

Year in review

July 2023 – June 2024

Enabling disabled people and their whānau to live their best lives in a non-disabling Aotearoa.



Kia ora

He iti te mokoroa,
nāna i kati te kahikatea
The mokoroa may be small,
but it cuts through the Kahikatea.

As I reflect on this whakatauki (proverb), I am reminded that it's the small things that can actually have a great impact.

Enable New Zealand is dedicated to providing exceptional customer experience by ensuring disabled people are better off through the services we deliver. By staying focused on a customer-centric approach and making small, incremental improvements to our systems and processes, we know we'll succeed. Our team is committed to delivering the best value and options for both our customers and funders, now and into the future.

During this last year, throughout the challenges of the health sector reforms, we have worked closely with both ACC and Whaikaha – Ministry of Disabled People to manage available funding and resources to ensure we can continue to support our community to the best of our ability. As you will see from our Year at a Glance statistics – this means over 210,000 pieces of equipment getting to those who need it.

Later this year, Enable celebrates 50 years supporting disabled people and you can read more about our journey from small beginnings to becoming the leading supplier of disability equipment in Aotearoa New Zealand on page 14. And as the sector continues to change, we will continue to finetune our business practices to achieve the greatest impact for our customers.

I hope as you read through this Year in Review for 2023–24, you'll feel the passion and commitment that drives everything we do.

Scott Ambridge

Tumu Whakarae |
Chief Executive
Enable New Zealand



Turou hawaiki

I am very pleased to present
Enable New Zealand's Year
in Review for 2023–2024.

Over this last twelve months, our organisation has navigated significant change both internally and across the sector as the government health reforms have progressed. Throughout this time, the organisation has stayed true to its core purpose and worked tirelessly to deliver sustainable and effective services across the motu. As a wholly owned subsidiary of Health New Zealand, we are still maturing and throughout the year we continued to bed down key structural and technological changes needed to support both the effective functioning of the organisation and the delivery of services to our disabled community.

I hope you enjoy reading first-hand from some of our customers – Olly, Colleen, Rawiri, and Vinny – and how Enable New Zealand is playing a small part in their lives. As we approach 50 years young this September, I am excited and proud to be a part of an organisation that puts their heart and soul, every day, into supporting thousands of disabled people and whanau to live their best lives throughout Aotearoa.

As we look ahead, I am confident that the organisation is well placed to play an active role in supporting our funders and the sector to navigate the challenges and opportunities that will present themselves. The stage is set to drive sustainable change.

Kathryn Cook

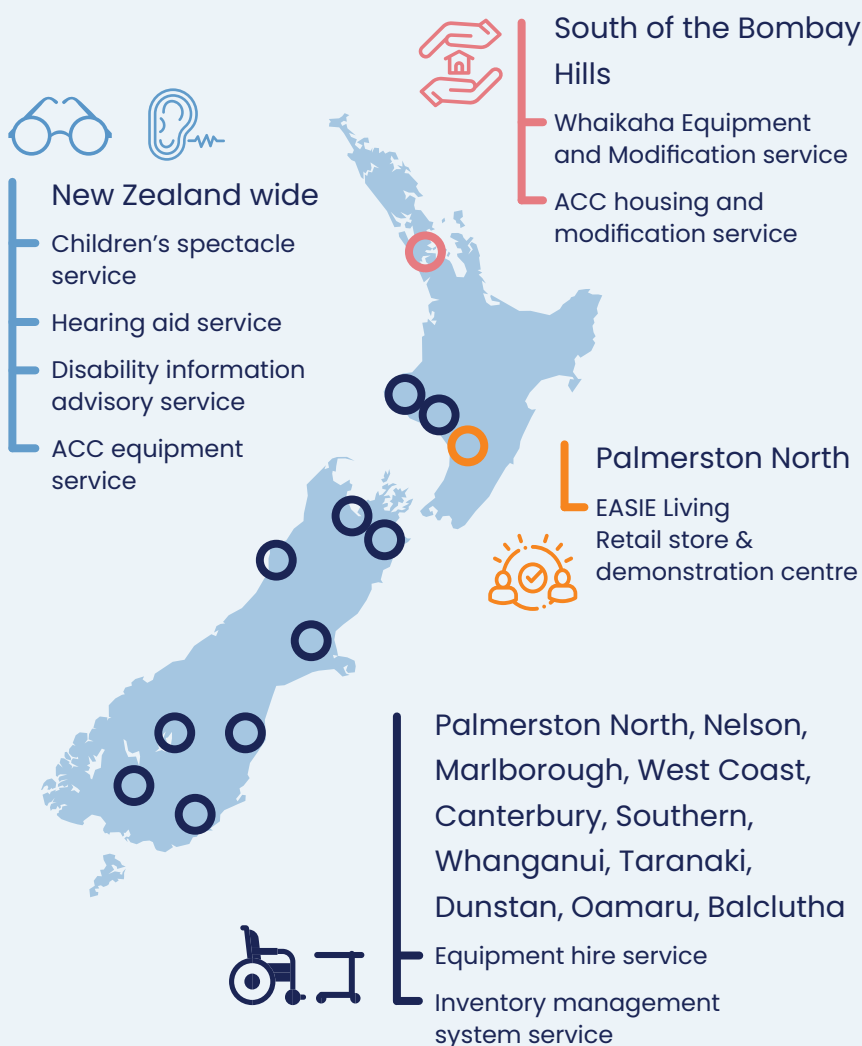
Chair
Enable New Zealand
Board of Directors



About Enable New Zealand

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

We generate revenue by securing and delivering regional and national contracts, the largest of which are our Equipment and Modification Service contracts for ACC and Whaikaha - Ministry of Disabled People. We're responsible for securing and maintaining these different buckets of funding by demonstrating our expertise and ability to effectively deliver what our customers require in a competitive environment.



Over
\$300 million
worth of funding managed each year



Employ over
200 staff
across Aotearoa



210,000+
pieces of equipment
purchased each year to the value of over
\$116m+

Let's meet some of our customers

Happy to be getting out and about again

Colleen and her late husband Graeme had a long and happy marriage raising their family in Tokoroa. So when Graeme passed away in July 2019, it took a big toll on Colleen.

Such a toll, that just five months later she experienced a life-changing stroke.

Colleen lost control of most muscles on the right side of her body and now needs full-time support.

"She was an avid walker, gardener and could always be found pottering around," says Mike, her eldest son and now fulltime carer.

"It was quite a shock to see her become dependent on someone else."

Mike was directed to Enable New Zealand, who provided Colleen with equipment funded by Ministry of Health (now Whaikaha – Ministry of Disabled People), including a walker, wheelchair, converted wet-floor bathroom and outside ramps.

"If it wasn't for Enable New Zealand, mum would have definitely gone into a care home." Mike says.



Colleen and son Mike

"It was just awesome to see everybody together," says Mike. "And it was really good for mum."

The highlights of Colleen's days are visits from friends or family.

Since the stroke Colleen celebrates the little things: supporting herself toward the bathroom, strolls around the lake, and any outings from the house. She has delved into her love of reading, and now has well over 300 books in her collection.

"She can knock over two books a week." Mike says.

Fence helps Oliver grow in confidence

Oliver (Olly) Ganley-Rushton is a unique kid with a passion for gymnastics. He is on the autism spectrum, has epilepsy, and is non-speaking but none of this stops him from living his best life.



Oliver is the middle child of five and lives with his mum and grandma. Olly is the typical middle child and is often affectionately referred to as the 'loving ratbag'.

Why loving ratbag? Oliver and his family are based in Tauranga and as a kid who loves to explore, it's hard not to get lost among the trees and bushes around his house. Olly has a determined mind and would sometimes go exploring unnoticed by grandma or anyone in the family.

"At times Olly had to stay inside the house with everyone because it was too dangerous to leave the doors open," says Patricia, Olly's grandma. "If there was no adult supervision he could not go outside".

The family knew getting outdoors was an important part of Olly's life. With the support available from Enable New Zealand on behalf of the Ministry of Health (now Whaikaha - Ministry of Disabled People), a plan was developed to install suitable fencing at their home.

"The fence has allowed Oliver to be happy, have a lot more independence and a lot more freedom to do his normal things."

In 2020, Oliver found a new love for gymnastics, so Patricia decided to enrol him in his local gymnastics club. With the fence in place, Oliver can practice outside in his own time, at his own pace.

"Oliver is unusually strong for his age and it's important to get him to use his muscles," says Patricia.

Gymnastics has been a game changer for Oliver – massively increasing his confidence.

"At gymnastics, Oliver is able to have the confidence to swing on the bar which requires a lot of trust," says Patricia.

Oliver continues to grow in confidence, attend his gymnastics classes, and live up to his reputation as a boisterous and loving brother.



My life my choice!

Lighting the awareness torch about supported decision making!

In October 2023, the New Zealand Down Syndrome Association (NZDSA) and Firstport (National Disability Information and Advisory Service) co-hosted their first ever hybrid conference event as part of Down Syndrome awareness month. The event helped inform and engage our community on supported decision-making, with a particular focus on our Down Syndrome community.

The 'With Us, Not For Us' themed sessions allowed people to attend digitally from around Aotearoa and in-person at the EASIE Living Store in Palmerston North. The first session was focused on understanding professional insights, and session two heard from members of our community about the impacts of living with supported decision-making, including Vincenzo (Vinny).

"Small or big, I want to make decisions about my life, so do other disabled people. My life, my choice!" Says Vinny.

"When people with Down Syndrome do things, it's called supported decision-making. When my sister does the same thing, it's called chatting with her friends," Vinny says.

"I like to talk to people about my choices. Sometimes I need more communication, or I might need someone to answer questions or explain things in more detail."

Vinny reminded people, like everyone else he'd been making decisions since he was little, and it's always been about having choice and control over his own life. From small decisions like red shoes and sophisticated bomber



Vinny

jackets, to larger ones like getting his own car and proposing to his wife; Vinny has made them all.

"I decided I wanted to be a leader and speak up for people with Down Syndrome, so I became a student councillor. I am now a proud member of the NZDSA membership university group."

"I make truffles and sell them on Trade me, and I am in the final stages of completing my barista course."

Don't be surprised if you see Vinny running his own business, as he shared his dream to one day manage his own café. As he says, "It's my right to make decisions for my life."

Diving head-first into gold

“Let’s rip the band-aid off and get it over and done with,” says Para athlete Rawiri Tristram-Brown as he chats about handling pre-race jitters.

Most teenagers would cringe at the idea of 6am wake ups every Saturday, but in the world of Rawiri, sport is his bread and butter.

Being born with Spina Bifida hasn’t affected the honours pouring in, Rawiri already has a number of awards under his name. The young athlete made his grandparents, Roy and Mable, proud by making the New Zealand Tri-series team to face Australia in September last year.

Placing 4th in his first international 200m Freestyle mixed Multi-class.

“We started Rawiri at the pool from 6 years old to support his strength, and now look at him.” says an extremely proud grandpa Roy.

“When Rawiri isn’t training or competing at national swimming events, he carves up the basketball court.”

In September last year he took out MVP for the 2023 National League Division 2 Tournament. Because of his keen determination and talent, the Horowhenua college student has been travelling across Aotearoa with his grandparents as they watch him compete.

“We’ve seen more of New Zealand this year than I have in my life. It’s really cool to see him compete! He never complains, he works hard and just gets on with it,” says Roy.

With a full-on schedule, it would be understandable if sports were the only thing Rawiri has time for. But in Roy and Mable’s household, a good life balance is key to a good life.

“Tuesday, I get picked up from grandad, swim for two hours. Wednesday is basketball plus some more laps around the pool for an hour.



Rawiri

Thursday, I do more swimming, and Friday I just chill with my mates. On Saturday I’m up at 6 to have breakfast and swim.” he says.

Rawiri has always felt a wave of support from his community, In 2018 his primary school and wider community got behind him to fundraise \$1600 so he could compete at the Halberg games. But when Roy was searching for funding for his talented grandson, he discovered the funding bias towards team sports in Aotearoa.

“I ended up ringing lots of different organisations. Most of them were keen to support teams but for individuals it was very difficult. We eventually found someone who’s willing to help, Te Pou.”

“I’m always thankful,” Rawiri responds, “especially to my Grandpa and Nan.”

When asked about his aspirations and goals, Rawiri is aiming for gold, literally.

“It’d be pretty cool if I made it to the Paralympics,” he says.

With Rawiri’s determination and talent, it won’t be surprising to see him competing for Aotearoa and his community on the Paralympic international stage in a few years.

What people are saying about us

"Thanks so much for getting the modular ramp and threshold ramp installed. The installer was lovely; very patient, informative and polite with my questions. I am astounded at the enormous difference the ramp and wedge have made to my mobility and my life."

"As an assessor I like calling the contact centre because they are always so patient while I learn how to order equipment, being a newbie on the job. I just wanted to let them know that I appreciate it and it gives me confidence."

"I am very satisfied with the installation of my new lowrise lift. Communication with all parties was good. Everything went to plan. The new model is slightly bigger and is a better fit for my electric chair. Plus the addition of call buttons are very helpful. I now have peace of mind that I have safe entry/exit to my home."

"As a caregiver for a high needs client, I like calling because I never feel judged for having a client in the background, yelling. I appreciate the understanding and time you take to talk with me even though my client can be distracting at times."

"My client has expressed to me that recent gate and fence modifications have transformed their house into a dream home, where they can now host Christmas, New Year's and other celebrations for extended family on their safe, secure front lawn. This is a lovely example of inclusion and participation and I wanted to feed that back. Thank you very much."

"An urgent request for a bariatric walking frame on a Thursday, for a client who wanted to walk his daughter down the aisle at her wedding on the Saturday, was fulfilled. The client was able to walk his daughter down the aisle and was very thankful for the efficient service we provided."

Firstport

Your first port for disability information & advice
in Aotearoa New Zealand

The formation of Whaikaha and the separation of healthcare has meant that a clinical approach to disability support has been replaced with a social model approach.

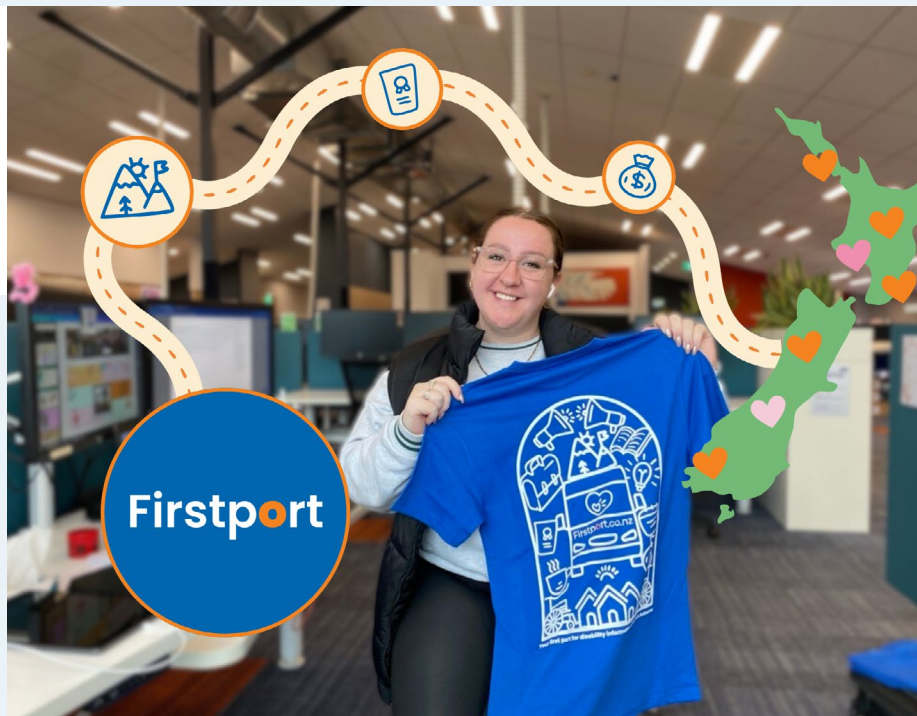
Early in 2023 Enable New Zealand's Firstport team were ready to take the Firstport national disability and information website on a new journey, reflecting the new 'social model' approach to disability support.

Firstport is a highly informative website, developed over many years, but the clinical view meant it was fairly text heavy, had a formal tone and didn't feel overly 'New Zealand'.

Over 2023 to 2024, the Firstport team has delivered on this approach through focusing their efforts in three areas:

1. Understanding and connecting with our community
2. Reflecting our community
3. Increasing access and creating new opportunities.

The team focused on understanding and connecting with our disability community through linking in with local council disability advisory and reference groups. They present and received feedback on Firstport to hospital and contact centre teams and at events. They developed relationships with disability support organisations across Aotearoa and formed partnerships to promote the incredible work they do.



Christian from the Firstport team

Over the last year the team has developed a strong understanding of the Enabling Good Lives (EGL) principled approach, developed by our disability community for our disability community. They then shared their journey with the community, creating resources and embedding the principals across Firstport and its social media accounts. In this way, not only could they reflect our community, they could also offer new opportunities and access to engage with EGL.

They worked with local agency, All is for All, to photograph amazing kiwi models to be the new faces of Firstport. They increased use of Te Reo Māori across Firstport and the resources available to support a tikanga approach to disability engagement.

Firstport's new opportunities also included sharing Enable New Zealand's clinical team knowledge. For example, developing a 'how to build an accessible home' guide. They filmed a housing expert to map the journey and shared other insights from the wealth of information available within the wider team.

The Firstport mission is to grow the pie together with our disability community and those who support them. The team is dedicated to finding new ways to connect our community to the best supports available for them, wherever they are throughout their disability journey.

Spotlight on Staff

Jenima Stanshall

Supply Chain Specialist



How long have you been with Enable New Zealand and what roles have you held here?

I've been with Enable for 23 years progressing through a variety of roles. I started with processing equipment reissues under \$500 and then moved to processing items over \$500 which included, for example, commodes, wheelchairs and hoists.

What do you enjoy the most about your current role?

Being in that role for most of my time at Enable gave me the experience to take up other opportunities and projects. For example, I was part of the Panel for Power Wheelchair selection and the Hearing Contract roadshow travelling around NZ.

What's one thing that you're most proud of achieving or being part of in your time at Enable and why?

I also became Acting Team Lead for a short period of time of the Contact Centre, Ministry of Health (MoH) Housing, MoH Equipment, Finance and the Hearing Team, following which. I progressed to the role of Procurement and Contracts Administrator. I am now on secondment in my current role as Supply Chain Specialist. In this role I am responsible for the efficient operation of truncated supply inventory management. I really enjoy liaising with suppliers, and forecasting equipment volumes.



Our team supports Pink Shirt Day each year

Joanne Taylor-Cross

Clinical Services Educator



How long have you been with Enable New Zealand and what roles have you held here?

I have been with Enable New Zealand for just over 6 months. In my current role, I serve as a Clinical Educator, where I promote internal and external education and advice with a team of clinical advisors, who are occupational therapists and physiotherapists.

What do you enjoy the most about your current role?

What I enjoy most about my role is the opportunity to work with a highly skilled and knowledgeable team. It's a privilege to help shape the clinical educational landscape within Enable New Zealand and to support disabled people and those who work directly with them, through Enable New Zealand's clinical advisors expanding their expertise in advice and education. The process of aligning our efforts with the agencies that fund services to the disabled community is both challenging and exciting, as it allows me to contribute to the growth and development of our team in meaningful ways.

What's one thing that you're most proud of achieving or being part of in your time at Enable and why?

I am most proud of being part of the ongoing review to align our educational goals with our funders' contracts, assessors and customers. This initiative is crucial as it sets the foundation for our team's future success in providing top-tier advice and education to clients and customers across New Zealand. Developing these goals for 2025, despite being a daunting task, is something I am deeply invested in because it will position our team as leading experts in the field, which is a goal I am passionate about achieving.

Kobe Chapman

Application Specialist



How long have you been with Enable New Zealand and what roles have you held here?

I have been with Enable New Zealand for 4+ years, starting as a casual employee while still in high school and then progressing to work within the Finance team. Then I moved into a permanent role with the Contact Centre after which I took up an opportunity within the Innovation and Technology Team as a Helpdesk/Support Analyst. An opportunity then came up to land me in my current position to be an IT Application Specialist.

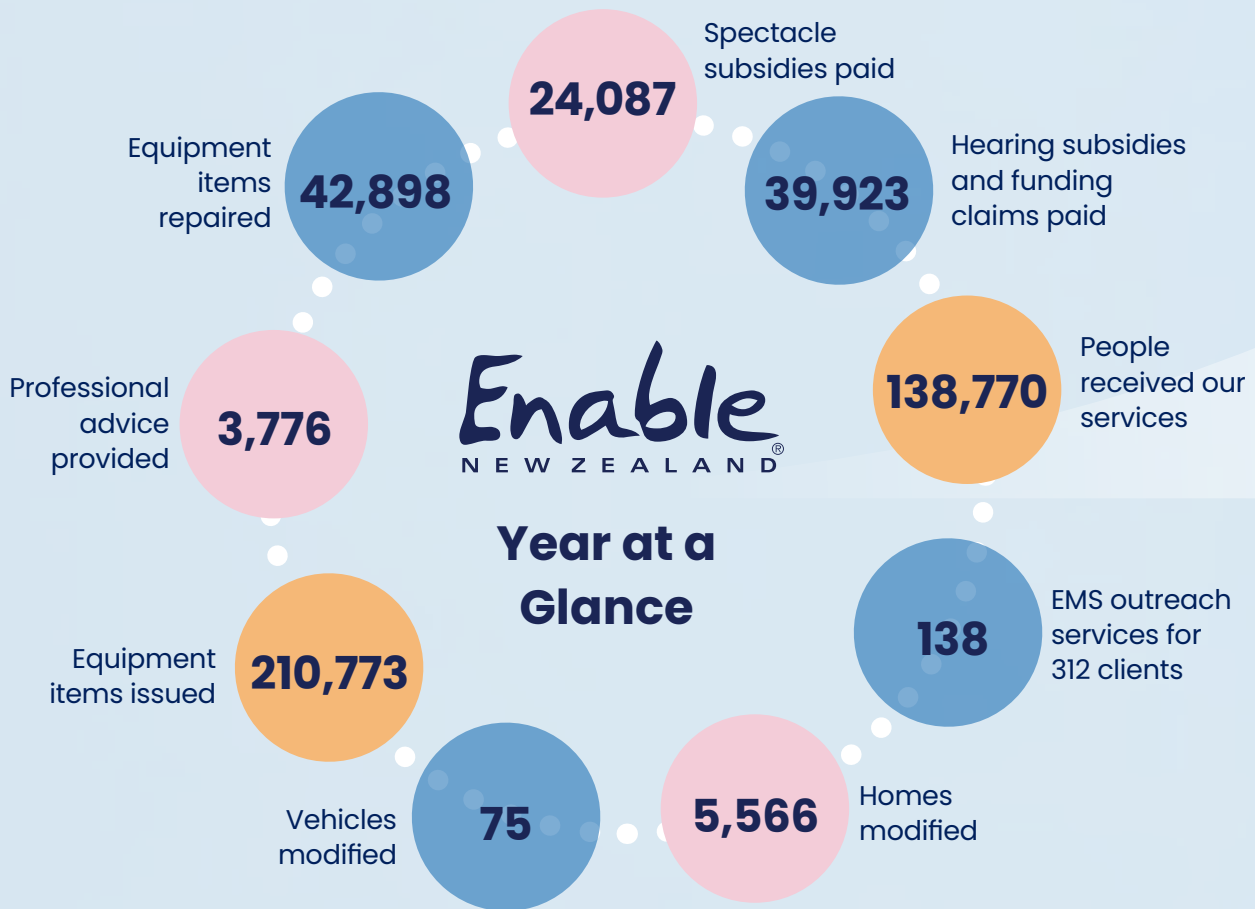
What do you enjoy the most about your current role?

The variety of different tasks, challenges and learning opportunities that come with the role. I also enjoy being able to contribute to initiatives and tasks that can benefit both our customers and Enable New Zealand.

What's one thing that you're most proud of achieving or being part of in your time at Enable and why?

Managing the successful cutover of the ACC Approvals Project as it required me to have good organisation and time management skills to make sure the cutover went as planned and met set deadlines.

A few highlights for the year



Embracing Technology

Over the last year, and as part of our Enablement Programme, we have been developing and testing a new way of processing vendor transactions via an Electronic Data Interchange (EDI) application. This new application will enhance the accuracy and speed of our purchase order and invoice matching processes and provide improved transaction tracking.

Traditionally our process for managing purchase orders and processing invoices has involved a mix of manual and automated methods and the introduction of this new application will ensure a more streamlined process for all concerned.

We have already begun having conversations with our largest suppliers and anticipate introducing the application to all suppliers early in the 2024/25 financial year.

Service Improvements

As we strive for continuous improvement on behalf of our service partners and funders, behind the scenes this year we've been working on making enhancements. We're focusing first on how we deliver rehabilitation equipment services for ACC customers. This work will realise a myriad benefits such as quicker outcomes for customers, improved visibility for system users and more efficient processes.

During 2024, we have also been working alongside ACC on a major work programme to enhance and streamline equipment re-issue, repair and maintenance.

Short Term Loan

Enable New Zealand developed its first Short Term Loan (STL) application in 2004, using our expertise in equipment management to support Southland Hospital.

In May 2019, Wairau Hospital (Blenheim) was the first to use the third iteration to manage their STL equipment supporting discharge of patients from hospital. The total number of hospitals now utilising this service has grown to double digits and this growth continues today.

Essentially, the application allows therapists or Allied Health Assistants to request various pieces of equipment to support patients with daily living activities. This is managed through the team in the Allied Health Equipment Store,

who use the STL application to monitor stock levels, record dispatch, manage recalls, return equipment, and retire equipment when it's no longer suitable.

The ability to transfer Health New Zealand / Te Whatu Ora owned equipment to Whaikaha –Ministry of Disabled People ownership means our system is able to better support our communities and individual client needs as well as a saving time for therapists. Across the various hospitals that used our STL application last year, this capability freed up at least nine FTE staff from the task of swapping equipment.

In addition, for patients who are injured and supported by ACC, the Enable STL application also allows the hospital to recover from ACC the cost of having their equipment used longer than an initial six-week loan period.

Congratulations to Rachel Brown NZROT

Another highlight has been the publication of the World Health Organisation Wheelchair Provision Guidelines.

This is an international document which aims to ensure that wheelchair users have timely access through wheelchair services that are people centred and responsive to their needs.

The Enable New Zealand outreach service is highlighted as part of these guidelines and Rachel Brown, one of our Clinical Services Advisors was one of the 32 people internationally to be on the External Review Group for this document.

Rachel, an Occupational Therapist, has worked in a variety of adult and paediatric services within New Zealand and overseas. Most of her practice has been in community settings and it's fair to say she is passionate about wheelchairs and seating. Rachel has been in her current role with Enable New Zealand since 2010, where she runs wheelchair, seating, and lying supports outreach clinics in the lower South Island. Alongside Enable's team of over 20 Clinical Services Advisors, Rachel also provides clinical advice for requests outside of the outreach setting.

She has published articles on lying supports and back supports and has presented at International, European and Oceania Seating Symposiums during her time at Enable New Zealand. Her most recent presentation was at the European Seating Symposium in Dublin in early 2024. She is currently on the Oceania Seating Symposium organisation committee and will be a named author on a research article that is due to be published on Telehealth.

EASIE Living Centre

The centre supports disabled people, older people and their whānau in the central North Island and beyond.



EASIE Living's Mandy and Kelly

EASIE Living Retail Store and Demonstration centre provides education, advice and guidance in disability and aged care. By providing tools, resources and equipment covering the full-spectrum of supports; EASIE Living has established itself within the community as a vital hub.

Kate, our onsite Occupational Therapist runs workshops for our local community and clinical professionals. Together with the EASIE Living mobile outreach coordinator, they run fall prevention education and equipment demonstrations for various groups and communities. These include Sports Manawātū (Green Prescription), Age Concern, the Alzheimer's Society, and residential care homes.

The Centre provides short-term rental equipment & products and an accessible price-point to support those not covered by traditional funding. Having in-person advisors also allows the community to gain advice

"It has been great having EASIE Living come to present at our Green Prescription educational sessions."

"The information they provide on falls prevention is very valuable to our programme participants. It is also great that they are able to showcase and demonstrate equipment that can make their home environments safer and keep them more independent. Kate and Lesley do a great job!"

in navigating the disability system in an accessible way.

Visitors to EASIE Living or those visited by Lesley in the outreach van, are able to see and participate in demonstrations on equipment or products available to help people in their daily lives. Some examples are:

- Setting up, adjusting and travelling with walkers and rollators
- Using hoists in the demonstration bedroom
- Kitchen equipment and accessible appliances
- Hearing therapy services and equipment
- Products for rheumatoid arthritis, gout and osteoarthritis
- Continence products for children and adults
- Autism equipment and how to use Enabling Good Lives principles to plan your best life.

We're all set to celebrate



The team at Enable New Zealand is excited about reaching a milestone 50 years in September 2024.

1974

Begins as Aids and Appliances Unit at Palmerston North Hospital

The organisation has been through a number of iterations during its lifespan and while it may have had different names, the focus has always been our disability community.

1994

NZDRC has 27 employees, based in Palmerston North

Enable was brought to life in 1974 as the Aids and Appliances Unit at Palmerston North Hospital, run by its founders Terry & Pat Cunliffe. It was New Zealand's first Disability Resource Centre (NZDRC) and primarily dedicated to researching and developing products for disabled people that were not available elsewhere and included design, transport and seating services.

By November 1994, the NZDRC had 27 employees, all based in Palmerston North.

1995

Secures an Equipment Management Service contract

In June 1995, the organisation secured a new Equipment Management Service contract with the Ministry of Health for Midland, Central and Southern Regional Health Authorities. This was followed closely by the launch of the Research Clearing House project between NZDRC and Massey University, aimed at providing easy access to resources from the growing technology called the World Wide Web.

2000

NZDRC becomes Enable New Zealand serving across Aotearoa

NZDRC became Enable New Zealand in 2000 and a subsidiary of the MidCentral Health District in 2002, even as it continued to serve districts across Aotearoa.

2002

Becomes a subsidiary of MidCentral Health providing national services

Most of our subsequent growth has been outside of the original design and production area. This included growth in 2002 into providing national disability information and advice, expansion of brick-and-mortar sites to include equipment warehouses throughout the country, and a myriad other contracts to deliver support services to our disabled community. Our EASIE Living Centre (Equipment, Advice, Services Information and Education) was established in 2016.

2022

Becomes a stand-alone company with over 200 dedicated staff

In 2022, Enable became a stand-alone company as a subsidiary of Health New Zealand – Te Whatu Ora. This change brought about a new board, increased independence for the organisation and grew the organisation to over 200 dedicated staff.

And today, as the leading supplier of disability equipment, information and modification services in Aotearoa, we are proudly continuing to support disabled people and their whanau to live everyday lives in their communities.



New Zealand Disabilities Resource Centre



ENABLE Information



Equipment



ENABLE Technology



The year ahead

“ The year ahead will no doubt continue to bring challenges for the sector, however the team and I will remain focused and committed to providing the best services we can to our communities up and down the motu. ”

Of course, we will continue to ensure that we are able to deliver the optimal ‘value for money’ return for our funders through the provision of efficient processes, systems and truncated supply, along with engaging proactively with our community and partners across the sector to ensure the best outcomes for those we serve.

As we look towards celebrating our 50th anniversary, we can be sure of another busy and productive year ahead as we continue to navigate the health reforms. Our strong investment in technology will continue, and there are a number of exciting initiatives underway that will see customer experience improvements across the organisation. Watch this space.

Scott Ambridge

Tumu Whakarae | Chief Executive
Enable New Zealand

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

A wholly-owned subsidiary of Te Whatu Ora - Health New Zealand.



Firstport

Your first port for disability information & advice
in Aotearoa New Zealand

EASIE *living*
Enabling life, your way

Call 0800 362 253
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