



YEAR IN REVIEW 2020/2021

Supporting disabled people and their whānau to live everyday lives in their communities



Message from the General Manager

Ka tū au ki teretere kī ao ki te taumata o Ruapehu.

Whakaheke te titiro ki ngā wai okioki o Rangitikei.

Te puna ora o Ngāti Rangatahi.

Kei Rangitikei ko Te Hiiri tanga o Mahuta te ahuru mōwai, tū tonu mai, tū tonu mai.

Kia tau atu rā ki te tauihu o Tainui, ko Tuwharetoa, ko Ngātoroirangi

E ko au, Ko au he mokopuna nō Ngāti Raukawa, me Ngāti Maniapoto

Ko Michelle Riwai tōku ingoa

Nō reira e hika mā, tēnā koutou katoa

Tēnā koutou katoa, ka tika me whai mihi manahau ki a Enable New Zealand kua noho mai nei taumarumarutanga mōku i tōku tau tuatahi. Kua noho mahana ahau i waenganui i ōku hoa mahi kua akiaki mai i au i roto i tēnei tau kua pahure wawe nei, nō reira ko tōku mihi maioha ki ngā āhuatanga katoa o tēnei tau. Ka noho manawanui mātou ko tōku rōpū me te rōpū whakahaere ki te kī ko mātou tēnei e hoatu ana i te ratonga papai e harikoa ai ngā tāngata katoa o Aotearoa

Nō reira me pēnei te kī “Ehara taku toa i te toa takitahi, engari ko taku toa he toa takitini”

Tēnā tatou katoa.

It has been quite a year! I stepped into the role of General Manager in April 2020, just days before Aotearoa went into lockdown in response to COVID-19 for the first time. It was a time of uncertainty for everyone. However, I am incredibly proud of the way the Enable New Zealand team responded back then and continue to do so today.

We know we are privileged to help so many New Zealanders to live everyday lives. Much of our success can be attributed to the passion of our team, our partnerships with suppliers and subcontractors, and the support of our customers who trust us to provide a comprehensive range of services and solutions.

This year we have continued our journey to become an agile and flexible organisation focused on delivering the best outcomes for disabled people in Aotearoa. We continue to invest in our technology and strengthen our workforce to improve our customers' experiences. Many examples are provided here in the Year in Review, which I hope you will enjoy reading.

As an organisation that wants to deliver positive outcomes for all our customers, we have taken steps to increase our cultural competency. We are co-designing and developing a detailed Māori Responsiveness Plan, which sets out our commitment to do more and do better in terms of improving equity and outcomes for Māori. You can expect to see some improvements in this space in the coming months.

As I look forward to the next 12 months, I'm excited by the potential for positive change in the disability sector. We recognise that there is still much work to do to embed the Enabling Good Lives Principles. This will continue to be a key focus for me and the Enable New Zealand team.

On this note I leave you with a whakatauki that speaks true to our year past and our year ahead, “Ehara taku toa i te toa takitahi, engari ko taku toa he toa takitini” – success is not the work of one but the work of many.



Michelle Riwai,
General Manager



What our customers say

“Before the ramp was installed, I couldn’t get out of the house at all. It’s good and well designed.”

— Richard Blackburn, modular ramp user

“My powered wheelchair has absolutely made my life easier. Previously, I’ve found it difficult to reach stuff in cupboards but now I can. I can do the dishes and that sort of thing as well. I’m free to go anywhere I want to go in the house.”

— Jean Atkins, powered wheelchair user

“I live in a retirement village, so with my powered wheelchair I can go over to the centre to play mahjong and cribbage, and I can go and get my hair done once a week.

If the weather is fine, I will venture up to the village to do a bit of shopping or looking around. It’s made me more independent.

I wasn’t able to wheel myself in my ordinary wheelchair to the centre, that was far too much and trying to go up a hill in a wheelchair is not very satisfactory, even if it’s just a ramp – but I can now.”

— Leonie Pailthorpe, powered wheelchair user

“Our house is two storey and as a result its got a staircase. Whether you go in through the front door or the garage you’ve got stairs to contend with.

Now I go up and down the stairs quite frequently and to the back of the section. So as far as I’m personally concerned, it’s the best thing since sliced bread.”

— Frank Daikin, stairlift user

Mobility scooter supports Shirley’s independence

Shirley Roddick has always looked for ways to help others, whether it’s knitting boots and hats for babies in neonatal care, helping out at local schools, or volunteering with the RSA. So, it was more than well-deserved when Shirley received funding through Lottery Individuals with Disabilities for a mobility scooter after deciding to give up driving earlier this year.

Key to Shirley’s funding success was EASIE Living’s Lesley Harrison, who travels around the region in the EASIE Living van providing disability equipment and information to people in the community. Lesley regularly comes along to Shirley’s local senior citizens group and offered to help Shirley get funding for a mobility scooter.

“Lesley came along last year, and the scooter was there so me being me I said “I’ll have a go on that.” I did a whirl on it and thought yep that’s what I want,” said Shirley.

“When I gave up driving this year, we had a closer look and Leslie said we might be able to get you some help to get a scooter.”

Lesley handled the funding application process for Shirley and before long got the good news that the application was a success.

Shirley has only had the scooter for a couple of months, but it has already increased her independence significantly.

“Before I got the scooter, I’d have to call on Lynn (Shirley’s daughter) to help me get around, but now I can use the scooter, which is a great help,” says Shirley. “I can go round to my brother’s who is just round the block, I can go down to seniors without having to call on someone or a taxi, and I can go to the library.”

Shirley’s daughter Lynn has also noticed the difference it’s made. “Her mobility to walk any distance is quite limited now, and when she first got the scooter, she could jump on it and go down and see the others in the complex, which she hadn’t been able to do...it’s really given her back some of her independence.”



Shirley enjoys the freedom her mobility scooter gives her

What our people do

Ever wondered what the people at Enable New Zealand do? While we all work towards the common goal of supporting New Zealanders to live everyday lives in their communities, the way each of our teams do this is quite different.

Customer Service Facilitators

Our Customer Service Facilitators (CSFs) make sure our processes keep running smoothly. They work with assessors, contractors, and other Enable New Zealand teams to ensure applications for funding progress as quickly as possible.

CSFs work across four of our teams – Housing, Equipment, Professional Services, and the Contact Centre.

Watch: Shivani, Esther, Melinda and Monica talk about how their roles as Customer Service Facilitators help our services run smoothly.



Scan the QR code to watch the video

Housing Advisors

Our Housing Advisors are an essential part of our housing modification service.

Enable New Zealand provides housing modifications to people with disabilities on behalf of the Ministry of Health and ACC. Our Housing Advisors work with builders, occupational therapists, and Enable's own Professional Advisors to help clients get the most appropriate modification in a cost-effective way.

When we receive a request from an occupational therapist for a modification on a client's house, our Housing Advisors facilitate the process.

They make sure the designs for house modifications meet the requirements of the client and fit within the funding criteria of the Ministry of Health or ACC.

Watch: Hannah Newman talks about the important role Housing Advisors play in getting housing modifications done for our clients.



Scan the QR code to watch the video

Information Technology

As a cloud-first digital organisation, technology is at the core of what we do. Our IT team seek to empower disabled people to live a good life on their terms, which means giving them more choice and control over the services they receive.

The only way to achieve that is using digital tools like websites, apps, e-commerce platforms and workflow tools to allow people to have self-service access to our products and services. Enable New Zealand is on a journey of transforming our technology stack so we can provide a revolutionary service to people with disabilities.

Watch: Sarawanan Nandhakumar, Director of IT, shares how technology is such a central part of Enable's vision.



Scan the QR code to watch the video

Professional Advisors

Our Professional Advisors help assessors find the best equipment and modification solutions for their clients.

The Equipment and Modification Services (EMS) advisory team is made up of occupational therapists and physiotherapists who are experts in disability equipment and modification practices.

When an assessor applies for a solution for a client, they can request advice from our Professional Advisors to find the best outcome that will benefit the client but also meet Ministry of Health funding criteria.

Watch: Elise McGillivray talks about what she does as a Professional Advisor.



Scan the QR code to watch the video

Warehouses

Our warehouses manage the flow of disability equipment to our customers around New Zealand.

We have warehouses in Hamilton, Palmerston North, and Christchurch, each dealing with different aspects of our equipment service.

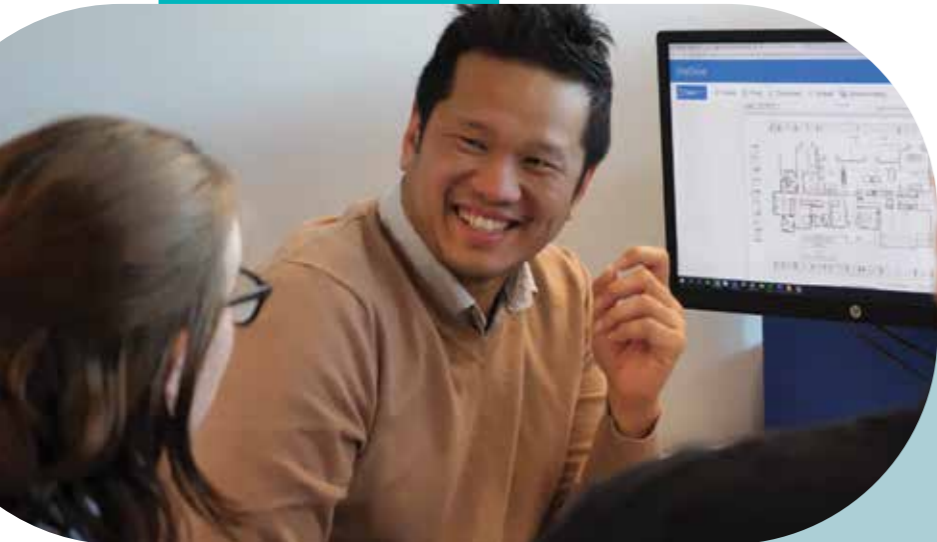
Most basic equipment – like shower stools, walking frames, and basic beds – go through our Hamilton and Christchurch warehouses. Complex equipment – like specialist seating, paediatric equipment and power wheelchairs – go through our Palmerston North warehouse.

Our warehouses move tens of thousands of items of equipment each year, ensuring our clients get what they need to live a good life.

Watch: Graeme Edens talks about Enable's warehouse teams and what they do.



Scan the QR code to watch the video



Accessible places to go: A national library of accessible places and spaces

Finding accessible places to go on a day out can be tricky. To help make it easier we've launched the Accessible Day Out library on Firstport. The library highlights and shares accessible facilities at places and spaces across New Zealand.

Users can search the library by accessible feature type, region or type of venue and select from a range of suggestions that meet their needs. They can also leave reviews of different places listed in the library, helping others know what to expect.

"The term 'accessibility' means something different to everyone," says Grahame Burgess, Director of Marketing and Customer Experience at Enable New Zealand. "The great thing about this library is that you can filter venues by your accessibility needs, not by someone else's definition of accessibility."

Since launching, the library has had over 17,000 visits and the number of venues listed is continuing to grow.

[Explore the library at firstport.co.nz/ado-library](https://firstport.co.nz/ado-library)



Watch: Susan Evans tells her story of how accessible features at her local pool have made a huge difference for her.



Scan the QR code to watch the video

Making it easier to contact us

Enable New Zealand's Contact Centre Team is key to making sure our clients can speak to someone and get the help they need when they need it.

To support the team to deliver a great service, the technology that the contact centre runs on has been replaced with a state of the art, cloud-based system that allows for the better management of calls and means the team can work from anywhere—ensuring calls to Enable get answered even if the team can't access the office.

"Our Contact Centre Team do an amazing job of helping our clients with a wide variety of questions each day," says Rose White, Service Manager - Contact Centre and Equipment.

"This new system helps the team to deliver a great experience for customers by allowing us to understand more about the number and types of calls we receive, helping us to identify areas where improvements can be made."

Already the system has had a positive impact, with wait times for calls reduced and contact centre staff being better empowered to provide a quality service.

"The new system is very user-friendly, which is great when you are new to the contact centre," says Eva, one of our Customer Service Facilitators. "All the tools I need are easily accessible, which allows me to concentrate more on the client."

Saying goodbye to longstanding staff

This year saw us say farewell to two staff members who made a significant contribution to Enable New Zealand—Liz Price and Jessica Goggin.

Liz retired in July after almost 42 years working for MidCentral DHB and Enable New Zealand. Liz worked in a wide variety of roles and led the finance team for the last 17 years as team leader and assistant accountant.

Throughout her time with MidCentral and Enable, Liz made an invaluable contribution in all her



Liz Price

roles. Liz has always been a champion of Enable New Zealand and believer in the positive contribution we make to disabled people's lives.

Jessica moved to a new role at MidCentral DHB after almost 20 years with Enable New Zealand. Starting off in the Funding Support Team in 2001, Jess has worked in many parts of the organisation including the housing and equipment teams, before moving into the Corporate Services team where she worked as the IT Helpdesk/Support Analyst.

In her time at Enable, Jess became known as a team player who can always be depended on, as well as someone who is constantly willing to learn.



Jessica Goggin

Firstport website statistics

June 2020 to June 2021

Accessible Places to Go
Most popular page
(17,286 views)

55,726
people visited Firstport

51%
of our visitors found us via search engine

104,987
unique pageviews

3,700
people came to Firstport via our Facebook page

EASIE Living launches equipment hire service

Sometimes people only need mobility or bathroom equipment for a short time—whether they're recovering from a short-term injury or illness or have a relative or friend coming to town who needs some equipment to make their stay more comfortable.

To help meet the needs of people in these situations, EASIE Living has begun offering a hire service for select items including wheelchairs, walkers, and shower stools. For a low rate, people can hire equipment for as long as they need, whether that's a few days or a few months.

"We launched the hire service in 2020 following several requests for one," says Andrea Crutchley, Enable New Zealand's Business Development Manager. "Having a hire service means people don't have to purchase equipment, which can be expensive, when they only need it for a short time."

"It also gives people a chance to try equipment before they buy it so they can make sure it is right for them," says Andrea.

The service has already seen strong uptake – especially during the holiday periods when people hire equipment for visiting relatives and friends who need it.

Find out more about the equipment hire service on the EASIE Living website: easieliving.co.nz/hire



EASIE Living sensory space opens in Palmerston North

If you're looking for family-friendly community spaces in Palmerston North, there's no shortage—but parents of children with sensory needs know that even a great space can fall short when it's too crowded or has unfamiliar or overwhelming stimulants.

In 2019, our EASIE Living team had an idea to create a new kind of community space for the city. After months of careful consideration, community input and support, the store launched a sensory playroom in July 2020 with an array of equipment and materials to stimulate or soothe the senses through light, sound, and touch. The room is open between 8 am and 4 pm Monday to Friday and is bookable for exclusive use in one-hour slots.

Building the sensory space was a group effort. The EASIE Living team dedicated a secluded area of the store to the project, and they partnered with local organisations Altogether Autism, Autism NZ, Parent to Parent, and Mana Whaikaha for input on the types of features to include in the space.

Our team also received support from suppliers, including Medix 21, Sensory Sam, Abecca Healthcare and more, who contributed products to the space.

By the time of the ribbon-cutting by Palmerston North Mayor Grant Smith, the room featured comfortable seating, weighted blankets, a fidget kit, a soothing bubble tower, a texture wall, and more.



Sensory space is full of engaging experiences like the bubble tower

"It's a work in progress," explains Andrea Crutchley, Enable's Business Development Manager. "Over time we will refine it and develop it further depending on the feedback we receive."

The room may also pave the way for more dedicated sensory spaces in the area. At the opening, Mayor Grant Smith said, "this is a fantastic addition to Palmerston North and I am sure that kids and families will absolutely love it. We're keen to see what the feedback is so we can assess the benefits and needs of more of these spaces across our city."



EASIE Living receives Business of the Year award

The amazing service that our EASIE Living team provides was recognised last year when EASIE Living won the Age Friendly Palmerston North & Rotary Club of Terrace End 2020 Business of the Year award.

Making the housing modification process easier to understand

We've developed a new guide for our Ministry of Health (MoH) funded Housing Modification service to ensure our customers know what to expect from the start when getting a housing modification.

The guide acts as a single source of information about MoH funded housing modifications, providing information about the different types of funding, the process of getting the housing modification completed, answers to commonly asked questions, and support and contact details.

The guide was developed with input from customers, MoH Housing Assessors, and Enable New Zealand staff to ensure the information was correct and the guide met the needs of our customers.

"The housing modification process can be difficult to understand for people unfamiliar with it," says Jason Raman, Service Manager Housing. "We're happy to now have this guide available, which clearly and simply explains the different aspects of the housing modification service."



Scan the QR code to view a PDF of the guide



Hearing and spectacle contracts renewed

Enable New Zealand is proud to continue administering the Children's Spectacle Subsidy, the Hearing Aid Subsidy, and Hearing Aid Scheme on behalf of the Ministry of Health.

Enable New Zealand has administered the Hearing Aid Subsidy and Hearing Aid Scheme since 2016, and the Children's Spectacle Subsidy since 2001.

"The Children's Spectacle Subsidy, the Hearing Aid Subsidy, and the Hearing Aid Scheme help tens of thousands of people in New Zealand every year," says Michelle Riwai, General Manager at Enable New Zealand. "We're privileged to be able to continue to provide this support to thousands more New Zealanders."

2020/2021 hearing and spectacle statistics

32,000

children and adults received hearing aid services

75.5%

of audiologists and audiometrists are satisfied or very satisfied with the hearing services we provide on behalf of the Ministry of Health (ENZ Survey, 2020)

we approved **28,099**

claims for the children's spectacle subsidy

Supporting people during a difficult time

The team at our warehouse in Christchurch have an important job—providing equipment for terminally ill people so they can spend their last days at home.

Brett Sewell leads a team of nine who provide Enable New Zealand's Palliative Care service on behalf of the Canterbury District Health Board. The service provides people with a wide range of equipment while they need it, including wheelchairs, beds, electric chairs, and ramps.

"The service is really important because it supports people to stay in their own homes where family can care for them," says Brett. "That way, instead of being in a sterile hospital environment, they've got the sights and sounds they're familiar with."

The team take their job seriously and are regularly complimented for the way they handle themselves in difficult situations.

"My team are very good at being seen and not heard when collecting equipment after somebody has passed away," says Brett. "They move around in the background and make sure they leave everything clean and tidy for the family and carers."

One of the team that regularly receives compliments from families is Colin Meadows. Colin has worked for Enable for several years and enjoys helping make a difficult time a bit easier for people.

One experience that stands out for Colin was when the daughters of a client called to praise him on his approach to his work.

"They called and said I was very thoughtful and considerate to their needs in making sure they understood how to use the electric bed," says Colin. "They said it was very moving because all those little details are such a big help to them and can help lessen the stress."



Scan the QR code to find out more about our Palliative Care Service

New systems will ensure we continue to deliver a great service for our clients

Enable New Zealand is currently working towards replacing our financial and asset management systems with new systems that will ensure we continue to provide an outstanding service for our customers.

The new systems will create improved access to services, provide more information to clients, and will automate processes to securely share data (such as product information) between relevant parties.

"This project is about creating a flexible and robust platform for managing Crown funds and the vast and diverse range of equipment and support we provide in the community," says David Andrews, Enable 2025 programme manager. "It is about providing a platform to reduce drag and process between a disabled person qualifying for support and that support being delivered to them."

In June 2021, we issued a request for proposal for a new financial system, product information management system, and asset lifecycle management system. It is anticipated that the systems will go live by the end of June 2022.



Improving the experience of website users

Changes to our website will make it easier for people to find what they need.

We're making it easier to access funding information by migrating all information from our Disability Funding Information (DFI) website to our Enable website (enable.co.nz).

This transition will allow us to provide features that help our customers receive a great service. This includes easy-to-read fonts, a clean layout, access to relevant news and events and a one-stop-shop for all our documents and downloads.

"Our customers told us they come to our Enable website to look for what they need rather than DFI," says Josephine Fahy, Enable New Zealand's Webmaster.

"They're familiar with our Enable brand and expect all our resources and tools to be available to them in one place. Our DFI website felt like a bit of a labyrinth so we wanted to pull it all out, give it a prune and add some quality help, advice and tutorials for anyone new to our systems.

"We've already started moving some information and documents and we'll continue this process, starting with a new section called "Working with us" that guides our customers through how to become an assessor or contractor, how to use our online systems and where to go to get help. The final piece, due in early 2022, will be a comprehensive document system with a great search and download facility," says Josephine.

The DFI site will remain online until everything is moved to the Enable website.

The year ahead

2021/2022 will be another exciting year for Enable New Zealand as we enter into the fourth year of our Enable2025 programme.

We will continue making our systems and processes more agile and customer friendly. A big focus for the year ahead will be designing and implementing our new financial and asset management systems.

Firstport will see some change following research currently underway to determine how we can better meet the information needs of disabled people and their whānau.

2022 will also see us continue the drive to bring DHBs onto the Short Term Hire app. The App provides DHBs the ability to easily track and recall their own equipment pool, ensuring efficiency and availability of equipment to aid discharge from hospital.

Keep up to date with all our latest news and developments by following us on Facebook and LinkedIn, or visiting our website.

 www.enable.co.nz

 Enable NZ

 Enable New Zealand

The year in numbers

June 2020 to June 2021

88,528

people received our services

28,099

applications for the Children's Spectacle Subsidy

31,491

equipment items were reissued, saving the Ministry of Health \$13.9 million

24,778

applications for the Hearing Aid Subsidy

8,014

applications for the Hearing Aid Funding Scheme

1,962

ACC-funded housing modifications

73

vehicle modifications

2,592

Ministry of Health-funded housing modifications

28,430

equipment items were repaired

104,003

items of equipment issued



Enable
NEW ZEALAND®

New Zealand's largest supplier of disability equipment, information and modification services.

An operating division of MidCentral District Health Board, Palmerston North.



Call **0800 362 253 (ENABLE)**
Email enable@enable.co.nz
Web www.enable.co.nz
Visit **585 Main Street, Palmerston North, 4410 (HQ)**



Enable NZ



Enable New Zealand