



WE UNDERSTAND THE IMPORTANCE OF YOUR VOICE BEING HEARD.



Survey Waiariki disability action plan Whakarongo pūkari

Nau mai, Haere mai,

Welcome to this quick and simple survey.

We are about to develop the **Waiariki Disability Action Plan**. To understand which actions should be included and where the priorities should lie, we need your help.

GOAL: Disabled people live their best life, knowing District Health Boards (all services, not only hospitals) support them as their needs and goals change.

The plan will focus on:

- Providing greater access to services people need
- Improving the health outcomes for all disabled people within the Waiariki region
- Ensuring equity and accessibility to health services for everyone with disabilities, including Māori and Pacifica people

We've come up with the questions – with the help of disabled people and others from the disability sector.

And we are keen to hear from people living with disability.

Definition of disability: A disability is a physical, intellectual or sensory impairment

Notes:

1. District Health Board has been shortened to DHB.
2. **Support services refers to services delivered by the DHB but are not necessarily on hospital grounds including Community/ district nursing, Community allied health teams, physiotherapy, occupational therapy, orthotics, oral health, continence, dietician, mental health, Pathology, Support net, etc.**
2. If you want to know more about the approach and requirements for the Waiariki Disability Action Plan, check out this FAQ section on our website <https://momena.org.nz/social-impacts/actionplan>

Survey Waiariki disability action plan

Whakarongo pīkari (listening attentively)

Introduction

Our survey has three topics: **access, health and employment, along with general questions.**

Please note the questions are all optional; you can choose to fill out just the ones that matter the most to you. At the end of the survey, there is an open comment box for you to share any extra feedback or ideas

Remember to be as clear as possible with your ideas, so we can develop actions that you can benefit from.

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

- ☐ Bay of Plenty
☐ Lakes

DHB boundaries

Bay of Plenty Boundary



Lakes Boundary



SECTION 1: ACCESS

Survey Waiariki disability action plan

Whakarongo pūkari (listening attentively)

ACCESS for disabled people

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

2. If you require assistance or chaperone when using or accessing the services provided by the DHB (Emergency Department, OutPatient, In-patient and other services) Is this option offered to you?

- ☐ Yes
☐ No
☐ N/A

Do you want to tell us more?

3. Do you feel you are aware of all of the support services available to you through the DHB?

- ☐ Yes
☐ No

Do you want to tell us more?

SECTION 1: ACCESS

4. Do you feel DHB support services and what they have to offer are explained and easy to understand?

☐ Yes

☐ No

Do you want to tell us more?

5. How would you rate the following communication tools provided by the DHB and support services?

| | | | |
|--------------------------|---------------------------------|------------------------------------|---------------------------------|
| Website | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |
| Social Media | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |
| Signage and visual media | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |
| Customer Services | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |

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

SECTION 1: ACCESS

6. How would you rate the following facilities provided by the DHB and support services located in hospital grounds?

| Location of services | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |
|---|---------------------------------|------------------------------------|---------------------------------|
| Buildings | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |
| Facilities (including car parking, transport) | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |

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 not on hospital grounds?

| Location of services | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |
|---|---------------------------------|------------------------------------|---------------------------------|
| Buildings | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |
| Facilities (including car parking, transport) | <input type="checkbox"/> (Poor) | <input type="checkbox"/> (Neutral) | <input type="checkbox"/> (Good) |

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

SECTION 1: ACCESS

8. Would you like to see more provision for telemedicine consultations?
(Telemedicine is the diagnosis and treatment of patients by means of telecommunications technology)

☐ Yes

☐ No

Do you want to tell us more?

9. Have we missed anything you would like to provide feedback on about access of the DHB and support services?

Survey Waiariki disability action plan Whakarongo pūkari (listening attentively)

HEALTH for disabled people

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

10. When accessing health services, people can experience a range of barriers. The following barriers have been identified by previous research, relating to the DHBs. Which of these barriers apply to you?

| | | | |
|--|---------------------------------|--------------------------------|--|
| The services that the DHB provides are too expensive for me | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| I can't afford transportation to get to the services that the DHB provides | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| The services delivered by the DHB do not meet my needs, including cultural and religious needs | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| The DHB staff and service providers do not understand my needs, including cultural and religious needs | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| I don't get enough time to discuss all my concerns and needs | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| I don't have the time to make the best use of all of the DHB services | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |

SECTION 2: HEALTH

For the barriers that applied to you, pick the one that matters most. Please share the ideas you might have on how this could be changed.

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.

SECTION 3 : EMPLOYMENT

Survey Waiariki disability action plan Whakarongo pīkari (listening attentively)

EMPLOYMENT for disabled people

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.

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?

SECTION 3: EMPLOYMENT

14. Disabled people encounter a range of barriers when they attempt to find a job. The following barriers have been identified by earlier research. Which of these apply to you?

| | | | |
|---|------------------------------|-----------------------------|-------------------------------------|
| Have to work full-time (no part-time or flexible hours as an option) | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Inaccessibility of the workplace | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Limited in-work support | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| A lack of understanding and/or fear of response from employers and fellow employees | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Concern of being financially disadvantaged | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| The work environment is too hard to navigate (e.g. you may find it hard to work in an office, shared space or different environment) | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Don't understand the social environment | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| Severity of disability prevents me from being employed | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| This doesn't apply to me: I am currently in employment with no concerns and my needs are supported | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |

SECTION 3 : EMPLOYMENT

15. Do you have any other suggestions if they have not been mentioned to do with employment? If so please share them with us and how these could be improved.

SECTION 4 : GENERAL

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GENERAL for disabled people

The goal is for disabled people to live their best life, knowing the DHB services support them as their needs and goals change.

16. How can the DHB and support services help you lead your best life? This question is specific to your needs, is there anything specific we have missed.

17. Is there anything we have not covered that could improve the 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.

SECTION 5:

PERSONAL INFORMATION AND DEMOGRAPHICS

Survey Waiariki disability action plan Whakarongo pīkari (listening attentively)

Personal information and demographics

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

Please feel free to fill in as much or as little of the personal information as you like.

19. Contact details

Full name:

Organisation (if applicable):

Address:

Town:

Email:

Phone:

20. Ethnicity

☐ Māori ☐ NZ European ☐ Pacific ☐ Asian ☐ European

☐ American ☐ Other (please specify)

21. Age

☐ 0-15 ☐ 16-24 ☐ 25-39 ☐ 40-64 ☐ 65+ ☐ Prefer not to say

22. Gender

☐ Male ☐ Female ☐ Non-binary ☐ Prefer not to say

SECTION 5:

PERSONAL INFORMATION AND DEMOGRAPHICS

23. Disability classification of you, your whānau member or person you care for

☐ Physical disability ☐ Intellectual disability ☐ Sensory impairment

☐ Other (please specify)

24. Please keep me informed on the project and send me regular updates

☐ Yes

☐ No