**Attendees**: Christine Zander-Campbell (Carer, Supporting Families),

Christina Slade (Carer, P2P), Wendy Brenkley (Carer, Complex Care

Network), Katrina Fletcher (Carers NZ), Andrea Crutchley (Carer, Feilding

Kitchen Table), Courtney Naera (Carer Family Member, Masterton Kitchen

Table), Janine Hoete-Thorton (CCSDA), Tony Paine (Imagine Better, Carer Family Member with NASC prospective), Lianne Clarke (Lead Facilitator and Carer Family Member) and Tina Lincoln (Carer Family Member, Development Manager and Secretariat Support – SAMS/Care Matters).

**Apologies; Lianne Clarke**

# General Update

***Introductions and welcome new members***

***New Members include, Tony Paine (Imagine Better, Carer Family Member with NASC prospective) Courtney Naera (Carer Family Member, Independent Masterton Kitchen Table) Lianne Clarke (Carer Family Member, Care Matters Lead Facilitator)***

## Updates

* Updates from regions
* Ministry of Health contract renewal – not signed off yet and expect confirmation within next few weeks  New Contract Manager MOH – Helen Hayes

***Current Position:***

From September 2020 – May 2021 we have had 745 workshop participants and 32 workshops throughout New Zealand. This equates to an average of 17 attendees per workshop. We have also facilitated 12 Kitchen Tables around New Zealand.

Overall Care Matters participants consistently give workshops a high satisfaction rating (for this reporting period we currently have 97% of participants rating Care Matters workshops between good to excellent).

Care Matters is in the process of gathering information from an online survey from participants from previous workshops and will have this reporting for the Ministry of Health and Advisory Group.

There has been a significant increase in website traffic 54%, which includes 89% new users.

P2P and SAMS facilitated and ran workshops ‘Getting A Break’ which was funded through Te Pou. We had higher demand with limited bookings and people were referred to the Care Matters website.

Training – SAMS delivered a two day training and personal development on ‘Facilitation within and EGL framework with all P2P Coordinators and Care Matters Facilitators throughout NZ. This was possible through Te Pou funding. The feedback was very positive and the connection with the two organisations has allowed growth and stronger relationships.

## Update - Summary of Care Matters results and achievements (Tina Lincoln)

At the current time, we have completed 32 of the 37 Workshops and 12 Kitchen Tables for this contract period (1st September 2020 to August 31st 2021).

The Advisory Group were provided with summary of results from:

* Care Matters Reporting 6 monthly Sept – Feb 2021 and last quarter March – May 2021
* Website traffic
* Concerns from Families and Whānau

|  |  |  |  |
| --- | --- | --- | --- |
| ***P2P: The videos of the whānau stories from the 'Navigating the System*** - alternativ on the website. | | | |
| [***https://carematters.org.nz/alternatives-to-traditional-respite-care/***](https://carematters.org.nz/alternatives-to-traditional-respite-care/) | | | |
| ***The***  development of our Puberty Support Group and Vision resources is underway and currently w | | | |
|  |  |  |  |
| ***SAMS*** |  |  |  |
| [***Life Beyond School***](https://carematters.org.nz/life-beyond-school-2/) | |  |  |
| [***When School Is Not A Suitable Option***](https://carematters.org.nz/when-education-at-school-is-not-a-suitable-option/) | | |  |
| [***Whakapapa of Enabling Good Lives***](https://carematters.org.nz/whakapapa-of-enabling-good-lives/) | | |  |
| [***Education - Making A Complaint***](https://carematters.org.nz/wp-content/uploads/2021/02/Education-MAKING-A-COMPLAINT.docx-TL.pdf) | | |  |
| [***Supporting Positive Behaviour***](https://carematters.org.nz/wp-content/uploads/2021/02/Supporting-Positive-Behaviour-2021-JS-1.pdf) | |  |  |
| [***A Guide For Carers MSD***](https://carematters.org.nz/supports-and-services/) | |  | [***New Edition***](https://carematters.org.nz/supports-and-services/) |

## Resource Update

***Development of new resources, year-to-date include;***

***Discussion Points:***

## Strategic Direction

*Meeting the needs of diverse carers and whānau - continuation of Zoom if requested.*

*Consideration for more resource to meet the increasing number of requests as we do not have the capacity to respond with the current contract volumes. There is a proposal is with the Ministry of Health for consideration.*

***Resource Development priorities from Advisory Group:***

The Advisory Group had discussions about potential resource development for our Care Matters Website for 2021 -2022.

The Advisory Group presented with ideas from E–Leadership Group, SAMS, Parent to Parent and additional ideas from the Advisory Group and their networks. All resources were supported and the prioritisation is listed below for each organisation.

# SAMS

1. Challenging behaviour – part two – more in-depth

1. Enabling Good Lives a softer approach for areas who have limited knowledge of EGL, back to basics approach

1. MSD Carer Book – to create and easy to use version of key areas that people request – (Advisory Group suggested looking at CM existing time line and embedding age and stage with this resource) X 2

1. Mechanics of Enabling Good Lives. Personal Budgets, understanding the connector tūhono role , Flexible Disability Support etc. (Advisory Group were concerned about mixed messages and would like consideration of delivery in locations where the Mechanics of EGL are, and when Family and Whānau Carers request information).

# P2P Vision and creation and Puberty Resource will be completed from 2020 –

## 2021 Care Matters Contract by 31st August 2021

1. Family and Whanau Carers Wellbeing and anxiety – tools – Carer prospective

1. Video Resource – Family Story about general overview of the value of Individualised Funding and what it looks like in practice.
2. Advocacy – health, education, support, funding (Advisory Group suggested looking at what Care Matters website has and add to)

1. IEP Refresh – NZ examples

***Additional Resources suggested by the Advisory Group:***

Family starter pack – beginning early – (P2P were going to follow up)

Micro Businesses/My business – discuss in more detail with Tony Paine and

Advisory Group next meeting

Children’s rights to attend school – suggestion from P2P – Tina will find existing resource and send to Advisory Group.

## Additional Comments by Advisory Group included;

* Continue updating and refining valuing language throughout our learning materials and delivery

* Continue to align the Enabling Good Live Principles in all aspects of

Care Matters

* Request an extended contract from MOH – suggestion of 5 years

***Member representatives/succession planning:*** The Advisory Group decided the following points:

* We have strengthened our member’s representatives to include; Maori, diversity, male, individual/s with a disability who are family members.
* Three years involvement on Advisory Group – (if replacement is challenging – right of return decided by the Advisory Group).
* If person has had no attendance for two meetings, then a replacement will be sought.
* Care Matters will contact National organisations for replacements after the three-year term and/or non-attendance.
* Care Matters will find replacements for (independent representation).
* Ideally, we would look at the Advisory Group Membership rotation of no more than two people at one time.

***Finishing Comments for the day:***

Motivation X 2

Useful

Catch up – New things

Insightful

**Next Meeting Date:**

**Thursday 24th February 10am – 3pm, in Palmerston North** (venue TBC).