

# DISABILITY WORKING GROUP

## Key Messages September 2023

**Members:** John Marrable, Kim Kennedy, Adam Hall, Jacqui Eggleton, Te Aroha Springford, Kirsten Dixon, Paula Waby

**Standing members:** William Robertson, Jack Devereux, Vanessa Taane

**Apologies:** Jaime Randhawa, David Bainbridge-Zafar, Kathryn Harkin, Heather Clay

**Guests:** Danica Davies

The Disability Working Group members met on Friday 8<sup>th</sup> September 2023.

- Actions
  - Disability Awareness Training
    - Main item today so will discuss then
  - Request for Manaaki program
    - No update – expected completion in November so Kathryn will pick that back up
  - NZSL Interpreter unavailability
    - National work going on
    - Members of the hearing-impaired community to ideally request NZSL interpreters themselves
- Roundtable
  - Adam
    - Reached out to peers within the community for feedback/experiences
      - The timing of appointment reminder texts can be sporadic
      - There are not enough options (e.g., shuttles) for traveling to appointments, especially for rural communities
        - William said St John are potentially looking at starting a service from Oamaru to Dunedin
        - Jacqueline said that she attended a public transport meeting with the council which St John also attended. They said they could provide a service but would need to get a bus which would take 6-12 months (and Dunedin is less of a priority than Christchurch and Timaru). The council are going to push for a shorter time frame
      - The combination of organising appointments at late notice with a lack of transport options is problematic
      - Jack asked whether Telehealth is an option and Adam indicated that most of these appointments require physically attending a base hospital
  - Jack

- SIPICS (South Island Patient Information Care System)
  - Planning to go live mid-November
  - Huge amount of work going on re training/planning/scheduling
- HIRA
  - Jack thanked those who have put forward their names to be contacted for research. He emphasised the importance of feedback from the disabled community
- IT department affected by Te Whatu Ora's restructure with regional teams combining to form a national one. Hopefully there will be a clearer picture in the coming months
- Jacqueline
  - Her autistic son was unwell (meningitis) so Jacqueline took him to Oamaru hospital ED, which was closed. She rang Healthline at 1am Saturday morning and faced a long wait. She took her son in to the ED when it opened in the morning
    - The nurse taking her son's blood needs training for how to work with autistic children
    - Danica raised that the Oamaru closures issue was brought up with the Community Health Council and members are looking into how the public can be notified when the ED is open/closed in Oamaru
    - Jack mentioned that an emergency consult project is being trialled in Southland. If the Oamaru ED is closed, an RN could take the patient to a private area and connect with a virtual consultant
      - This is something that is actively being promoted in rural hospitals so it may present an opportunity for Oamaru
- Kirsten
  - Oamaru Hospital and its resource constraints are a big issue at the moment in Kirsten's communities. They are feeling insecure about the lack of options available. There is a lot of negativity on social media and a sense of a lack of care and support in the medical system
  - Increasing waitlists to get into GPs
  - National Travel Assistance Forms
    - People are still having to take a sheet of paper around and get it stamped before submitting a physical copy with receipts. Nothing on the form is pre-populated and accessing them is complicated
    - It's also unclear what people will be reimbursed for
- Paula
  - Suggested improving the presentation of the actions in the agenda
    - William said he'll put the completed actions onto another page
  - People from the blind community are still frustrated with paperwork and would appreciate text reminders closer to appointment times
  - Wondered what was happening with updates/key notes from DWG
    - John needs to transcribe previous key notes into easy read and then they can go online - this month will be quicker
  - A community member asked about the glass panels with railings outside of EPS. They are quite easy to walk into

- William explained how the council are doing upgrades in the area and have put railings in place to stop people falling into holes
      - But will look at it – John thinks he knows what she is talking about
    - Might have some people interested in the Access For All group
  - Vanessa
    - Working with John to develop the Disability Awareness Training module
    - Her role is proposed for disestablishment with most of her work being transferred to HR advisory team
  - William
    - His role is also proposed for disestablishment
    - Te Whatu Ora has proposed to create a national lead for disability work so William will keep the DWG updated
    - Kathryn has had a baby boy called James
  - John
    - Concourse is still an issue but is a work in progress
- Disability Awareness Training (presented by John)
  - Based on lived experience-led training session
  - William described how Kathryn had previously asked Te Whatu Ora staff what they wanted out of this training so the module has been crafted around that
  - DWG feedback (Paula requested to be sent the presentation as a PDF)
    - Expected outcomes slide
      - Kirsten suggested integrating a point about subconscious bias (perhaps between points 2 and 3)
      - She also queried who the ‘participants’ are in point 4
        - John confirmed the participants are staff members going through the training
      - Jacqueline suggested that point 1 should include disabled people *and* their whanau
    - General history/terminology slides
      - Kirsten wonders whether we should include indigenous peoples of NZ as well as their perception and understanding of disability
    - Visual re invisible differences slide
      - Kirsten queried the size of the different icons and whether that will convey a message about the relative importance of different disabilities
    - Te Whare Tapa Whā slide
      - Jacqueline mentioned how there should probably be inclusion of Pacific Island cultures as well
    - General feedback
      - There were general concerns about the easy read translations but John pointed out that he has no control over that
      - John will look into getting support/funding to produce a NZ disability video rather than relying on overseas resources (Te Reo inclusion)
      - Jacqueline suggested incorporating material on whanau involvement (especially in circumstances where a child with a disability is too young to communicate their own needs)

- Paula queried whether John was intending to present within the hour - John confirmed but William echoed Paula's concern
  - It could be an option to remove the Disability Strategy although John acknowledged that it is still important