

Waiariki Disability Action Plan

Survey



Introduction



'District Health Board' has been shortened to 'DHB' in this document.



We are asking these questions because we want to make sure we talk to lots of different people about what they think about DHB services.



We want to hear from you, but you do not have to answer all the questions if you do not want to.



If you have any questions please contact us at:
Telephone: 07 579 0585
Email: actionplan@momenta.org.nz

Our survey has three topics:



Access

Accessibility is when products, services and facilities are built or adapted so they can be used by people of all abilities.



Health

Disabled people need healthcare and health programs for the same reasons anyone else does - to stay well, active and a part of the community.



Employment

Work can help everyone reach their full potential. Apart from earning money, work can also help you feel more valued and improve your overall well-being.

1.Which DHB area do you live in or receive services from?



Bay of Plenty



Lakes

2. If you need a support person when using DHB services (Emergency Department, GPs, Pharmacy) is this option offered to you?



☐ Yes

☐ No

☐ N/A

Do you want to tell us more?

3. Do you know what DHB services are available to you?



☐ Yes

☐ No

Do you want to tell us more?

4. Do you feel that DHB support services are easy to understand?



☐ Yes

☐ No

Do you want to tell us more?

5. How would you rate the following communication methods used by the DHB and support services?



Poor



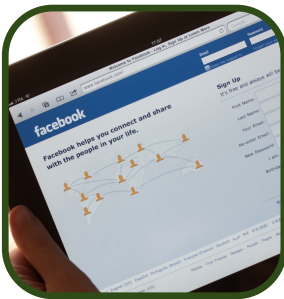
Neutral



Good



Website

☐☐☐

Social
Media

☐☐☐

Signage and
visual media

☐☐☐

Customer
Services

☐☐☐

Pick one thing that matters most to you and let us know if you have any suggestions on how to improve this.

6. How would you rate the following facilities provided by the DHB and support services that are at the hospital?



Location of services



Poor



Neutral



Good

☐☐☐

Buildings

☐☐☐

Facilities (including car parking, transport)

☐☐☐

Pick one thing that matters most to you and let us know if you have any suggestions on how to improve this.

7. How would you rate the following facilities provided by the DHB and support services that are not at the hospital?



Poor



Neutral



Good



Location of
services

☐☐☐

Buildings

☐☐☐

Facilities (including
car parking,
transport)

☐☐☐

Pick one thing that matters most to you and let us know if you have any suggestions on how to improve this.

8. Would you like more of your appointments to be by phone or video call?



☐ Yes

☐ No

Do you want to tell us more?

9. Is there anything else you would like to tell us about your experience of accessing the DHB and support services?



10. Sometimes it can be hard to access services. These are some things that can be a barrier to people with disabilities. Do any of these affect you?



Yes



No



Don't
Know



The services that
the DHB provides
are too expensive
for me

☐☐☐

I can't afford
transportation to get
to the services that
the DHB provides

☐☐☐

The services
delivered by the
DHB do not meet
my needs, including
cultural and
religious needs

☐☐☐

The DHB staff and
service providers do
not understand my
needs, including
cultural and
religious needs

☐☐☐



I don't get enough time to discuss all my concerns and needs



Yes

☐

No

☐

Don't Know

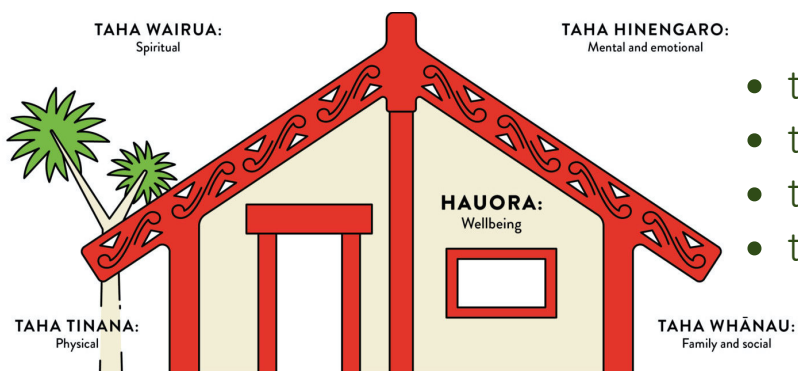
☐

I don't have the time to make the best use of all of the DHB services

☐☐☐

Pick one thing that matters most to you and let us know if you have any suggestions on how to improve this.

11. Te whare tapa whā is one wellknown model of health, identifying the four dimensions of wellbeing. These are:



- taha tinana (physical wellbeing)
- taha hinengaro (mental wellbeing)
- taha wairua (spiritual wellbeing)
- taha whānau (family wellbeing)

How important is it to you that the DHB recognises this model?

0 – Not Important 10 – Important

12.Do you experience any other barriers that are not mentioned? If so please share them with us and how these could be removed.



13.Do you think your DHB would be a good place to work for a disabled person?



- ☐ Yes
- ☐ No
- ☐ Don't Know

Tell us why?

14. Disabled people may encounter a range of barriers when they try to find a job. The following barriers have been identified by earlier research. Do any of these barriers affect you?



Yes



No



Don't
Know



Have to work full-time (no part-time or flexible hours as an option).

☐☐☐

I cannot access my work space.

☐☐☐

There is no support in my job.

☐☐☐

The people at my job do not understand me and my needs.

☐☐☐



Yes



No



Don't
Know

I am worried that
working will affect
my benefit.

☐☐☐

My work space is
confusing for me to
be in.

☐☐☐

Don't understand the
social environment

☐☐☐

My disability stops me
from having a job.

☐☐☐

I have a job and do
not have any
concerns.

☐☐☐

15. Is there anything else you would like to tell us about your experience of barriers to employment? If so, please share them with us and how these could be improved.



16. How can the DHB and support services help you live your best life?



17. Is there anything we have not covered that could improve DHB support services?



18. Is there anything else that you would like to add? This question is for anything else that we have missed. Feel free to provide any extra feedback here.



About You

19. Contact details



Full Name:

Address:

Email:

Phone:

20. Ethnicity

☐

Māori

☐

NZ European

☐

Pacific

☐

Asian

☐

American

☐

European

Other (please specify)

21. Age

☐

0-15

☐

16-24

☐

25-39

☐

60-64

☐

65+

Other (please specify)

22. Gender

☐

Male

☐

Female

☐

Non-binary

☐

Prefer not to say



Thanks so much for taking the time to fill out our survey. The results will help form an action plan for you. The project will be completed by February 2022.