

NETWORK NOTES

It is time again to write to you and as we progress towards the middle of winter I am sure the workload for some of you is getting heavier. It has been a busy year to date for the ADPN and it is not the weather that has caused that. We have been facilitating training seminars on Kia Rangatu (Moving Forward), the resource package on the New Zealand Disability Strategy in Christchurch, Auckland and Dunedin with a Wellington seminar planned for August. Very soon we will be inserting a DVD copy of the video into the package. It is called moving with the times. To those of you who have bought the package and would like a copy just get in touch with me. As well as this the ADPN has had its regular meetings with the Ministry of Health and open forums

It was rather disappointing that the May forum on Auckland Issues had to be shifted to Vision Pacific in Rocklands Road due to such small numbers. I apologise to those who went to Barrycourt, only to find the bird had flown, and a communication breakdown meant that the message left at Barrycourt, got lost in the system. The advantage of the small group at Vision Pacific meant a lot of work was covered and good goals and timeframes were set. More information on this is in another column of this newsletter. Thanks to vision Pacific for a warm comfortable venue at short notice.

For some years the ADPN has been ably represented on the Auckland Regional Transport Authority by Mary Schnackenberg.

Due to the pressure of work and a pilot project for the RNZFB that Mary is working on, she has had to resign from this role. The ADPN would like to thank Mary for looking after the interests of disabled people with such sincere concern for so long. The ADPN has nominated a replacement for Mary but the ARTA is still deliberating on accepting this nomination.

At the last executive meeting of the APDN in April, Dr. Jan Scown from the Office for Disability Issues attended and enlightened the executive on the work of this office. See the article in another column of this newsletter.

In August the AGM of the Providers' Network is coming up. I would like you all to consider your role within your Network and maybe see your way free to stand for the executive. Each year we have managed to obtain new people for the executive and the in put of new faces can never be underestimated. New people are more objective and bring new information and a wider focus. So please consider your availability.

A reminder that subscriptions are now due. If you have lost your form or need an invoice or information as to how to become a member, an email or phone call to me will sort it all out.

Take care and have a healthy winter.

Judith

WEBSITES OF INTEREST...

<http://www.healthcarenz.co.nz/>

<http://www.seniorlink.co.nz/>

<http://www.ns.org.nz/>

<http://www.disabilityfunding.co.nz/>

UP AND COMING CONFERENCES...

Disability Services Directorate - Consumer Hui (32KB)
[www.weka.net.nz/weka/weka.nsf/Files/Panui/\\$file/Panui.doc](http://www.weka.net.nz/weka/weka.nsf/Files/Panui/$file/Panui.doc)
The Ministry of Health are running a series of hui around the country. This is an ideal opportunity for you, the consumer, to have your say about disability support services. There will be representatives from the Ministry's Disability Services Directorate as well as your local Needs Assessment Service Coordination agency. For further details please contact Janette Searle, email: seastarrmanagement@paradise.net.nz, phone: 0274 334 978. Whaiora Marae, Otara, Manukau City

Imagine Better - Building Inclusive Community Conference
Rotorua Convention Centre, 1170 Fenton Street, Rotorua
6th - 8th September 2006
The conference will give priority to the presentation of practical wisdom and understanding in the development and nurturing of diversity within community, the respective contribution of community to the lives of disabled, elderly and mentally ill citizens and the contribution of these groups to the life of the community.

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ANNUAL GENERAL MEETING

The Annual General Meeting of the Auckland Disability Providers' Network Inc. will be held at Barrycourt Hotel and Conference Centre, 10-20 Gladstone Road, Parnell, on Friday the 11th of August 2006

Again this year it will be a Breakfast Meeting followed by a seminar on Attitude and Awareness of Disability in the Public Arena

Breakfast is optional and will be at 745am followed by the AGM at 8.45am

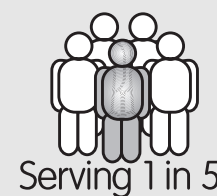
Seminar begins at 9.30am

More details will follow as speakers and panellists are confirmed.

Diarise it now so you don't miss out on an exciting morning.

THANKS TO:

The Southern Trust, Lotteries Commission, ASB Trust, J.R. McKenzie and the Anonymous Trust for their financial support



Serving 1 in 5

Subscriptions to the Auckland Disability Providers Network are now due.

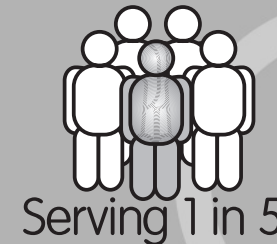
For further information please contact Judith Lunny:

Phone/Fax: (09) 410 6917

mob: 027 242 8935

email: jandblunny@extra.co.nz

Postal address: 2/136 Beach Road, Castor Bay, North Shore 1309.



Serving 1 in 5

one in five

The Newsletter of the Auckland Disability Providers Network

IN THIS ISSUE....WORK/LIFE BALANCE, OFFICE OF DISABILITY ISSUES...

New structure at Taikura Trust means better results for customers

Taikura Trust, Inclusive NASC agency for the greater Auckland area, has recently changed the way the organisation works to better deliver timely, customer-friendly service and advice and ensure that customers receive the outcomes they desire.

The new operating model is based on multi-disciplinary teams, based on geographic area, aligned with District Health Board boundaries. Each team is responsible and accountable for the portfolio of customers that falls within their geographic area. All work, including referrals, needs assessment, service coordination and reviews, is processed within each team, as well as planning, scheduling and prioritising. Team members are responsible for their own administrative tasks and are accountable for data quality, customer communication and service provider performance.

Two new roles have been introduced to the teams – Service Facilitators and a Customer Supporter Representative. Service Facilitators are cross-trained for needs assessment and service coordination, providing a single point-of-contact, where appropriate, to best meet customer needs. The Customer Support Representative's role is to proactively inform customers, referrers and other stakeholders of progress with individual cases. They assist with communication, customer scheduling and team

reporting. A case-ageing system has been introduced to make the management team aware when cases are not progressing in a timely manner.

Taikura Trust also recognised that gaps existed in managing complaints from customers and other stakeholders. As a result, a database project was initiated, allowing Taikura Trust to monitor and report on situations that occur frequently and to take prompt corrective action to address issues. This is a positive step forward as it will mean an accurate and accessible information source for all parties involved. The system is still in its pilot testing phase, with an anticipated 'go live' date in early July 2006. An 0800 number dedicated to receiving feedback on service has also been introduced. Through the change process, a new senior management team was appointed. They are committed to establishing excellent customer service levels and to building a culture which will be focused on delivering customer-driven solutions to customers.

The Ministry of Health has realigned its Auckland locality structure to align with Taikura Trust. This means that both organisations are now set up to be more responsive to individual client cases, as well as providing clear channels of communication between our respective teams.

25 Years of International Year of the Disabled Person

2006 marks the 25th anniversary since the International Year of Disabled Persons, a year in which a lot could have happened to change and improve the lives of people with disabilities. So, did it and if it did, how?

Twenty five years on there are more people with disabilities visible in the community, more are employed and in training through higher education; there are more people with disabilities living in the community independently as contributing members of society. Arguably, services are more accessible today than they were twenty five years ago. Transport needs are better met today than they were in the past with mobility taxis and accessible buses. Total Mobility, a service begun with a grant from the 1981 Telethon for the International Year of Disabled Persons Trust, has made using taxis more affordable. Services for people with impairments other than physical are also better catered for today.

It all sounds pretty good, doesn't it? But is it any better today than it was twenty five years ago? One thing that hasn't changed and in fact some people might argue is worse than it was, is attitude, attitude towards the disabled. Examples of this are the airlines approach to passengers with disabilities, the constant abuse of mobility car parks and the lack of policing of the same.

The 1981 Telethon raised a staggering \$7 million which was distributed to individuals with disabilities and organisations working with the disabled. It was and still is a lot of money and such an amount had the potential to change people's lives. So, had the money been distributed differently, in a manner that looked to the future, how different would the lives of people with disabilities and their families be today; how different would the service delivery to people with disabilities be today? We will never know.

Contributed by John Wolk, Editor of Without Limits Magazine.

Auckland Issues May Forum Report

A small group of 25 people met at Vision Pacific on a very wet Friday to discuss Auckland Issues. Apologies to those who did not get the venue change message.

Some issues had already been received and more came from the floor. The issues could broadly be grouped into 7 categories: family and children, cognitively able adults with high needs, home support, funding, advocacy, monitoring and quality of service and leadership by disabled people.

As discussion proceeded many other issues were raised, such as respite and out of home care, inadequate therapy funding, NASC processes, day and community activities, flexibility of support, transition, how contracts are let ignoring the NZDS, how the MoH distributes information the role of the Office for Disability Issues, and the role of DHB's. The cumulative effect of issues like these runs the risk of return to institutions (community based institutions). Much discussion of all the challenges followed, but the aim of the forum was not to be negative and pinpoint problems but to try to suggest solutions to these challenges all be it that they seem to have been surfacing year after year. In this article I will briefly outline suggested solutions but fuller notes are available from me by email. The Auckland Disability Providers' Network Inc. (ADPN) has been issued some challenges and time frames have been suggested for action.

The group queried how the 2005/06 budget money had been allocated and what proportion went to Auckland? It was felt a strong link was required to Ministers with Ministries. The ADPN was to approach DISAC's, DHB's disability representatives, the Mayoral forum and find where DPA sat in all this.

Day to day issues were discussed, a review of all contracted providers was suggested, cost of disabilities and the value of MoH consultations was queried. Avoidance of responsibility was an issue and families and individuals "lost in the mire".

The ADPN was to have a written report tabled as an agenda item for their July 5th meeting with the MoH. A responses was to be requested from the MOH so it could be delivered to the ADPN AGM in August. A forum for consumers was to be planned and guidelines for these were given. It was suggested learning from others successes e.g. Mental Health lobby was a good idea. Altogether a small group of committed people did a grand morning's work. Now it is up to the ADPN to progress all this effort to the next level. Thanks to those who attended. Fuller notes and the completed paper will be available on email by request to the co-ordinator of the ADPN.

Judith Lunny
Co-ordinator of the Auckland Disability Provider's Network Inc.

PETER KENNEDY-GOOD

The Auckland Disability Providers' Network was very sad to hear of the untimely death of Peter Kennedy-Good this week. Peter was a dedicated worker within the disability sector as CEO of the Muscular Dystrophy Association for 5 years and whilst here serving on the executive of the Auckland Disability Providers' Network Inc.. He was an untiring advocate for equality of opportunity and was greatly delighted when MDA received an EEO award in this field of work.

Although he had moved to working at the Observatory in 2004 he was still active in his usual quiet unseen way within the disability world. The Auckland Disability Providers' Network Inc. offer their sincere sympathy to Peter's family.

Finding a Work/Life Balance

Finding a balance between what we do for a living (enjoying it) and what we do in our own time is increasingly difficult in this era of reduced staff numbers and greater employer expectation.

The concept of work/life balance is not new to New Zealand, and many employers are now seeing it as an important part of their strategy for recruiting and retaining staff at a time when the labour market is heavily tipped in favour of the job seeker. Work/life balance is no longer seen as a fringe benefit but as an important tool for employers to use to support their staff with their responsibilities of child care and elder care. The assumptions that work life balance simply means that you have equal time to enjoy both work and your life outside of work have recently been changed to include 3 components in the theory:

- **Time Balance** (percentage given to work and non-work activities)
- **Involvement balance** (psychological balance to work and non-work roles)
- **Satisfaction balance** (the level of satisfaction with all of your life's roles)

The involvement of all three components in a balance that suits the individual will give a fuller picture of the role of work/life balance. It is important for an individual to have a good mix of all three components. When the balance is out a work life conflict arises and this can lead to problems for both the employee and the employer. Employers can encourage good work/life balance practices by helping their employees to see how important the practice is and allowing staff to:

- Have flexible working hours (start/finish times)
- Time in lieu provisions
- Having a focus on productivity rather than presence
- Giving work/life balance opportunities to all staff irrespective of gender and/or family commitments (e.g. males and females)
- Giving staff a sense of security knowing that utilizing work/life balance practices will not effect promotional opportunities
- Assisting staff members who are not utilizing the opportunities not to be resentful of staff who do use the strategy

Thanks to Hudson Recruiting: The Case for Work/Life Balance 2005 and Woman Today Magazine Vol 27 2005

Muscular Dystrophy Northern (MDN) Launches a New Fieldworker Service

MDN is pleased to announce its new Fieldworker Service to provide support and information to people with Neuromuscular Conditions and their families. MDN's region covers the upper North. Island, north of a line from Taumarunui, Turangi and Hicks Bay.

Our newly appointed Fieldworker is Joanna Baylis who is a Registered Nurse with lots of community work experience. She is being supported in this role by Adrienne Gojak, our part time Information and Administration Co-ordinator (Adrienne is in the office on Tuesdays and Fridays, and the answerphone is cleared daily on the other days). This new service was officially launched at our AGM on Sunday 21st May, 2pm at our new office, 8 Rocklands Ave, Balmoral, Auckland.

Postal address: PO Box, 96-056, Balmoral, Auckland
Phone: 630-1924 Fax: 630-1925 Email: support@mdn.org.nz

Work of the Office for Disability Issues

The Office for Disability Issues, established in July 2002, as a separate policy group within the Ministry of Social Development, has the key responsibilities of:

- Promoting and monitoring the implementation of the New Zealand Disability Strategy in government and wider society
- Providing policy advice on disability issues
- Providing services to support the Minister for Disability Issues in the Minister's advocacy role

Over the last 18 months, the Office has:

- established the Disability Advisory Council comprised of disabled people and family members of disabled people, and provided support for its ongoing meetings
- been responsible for the development of the New Zealand Sign Language Act 2006
- taken a leading role in the development of the UN Convention on Rights of Disabled People. When this convention is adopted it will be a binding international convention to protect the rights of disabled people. Countries that ratify it will be expected to make changes to their laws and systems if necessary.

The Office is currently involved in:

- the promotion and monitoring of the New Zealand Disability Strategy: this remains a key area of focus for the Office for

Disability Issues. The Office co-ordinates the government agency annual implementation plans and progress reports, which are the primary mechanism used to facilitate the implementation of the Strategy in central government agencies. Currently, the Office is working with government agencies to assist their development of their 2006/07 implementation plans.

- an interdepartmental review of Long-Term Disability Supports, to advise the Government on how to make lasting improvements to disability support services so that these improve outcomes for disabled people and their families, are easier to access, more coordinated, fairly distributed, more flexible and are consistent with the New Zealand Disability Strategy. The review is overseen by a Ministerial Steering Group and supported by a high level Disability Departmental Committee.
- an interdepartmental review of Payments to and Support of Family Caregivers, which is looking at further options to support family caregivers of disabled people
- setting up a Nominations Service which will promote the appointment of suitably qualified disabled people to Crown boards and committees.

Carol Ratnam
Analyst, Office for Disability Issues

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Living Works

Living Works is a widely used suicide prevention programme introduced in Canada in the early 1980's. It now operates in several countries in North America, Europe and Australasia. Over 250,000 have completed the workshop world wide.

Lifeline in Auckland because of its expertise in suicide intervention and prevention has been chosen to offer the Living Works education program to New Zealand Communities.

The Lifeline LivingWorks facilitators are offering the two day ASIST workshop throughout New Zealand to a wide range of organisations, government departments and concerned individuals.

The two-day ASIST workshop is one of the most extensively evaluated suicide intervention training programmes

ASIST moves beyond suicide awareness to help participants develop skills in how to recognise and respond to a person at risk, linking them to further help

Visit the web www.livingworks.org.nz
email Livingworks@lifeline.org.nz
Phone 09 524 3080
95 Great South Road, Greenlane