

Community Consultation – Disability Strategy Implementation Plan

Recommendation

That the Disability Support Advisory Committee:

- 1. Receive the paper**

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Glossary

DHB	District Health Board
DSAC	Disability Support Advisory Committee

1. Executive Summary

This paper gives a summary of the community consultation in Waitemata and Auckland DHBs that was carried out to inform the 2016-2026 NZ Disability Strategy Implementation Plan through an online survey and three community meetings. Overall we heard from 112 people, who shared a wealth of knowledge and experience.

As part of the development of a metro-Auckland Disability Strategy Implementation Plan and approach to the inclusion of disabled people, the WDHB Disability Advisor has been working with Counties Manakau DHB to support their consultation with their disability community. The information that comes out of this consultation will influence the final Implementation Plan.

From this consultation work, the plan for the implementation of the NZ Disability Strategy 2016-2026 will be completed.

2. Approach to Consultation

Previously, in 2010 and 2013, we held one joint community meeting to consult on the updated Disability Strategy Implementation Plan. Over 50 people attended community consultation meeting in 2013.

For this consultation we decided to provide people with an opportunity to complete an on-line survey or to attend a community meeting. The aim was to get a broader response than we would at a face-to-face meeting and members of the Reo Ora community panels for each DHB were invited to participate. With 82 responses to the on-line survey we achieved this aim. It is important to offer community meetings as well to enable people who prefer to communicate their thoughts and ideas face-to-face or would like to add more to their survey responses.

We held three community meetings. Two were general meetings, one in Kelston, in the west of the Waitemata DHB area, and one at Western Springs, in the Auckland DHB area. As a result of conversations with the Deaf community, a meeting specifically focused on the Deaf community was held at the Deaf Society in Balmoral. Turnout to these meetings was disappointingly low, a total of 30 people, but it provided an opportunity to have more in-depth discussions about the issues and to gain useful insights into issues and barriers facing disabled people.

3. Key Themes from survey feedback

These are the key themes that came out of the online survey:

- Transport – getting there, alternatives to driving
- Parking – costs, availability
- Invisible disabilities – include all impairments, not just visible ones
- Outcome measures -
- Not just learning disabilities – all disabled people need better health outcomes
- Way finding – signage, complicated routes around hospitals
- Communication – accessible information, staff responsiveness, Deaf community
- Mental Health – should be included as part of this work

4. Key Themes from community meetings

These are the key themes that came out of the two general community meetings:

- Focus on all eight outcome areas of the NZ Disability Strategy 2016-2026
- Staff attitude and response to disabled people, particularly people with learning disabilities
- Accessible information and communication, use of technology
- System flags to indicate interpreter needed or email communication required
- Supported decision making /informed consent
- Support to navigate health system
- Supporting disabled staff and increasing employment of disabled people
- Staff training and experience of disabled people
- Impact on security staff and HCAs on patient experience

These are the key themes that came out of the Deaf community meeting:

- Using more visual information to explain what's wrong / what's happening
- Use of Deaf Support Workers
- Training for staff on Deaf culture and communicating with Deaf people
- Using technology to improve communication
- Access to interpreters
- On-going engagement with the Deaf community

5. Survey Responses

Total – 82 people

Are you responding as:		
	Total	% of Respondents
An individual	76	92.7%
On behalf of someone with a disability	4	4.9%
Representing the views of an organisation / group	2	2.4%
	82	

Does a health problem or a condition you have that may have lasted six months or more (or the person you are responding on behalf of) cause difficulty with, or stop you (them) from:		
Number of responses	Total	% of Respondents
	72	
	Total	% of Respondents
Seeing, even when wearing glasses or contact lenses	15	20.8%
Hearing, even when using a hearing aid	6	8.3%
Walking, lifting, or bending	39	54.2%
Using your hands to hold, grasp, or use objects	20	27.8%
Learning, concentrating, or remembering	18	25.0%
Communicating, mixing with others, or socialising	13	18.1%
No difficulty with any of these	20	27.8%
Other (Please specify):	12	16.7%

Gender		
	Total	% of Respondents
Male	19	24.4%
Female	57	73.1%
Gender diverse	0	0.0%
Prefer not to say	2	2.6%
	78	

What is your age group?		
	Total	% of Respondents
Under 15 years	1	1.3%
15-24 years	4	5.1%
25-34 years	3	3.8%
35-44 years	12	15.4%
45-54 years	13	16.7%
55-64 years	24	30.8%
65-74 years	10	12.8%
75+ years	10	12.8%
Prefer not to say	1	1.3%

Which ethnic group do you belong to?		
	Total	% of Respondents
New Zealand European	52	68.4%
Māori	6	7.9%
Samoan	0	0.0%
Cook Island Maori	2	2.6%
Tongan	1	1.3%
Niuean	0	0.0%
Chinese	1	1.3%
Indian	1	1.3%
Korean	0	0.0%
Prefer not to say	4	5.3%
Other (Please specify):	15	19.7%
Total	76	

‘Other’ responses included British, South African, South East Asian and Filipino

Participants came from a broad geographical spread across the two DHB areas and some from other

parts of the region:		
DHB board area	Total	Percentage
Auckland DHB	37	45.1%

Waitemata DHB	34	41.5%
Northern region (not included above)	7	8.5%
Unspecified	4	4.9%

6. Working with Counties Manukau DHB

As part of the development of a metro-Auckland Disability Strategy Implementation Plan and approach to the inclusion of disabled people, the Waitemata DHB Disability Advisor has been working with Counties Manukau DHB to support their consultation with their disability community. The CMDHB consultation is due to take place in November and is currently planned to be the same on-line survey and two community meetings. The Waitemata DHB Disability Advisor will help facilitate the meetings. The information gathered from these meetings will have an influence on the final Implementation Plan.

7. Conclusion

This was a very successful community consultation. Although we had low number of people attending the community meetings, the total number of responses was 112, double the number of people responding in 2013.