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| **Attendees**: Wendy Brenkley (Complex Care Network), Tina Lincoln (Care Matters), Christine Zander-Campbell (Parent to Parent), Dr Carey-Ann Morrison (Imagine Better), Katrina Fletcher (Carers NZ), Shane Doull (Kitchen Table Whanganui) and Rebecca Walton (Development Manager and Secretariat Support – Care Matters).  |

**Apologies:** Mark Benjamin (SAMS), Kellyanne Tong (NZDSN) and Wai Campbell (Kitchen Table Whanganui)

**Guest:** Tyler Brummer (Mycare)

***Update & Previous Agenda items:***

1. ***Resources and Workshops 2016 – 2017 (re-cap)***

***Resources added to website***

* Mapping Educational Opportunities
* Part 2: 7 – 18 of the Time Line
* Te Ara Totika He Tongata Whai Kaha (EGL)
* Transforming the Disability System (initial reference for families)
* 2 videos on Siblings

**Workshops completed**

* 32 workshops (SAMS 10/P2P 22)
* 3 Kitchen Tables (SAMS) in 3 locations/10 sessions per group (Whanganui/New Plymouth and Lower Hutt). Focus of groups - ‘alternative ways of getting a break’.

See agenda items for resources for 2017 – 2018 (current contract)

1. ***Reporting***

***Six Monthly Report (last half of 2017)***

Over the past six months 14 workshops were completed, with a total of 139 participants, averaging 10 attendees per workshop. Approximately 14% of participants are Māori.

100% of workshop participants rate the workshops as good, very good or excellent.

On average 76% of people accessing the website are new users each month. Over the last six months there have been 1331 people who have accessed the website, 9572 page views, 957 total uploads, 133 resources downloaded and 540 people viewed the four videos.

The six most downloaded resources

1. Home Ownership Guide (significantly higher by 50% than any other resource)
2. A window into IF/IF Respite
3. Tips to Stay on Top of it All
4. EGL Key Messages
5. Mapping Educational Opportunities
6. Managing Stress

The six most requested workshop topics

1. System Transformation/EGL
2. Funding/IF/Respite/Carer Support
3. Future Planning
4. Managing Stress
5. Communicating Effectively (ie. with professionals)
6. Guest speakers from community organisations
7. ***Annual Survey (1st September 2016 – 31st August 2017)***

During this period Care Matters had 336 people attend 32 *face-to-face events* with an average of 11 participants per workshop. 81% of those attending face-to-face events completed the work-shop evaluation form. 100% of attendees at the workshop rated their satisfaction between ‘good’ and ‘excellent’.

Care Matters sent all workshop participants an on-line survey and conducted a semi-structured in-depth telephone interview of 33 randomly selected Care Matters participants. Between the two we had a 25% response rate.

96% of participants from the recent on-line survey and telephone interviews rated their satisfaction between ‘good’ and ‘excellent’. *A difference of 4% between the feedback from workshops and the recent survey results.*

**On average 75% of participants rated workshop satisfaction, approach and relevance for Care Matters as “very good” or “excellent”.**

1. ***Website Update***

During November 2017, the Care Matters website had an overhaul so that all resource documents either became a PDF or a webpage as opposed to a word document that needed to be uploaded to open.

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| In addition to this:  |
| * changes were made to the formatting of the resources page and slide out menu’s
* a total of 35 resource documents/webpages were reviewed
* all links embedded in resources were checked for accuracy
* videos have their own page on the home menu
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| * additional links were added ie. Attitude Live, Enabling Good Lives, IHC Advocacy Toolkit and so forth
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| * the Workshop & Events page was updated with information on Kitchen Tables for 2017 - 2018
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| * an additional page was added that includes Key Government Strategies (ie. Carers Strategy, etc.)
* a Directory was added
* the Care Matters complaints process was added to the bottom of the home page.
* to be added - Manawanui’s Guide to Employing a Support Worker and ACC Guide
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**Agenda Items:**

**System Transformation (update** **by Mark Benjamin)**

The Advisory Group put together some questions for Mark to answer regarding the current System Transformation.

* *Are they maintaining timelines? Is the roll out still happening in July. What is the national timeline?*

There will be a slight delay – due to new government/Ministers. More certainty end of March as cabinet paper needs to be ratified.

Once learnings from mid-central trial completed (18 months approx. from start date) it will be rolled out to other centres (ie. CHCH/Waikato etc) before being rolled out nationally.

* *Where is it at?*

There are clear EGL principles and some core components that have been decided. For example - everyone will have a personal budget and there will be a range of ways to manage those budgets. There will be a Tuhono/Connector role that is independent of any funder/service provider. Disabled persons and families will have key roles including the ongoing monitoring of the new system (there will be strong feedback loops). Disabled persons and families will have more ‘say so’ (choice and control) over the budget and what it looks like for each person/family.

For service providers – there is a need to increase flexibility, choice and control to the individual/family. Need to clarify the different ways the individual/family can be supported (particularly if they do not want to carry the employment responsibility).

* *Have whanau ora workshops started yet?*

Unsure if this has started in mid central.

* *How is the information to whānau/family being rolled out? Individual whānau – where do they get information from? Not all parents have access to the internet.*

There will be national road shows – specific to families, disabled persons and service providers.

* *How is the medical profession being informed?*

The mid-central regional group includes the DHB who have the responsibility of ensuring the medical community are kept well informed.

* *How does this impact Care Matters and what should we be thinking about?*
1. What are the skills/information families need for the new system?
* What is System Transformation (need for current/accurate information)?
* how do I prepare for this (visioning/planning, what does a good life look like, personal safe guarding, effective communication strategies, negotiation skills, community mapping) etc.
* If having a more active role in employing someone, need to have information on …
* employment law
* range of employment skills (HR, how to manage staff, contracts, job descriptions etc).
1. Possible space for Tuhono/Connectors employed by disabled persons or family organisations.
2. More opportunities for carers/family members to be involved in leadership processes (need to increase/strengthen leadership opportunities)

***Mycare***

Presentation and focus group discussion.

Tyler shared some new features with the group and got the group to provide feedback on how they have found the Mycare website.

1. There has been some confusion over whether the service is free and not enough information on the website.

**Mycare is a free service for those receiving disability support services funding.**

“Within the next two weeks we will have easy to access pages on the website that have more detail about how people can use their IF, IF-respite, Carer Support and EGL funding on the website. Some of this information can be found in our help centre (<https://help.mycare.co.nz/hc/en-us/>)”

If you want to list a job or find a carer/relief carer all you need to do is sign up, provide the NHI (National Health Index) number of the person you are seeking support for and the name of your NASC (Needs Assessment Service Coordination) agency. Alternatively, you can ask your NASC to make a referral to [Carers NZ](http://www.carers.net.nz/).

They have also recently created Mybreaks a partnership with Carers NZ, IHC Foundation and Recreate to offer fun outings and experiences across New Zealand. You can register with Mycare to hear about these experiences.

1. People want to see what type of workers might be in their location without having to sign up.

“If you go to the homepage (www.mycare.co.nz) you will see we have put the search for a worker bar on the top so you can see if there are workers near you immediately”.

1. A great additional service is that if you can’t find the worker you want on-line you can contact their help line and they can assist you with your search (0800 677 700). The group felt this was not widely known.

“We are adding some information about how we help recruit people if you can’t find someone in your immediate community”.

1. Concerns about safety and the Vulnerable Children’s Act.

“We are moving to Police Vetting (in place of Ministry of Justice) and considering a service to provide Vulnerable Children’s vetting for people who request it for their selected workers. If you find a worker on Mycare and would like a current police vetting completed before you hire them, just let one of our Mycare team know and they will facilitate processing”.

1. Sometimes people might want to share a worker or share experiences.

“We are discussing best practice for the shared experience feature… and we have now moved shared visits between 2+ accounts (to help stretch Carer Support and other funding).

**Care Matters and Tuhono/Connectors?**

The Advisory Group discussed the potential role Care Matters could have with the newly created Tuhono/Connector roles. Care Matters does not see itself as an employer. Where Care Matters can add value is with the training of the Tuhono/Connectors. Discussed options including providing two-day workshop training events throughout the year.

***Resource Development 2018***

Resources and Workshops 2017 – 2018 (current contract)

* 36 workshops (SAMS 14/P2P 22)
* 5 Kitchen Tables (SAMS). Returning 2 – 3 times. Groups have flexibility to decide what they want to work on.
* 10 new resources

New resources being produced for workshops/website

* It’s *All about Relationships*
* *Resilience* (staying strong when times are tough).

Both are additional topics that can be added to the stress module.

* Time Line Part 3 and 4: *19+ and Getting Older*.
* *Hiring and Employing a Support Worker* (Podcasts P2P)
* *System Transformation* – the material created for the workshops is flexible to meet the needs of different parents and ranges from a brief introduction to a more in-depth half day or full day workshop)

**Discussion of Time Line**

* Group members discussed what content they would like to see in the next two resources of the time line. This information was collated and will be used to create the outline of these two resources.

**e-Leadership Group**

Discussed the need to re-new/expand this group. Discussed various alternatives. Decision to continue to build the on-line group as opposed to focus groups in one location.

**Action Points**

* Invite Mark Benjamin to the meeting on the 6th of August
* Check with Christine about linking their research on safer communities to the Care Matters website?
* Follow up contact provided by Carey Ann
* Add links to website on employment information
* Dr Carey Ann Morrison is presenting a paper at the IIMHL and IIDL Leadership Exchange in Stockholm at the end of May. She will share her research/paper at our next meeting.

**Next Meeting Date:**

**Monday the 6th of August in Palmerston North** (Manawatu SF, 160 Cuba Street, Palmerston North).