Sarawanan Nandhakumar

Programme Manager, David Andrews



Jo Brew

Achieving health, wellbeing and safety excellence

In June 2020, Enable administrator Jo Brew received the MidCentral District Health Board’s annual Health, Safety and Wellbeing Award for outstanding promotion of health, wellbeing and safety in the workplace.

Contributing on the global stage

Enable professional advisor and NZ registered OT Rachel Brown has been appointed to a World Health Organisation (WHO) group that will review global standards for wheelchair service provision.



Rachel Brown

Giving back

Our teams love to give back—whether it's donating blood together, baking to raise money for charity, or getting LOUD to spread awareness of a good cause.



Loud Shirt Day 2019 - raising funds for people with hearing loss

Investing in new technology

In line with the New Zealand Government Cloud First policy, we are updating our technology to drive digital transformation: This includes:

- enhancing customer experiences
- streamlining operations
- creating new delivery models.

[From Digital.Govt.NZ website]

This year we replaced our core ordering system, Enable Online RTL, used by 3000+ health professionals to request our services.

To capture real-time feedback, we set up mini surveys that assessors could do right after completing a request. 'Pain points' identified were addressed in a series of enhancements released over a 6-week period in 2020.

March 2019
EMS Advice moved to ProWorkflow

May 2019
Short-Term Loan (STL) App launched Nelson Marlborough DHB

June 2019
Spectacle App launched

August 2019
STL App implemented Invercargill and Palmerston North hospitals

October 2019
Equipment App launched

November 2019
Hearing App launched

December 2019
STL App implemented Dunedin and Wakari hospitals

Assessors welcomed the new technology. Spectacle App users commented:

Love the layout.
Quicker and easier to use. Had no problems. very straightforward.
Very happy!

New app improves Short Term Loan service for DHB and patients

Our Short Term Loan (STL) inventory management system helps District Health Boards manage their short term loan equipment.

In 2019 we invested in new technology for our STL service. It's now a cloud-based

application that makes issuing and retrieving equipment seamless and cost-effective.

Five warehouses across three DHBs are using our STL App and many others are starting to show an interest.

What our STL service offers

- Visibility of available and issued stock for all local users (clinicians, DHB store)
- Ability to 'virtually' transfer some STL equipment from DHB ownership to Ministry of Health ownership without having to physically retrieve and replace the equipment
- Option to replenish DHB store with similar equipment from Enable's long-term loan stock, or to buy quality equipment from a reliable supplier.

Benefits

- No disruption in service for patients needing long-term loan equipment
- Substantial savings for DHBs in transport and cleaning costs, and administration time.

Short term loan equipment

Assistive equipment loaned to patients for up to six months. For example, walking frames, shower stools, raised toilet seats, cushions and wheelchairs.

About 20 % of DHB patients issued with assistive equipment need to keep items longer than 6 months. This puts the equipment into the Ministry of Health (MOH) funded 'long-term loan (LTL) equipment' category, which Enable New Zealand manages for the Ministry.



The face of Enable in the community

We have a strong network of skilled, reliable subcontractors across the country who maintain and repair equipment when and where it's needed.

Enable's equipment repair subcontractors (subbies) work closely with occupational therapists and physios to ensure that equipment works as it should for the person.

Many of our subbies have been with us for decades: they're the familiar face of Enable in their community.

During COVID-19 lockdown our subbies went above and beyond to provide essential services—doing repairs outside people's houses or delivering equipment where it was needed.



Our subbies are hidden gems. They can't get enough recognition for the amazing work they do!

Enable's subcontractor liaison Fran Tollan

Dave started out working with his brother Mike in orthotics, making aids for daily living. From there he began working with complex equipment and he's never looked back.



He's been providing equipment setup, repairs and maintenance for Enable customers throughout Whanganui and Taranaki for over 20 years now.

He said he's found it rewarding building ongoing relationships with the community over the years as he's maintained and repaired equipment—everything from basic wheelchairs and rollators to power wheelchairs, bed levers and hoists—often in people's homes.

I really enjoy the challenge and the problem-solving involved and for the clients I'm working with, this equipment is their legs—their independence.



Brothers Dave (left) and Mike (right) Dolman, Skeletal Services, Whanganui

Repair agents completed **28,000** jobs for 16,000 customers

24 subcontractor companies serving all regions south of the Bombay Hills

Freedom to go where he wants

Malcolm Cameron, from Dunedin, got a new power wheelchair through Enable in 2014.

Malcolm lives with cerebral palsy and has been using power wheelchairs since he was six years old.

“Equipment like this is really golden, it really is. It’s very narrow, for a start. It’s got an extremely tight turning circle.

That means I can access the community, because where I live in South Dunedin there’s a lot of small areas, like small shops.

It’s an older area of town, and the chair is just very, very nimble.”

He says improvements in technology have made a huge difference in helping users be more independent.

“I’ve been an aficionado of power chairs for a long time. I’ve seen them develop from basically

the start when they were first available to now.

You’ve got rehab seating now, which is fantastic. And the battery range has really improved”.

Malcolm says he’s travelled 4,000 kilometres in his wheelchair, and it’s had two motor replacements because he gets out and about so much.

A wheelchair becomes part of your life. It is such an enabler.



Malcolm Cameron

Enable 2025 – Our vision

A highly personalised, tech savvy, customer-led organisation that provides better, faster and equitable outcomes for people with disabilities

We are on a multi-year journey to change our way of working. We must be customer focused, innovative and able to respond quickly to changing expectations.

Customer experience

We consider the customer experience as a priority in all projects.

User stories | Journey mapping | Customer feedback

Workforce

We are equipping our people with the skills, experience and support to get us to where we need to be.

New induction programme | Disability responsiveness training | Te Tiriti & cultural responsiveness training

Technology

We are replacing our systems to make it easier for our workforce to support people with disabilities, and for people with disabilities to interact with us.

New funding application tools | Mana Whaikaha customer relationship tool

Processes

We are using new ways of working to simplify our processes and create new services.

Team of Teams | Agile | Co-design

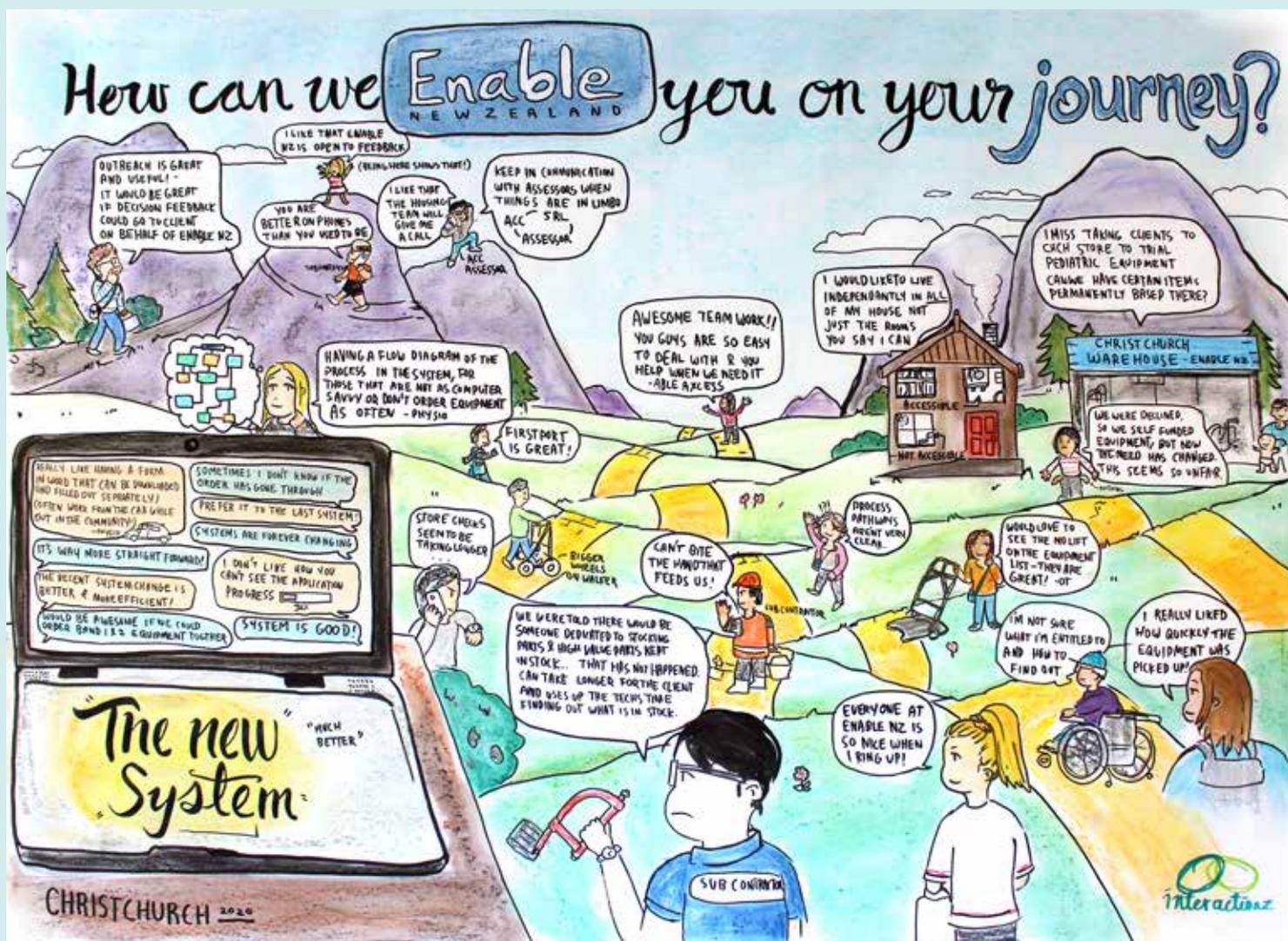
Customers show us the way

Show Your Ability is an annual event for disability equipment suppliers, support providers, health professionals, community and whānau. It's the perfect opportunity for our staff to network, build relationships and answer questions.

This year we had a graphic facilitator from interactionz at each location to make a visual record of the feedback we asked for.

People enjoyed viewing the drawings and realising they weren't alone in their experiences and thoughts.

Feedback is being incorporated in our service design.



Providing valuable and engaging information about disability

Every year we help thousands of people find the information they need about living well with a disability. We are connected to disability advisory services across New Zealand so we can provide current local and national information and advice.



Educating the community

EASIE Living's occupational therapist (OT) runs carer support workshops and continence information workshops. With workshops on hold during COVID-19 restrictions we created some videos we could direct people to.

Topics include:

Carer resilience during COVID-19

Being confident about continence

How to choose a walker, walking frame, walking stick

Tools to make life easier in the kitchen

www.easieliving.co.nz



Kate Spear NZROT

Our in-store OT is on hand two days a week to provide advice to customers on daily living aids, mobility equipment and other supports available.



Getting out into the community

Covering Hawkes Bay, MidCentral, Wairarapa and Whanganui DHB regions, EASIE Living's van service ensures people in our wider community have access to disability equipment and information. Visits to service clubs, retirement villages and senior citizen centres are popular.



Our Firstport website is for anyone looking for disability information, support, equipment, news and events.

Most viewed topics this year were:

- financial supports for people with disabilities (50% of visitors)
- disability support services (25% of visitors).

In 2019/2020 we had:

172,000 website visitors and 460,000 page views

46,000 engaged users on social media

Visitors seeking reliable and current information increased during COVID-19 lockdown levels, when we published advice from the Ministry of Health for disabled people and whānau, and updates to disability supports available as the levels changed.

In June 2020 Firstport launched its **Accessible Day Out library**. The library helps people find, review and

list accessible venues and activities in New Zealand.

With around 5000 views in its first month, the library highlights the demand for information about accessible places to go.

www.firstport.co.nz

Responding to COVID-19

Within 24 hours of national lockdown (COVID alert level 4), most Enable New Zealand staff were working from home.

Due to our major investments in new technology and business continuity planning, we were able to respond quickly. We continued to answer calls and emails, provide information and advice, make payments, and support our customers during an uncertain and difficult time.

Immediately working with our funders, assessors and subcontractor partners, we adapted our processes to deliver essential and safe services.

So that disabled people were not more adversely affected by the alert level restrictions, we:

- ensured home worksites were safe
- completed all essential work for customers
- provided urgent equipment repairs
- used telehealth to provide professional advice and support assessors

We also ensured that procedures were safe for our essential warehouse workers and our subcontractor partners.

Building stories over time

Enable New Zealand provides support for Mana Whaikaha, the Ministry of Health Disability Support System Prototype in the MidCentral DHB region.

We've created a case management tool to more easily capture customers' stories, goals, funding information and outcomes.

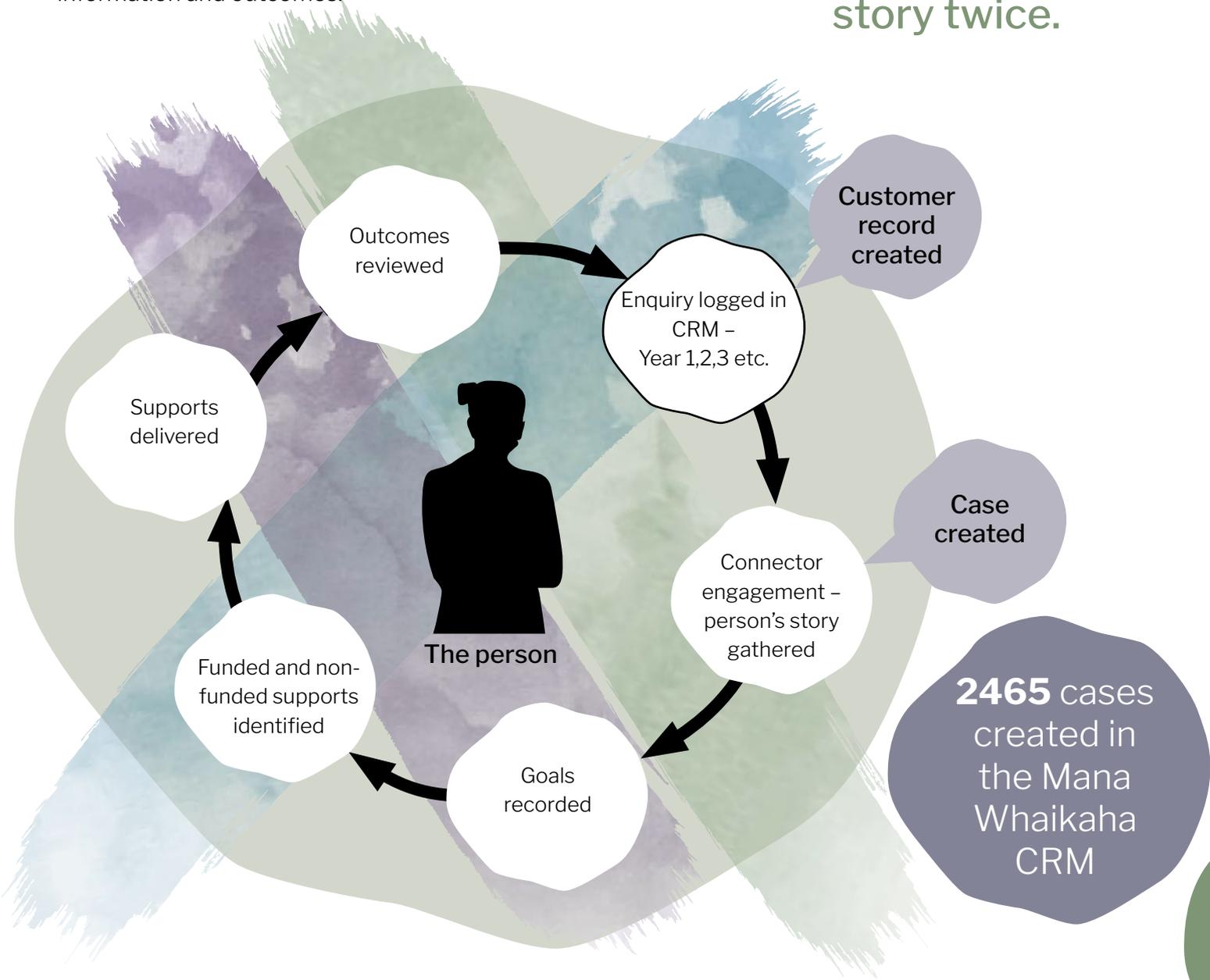
Keeping the Enabling Good Lives principles at the core, we made the system person-centred and easy to use.

The system aims to enable strong relationships that begin early, are mana enhancing and empower ordinary, mainstream and self-determined outcomes.



Mana Whaikaha
Enabling Good Lives

People don't want to have to tell their story twice.



The year ahead

Our focus will be on what we need to do to align our organisation with the transformed disability support system.

We will be guided by the vision and principles of Enabling Good Lives, on which the transformation is based.

Vision of the future disability support system

In the future, disabled children and adults and their families will have greater choice and control over their supports and lives, and make more use of natural and universally available supports.

2700 people engaged with Mana Whaikaha

Enabling Good Lives

Principles to guide change

- 1 Self-determination**
Disabled people are in control of their lives.
- 2 Beginning early**
Invest early in families and whānau to support them to be aspirational for their disabled child, to build community and natural supports and to support disabled children to become independent, rather than waiting for a crisis before support is available.
- 3 Person-centred**
Disabled people have supports that are tailored to their personal needs and goals. These take a whole life approach rather than being split across programmes.
- 4 Ordinary life outcomes**
Disabled people are supported to live everyday lives in everyday places. They are regarded as citizens with opportunities for learning, employment, having a home and family, and social participation – like others at similar stages of life.
- 5 Mainstream first**
Disabled people are supported to access mainstream services before specialist disability services.
- 6 Mana enhancing**
The abilities and contribution of disabled people and their families are recognised and respected.
- 7 Easy to use**
Disabled people have supports that are simple to use and flexible.
- 8 Relationship building**
Supports build and strengthen relationships between disabled people, their whānau and community.

Source: www.enablinggoodlives.co.nz



Enable
NEW ZEALAND®

New Zealand's largest supplier of disability equipment, information and modification services.

An operating division of MidCentral District Health Board, Palmerston North.



MIDCENTRAL DISTRICT HEALTH BOARD

Te Pae Hauora o Ruahine o Tararua



Mana Whaikaha
Enabling Good Lives

EASIE living



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Call **0800 362 253 (ENABLE)**

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Visit **585 Main Street, Palmerston North, 4410 (HQ)**



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