

NETWORK NOTES

The focus of this newsletter has been information and resources. To us all, as provider's current relevant information and knowledge of available resources is crucial to the quality of service we deliver to our people. At this time as we all scramble for funding to expand, or maintain our service we must never lose sight of what we are about. Serving disabled people and helping them to live to their full potential. People people people.

This year has been very busy to date as we continue with our forums, contacts with decision makers and promoting our very successful workshops on Kia Rangatu, the information/staff training package on the NZDS. If anyone can get together 20 to 25 people we will facilitate a workshop on the package for you at the cost of \$100 per person which includes lunch and a Kia Rangatu package.

The August extended forum and Annual General Meeting should be of interest to everyone as the ADPN has invited a large number (65) of the decision makers and those people who can have an impact on the lives of disabled people to discuss disability issues with providers. Your presence will be essential if these people are to hear the issues from those at the coal face.

This forum will have attached to it the Annual general Meeting. An executive or organisation is only as good as its members and the Executive should reflect the quality of its members. So everyone consider if you have the time and energy to stand for the executive. New faces are always wanted. Executive membership involves 1 meeting per month and 3 meetings a year with Disability Services Directorate of the Ministry of Health. Just give me a call if you are interested. You will be welcomed.

The ADPN has taken a big step recently and rented a space in the Parent and Family Resource Centre at Cnr of Spring and Princes Street. More information on when the move takes place will come to you in the near future.

Along with this change the ADPN is also developing a website. This is already in place but has nothing in it. Within the next 6 weeks it will be up and running with links for members. More information later.

This will be my last newsletter to you all as I have resigned from the ADPN and will be retiring as soon as we can find a replacement for me. Thus the need to take office space, but also a desire to lift the profile of the ADPN. At present we are going through a re-branding process.

It is with some sadness I will say goodbye to you all I have loved my time working in the disability sector and all the lovely people and friends I have worked with. So thank you all for your support and friendship. I have really valued it, but it is time to slow down. My door will always be open to any of you and I can assure you I am not going to any other employment role but trying to slow down a little.

So, goodbye, go well and I admire you all for your commitment to the sector. Do not lose it.

Judith

Auckland Disability Providers' Network Inc. Annual General Meeting and Extended Forum

**Barrycourt Hotel and Conference Centre,
10-20 Gladstone Road, Parnell**

Forum Topic:

Disability Issues/The Auckland Experience/Visions for the Future

Tanya Thomas from the Health and Disability Commissioner's Office will be the speaker followed by workshop opportunities

Friday August 10th, 9.00am to 3.30pm

Lunch Included Cost \$60.00 RSVP Judith Lunny

For more information and an agenda contact Judith Lunny

THANKS TO:

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Subscriptions to the Auckland Disability Providers Network are always welcome.

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The Newsletter of the Auckland Disability Providers Network

IN THIS ISSUE....LAUNCH OF SUPPORT OPTIONS, INFO ON ENABLE NZ...

New degree programme majoring in Disability Studies

Lack of trained staff is a feature of the disability workforce. Recent working parties, forums and media releases have highlighted this. Disabled people also are strongly advocating that the workforce supporting them must be trained to be responsive to their needs.

The Faculty of Education, University of Auckland offers a degree Bachelor of Human Services with a major in Disability Studies. It is one of the few professional education programmes in human services in New Zealand.

The Faculty has a 22 year history in developing some of the country's best human services practitioners through the qualification Bachelor of Social Sciences (Human Services) that the Bachelor of Human Services is replacing.

This degree is for people who want to make a difference and ensure quality support is provided in the field of disability. The programme is delivered on Epsom campus. This provides opportunities for students to network with others who are interested in the human service field and connects them with like-minded people who are working towards the same goals and facing similar issues. The timetable has been flexibly structured to give students some clear days – useful for people who are working or have other commitments.

This degree is relevant to people working in, or planning to work in a wide range human service agencies and community settings.

Such work may involve supporting disabled people in the areas of employment, daily living, education, and advocacy, or working in a management or policy development position.

The programme is a mix of core, major and general education courses. It combines theory with professional practice and supervised field placements. Students currently working can undertake applied professional practice at their own workplace.

As part of the degree programme, students study management, leadership and policy courses. However the degree is as applicable for people wanting to improve their practical support skills as it is for people wanting to develop leadership and management skills.

Manager of the Epilepsy Association Auckland Branch Colin Reive believes the new degree offers "formal training for people who want to move on from hands-on support to middle and senior management. "It gives people the practical skills to support people on a daily basis, and when people want to move into middle management, it also offers the skills to move up the career path."

For more information contact Debbie Espiner by email d.espiner@auckland.ac.nz or phone 623 8899, extension 48716

WEKA Redevelopment

Following a series of meetings between the Ministry of Health, Enable New Zealand and the New Zealand Federation of Disabilities Information Centres, a commitment to redevelop the existing WEKA website is currently underway.

The WEKA Redevelopment Steering Committee which is made up of representatives from the above groups and consumer representatives is currently going through a tender process for the rebuild of the website.

All of the feedback received from the users of WEKA over the past three years has been incorporated into the review and upgrade of WEKA. We will keep the sector updated on the progress of this project and when a successful tenderer has been selected.

Update on development of the disability support workforce – June 2007

The Ministry of Health's (Ministry) Workforce Team is leading a work programme that focuses on medium to long term strategic developments.

These developments include:

- strengthening infrastructure
- improving recruitment and retention
- undertaking research and evaluation
- better matching education with service needs
- building synergies between workforce activities
- providing regulatory support
- reducing barriers to innovation
- reviewing health practitioner regulation
- reviewing medical education and training.

The development of a draft New Zealand career framework will be of interest to disability support providers. This joint project with DHBNZ aims to build capacity in the care and support workforce.

The Disability Services Directorate (DSD) has also planned a programme of work for 2007/08 to develop the disability support workforce.

This programme includes:

- developing a workforce strategy for disability support services funded by DSD (by December 2007)

- training for workers in home based support services (currently being evaluated)
- training for workers providing residential intellectual disability support (being planned with input from the national residential intellectual disability providers group)
- professional learning and development for teams supporting children who have an autism spectrum disorder (jointly with Child Youth and Family Services and Ministry of Education in 2007/08)
- postgraduate training for needs assessors and service co-ordinators
- training for the high and complex needs workforce.

You can contact Rob Gill, who is responsible for developing the disability support workforce for additional information about any of these initiatives. Rob can be contacted on 09 580 9111 or by email at rob_gill@moh.govt.nz. Rob would appreciate your comments on how the Ministry could best support the sector to develop the disability support workforce.

Careerforce, the industry training organisation supporting the disability sector, also plays a vital role in workforce development. Careerforce is currently consulting with stakeholders on their investment plan which will influence training in the sector over the next three years. The Ministry encourages providers to participate in Careerforce's consultation process. You can request information from Careerforce by contacting them on 0800 277486.

supportoptions.co.nz
Auckland and Northland

Support Options Launched!

DRC Auckland and Tiaho Trust (Northland) have been working hard behind the scenes to bring you Support Options, an online guide to disability support services in the Auckland and Northland regions. If you've wanted to know information about publicly funded disability services, the organisations that are contracted to provide them in Auckland and Northland and who is eligible to use them – this website is the place to visit.

You'll find information about the types of disability support available under the following categories:

- Community Residential Support Services - Physical and Intellectual Disability
- Disability Information and Advisory Services
- Equipment, Housing & Vehicle Modifications
- Household & Personal Support
- Individualised Funding
- Regional Intellectual Disability Care Agency (RIDCA)
- Needs Assessment (NASC)
- Respite and Carer Support
- Rehabilitation
- Supported Independent Living
- Behaviour Support Services

Supportoptions.co.nz includes features that enable you to print Service Information Sheets about each of these, or save the information to your computer. Additionally, you can create a Provider Information Sheet about the organisations that provide the services that may be of interest to you.

Further information is available on Government and Non-Government Organisations (NGOs) involved in disability-related funding and services on the **Funding and Disability** page. There are a number of links from this site to other related websites.

What can you expect from Support Options?

- Information on disability support services in Auckland and Northland; what they provide and how to contact them
- Assurance that information is accurate and up to date with a 3-month updating mechanism for organisations to notify us of any changes
- Option for creating your own Information Sheets by selecting the organisations relevant to your enquiry - the printable formats mean information is especially designed for ease of use.
- Text increase/decrease options

For more information go to: www.supportoptions.co.nz

A Small(ish) Provider's Perspective on Succession

At a recent meeting for providers hosted by the Ministry of Health, in my usual strategic position at the rear of the gathering I sat behind three young fellows barely out of where teenagers ensue from when they erupt into manhood – darkly be-suited and coiffed in the manner of bicycling members of an American evangelical group.

When one rose to give a dissertation on an IT phenomenon with a name sounding not unlike a biblical epic, I was surprised at the eloquence and intelligence from one so young and newly recruited to the bastion of the Ministry of Health. How praiseworthy are the MoH to be recruiting at this graduate level to replenish fishbowl stock. This had me to looking around the audience, how middle aged and grey of hair the provider managers looked, (myself included) and that got me wondering 'what are we as providers doing to sustain the human resource longevity of our organisations?'

Now this article was meant to profile our service however probably more of interest is to write a few words on the challenge of succession. There are many who would say that for organizations that have had their founder or those employed near the inception of an organisation, still ensconced in their hierarchy, they need to seriously look outside the bloodstock, to ensure the management gets a good kick in the proverbial – bring new ideas, management concepts etc. However from a small organization's point of view, how can you attract innovative management applicants to a small niche organization doing stuff in the community that isn't perceived as 'sexy'. You may well get your perfect young graduate applicant if your organization is edgy and at the tide line of service delivery but will they have an understanding and empathy for persons with a disability? Additional to this is how your culture and values stack up. Are grey heads at the cutting edge or playing safe and eking out our last years? Will the grey heads create a succession process that perpetuates the status quo and insular strategic objectives? So succession can be as flawed as 'getting someone in from outside.'

One way to sustain the existence of your organisation is not to wait till the 'grey heads' drop off the perch and Boards have to scramble to find a suitable candidate for leadership from a dwindling employment pool – remember running such an organization is not necessarily seen as 'sexy' to those corporate oriented young things. We need to map out the skills and competencies required for the position, and the challenges, training and development needed to facilitate succession.

There is a need in small and large organizations to develop a pool of talent and to nurture those who attain and display the potential skills, attributes and experience to fill senior management roles in the organization. You need to retain your skilled staff particularly the youthful ones and you are not necessarily going to do this by attractive remuneration packages. (I haven't noticed any of us tooling round XS Falcons). However you will go a long way by having strong and invigorating culture and values base.

We need to stretch and challenge this potential so they see along term future in our organizations, so that they feel they can work in an environment that is at the very least not boring, is flexible to their needs as much as to the clients and has real purpose and value beyond the weekly pay packet and/ or corporate status. Identify and retain talent. In this employment environment of high turnover and diminished employee loyalty we have to find ways of sustaining minimal turnover and ensuring high staff commitment.

And if you're not ready to shuffle off this mortal organizational coil all I can say is no amount of rinses will change the grey – as Baden Powell said BE PREPARED and slip sideways with good grace before you fall off that proverbial organisational perch.

Stuart Spackman is (at the time of writing) the General Manager of A Supported Life, a niche provider of a wide range of flexible residential supports and community inclusion activity for adults with an intellectual disability in Waitakere City.

Enable New Zealand

With continued awareness of the ongoing needs and requirements surrounding those in our communities who are living with a disability, Enable New Zealand is at the forefront of providing an excellent quality service that offers professional advice, assistance and support. Enable New Zealand is a multi-service organisation that works with disabled persons, their families/whanau, their employers and other health professionals and related disability support organisations.

Enable New Zealand manages health and disability funding with the intent of improving the quality of life for the disabled person. We can provide access to information services, housing alterations, equipments requirements. Each branch also provides expert technician services for the repair and ongoing maintenance of Ministry of Health equipment purchased throughout the country. Services such as Enable Information is available nationwide, whilst other services are regionally based as contracted by the Ministry of Health, ACC or District Health Board.

Also working side by side with Enable New Zealand is Supportlinks. Supportlinks is contracted by the Mid Central District Health Board as the Needs Assessment and Service Coordination provider for the Manawatu/Horowhenua and Tararua districts. The assistance it provides may include areas such as home help, personal care, rest home care and residential care plus carer relief assistance and support services. The three main functions of Supportlinks are; Needs Assessment, Service Co-ordination and overseeing the

management of disability support services. Supportlinks information can be accessed through its email supportlinks@supportlinks.co.nz or call free on 088221411.

The internet is also available to assists those wishing to access, information and help services. This is provided through an excellent website called Weka (what everybody keeps asking). www.weka.co.nz. Weka makes available a comprehensive and user friendly selection of disability related information and help services. These include contacts for related disability organisations, news items, library facilities, travel information, support services, resources for Maori, Law and Standards Legislation information, equipment services, transport, housing and general noticeboard facilities. It also includes links that provide information pertaining to the Global Perspective of Disability in which can be found features, news and information relating to disability services internationally, as well as many other links directing the user to a wide variety of associated disability issue.

The Enable New Zealand head office is based in Palmerston North but has offices countrywide including Hamilton, Lower Hutt and Christchurch. All contacts can be found through the Enable New Zealand website as listed below.

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