

# Disability Support Services e-newsletter

**Special Edition**

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**Welcome to this special edition of the DSS e-newsletter.**

**Here we highlight how people and organisations demonstrate innovative practice in disability support services.**

## More than just firewood

### Matea Trust

**Most people probably give little thought to how their firewood is produced, as long as it's dry and ready for the fire once the cold weather sets in.**

For the vocational crew at Matea Trust however, every step of the firewood's production, delivery and storage is an important task. It provides meaningful employment to men with intellectual disabilities and gives them a valuable opportunity to contribute to the local community.

Matea means 'to be needed' and, here in Dairy Flat, Matea Trust is very proud of its Ministry of Social Development funded business enterprise. As well as its main firewood business, it does odd jobs such as section clearing and tree work. The crew also gets involved with the Trust's own property maintenance, lawns and the productive vegetable garden for its Ministry of Health funded residence.

For students preparing to leave school, Matea Trust offers work experience days and work trials. This allows students time to have a go at a real job and a chance to see if working in the outdoors is something they would like to pursue. After completing a successful work trial, students may be offered an employment contract (with all standard leave entitlements) for either part or full time work, taking into consideration their needs and other activities. →



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There are three supervisors who provide guidance, instruction, assistance and supervision for tasks and they operate all machinery. This workplace support is fundamental and ensures everyone is a valued member of the crew. Everything is very much a team effort.

To find out about job vacancies in our vocational service for people with intellectual disabilities please contact Matea Trust on (09) 415 7103.



## Supporting others through training and leadership

### Hohepa Canterbury

**Hohepa Canterbury was established in 1965 as a home school for nine young children with intellectual disabilities.**

It now caters for a much larger group of residents and clients. Hohepa prides itself on an exceptional quality of care, whether it's within their homes or out in the community. Residents are well supported in a range of opportunities, from sporting activities such as the Special Olympics to employment options.

A new initiative is the Peer Support Leadership Programme which began in January 2016. Its aim is to teach people with intellectual disabilities the skills they need to support others in a similar situation. Currently there are 11 leaders mentoring their peers in a wide range of activities such as baking, cooking dinner, using a bus card, swimming, reading, tidying a room, purchasing a phone top up, music lessons, knitting, gardening, cafe and market outings and even how to use the self-serve checkout at the supermarket.

Training is a vital part of the programme and the peer support leaders have completed a basic first aid certificate through the Red Cross. They have also participated and enjoyed workshops on empathy, authenticity and self-awareness, assertiveness and self-confidence. Other workshops are planned in the near future including problem solving and how to design a curriculum vitae.

The benefits of the programme are really starting to show. Positive bonds between leaders and their peers have developed into a real sense of trust. The leaders themselves are far more confident than they were at the beginning of the programme and take the responsibility of their role very seriously.

Hopefully, with continued training, leaders can broaden their scope for more employment or volunteering opportunities and enjoy a valued role in the community. It's certainly well worth the effort.



# My story – Kym O’Grady

## Aspire Community Support

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**I entered into the Hamilton Residential Trust in 2007, now Aspire Community Support. At first I went into a residential flatting situation with the support of Disability Support Link and Hamilton Residential Trust.**

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I lived there for seven years, during this time I had support with meal preparation and attending medical appointments etc, as well as going on outings and trips.

At this time staff worked shifts covering a 24-hour period, and were there to support me if and when I needed it. Nightly security checks were done by the sleep-over staff which made me feel safe and secure. I also had the company of other residents who I could socialise with if I chose to. I love being around people.

When moving into Supported Living was discussed, I was very apprehensive. I thought about all the negatives and didn’t focus on the positives. I worried about how I would cope in a situation that I hadn’t had to deal with before. I also had concerns about how I would get out and about in the community doing my grocery shopping and attending appointments etc.

I attended a two-day training course in Auckland with another resident and Rata, who is a staff member. We attended different workshops and listened to various speakers and one was very inspirational to me.

This made me think that I could do anything that I put my mind to. With the support of DSL and Hamilton Residential Trust I had a month’s trial with another girl out in the community and I still had support every day for a month. I stayed on and am still in that living situation today. I have support with appointments and everyday things. It’s a private rental and this is good as I don’t have to pay much a week.

Our organisation is now called Aspire Community Support and an opportunity came up for me to work in Aspire’s office at reception.

I started in November 2015 on a trial period. I now work there five days a week. I couldn’t do it without the support of Aandrea who I sit beside at reception. She has been my mentor and helps me to grow as a person. I also have the help and support of all the staff: Simone, Judy, Debbie, Kathryn, Naida, Taya, Jingle and Lee.

I am still learning every day and Aspire is giving me support to develop as a person in my role as receptionist. I do lots of things like answering the phone, photocopying, scanning, filing, typing and much more and I am learning new things every day. I am also lucky to have ongoing support from my mum, dad, and brother, which I really appreciate. We have a close family relationship.



# Accessible Change Places

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**Bernadette Stewart is a real driver for change. Bernadette cannot access her community in the same way as her friends do, as she has a disability that requires a fully accessible change place.**

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Bernadette is aware that she's not the only one who has to plan her outings around toilet facilities. This often means people will stay home instead.

Bernadette wants more flexibility for herself and others who are out and about. That's why she's an ambassador for Accessible Change Places which is advocating for public changing places, starting with the first in Hamilton in 2017.

Accessible Change Places is campaigning for public facilities with an adult sized change bench, a tracking hoist, enough space and a safe, clean environment. Anyone who requires these facilities will be very keen to see a change place up and running.

Currently there are no public accessible change spaces in New Zealand and the group would like Hamilton to lead by example and inspire other areas to follow.

Accessible Change Places has a collaborative leadership group that consists of Ambassador Bernadette Stewart, Community Living representatives Kim Simpson and Saffron Mitchell, Parent to Parent, CCS Disability, Tailored Accessibility Solutions, Active Healthcare NZ and Hamilton City Council.

The group has been speaking to other Hamilton organisations to get a wider understanding on the need for these spaces. Accessible Change Places realises a joint effort is needed from all key stakeholders for the project to be successful.

If you'd like to know more, or to be involved, please follow Accessible Change Places Facebook page: <https://www.facebook.com/accessiblechangeplaces/>

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## Get your Kerr - ffeine fix!

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**Kerr is an experienced barista who is employed at The Lincoln Coffee Eatery Bar in Whangamata.**

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Kerr has been considering the opportunity to open his own business for a long time and now that he has his driver licence, the next step in his future is to start up a coffee cart. Kerr has decided that action is needed and commented, 'I have been to lots of interviews in Hamilton, I make it to the final few then get told I was unsuccessful. I'm tired of waiting. I'm going to make it happen for myself.'

There is a lot of preparation when it comes to owning and operating your own business, Kerr is currently writing his business plan and investigating prices and the regulations associated with having a mobile business. He says, 'Being my own boss, appeals to me because I know I make great coffee, everyone says so. I know a lot of people who will support me like my grandparents, Community Living and I already have two other businesses that have asked to be on my coffee run.'

Exciting times ahead for Kerr!

Watch this space for more information over the coming months.

# Achieving dreams through individual support

## ConneXu

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**Deep Quality long-term support is at the core of the work at ConneXu. It all starts with understanding the person and their specific needs.**

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Eight team members recently attended a course that crystallised the theory of Deep Quality.

ConneXu team member, Charlie Riley, found the course immensely positive, looking at ways of focusing long-term support on the person, not the disability. It also showed him new ways of achieving better lives for the people he supports. And that goal is very dear to Charlie's heart.

The course helped to achieve a happy outcome for a young man Charlie supports. As he talks about Michael, Charlie's face lights up with delight. A talented motorbike competitor, Michael's difficulties with communication had limited his world to ConneXu. However, Charlie could see the potential this man had to offer the community and set about finding the opportunity he deserved.



A fellow motorbike enthusiast himself, Charlie asked the owners of a local motorbike repair shop if they would like to meet Michael, with the aim of finding a place for Michael in the world of motorbikes.

Michael's courage in overcoming his fear of rejection impressed Charlie hugely. The owners of the shop thoroughly enjoyed meeting Michael, and this first step towards working with his beloved motorcycles has given Michael the confidence to stay focused on achieving his dream.

When Charlie talks to members of the community about opportunities for the people he supports, he says they are responsive and delighted to be asked. Having seen several such positive relationships develop now, he is convinced that the principles of individualised support to enable people to take their natural place in the community will lead to success.

Charlie also paid tribute to Josie Reid, the ConneXu Quality Practice Leader, who has specialist knowledge of individualised support design. He has found her to be a generous store of wisdom, guiding himself and the other team member to discover the capabilities of the individuals they support.

Also, thanks to Tony McLean from AccessAbility, for his facilitation of this collaboration between Enrich+ and ConneXu. Attending this course enabled support staff from both organisations to learn about the benefits of Deep Quality, allowing these to flow through to individuals in our community – enabling good lives.

# Heke's story

**Heke Morunga's sisters reflect on how the right advice and equipment over the past 18 months have improved their brother's life and their own.**

The improvement was a joint effort involving thinking creatively to work out what was needed and how it could be arranged. The Ministry of Health, Whangarei Hospital Community Occupational Therapy Department and Wheelchair Department, Accessable NZ, Active Health Care NZ and Cubro NZ were all involved.

A ramp was the first change. In August 2015, a supplier, from Cubro NZ, and a community occupational therapist, visited Heke at his whare to discuss the appropriate ramp. The ramp was installed in September and even though there were only two steps outside Heke's door, the difference it made was huge.



The improved access is such a joy not just for Heke but also for his siblings who before had to lift him out of the house to give him the opportunity to look at the gardens and his surroundings.

Since the installation of the ramp Heke has ventured out of his whare by going shopping, lunching out, to the doctor's and more importantly to continue his cultural connection to all his marae and Tikanga by attending tangihana locally and in the Hokianga.

'Slings for Africa' was the saying in the whare, when over seven months Heke tried out ten slings. The slings came in blue, red and maroon. After a short time the clicks seemed to lose their will to click and on many occasions his sisters caring for him had a juggling act to support Heke. 'We were always mindful about the health and safety of our brother as well as us, his kaitiaki (caregivers).'

Accessable was on hand to assist with these issues.

After all the trials, the supplier from Active Healthcare NZ came to deliver Heke's chosen new hoist and slings.

Heke has expressed that he feels more comfortable and safe when being transferred and his caregivers are so stoked knowing that their backs will last a lot longer and that there is no second lift to keep him upright in his wheelchair.

Heke also has new commode which made an immense difference. He now holds the shower hose up to his head which is a huge achievement. His kaitiaki are delighted that he is using what little movement he has and the joy he gets just by doing every day activities others take for granted.

The next stage was a new wheelchair. In March 2016, a community therapist from Whangarei Hospital Wheelchair Department visited Heke with his new wheelchair to check the measurements and for comfort. The modifications were then completed and the new chair was delivered.

From Heke's feedback 'It's really comfy and it can go down so I can lie in it, it's really cool.'

'Nga mihi nui. Words cannot express how grateful I am with these wonderful blessings. I am very happy with all the equipment and I am so pleased my sisters are safe and can continue to care for me in my own home. Again thank you very, very much.'

# Can client satisfaction surveys reliably support quality improvement?

**Robert McIntyre and Louis Boamponsem**

**Laura Fergusson Trust-Canterbury**

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**Like all other residential facilities, Laura Fergusson Trust-Canterbury (LFT) conducts annual client surveys to gauge how we are doing as a provider of services.**

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For a long time we have not been comfortable with the reliability or the validity of the information these surveys provided us. To overcome this we engaged in a research project to find a method that would offer us the confidence we were seeking.

We started by referring to the latest research literature about client satisfaction measurement methods in residential settings. Our findings from this review revealed that a robust research instrument must cover questions on six areas (namely: meal service, staff care, involvement, room, home and social interaction). Importantly, to get data that would tell a true story at least 20 questions based on those categories must be asked.

Armed with this information we set about piloting a questionnaire based on the identified principles across our residential settings.

The results show that client satisfaction is significantly related to age. That is, as age increases, the satisfaction score also increases. This is particularly valid for areas such as personal care, being kept up to date with any changes that might be occurring and the amount of storage space in rooms. It was also found that clients' satisfaction with our service is dependent on their general health status. Clients who appeared well were most satisfied followed by those who were considered stable.

This result is significantly correlated with questions regarding the quality of their rooms. Surprisingly, it was also found that gender and means by which our clients acquired their disability did not influence their level of satisfaction. However, as expected, their location in the organisation relates to their rate of satisfaction. For example, clients in the smaller unit are more satisfied than those in the large unit.

This study challenged the way LFT treated past surveys and resulted in a number of quality improvement initiatives. These initiatives include the formation of a quality committee and staff training programs. The approach used in this study is rapid, informative and cost effective. The outcome indicates that client satisfaction surveys can spark continuous quality improvement initiatives.

# New survey approach gets results

## NZCare Disability

**All providers survey the people they support to meet contractual requirements. Developing a process that confirms the quality of services is easy. Developing a process that leads to improvements in practice and culture is more difficult.**

This year NZCare Disability completed an extensive survey of the people its support in which it examined their experience of the support NZCare Disability provides.

The process included:

- recruiting, training and employing people it supports to be interviewers
- employing an experienced disability facilitator to support the process
- developing the survey in an easy-read format
- producing a video featuring people NZCare Disability supports discussing the survey
- producing an easy-read report summarising the results
- presenting the survey results and the video back to the national management team
- having three people it supports run a planning exercise to identify actions.



Having disabled people lead the survey process has given the results credibility that they may not have otherwise had. By focusing on the experience of the people NZCare Disability supports rather than satisfaction levels, it has been able to identify a number of focused areas for improvement and ways to measure that improvement.

One of the most important innovations in the process was in communicating results. Using a video allowed NZCare Disability to present the results in a much more powerful and direct manner. The video speaks directly to the viewer (NZCare Disability employees) with disabled people discussing the areas of strength and the areas needing improvement. Being just three minutes in length, the video is suitable for reporting back to the people we support and can be used as an educational tool for staff at all levels.

Through the process, many of the people involved have become more interested in advocacy, and have gone on to be involved in our interview panels for new staff.

[www.nzcare.co.nz](http://www.nzcare.co.nz)



# Flower power at The Papermill

## The Papermill

**The Papermill uses the papermaking and paper craft art to build self-esteem, social skills, confidence and teach new skills to people with intellectual disabilities.**

Each year The Papermill holds an exhibition showcasing the paper makers' abilities.

This year's exhibition 'Our Amazing Spaces' explored what 'home' is to each of the paper makers. The challenge was containing their design within a 400x400mm board. The work had to be two-dimensional and the medium used had to be at least 90 percent paper-based.

Vanessa Holman, one of the talented paper makers is a bubbly and enthusiastic individual who persevered to create her art piece to reflect a happy place, hence her flower power house. Vanessa didn't think she could complete her project but with lots of encouragement and guidance finished her project which made her very proud.

### How The Papermill works

Creative staff and tutors bring the best out of the paper makers, including Vanessa, through both routine and creativity which is a contradiction in terms! A day at The Papermill starts with group exercise followed by a daily meeting where the paper makers find out if they will be working in the papermaking studio making paper or in the front building working on art projects. They are also assigned various chores such as putting on the water for morning tea, sweeping the floors, recycling etc. It's then time for morning tea, then it's off to work! There's a break for lunch then they work through until 3 o'clock.

Vanessa goes to The Papermill on Thursdays. After morning tea a tutor will sit down and talk her through the plan for the day, show her examples and then teach her. Vanessa gets very excited about projects and needs a lot of encouragement to stay on task along with regular redirection.



# PHAB Phusion

**Phab Phusion 2.0 is a dance group that is a project of Phab Pasifika that was created by young people for young people.**

Pasifika Phusion 2.0 started at the beginning of 2013, for those that wanted to share their passion for cultural dancing to the wider community.

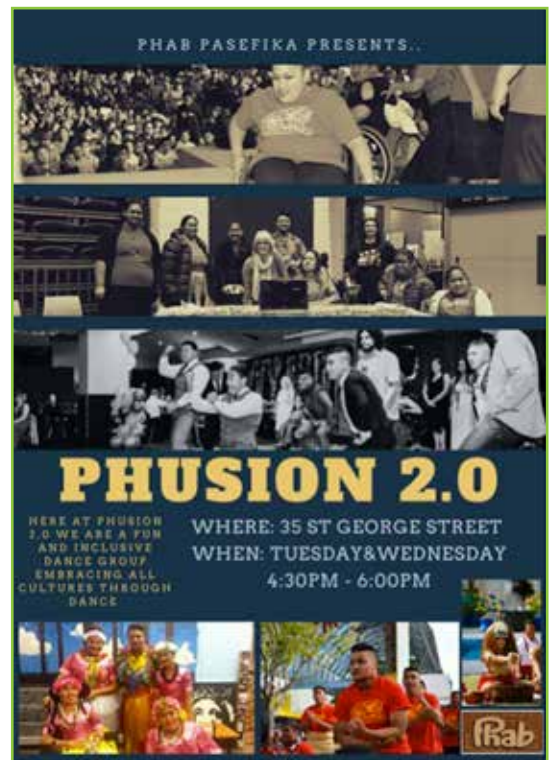
‘We are a diverse group that includes different abilities. The idea of this group started with a few members from PHAB Pasifika who always wanted to belong to a cultural group but were not able to due to their disabilities. From then on, we made our dance group available to non-disabled people to create an amazing vehicle for equitable inclusion. One of the goals we achieved was that our members had the dream to perform at events like Pasifika, Polyfest etc and with the help of this group, we gave them that opportunity. The young people have performed at many different community events, including Polyfest, Pasifika Festival and for Government Ministers.’

PHAB Phusion 2.0 members aim to increase awareness and break down barriers of the stigma within the Pacific and wider communities, associated with disabilities. This is all achieved while having fun, making friends and learning about our culture. The Phusion crew hope to inspire many more young people with disabilities to believe they are capable of dreaming big and achieving their goals.

PHAB Phusion 2.0 is currently facilitating two-weekly culture and dance workshops in Auckland schools with the goal to reach more schools by the end of the year.

PHAB Phusion 2.0 has gone from strength to strength and is currently organising a Fiafia fundraiser being held in December to raise funds for their 2017 projects. These projects include: a road trip around Northland to assist disability groups to set up their own social and recreational activities, compiling a video clip to be used when applying to perform at events and a trip to Samoa to share their positive experiences and to give back to the Pasifika community.

PHAB Pasifika is based in Papatoetoe and is founded on culturally appropriate values to ensure maximum participation and engagement from Pasifika young with disabilities.



# It's all in the music

## Garry has a lot to share. Music therapy is helping him do just that.

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**Imagine being visually impaired and pre-verbal with daily physical and intellectual challenges. This is Garry's world!**

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Garry is having weekly music therapy with Liz, a registered music therapist, from Therapy Professionals in Christchurch. This is helping to develop his social interaction, independence in initiating activities, and communication while giving Garry enjoyment.

Liz uses a variety of techniques such as playing percussion instruments, the guitar and using her voice to engage Garry and encourage self-expression.

During the sessions he has begun to:

- choose how he wants to make music
- make a greater variety of vocal sounds
- choose instruments he wants to play (he particularly likes the brass drum and guitar)
- initiate more movements to music
- imitate how the music therapist plays an instrument
- take turns playing instruments.

The carers at his home at Te Whare Ngakau Trust have noticed Garry is now using his voice more and is using more sounds, making more sounds when he is happy and joining in dancing of his own accord.

Through making music together in music therapy Garry is developing his self-confidence, communication, ability to join in with others and engage with life.

To contact a registered music therapist in your area go to [www.musictherapy.org.nz](http://www.musictherapy.org.nz)