

# Disability Support Advisory Committee

## Minutes

Of the meeting held on Monday 11<sup>th</sup> December 2006, 1.00-4.00pm at Boardroom, Lambie Drive.

1. Present:	<p>Mrs Jillian Dooley(Chairperson), Mr Ezekiel Robson Ms Chris Ellis, Ms Heather Grace, Ms Denise Ewe, Mrs Bernadette Pone, Mr Bill Mudgway, Ms Miria Andrews, Mr Phil Beilby, Ms Tracey Thompson</p> <p>In attendance: Mr Chris Mules, Ms Jenni Coles, Ms Subha Srinivasan (secretary)</p>	
Apologies:	<p>Mr Pat Snedden, Mr Bob Wichman, Mr Mike Cohen and Prof. Sir John Scott, Mr Don Barker</p> <p><b>Resolution:</b> Note the apologies received.</p> <p><b>Moved:</b> Ms Miria Andrews <b>Seconded:</b> Mr Phil Beilby <b>Carried: Unanimous</b></p>	
		<b>Action</b>
2. Minutes of Previous Meeting:	<p><b>Resolution:</b> The minutes of the meeting of DiSAC held on Monday 9<sup>th</sup> October 2006, having been circulated, were taken as read and confirmed.</p> <p><b>Moved:</b> Mr Bill Mudgway <b>Seconded:</b> Ms Heather Grace <b>Carried: Unanimous</b></p>	
3. Matters Arising:	<p><u>Select Committee Submission</u></p> <ul style="list-style-type: none"> <li>- Noted that no feedback has been received on this.</li> <li>- In order to follow up on the Select Committee submission response, the DHB to write to Parliament.</li> <li>- The 3 DiSAC chairs are keen to meet with Pete Hodgson to raise disability awareness</li> </ul> <p><u>Disability Coordinator</u></p> <ul style="list-style-type: none"> <li>- Noted that interviews to be scheduled for the week beginning 11/12/06. Sam Bartrum, Gaylene Gaffney and Jenni Coles are involved in the interview process.</li> <li>- Still awaiting formal feedback on the Pandemic Planning desktop exercise which was carried out in</li> </ul>	

	<p>November.</p> <ul style="list-style-type: none"> <li>- Noted that a disability expo was held at the Ellerslie Convention Centre. It is important for the DHB to be involved in such activities.</li> </ul>	
4. Procedural Issues	<p><b>Disclosure of Interest</b></p> <ul style="list-style-type: none"> <li>- To be updated regularly.</li> <li>- Members requested to update their address details, interest register and payments for meeting attendance and feedback if action required.</li> </ul> <p><b>Meeting dates</b></p> <ul style="list-style-type: none"> <li>- New dates set for 2007 attached in the agenda papers. Meeting will take place in the Boardroom in the new offices at Lambie Drive.</li> </ul>	
5. Taikura Trust – Kate Williams	<p>Presentation by Kate Williams</p> <p>Ms Miria Andrews declared a conflict of interest</p> <ul style="list-style-type: none"> <li>- The Strategic Review 2006 has set the context for the operating strategy for the organisation which focuses on how the organisation works and builds a foundation for growth.</li> <li>- It is aimed that the future operating strategy will be aligned to the aims of the MoH and Taikura Trust Board and <ul style="list-style-type: none"> <li>Ø Ensure clients get the desired outcomes</li> <li>Ø Simplification of everything</li> <li>Ø Consistency of delivery</li> <li>Ø Population focus</li> <li>Ø Grow independent living</li> </ul> </li> <li>- In supporting and aligning to the MoH aims, the Taikura Trust Board will <ul style="list-style-type: none"> <li>Ø Improve reputation and perceptions</li> <li>Ø Improve service quality</li> <li>Ø Expand services and locations</li> <li>Ø Reduce health inequalities</li> <li>Ø Improve organisational sustainability</li> </ul> </li> <li>- The organisation has opted for a “2-step journey towards solutions excellence”. This involves improving the current service model – redesign process, extend into roles, structure, technology, measurement and management systems.</li> <li>- Clear service delivery performance targets will be set and measured, improve process cycle efficiency and increase cultural awareness to service delivery with priority on Maori and Pacific Island communities.</li> <li>- The previous functional operating model in such a way that was functions were siloed into departments, consequently, care flow from referral point to service delivery involved 22 separate handovers for clients.</li> <li>- The Trust has 9500 clients and 60 staff. Team sizes are approximately 12-15 per team.</li> <li>- The plan is to organised self sufficient work groups with clear and measurable outcomes. The workgroups will also include support functions and accountable for key performance targets.</li> </ul>	

	<ul style="list-style-type: none"> <li>- Employees will be provided with training and necessary resources to instil ownership and accountability for complete outcomes.</li> <li>- Where possible eliminate all hand-offs, reinforce ownership for outcomes, empower staff to priorities their commitment and workload and eliminate inter-departmental hierarchy.</li> <li>- The primary intention is that people act pro-actively, family doesn't need to follow up constantly.</li> <li>- The new structure commenced in March/April, and the teams are easing into the new structure</li> <li>- The roles in the newly empowerd team are supposed to support help with families requiring intensive involvement, holistic support and the complexity of disability.</li> <li>- The new model is based and focused on established a platform for service excellence. It has been found that solutions designed to work with clients, service providers and families collectively is best to identify and meet the needs of clients.</li> <li>- In an inter-sectoral approach, the organisation will discussing collaboration with other agencies to bring in new services/strategies to meet unmet needs.</li> <li>-</li> </ul>	
<p>6. Pacific Disability Plan – Manase Lua</p>	<ul style="list-style-type: none"> <li>- An update on the Auckland Pacific Disability plan also known as the Auckland Lui'I Ola Plan.</li> <li>- This plan encourages engagement with different agencies to work together with the community in meeting the goals of this plan.</li> <li>- The plan has 9 specific goals as follows: <ul style="list-style-type: none"> <li>Ø Ensure all government workforce is culturally competent to work with Pacific disabled people</li> <li>Ø Service providers are competently providing services as needed by the sector</li> <li>Ø The pacific communities and workforce know about disability and available services</li> <li>Ø Government agencies and community interact regularly</li> <li>Ø Increase Pacific attendance at agency service reviews</li> <li>Ø Shared assessment between govt agencies</li> <li>Ø A central point of contact for all government agencies is available for disabled Pacific people and families by phone</li> <li>Ø A personal navigation service is available for disabled Pacific people and their families who require further support</li> <li>Ø Housing modification and provision of equipment is streamlined.</li> </ul> </li> </ul>	
<p>7. DAP</p>	<ul style="list-style-type: none"> <li>- Noted the draft DAP for 07/08 tabled for comments and update.</li> </ul> <p>Outcome 1:</p> <ul style="list-style-type: none"> <li>- Community forums – perhaps targeting to get a wider group/participation.</li> <li>- Healthline – triage to refer to different services.</li> <li>- The Manukau City council has a relay system for deaf</li> </ul>	

	<p>customer.</p> <ul style="list-style-type: none"> <li>- Survey has been done by Complex Carers and will be contextualised for Counties Manukau area.</li> </ul> <p>Outcome 2</p> <ul style="list-style-type: none"> <li>- Noted that a separate Child Health Plan exists, components on disability still unclear.</li> </ul> <p>Outcome 4</p> <ul style="list-style-type: none"> <li>- Noted that the Maori Health Plan didn't identify disability as a priority, so this has been taken to Pou for discussion. No feedback received from Pou.</li> </ul> <p>Outcome 5</p> <ul style="list-style-type: none"> <li>- In auditing premises, decision required on whether rented/leased building needs to be subjected to access audits.</li> <li>- Support PHOs/NGOs to conduct access audits.</li> <li>- Train frontline staff e.g. sign language</li> <li>- Continue to use Gaylene Gaffney to conduct Access Audits.</li> <li>- Involvement from DiSAC and a disabled member in the Pandemic Planning Steering Group</li> </ul> <p>Outcome 6</p> <ul style="list-style-type: none"> <li>- Continue with disability awareness training and evaluate the effectiveness.</li> <li>- Project scoping of a survey of DHB staff to identify staff with disability to be included in DAP.</li> <li>- Also noted goals on intersectoral approach partnering with DSD, ACC and Education – this will be ideally poised to developing the disability strategy when it is time to review</li> </ul>	
8. Monthly reports	For information	
9. For information only	No queries	
10. General Business	<ul style="list-style-type: none"> <li>- Noted that Ms Jillian Dooley attended an expo organised by the Manukau City Council to make the International day of the Disabled.</li> <li>- Noted that Mr Ezekiel Robson attended the expo run by the Manukau City Council.</li> <li>- The PIASS Trust organised an expo on 8<sup>th</sup> December that saw 1800 pacific people and several disability groups involved.</li> </ul>	
Adjournment:	The meeting adjourned at 3.35pm	
Next Meeting:	Monday, 12th February 2007, 1.00 to 4.00pm, Boardroom, 19 Lambie Drive	
<p>Signed as a true and correct record on the 15<sup>th</sup> February 2007  Chair: Ms Jillian Dooley</p> <p><b>Resolution</b>  The minutes of the meeting of the Disability Support Advisory Committee of Counties Manukau District Health Board of 11 December 2006 are approved.  Moved: Chris Ellis  Seconded: Heather Grace  Carried: Unanimous</p>		