

Consumer Council

Wednesday
14 September 2022
2:00pm – 4:00pm

VENUE

Waitematā Boardroom
Level 1, 15 Shea Tce Takapuna

In person attendance with Zoom option available

CONSUMER COUNCIL

14 September 2022

Venue: Waitematā Boardroom, Level 1, 15 Shea Tce Takapuna
Time: 2:00pm – 4:00pm

<p><u>Consumer Council Members</u></p> <p>Lorelle George (Consumer Council Chair) Ngozi Penson (Consumer Council Deputy Chair) Neli Alo Samuel Cho Alexa Forrest-Pain (Te Rūnanga o Ngāti Whātua) Rose Cosgrove (Te Whānau o Waipareira) Insik Kim Ian Ramos Ravi Reddy Kaeti Rigarlsford Vivien Verheijen Eden Li (Student Representative)</p>	<p><u>Ex-officio - Waitematā DHB staff members</u></p> <p>Samantha Dalwood – Disability Advisor Tim Wood – Acting Executive Director Commissioning and Community Services</p> <p><u>Other Te Whatu Ora Health New Zealand Waitematā Staff members</u></p> <p>Dr Andrew Brant – Interim District Director Ravina Patel – Manager, Patient Experience Tamzin Brott – Covid-19 Executive Lead and Chief Allied Health, Scientific and Technical Professions Officer</p>
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APOLOGIES:

Dr Andrew Brant – Interim District Director

AGENDA

Disclosure of Interests (see guidance)

- Does any member have an interest they have not previously disclosed?
- Does any member have an interest that might give rise to a conflict of interest with a matter on the agenda?

WELCOME

KARAKIA

	1. AGENDA ORDER AND TIMING
	2. Welcome / Karakia / Introduction
	3. CONFIRMATION OF MINUTES
2.05pm	3.1 Confirmation of the Minutes of Meeting (03/08/22)
	3.2 Actions Arising from Previous Meeting
	4. DISCUSSIONS
2.10pm	4.1 Patient Experience Report
2.25pm	4.2 Hidden Disabilities Sunflower lanyard – Samantha Dalwood, Disability Advisor
	5. INFORMATION ITEMS
2.35pm	5.1 COVID-19 update – Omicron (Verbal)
2.50pm	--- Break –
3.00pm	5.2 Overview of Te Whatu Ora, Māori Health Authority and Localities - Tim Wood
3.30pm	5.3 Chair's Update: Networks and Linkages – Lorelle George, Chair
	6. ANY OTHER BUSINESS
3:45pm	6.1 Community Concerns
3.50pm	6.2 Area of interest for future meeting
3.55pm	6.3 Meeting evaluation

**Waitematā District Health Board
Consumer Council
Member Attendance Schedule 2022**

NAME	Feb 2022	Mar 2022	May 2022	June 2022
Lorelle George (Chair)	✓	✓	✓	✓
Ngozi Penson (Deputy Chair)	✓	✓	✓	✓
Alexa Forrest-Pain	✓	✓	✓	✓
Neli Alo	✓	✓	✓	✓
Maria Halligan	✓	✓	✓	✓
Insik Kim	✓	✓	✓	✓
Samuel Cho	✓	✓	✓	✓
Ian Ramos	✓	✓	✓	✓
Ravi Reddy	✓	✓	x	✓
Kaeti Rigarsford	✓	✓	✓	✓
Vivien Verheijen	✓	✓	✓	✓
+Dale Bramley	✓	✓	x	x
+Samantha Dalwood	✓	✓	x	✓
Eden Li (Student representative)	✓	✓	✓	✓

**Te Whatu Ora Health New Zealand - Waitematā
Consumer Council
Member Attendance Schedule 2022**

NAME	August 2022	Sept 2022	Oct 2022	Dec 2022
Lorelle George (Chair)	x			
Ngozi Penson (Deputy Chair)	✓			
Alexa Forrest-Pain	x			
Neli Alo	✓			
Rose Cosgrove (Te Whānau o Waipareira)	✓			
Insik Kim	✓			
Samuel Cho	✓			
Ian Ramos	✓			
Ravi Reddy	x			
Kaeti Rigarsford	✓			
Vivien Verheijen	✓			
+Andrew Brant	x			
+Tim Wood	x			
+Samantha Dalwood	✓			
Eden Li (Student representative)	✓			

- ✓ *attended*
- x *apologies*
- * *attended part of the meeting only*
- ^ *leave of absence*
- + *ex-officio member*

**TE WHATU ORA HEALTH NEW ZEALAND - WAITEMATĀ
CONSUMER COUNCIL**

REGISTER OF INTERESTS

Committee Member	Involvements with other organisations	Last Updated
Neli Alo	nil	24/09/19
Samuel Cho	Committee Member, Waitakere Health Link Member, Metro Auckland Asian and MELAA Primary Care Service Improvement Group (Auckland DHB and Waitematā DHB) Member, Asian Health Action and Advisory Group (Counties Manukau Health)	28/07/22
Alexa Forrest-Pain	Member, Auckland Council Youth Advisory Panel	09/08/22
Lorelle George (Chair)	Consumer Advocate – Harbour Hospice, Clinical Governance Committee	07/05/21
Rose Cosgrove	Daughter has a fixed term contract with Te Whatu Ora Health New Zealand – Waitematā	11/08/22
Insik Kim	No declared interest	03/07/19
Ngozi Penson (Deputy Chair)	Member, Metro Auckland Clinical Governance Forum Member, Ethnic Advisory Group (EAG), English Language Partners Northern Region Laboratory Network Point of Care Testing (POCT) Network Group, Co-Founder - Middle Eastern, Latin American, African (MELAA) Advisory group (MAG), Independent candidate, Kaipātiki Local Board	25/07/22
Ian Ramos	nil	03/08/22
Ravi Reddy	Board Member – Hospice West Auckland Senior Lecturer – Massey University Honorary Academic – University of Auckland	19/02/20
Kaeti Rigarlsford	nil	03/07/19
Vivien Verheijen	Member, Consumer Advisory Committee - PHARMAC Board member, Companionship & Morning Activities for Seniors (CMA) Lay member of General Standards Committee, NZ Law Society	27/07/22
Eden Li (Student Representative)	nil	22/04/21

Conflicts of Interest Quick Reference Guide

Any Consumer Council member who has or may have an interest in a transaction or issue under discussion by the Consumer Council must declare the interest in writing to the Interim Director Waitematā. The declaration must include sufficient information that the nature of the interest and the potential for it to conflict with the interests of Te Whatu Ora Health New Zealand is clear.

A Consumer Council member may be interested in a transaction or issue if they are:

- a party to, or will derive a financial benefit from, the transaction; or
- has a financial interest in another party to the transaction; or
- is a director, member, official, partner, or trustee of another party to, or person who will or may derive a financial benefit from, the transaction, not being a party that is (i) the Crown; or (ii) a publicly-owned health and disability organisation; or (iii) a body that is wholly owned by one or more publicly-owned health and disability organisations; or
- is the parent, child, spouse or partner of another party to, or person who will or may derive a financial benefit from, the transaction; or
- is otherwise directly or indirectly interested in the transaction.

If the interest is so remote or insignificant that it cannot reasonably be regarded as likely to influence the Consumer Council member in carrying out their responsibilities, then he or she may not be “interested in the transaction”. The decision as to whether someone is “interested in the transaction” must be made by the Interim Director Waitematā.

A Consumer Council member who makes a disclosure as outlined above must not:

- take part in any deliberation or decision of the Consumer Council relating to the transaction or issue; or
- be included in the quorum required for any such deliberation or decision; or
- sign any document relating to the entry into a transaction or issue or the initiation of the transaction or issue.

The disclosure must be recorded in the minutes of the next meeting and entered into the interest register.

The Consumer Council member can take part in deliberations (but not any decision) of the Consumer Council in relation to the transaction if a majority of other members of the Consumer Council permit the member to do so. If this occurs, the minutes of the meeting must record the permission given and the majority’s reasons for doing so, along with what the member said during any deliberation of the Consumer Council Committee relating to the transaction concerned.

Consumer Council members are expected to avoid using their positions for personal gain, or solicit or accept gifts, rewards or benefits which might be perceived as inducement and which could compromise the Consumer Council Committee’s integrity.

IMPORTANT

Note that the best course, when there is any doubt, is to raise such matters of interest in the first instance with the Chair of the Consumer Council who will determine an appropriate course of action.

Ensure the nature of the interest is disclosed, not just the existence of the interest.

Note: This sheet provides summary information only.

2. WELCOME AND INTRODUCTION

3. CONFIRMATION OF MINUTES

3.1 Confirmation of the Minutes of Meeting 03/08/22

3.2 Actions Arising from Previous Meeting

3.1 Confirmation of the Minutes of Meeting 03/08/22

Draft Minutes of the meeting of the Consumer Council of Te Whatu Ora Health New Zealand - Waitematā

Wednesday, 3 August 2022

held by video conference commencing at 2.00pm

CONSUMER COUNCIL MEMBERS PRESENT:

Lorelle George (Chair)
Ngozi Penson (Deputy Chair)
Neli Alo
Samuel Cho
Alexa Forrest-Pain (Te Rūnanga o Ngāti Whātua)
Rose Cosgrove (Te Whānau o Waipareira)
Insik Kim
Ian Ramos
Kaeti Rigarlsford
Vivien Verheijen
Ravi Reddy
Eden Li (Student Representative)

ALSO PRESENT:

Samantha Dalwood - Disability Advisor
Ravina Patel - Manager, Patient Experience
Erica Fairbank – Project Coordinator
Hinerua Ruakere – Project Coordinator
Matthew Knight - Projects Director, Facilities Services Group
Julia Reynolds – Clinical Nurse Specialist, Cardiology (NSH)
Guy Armstrong - Cardiologist
Tamzin Brott – Covid-19 Executive Lead and Chief Allied Health, Scientific and Technical Professions Officer

KARAKIA

Neli Alo led the Karakia.

APOLOGIES:

Lorelle George (Consumer Council Chair)
Ravi Reddy
Tim Wood – Acting Executive Director Commissioning and Community Services
Alexa Forrest-Pain left the meeting at 2.15pm

WELCOME:

The Consumer Council Deputy Chair welcomed everyone in the meeting.

DISCLOSURE OF INTERESTS

There were no updates or additions to the interest register.
There were no interests declared that might involve a conflict of interest with an item on the agenda.

1 AGENDA ORDER AND TIMING

Agenda items were discussed in the order listed.

3 CONFIRMATION OF MINUTES

3.1 Confirmation of Minutes of the Consumer Council Meeting held on 22 June 2022

The Minutes of the Consumer Council Meeting held on 22 June were received and approved.

3.2 Actions arising from the previous meeting

There were no actions arising from the previous meeting.

4 INFORMATION ITEMS

4.1 COVID-19 Update – Omicron (Verbal update)

Tamzin Brott (COVID-19 Executive Lead and Chief Allied Health, Scientific and Technical Professions Officer) provided an update on COVID-19 and the Omicron outbreak.

Matters covered in the discussion:

- Since June meeting, there has been a period of high activity with a number of outbreaks and exposure events across our inpatient settings
- The Northern region rate (10.2 per 1,000) decreased by 14% in the week prior to 29 July - however the weekly case rate for Waitematā District was the highest at (10.9 per 1,000) followed by Auckland District (10.7 per 1,000)
- Positive notified cases continue to be around 2500-3000 cases on average per day across the northern region down from approximately 3500 mid-July (1800-2000 six-weeks prior).
- Staff incidence rose approximately four weeks ago to about 60 positive cases a day. These have stabilised over the past 4-5 days and there are now about 15-20 new positive staff a day at Waitematā District.
- Regionally we see around 60-70 new positive hospitalisations a day (30-40 a day in June) with Waitematā District being the highest with around 20-24 per day. Other northern district averaging around 10-15 per day
- There are approximately 200-250 active COVID-19 patients in northern region hospitals each day (100 six-weeks prior)
- Influenza and flu-like presentations and admissions are reducing, though Respiratory Syncytial Virus (RSV) looks like it might be continuing to grow. The main influenza peak appears to be over, but potential remains for a secondary influenza B outbreak over August/September.

Vaccination

- Second booster now available - via GPs and Pharmacies, pop ups and events
- For Waitematā District 73.9% of our adult population boosted (58.8% Māori and 61.4% Pasifika) and 40.4% of our tamariki (5-11) two doses

Waitematā District Staff – as of 3 August 98.7% (8786 people) boosted.

Flu Vaccination – 67.3% of Waitematā District Staff have had the flu vaccination

Current areas of focus

- Supporting our staff – high sickness and COVID-19 leaving constant gaps in our rosters.
- Continuing to ensure training up to date
- Supporting booster pop ups and visits to offsite teams and services (i.e. Mason Clinic and Renal)
- General supply chain – ongoing impacts on some supplies

The Consumer Council acknowledged Tamzin's update and thanked her for her time.

Questions and issues raised:

- Query on whether there is a timeframe set for the Second booster to be administered to the younger population. Tamzin will send through additional comments to answer this question.

5 DISCUSSIONS

5.1 Patient Experience Report (Agenda pages 16-38)

Ravina Patel (Manager, Patient Experience), Erica Fairbank (Project Coordinator) and Hinerua Ruakere (Project Coordinator) joined the meeting for this item. The report was taken as read.

Matters covered in the discussion and response to questions included:

National patients' survey results:

- Results continue on track and above target of 70%
- Health measures continue with increasing positive scores across all measures. However, for the *Being involved in decision making* measures there was an unexpected dip with reduced scores for the Māori consumers' group. The team is monitoring closely the results for this measure to ensure that the standard of service remains high.
- The number of survey responses from the *Friends and Family* has dropped from approximately 790 in May to approximately 496 in June. The team is working closely with the Institute of Innovation (I3) to increase the response rate by implementing an email survey on discharge to supplement the paper form.

Volunteers update

- Currently working on identifying gaps in the service for recruitment
- Students from Westlake Boys and Westlake Girls High Schools ready to do the onboarding to be able to return to previous volunteering roles

- St Johns provided volunteers to the ED and ADU Departments. Currently seeking their volunteers' services to join the Surgical Unit.

Welcome to Ward 10

- 'Welcome to Ward 10' brochure with key information for patients that includes a section on 'Discharge' created in collaboration with Sarah Timms and Charge Nurse of Ward 10

Comments and issues raised:

- The language on the pamphlet could be easier to read, and using Easy Read and more universal symbols for greater accessibility
- Question on whether a service can be provided to support patients that need help with childcare to be able to attend to healthcare appointments. Ravina will follow up on this issue and will provide an update at the next meeting.
- Feedback was provided on the safety of staff members at key entry points and on whether security could be reinstated for better management of cues and patients waiting times. Ravina will follow up on this issue and will provide an update at the next meeting.

The Consumer Council welcomed Erica Fairbank and Hinerua Ruakere and thanked Ravina Patel and her team for their work.

5.2 Facilities Update (Verbal update)

Matthew Knight (Projects Director, Facilities Services Group), provided an update on major Facilities' projects.

Matters covered in the discussion and response to questions included:

Portfolio of building projects that have had consumer input:

Pitman House

- CADS service has been relocated to the brand-new facility at the City Mission space at the City Centre
- Currently working with the Mental Health team to best utilise the Point Chevalier vacant leased space

Waitākere Primary Birthing Unit

- The six-bedroom facility will provide mother, baby and family/Whanau with a non-clinical setting but is close to the hospital.
- Matthew gave an overview of the social investment model of funding facilities at Waitākere and how this is enabling facilities to be built.

North Shore Women's Health Clinic

- Design process almost on completion and project to go to tender for constructor soon.
- Expecting construction to start in October 2022 and to end in March 2023

Waitākere's Maternity Birthing Suite

- Refurbishing project slightly delayed due to the new COVID-19 measure to implement negative pressure standards.
- Project to go to tender for constructor in October 2022

- Remodelling of the birthing suites to finish in 2023

North Shore Marae

- Design process almost on completion and project to go to tender for constructor soon.

Whānau accommodation

- Facilities include 17 bedrooms with multipurpose kitchen and toilets
- Project to be finished by October and facility to be in use for families in November 2022

The Consumer Council acknowledged and thanked Matthew for his time.

3.05pm to 3.15pm – the meeting adjourned for a short break.

Neli Alo left the meeting at 3.20pm.

5.3 Coronary Angiogram Consent Form (Agenda pages 39-47)

Julia Reynolds (Clinical Nurse Specialist, Cardiology - NSH) and Guy Armstrong (Cardiologist) joined the meeting for this item. The paper was taken as read.

Julia and Guy opened the discussion inviting comments and feedback on the proposed Coronary Angiogram Consent form:

Comments and issues raised:

- The language on the form could be easier to read. The language used appears too technical and makes it difficult to read.
- It was suggested to include symbols to aid comprehension of complex information and to change the format from paragraphs to bullet points, and also to add questions as headings for easier comprehension
- The Council asked that patients are given enough time to process the information to ensure that patients fully understand the risks and benefits of the procedure
- Increased consistency in the use of language through the document.
- Once the feedback and comments have been addressed the final document will be shared with Consumer Council.

The Consumer Council acknowledged Julia Reynolds and Guy Armstrong and thanked them for their time.

6 OTHER BUSINESS

In relation to a letter received from Karen Browne, Chair Southern DHB asking for the support from other Consumer Councils to raise concerns about the lack of nurses, particularly in Aged Care, the Consumer Council has agreed to endorse the content and be named in the letter to be sent to the government asking for this issue to be prioritised.

6.1 Community Concerns

No other issues were addressed.

6.2 Area of interest for future meeting

An update from a senior staff member on Te Whatu Ora / Health New Zealand and Te Aka Whai Ora / Māori Health Authority and the locality model would be helpful for greater understanding of the Consumer Council's voice at a regional and national level. It will also be helpful to know how the organisational change will impact patients.

6.3 Meeting evaluation

No other issues were addressed.

The Deputy Chair thanked the members and attendees for their time.

The meeting closed at 3.56pm.

SIGNED AS A CORRECT RECORD OF THE MEETING OF TE WHATU ORA HEALTH NEW ZEALAND -
WAITEMATĀ – CONSUMER COUNCIL MEETING HELD ON 3 AUGUST 2022.

_____ CHAIR

4. DISCUSSION ITEMS

4.1 Patient Experience Report

4.2 Hidden Disabilities Sunflower lanyard

Patient Experience Feedback

1.0 National Inpatient Survey

This quarter’s survey went live on 10th August 2022. The sample who received the survey is a selection of patients who visited the hospital during the two-week period from 18th July to 1st August 2022. Participants have until the 31st August to complete the survey and results will be made available around 27th September 2022.

2.0 Friends and Family Test

2.1 Friends & Family Test Overall Results – Adult Survey

In July 2022 the Net Promoter Score (NPS) was 82 with feedback from 607 people. The NPS is up a point on the previous month and the number of responses is also up from 496 last month to 607 this month. The NPS continues to score above the target of 70.

2.2 Friends & Family Test Overall Results

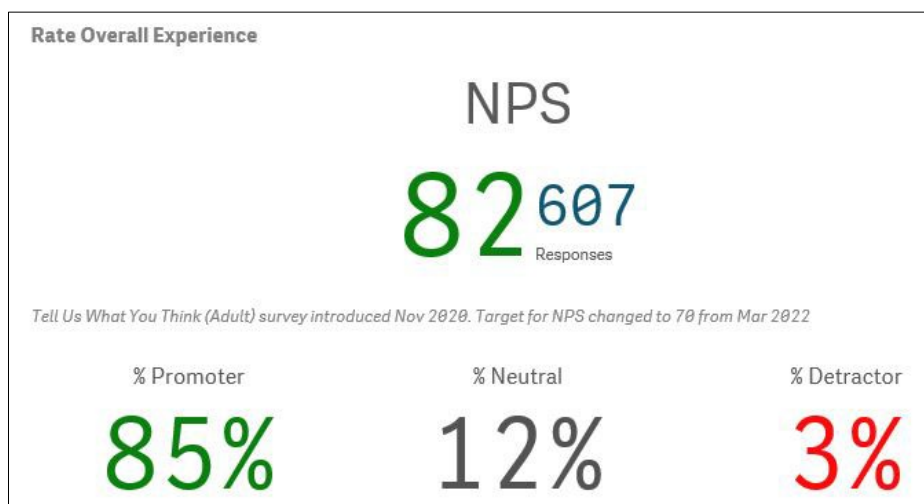
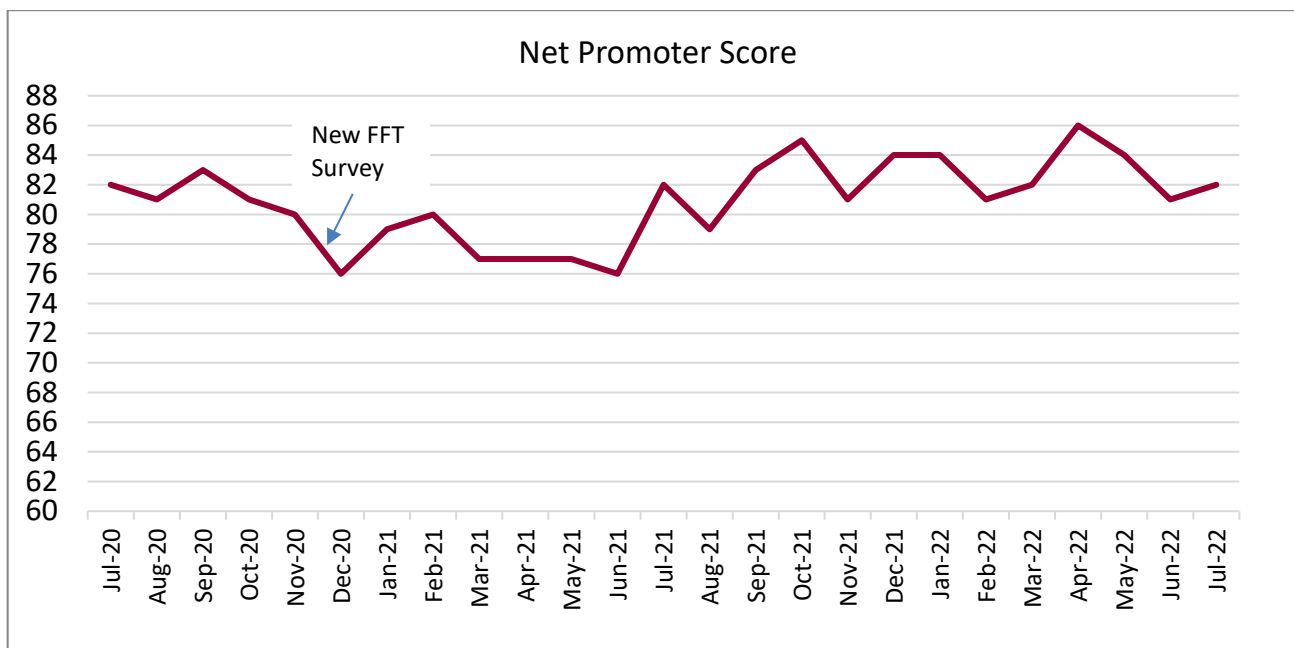


Figure 1: Waitematā DHB overall NPS

Pt Experience by Service (Adult and Maternity)							
Month & Year	Surveys	Rate Overall Experience	Welcoming and Friendly	Listened To	Treated with Compassion	Involved in Decision Making	Explained in a Way I Understood
Totals	607	82	87	83	86	77	82
Jul-2022	607	82	87	83	86	77	82

Table 1: Waitematā DHB overall FFT results

Patient Experience Report (July 2022)



Graph 1: Waitemata DHB Net Promoter Score over time

The above chart shows the net promoter score over the last 2 years. The score has been trending upwards since the new FFT survey questions were introduced in November 2020.

2.3 Total Responses and NPS to Friends and Family Test by ethnicity

July 2022	NZ European	Māori	Asian	Pacific	Other/ European
Responses	310	30	82	49	136
NPS	83	93	83	82	79

*Low base size, interpret with care

Table 2: NPS by ethnicity

In July, all ethnicities met the Waitemata DHB NPS target and scored above 70.

July 2022	NZ European	Māori	Asian	Pacific	Other/ European
Staff were welcoming and friendly	87	97	86	87	83
I was listened to	84	97	81	84	81
I was treated with compassion	87	97	82	91	82
I was involved in decision making	76	90	84	79	72
My condition/treatment was explained in a way that I understood	83	91	80	93	77

Table 3: NPS for all questions by ethnicity

This month, all measures score at or above the DHB target. For Māori, 'listened to' achieved its highest score to date with an NPS score of 97.

2.4 Patient Experience Highlights

➤ **Patient Feedback**

Patient Feedback in July has once again been positive with patients reporting great staff (welcoming, cheerful, informative, efficient and helpful), compassionate care and great service as the reasons for the positive response.

Patient Experience Report (July 2022)

"My experience has always been a good one- all friendly and more than helpful and gracious." (Outpatients)
"All staff introduce themselves by name and role and are so kind and pleasant. Nothing is too much trouble even though I know they are busy. Thank you!" (Hine Ora Ward)

3.0 Volunteers

3.1 Volunteer Recruitment Statistics

Volunteer numbers have decreased by 5 on the previous month due to changes in volunteer circumstances.

Green Coats Volunteers (Front of House) (A)	Other allocated Volunteers (B)	Volunteers on boarded awaiting allocation (C)	Total volunteers available (D) (A) + (B) + (C) =(D)
45	84	43	172

Table 4: Volunteers Recruitment

The numbers of applications remain steady with approximately 1-2 applications a month.

3.2 Volunteer Highlights

➤ **Hospital Auxiliary**

Hospital Auxiliary's donations and commitment to our hospitals remains impressive. The team at North Shore Hospital have been busy making breast pillows and other items needed by the wards including the Rehabilitation and Special Care Unit Baby. The Waitakere team has also resumed their rounds in the hospital delivering items for our patients and their whānau.

➤ **Waitakere Hospital Volunteer Shop**

The Waitakere Hospital Shop reopened on Tuesday 9th August 2022. There have been many requests about opening the shop from the community, visitors, staff and patients. The news about the reopening was received with great enthusiasm and delight. The shop will be open on every other Tuesday, Wednesdays and Thursdays.



4.0 Consumer Council Update

The Consumer Council met on 03 August 2022. They discussed the following agenda items at the meeting:

- COVID-19 update – Verbal update from Tamzin Brott COVID-19 Executive Lead & Chief Allied Health Scientific and Technical Professions Officer – Tamzin updated the Council on the latest information regarding COVID-19 and Influenza.

Patient Experience Report (July 2022)

- Patient Experience Report – Ravina Patel, Patient Experience Manager presented her report and the new Ward 10 brochure. She introduced her two new staff members, who were welcomed by the Council.
- Facilities Update – Matthew Knight, Project Director from Facilities Services Group (FSG) updated the Council on the projects that he is working on. The projects included the Primary Birthing Unit at Waitakere and the Marae and Whanau accommodation at North Shore. He gave an overview of the social investment model of funding facilities at Waitakere and how this is enabling facilities to be built.
- Cardiology Consent Information - Julia Reynolds, Clinical Nurse Specialist, Cardiology and Guy Armstrong, Cardiologist gathered feedback from the Council on their proposed cardiology consent information. The main feedback was the density of quite complex information and the lack of visual information. Julia and Guy will update the form following feedback and will bring back their updated version to the Council.

Title: *Hidden Disabilities Sunflower Scheme*

Date: 20 August 2022

Recommendations:

The recommendations are that you:

- a) Note that as part of Te Whatu Ora-Health New Zealand Waitematā’s commitment to improve the experience of disabled people using our services, we have become members of the Hidden Disabilities Sunflower lanyard scheme.
- b) Agree with the principal of joining the scheme, where people with hidden disabilities chose to wear a sunflower lanyard. This indicates to staff that they may need some support while using our services.

Key Issues
<ul style="list-style-type: none"> • We want to improve the experience of people with hidden disabilities visiting our hospitals and using our services. • We want to support staff to feel confident to work with disabled people. • We want to commit to this as part of our work under the Accessibility Tick. • The Sunflower is a globally recognised symbol for non-visible disabilities, also known as hidden disabilities or invisible disabilities. • We are the first healthcare provider in New Zealand to support disabled people through the Hidden Disabilities Sunflower lanyard scheme. • We will initially join for one year, as a pilot, and will review to ensure that the lanyards are being accessed equitably by people that want them.

Contact for telephone discussion (if required)

Name	Position	Telephone	Suggested first contact	Sponsor
Samantha Dalwood	Disability Advisor	[REDACTED]	✓	Fiona McCarthy Director, People & Culture
Ravina Patel	Patient Experience Manager	[REDACTED]		
Karen Fielding	Health Leadership Programme Manager	[REDACTED]		

Executive Summary

As part of our work under the Accessibility Tick, we have made a commitment to improve the experience of disabled people using our services.

To support the improvement of the experience of people with hidden disabilities and raise the awareness of hidden disabilities to our staff, we have joined the Hidden Disabilities Sunflower scheme.

Being part of the scheme includes:

- Promoting internally to support staff to recognise the sunflower lanyard and to understand that this means that the wearer may need some extra support. This includes promoting to all staff at on-boarding and orientation and also raising awareness with volunteers, Traffic and Reception staff.
- Promoting externally that we are part of the scheme and our staff know what they are. We will have lanyards available for people to collect on their way into our hospitals. Some people will arrive already wearing their own lanyards.
- Having lanyards available for people with hidden disabilities to request via a dedicated email address. The lanyard will be waiting for them when they arrive at the reception desk. People keep the lanyard to use again - it is not returned to the DHB.

Please note that there is not an expectation that staff need to be experts in all areas of disability support, but just that they recognise the lanyard means that the person has a hidden disability and ask them if they need some support. Support could include asking if the person needs some help, allowing the person extra time, or listening closely to the person.

This is a low risk, low cost, high impact piece of work and we will **be the first healthcare provider in New Zealand** to be implementing the Hidden Disabilities Sunflower. Other large organisations (e.g. Air New Zealand, Auckland Airport, and Queenstown Airport) are already using this scheme, with very positive feedback from staff and users.

It is envisaged that this scheme could be scaled-up to other hospitals and community sites within a Health New Zealand structure – as awareness and uptake increases, and as other health and non-health organisations in New Zealand sign-up to the scheme over time.

Background information



What is the Sunflower?

The Sunflower is a globally recognised symbol for non-visible disabilities, also known as hidden disabilities or invisible disabilities.

Not all disabilities are visible – some are not immediately obvious. They include autism, chronic pain, and learning difficulties as well as mental health conditions, mobility, speech impairments, and sensory loss such as speech, sight loss, hearing loss, or deafness. They also include respiratory conditions as well as chronic conditions such as diabetes, chronic pain, and sleep disorders when these significantly impact day-to-day life. Although you may not be able to see these invisible impairments and conditions, they are still there.

People living with these conditions often face barriers in their daily lives including a lack of understanding and negative attitudes. So some choose to wear the Sunflower lanyard to discreetly identify that they may need support, help, or just a little more time in shops, transport, or public spaces.

The Sunflower lanyard is a discreet identifier. People choose to wear it when and where they want, it empowers the wearer. It indicates discreetly to people around them that the wearer has a hidden disability and might require extra support, assistance, care, or time.

Membership includes training videos and information for staff

- The short training videos help to increase awareness and build an inclusive work culture.
- The training videos give customer-facing employees the tools to recognise and support people wearing the sunflower lanyard.



The Supporter icon helps identify those who are trained to offer support.

- Once staff complete training they can be identified with a badge, pin or sticker – that attaches to the existing staff lanyards.
- Training refresher information can be displayed in staff rooms and across the staff intranet.
- People with hidden disabilities can choose to seek out supporter staff.

Costs/Financials Implication including source of funding

There is an annual subscription cost of \$1,000 to be a member of the Hidden Disabilities Sunflower scheme.

Next Steps

- Work with the Equity Planning Group to ensure that an equity lens has been placed over this pilot.
- Set up a dedicated email address (e.g. "sunflower@waitematadhb.govt.nz"), and the process for responding to requests for lanyards.
- Work with HR to include Hidden Disabilities Sunflower information as part of orientation and induction.

- Work with the Communications Team to promote the Hidden Disabilities Sunflower internally and externally.
- Work with Māori and Pacific staff teams to raise their awareness.
- Liaise with disability networks, including Māori and Pacific disability service providers, to promote our membership of the Hidden Disabilities lanyard scheme. This is to inform them that, as well as having lanyards available, we have staff that will understand the meaning of the lanyards when they see people using our services wearing them.
- Promote our membership of the Hidden Disabilities lanyard scheme via the Consumer Council networks.

Further information

- Hidden Disabilities website <https://hiddendisabilitiesshop.com.au>
- Auckland Airport Hidden Disabilities Information <https://www.aucklandairport.co.nz/information/hidden-disabilities>
- Stuff article on launch at Auckland Airport <https://www.stuff.co.nz/pou-tiaki/128143575/huge-difference-new-programme-helps-travellers-with-hidden-disabilities-get-extra-awareness-support>

5. INFORMATION ITEMS

- 5.1 COVID-19 update – Omicron (Verbal)
- 5.2 Overview of Te Whatu Ora, Māori Health Authority and Localities
- 5.3 Chair’s Update: Networks and Linkages

6. OTHER BUSINESS

6.1 Community Concerns

6.2 Area of interest for future meeting

6.3 Meeting evaluation