

# Disability Support Advisory Committee Minutes

<b>MEETING DETAILS</b>	
Date and Time	10:00am, Thursday, 15 July 2010
Venue	Sir Douglas Robb Boardroom, Level 7, Building 14, Greenlane Clinical Centre, Epsom
<b>1</b>	<p><b>INTRODUCTIONS</b></p> <p>The Chair declared the meeting open at 10:04am and welcomed everybody including Garry Williams, Operational Policy Manager, Housing New Zealand Corporation (HNZC) which was followed by everyone introducing themselves.</p>
<b>8.1</b>	<p><b>Housing New Zealand</b></p> <p>Garry Williams, Operational Policy Manager presented to the Committee advising that he had 14 years experience with HNZC including advocate of housing solutions for disabled and with Community Housing Limited which was a provider for disabled which was later merged into HNZC. HNZC was required to report to the Minister on their activities in relation to the New Zealand Disability Strategy taking the long term view to move from a disabling to an inclusive society. The aspirational goal is “a society that highly values our lives and continually enhances our full participation”. The Ministerial Committee on disability issues is looking at low cost actions to improve the lives of disabled people with HNZC actioning two ongoing initiatives being incorporating the principles of Lifetime Design where they can be met without additional cost and Healthy Housing assisting disabled people with minor housing alterations.</p> <p>An advisory service for people with disabilities is provided and people don't need to be a tenant of HNZC to access this service. There are links to other services and a data base is maintained of modified homes including those in the private sector. Customer delivery is through a case management service with case managers working with clients to address issues and an options and advice service was started last year aimed at providing more choice. Community Group Housing leases houses to Government funded community providers with that funding model being reviewed at present. HNZC also participated in Healthy Housing programmes working in partnership with DHBs to help reduce the risk of housing related health problems. A Housing Innovation fund is operated for local authorities and community based organisations to help provide social housing for people with mental health issues and/or disabilities, fund to build affordable rental housing for those with disability and older people and support for kaumatua housing.</p> <p>There are targeted acquisitions acquiring state houses that have improved ease of access and targeted modifications on a case by case basis where appropriate housing is not available. Lifetime Design standards for new state housing is being updated and requires all Community Group Housing to achieve Lifemark certification. For new construction the accessibility has to be superior to the accessibility design standard. HNZC also participates with the Centre of Housing Research Aotearoa New Zealand. Approximately 10% of HNZC housing is modified.</p> <p>There is a code of Customer Promise to treat all customers with courtesy and respect and to listen although there is a difference between what customers want and what customers need. HNZC requested that feedback be provided from tenants to improve services.</p> <p>There had been considerable work on the call centre with links to services including communication strategies i.e. work with the Deaf Association to try and reach as many as possible. There is disability awareness training for staff both at induction and on the job training including using an improved technological platform. It was suggested that more information be provided at Citizen's Advice Bureaus and connection to the Link Centres of the Ministry of Social</p>

	<p>Development to have access to Government services.</p> <p>The Committee asked about their policy on employing disabled and to inform disabled more of HNZA through the use of the bulletins and tenants newsletters for information. They also suggested role playing training to increase awareness. Information on Work Bridge would be provided to the next meeting.</p> <p>The Chair thanked Garry Williams, Pat Snedden as Chair of Housing New Zealand and all those that had come to the meeting.</p> <p>The meeting recessed for 5 minutes.</p>								
<b>2</b>	<b>ATTENDANCE AND APOLOGIES</b>								
	<p><b>Committee Members</b></p> <table> <tr> <td>Jo Agnew (Chair)</td> <td>Susan Buckland</td> </tr> <tr> <td>Marie Hull-Brown</td> <td>Dairne Kirton</td> </tr> <tr> <td>Susan Sherrard</td> <td>Nanar Tan</td> </tr> <tr> <td>Rt Hon Bob Tizard</td> <td></td> </tr> </table> <p><b>In Attendance</b></p> <p>Dr Brian Fergus Pat Snedden</p> <p><b>Management in Attendance</b></p> <p>Garry Smith – Chief Executive Dr Denis Jury - Chief Planning and Funding Officer Janice Mueller - Director Allied Health Carolyn Simmons Carlsson – Professional Leader, Occupational Therapy Ian Bell – Board Administrator</p> <p><b>Apologies</b></p> <p>An apology had been received from Lisa Gestro</p> <p>The Chair suggested that Brian Fergus be appointed a member of the Committee and Ava Fa'amoe's resignation from the Committee was noted.</p>	Jo Agnew (Chair)	Susan Buckland	Marie Hull-Brown	Dairne Kirton	Susan Sherrard	Nanar Tan	Rt Hon Bob Tizard	
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<b>3</b>	<b>CONFLICTS OF INTEREST</b>								
	There were no notifications of any conflicts of interest for any item on the agenda.								
<b>4</b>	<b>CONFIRMATION OF MINUTES 13 MAY 2010</b>								
	<p><u>Moved Susan Buckland; seconded Marie Hull-Brown</u></p> <p><i>That the minutes of the Disability Support Advisory Committee meeting held on 13 May 2010 be confirmed as a true and correct record.</i></p> <p><u>Carried</u></p>								
<b>5</b>	<b>ACTION POINTS 13 MAY 2010</b>								
	<p><b>Complaint Systems</b></p> <p>This was provided at item 8.3.</p> <p><b>Disability in Orientation Programme</b></p> <p>This was work in progress with the orientation pack being reviewed this being due for completion by the end of August.</p>								

	<p><b>DSAC – Transgender Group</b></p> <p>There was a question whether this related to disability or would be better referred to the CPHAC Committee so more clarification was to be sought from the group.</p> <p><b>Housing New Zealand</b></p> <p>The HNZC presentation had been received and the Committee sought a similar presentation from WINZs preferably from somebody involved in policy in Wellington as well as the Auckland Regional Manager. The Committee thanked Dairne Kirton and for inviting the disability community to the HNZC presentation.</p>
<b>6</b>	<b>CHAIRMAN’S REPORT</b>
	A regional meeting was scheduled for Monday 26 July 2010 from 1:00pm to 4:00pm but it is uncertain whether Waitemata would be attending. An agenda should be forthcoming.
<b>7.1</b>	<b>DAP Projects Report</b>
	A number of projects were linked with disability and there would be clarification of those links at the next meeting.
<b>8.2</b>	<b>Equipment Management Services Accreditation and Credentialing Framework</b>
	This was a pilot where services became accredited rather than individual therapists with the aim that assessment for equipment can be made to get needs met faster, focused on high cost low number equipment rather than base equipment. Work was also being undertaken on funding for housing modifications. The Committee asked how they could provide input. It was noted that the equipment budget is exceeded every year.
<b>8.3</b>	<b>Complaints Process</b>
	All complaints are dealt with with integrity and respect and are an important part of the organisation and is used for learning and input into the improvement processes. Disability is not identified as a category and the Committee supported that disability not be a category on its own in the data base and, as it was broader, that it be a sub category in every present category. Feedback to the next meeting was requested.
<b>10</b>	<b>GENERAL BUSINESS</b>
	<p><b>Mainstream Programme</b></p> <p>A paper on the mainstream programme would be provided to the next meeting.</p> <p><b>Suggested additional meeting 19 August 2010.</b></p> <p>This would be considered if there were sufficient agenda items.</p> <p><b>Accessibility Report</b></p> <p>When this is available it needs to be followed up with hopefully a presentation in September.</p>

	<b>NEXT MEETING</b>
	The meeting closed at 12:25pm The next meeting is scheduled for 10:00am, Thursday, 16 September 2010, Sir Douglas Robb Boardroom Level 7, Building 14, Greenlane Clinical Centre, Epsom
<b>CONFIRMED</b>	
<b>CHAIR:</b>	<b>DATE:</b>