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Sunday, June 11, 2017

11:25 - 11:50 The Path to Inclusion

Pathways to inclusion

Plenary session



We help New Zealanders to help themselves to be safe, strong and independent
Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

What we will cover

- Understanding the context
- How can you help?
- Enabling aspirations and dreams
- How Work and Income can help



Creating an inclusive world

- https://www.ted.com/talks/elise_roy_when_we_design_for_disability_we_all_benefit
- UN Convention on the Rights of People with Disabilities
- Revised NZ Disability Strategy



Pathway to Inclusion

- There should be a pathway to citizenship – not a special pathway and not no pathway.
- a sense of belonging
- Valuing all individuals
- Equal access and opportunity



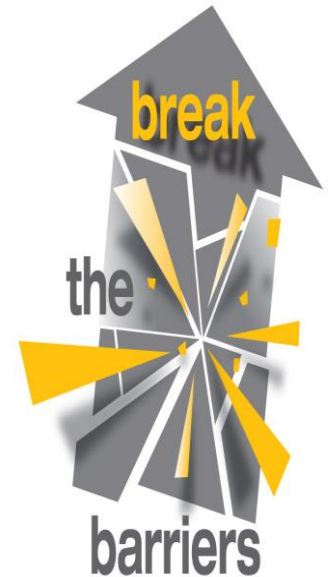
What do we know?

According to Statistics NZ (2013):

1. 24% of the population are disabled people.
2. 49% of disabled people of working age are in paid employment compared to 77% of non-disabled people.
3. The more qualified disabled people are, the more likely they will get a job.
4. Young disabled people aged 16 are twice as likely not to be in any form of education, employment or training as their non disabled peers
5. 1 in 4 children in severe poverty live with a disabled adult.

Barriers to access health services

- Financial
- Physical environment
 - Services and facilities
- Information
- Lack of choice and control
- Attitude and knowledge of health professionals
- Lack of a holistic approach to health
 - “Recognising the importance of physical health in mental health and intellectual disability.”



Impacts

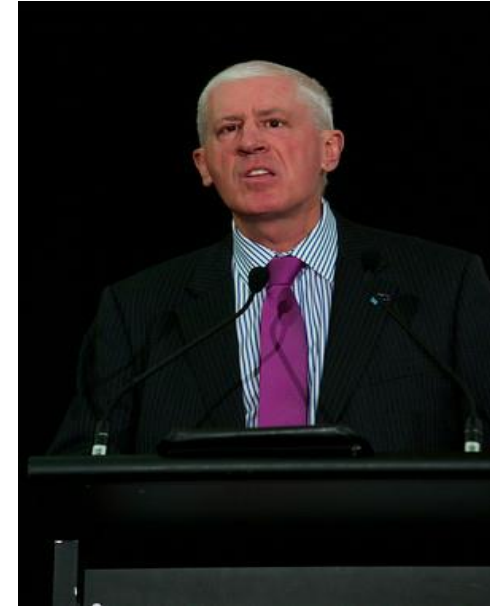
- Higher mortality and shorter lifespans
- Not achieve their full potential
- Acquire other disabilities
- Limited participation in life
 - Education
 - Employment

Do outcomes matter?



How can you help

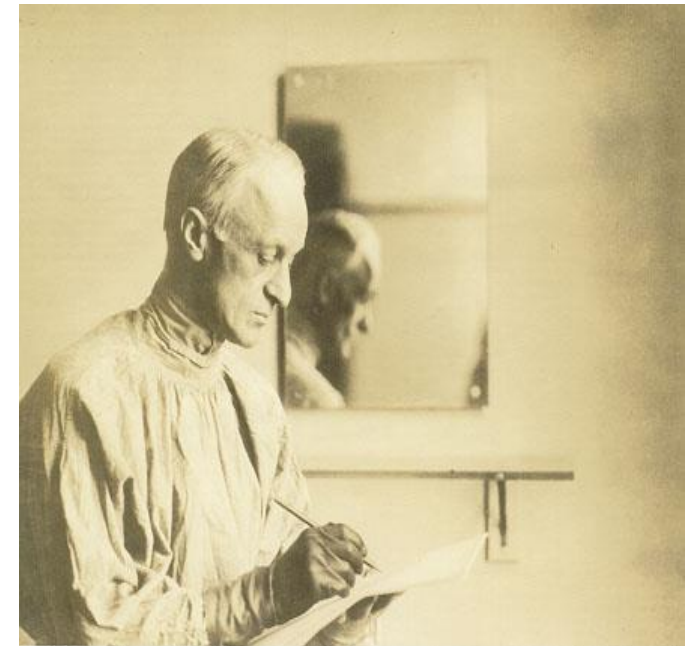
- Understand your values
- Strengths based language
- Accessibility
- Avoiding the soft bigotry of low expectation
- Choice and control
- Aspiration and dreams



Role of the physician

A physician is obliged to consider
more than a diseased organ,
More even than the
whole person, the physician
must view patients
in their world

Harvey Cushing



Strength based language

- Language
 - “Confined to a wheel chair
 - Sufferer/suffering
 - Victim”
- Empathy rather than sympathy
- Treat people as you would like to be treated
- Reinforce the skills people have acquired in managing their impairment or health condition
- Ask
- Don't make assumptions

Communication



Accessibility

- Physical accessibility
 - Into a building including the weight of doors
 - Accessible toilets
 - Chairs in waiting room
 - Examination tables
- Appointment systems
 - On line - Rachel's story
 - Ability to text or fax



Accessibility- Easy Read

All about Health Passports

What is a Health Passport?

A Health Passport is a booklet that has information about you.

Your Health Passport belongs to you.

You keep your Health Passport with you.

You decide how much information you put in your Health Passport.

What kind of Health Passport should I get?

Remember, you can get a Health Passport in:
plain language
Easy Read with words and pictures
big writing.



Accessibility – NZSL

- NZSL Interpreters
 - Ministry of Health contract
 - Face to face interpreting
 - Ministry of Business, Employment and Innovation
 - Video Remote Interpreting



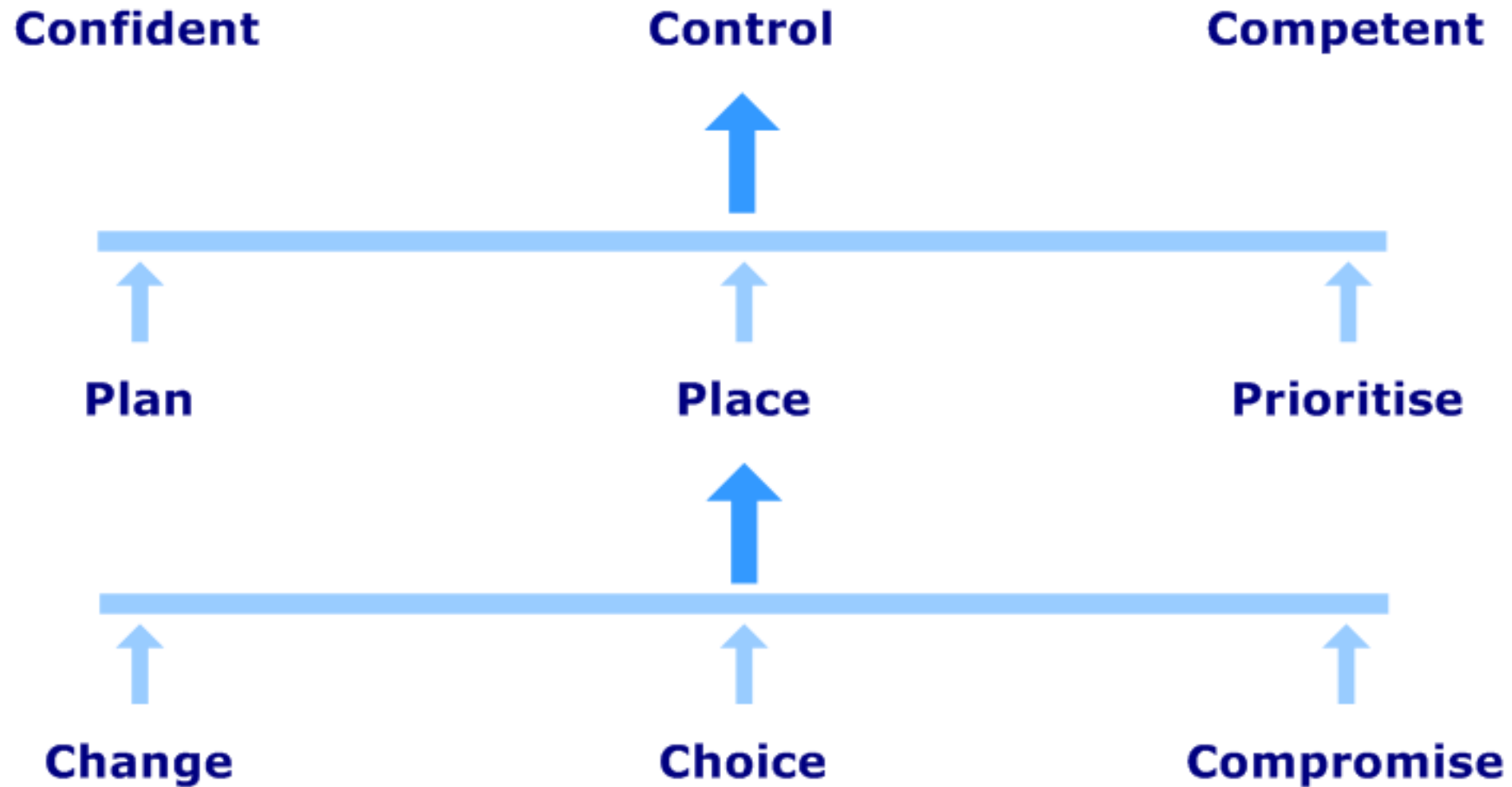
Choice and control

- Disabled people are experts and that expertise needs to be harnessed
- The attitude of others impacts on the a person's successful participation in society
- Attitude change is possible but it needs the commitment of all stakeholders
- Building a trusting relationship; treat people with respect
- Health Literacy
- Definition of Health - ability to adapt to change and self manage in the face of social, physical and emotional challenges





Living with a long-term condition



Skills

Supported by others through:

- **S**taying power
- **K**nowledge
- **I**nformation
- **L**earning to Change
- **L**ove Yourself
- **S**upport
- **S**ense of Humour.



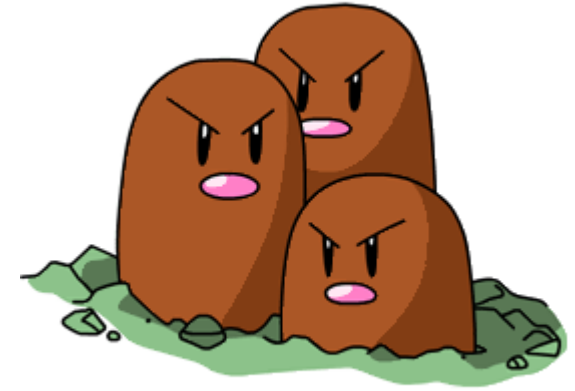
Golem effect

- Psychological phenomenon in which low expectations placed upon individuals either by others or themselves, lead to poorer performance by that individual.
- Is a self fulfilling prophecy



Impact of the Golem effect

- Depression
- Social isolation
- Performing below potential
- Low self worth
- Low self expectations
- Belief that as a person, I won't amount to much



Enable aspirations and dreams

Employment as an aspiration



Your role in employment

- Don't be the person that creates the obstacles – be a facilitator
 - Living a good life with an on-going long term condition-role of employment.
 - Employment is an integral part of recovery.
 - Conversations around change
- Transferrable skills
- Enable people to have HOPE.



Employment -part of inclusion

- Work is an important therapeutic intervention- Health Benefits of Work
- Impact of been out of work:
 - Loss of Income
 - Loss of self-respect
 - Risks of ill-health
 - The “psychological scar” persists
 - Suicide in young men > 6mths out of work is increased 40x (Wessely, 2004)
 - Greatest impact on the children
- Your role as an advocate?



So What to Do

- encourage your patient to expect that they will recover and return to suitable work
- actively monitor your patients progress
- provide information about the role of work in rehabilitation and the importance of remaining active
- identify medical and non-medical barriers to return to work
- promote an “active management” approach to recovery, and work in tandem with others

How can Work and Income help?

- Employers
- Your patients get into work
- Maintain employment
- Stay in work



Employers

- Employer Advice Line
- Account managers
- Work Brokers
- Disability Confident Employers-
msd.govt.nz/DisabilityConfidentNZ
- Employability Launches
- Modification Grants
- Subsidies – Flexi wage
- Skills for Industry programmes



Services to clients – assessment

- Self – assessments
- Designated Doctor Assessments
- Specialist assessments
- Workability Assessments



Support to get into work

- Job Search Service
- Funding to address Health and Disability barriers
- Dress for success
- CV writing; interview skills
- Work Experience
- Work confidence
- Mainstream programme
- SLP – Opt In Programme
- Contracts with:
 - Supported employment Agencies
 - Work to Wellness providers (Mental Health Service)



Stay in Work

- Sustainable Employment Trial- allows a person to work 15 hours or more in open employment for up to 6 months while retaining Supported Living Payment
- In work support
- Job support – providing reasonable accommodations for individuals in employment.



Finding out what works

- Number of trials:
 - Oranga Mahi
 - REACH (Waikato)
 - Step Up – (Canterbury) -co located with Primary Care
 - Restores – (Waitemata) Intensive case management for people with Stroke
 - Rakau Rangatira (Northland) – integrated social and health programme
 - Mana Taimahi – National Hauora Coalition
 - Resiliency unleashed – one day workshop for staff and managers
 - Intensive Client Support trial (Nelson)



Creating Effective Partnerships

Ability is nothing without opportunity!

Remember everyone requires workplace support.

The conversation should start with the workplace support already offered by the employer.