ACCESSIBILITY JOURNEY



Meet Michael

Task

Michael's house is getting modified to be wheel chair accessible following his injury.

Motivation

Michael wants to ensure that his home is suitable for his recovery and his ongoing needs.

Context

Michael is in his forties and has is a qualified silviculture worker. Michael has worked in forestry his whole life, mostly part-time work. Then recently has been working more and more as forestry picked up in Tokoroa.

He has a wife, Ngaire and 5 children and has lived in a Kāinga Ora home for 15 years. Channel

POSITIVE

NEUTRAL

NEGATIVE

Recently Michael had a serious chainsaw accident at work. This led to his left leg needing to be amputated below the knee. Michael is recovering in hospital.

Need

While his physical recovery is going well, Michael is very worried about what will happen next and how he will adjust to his new life.

He knows his home will require significant changes to enable him to recover and live comfortably.

Michael received a visit from an Occupational Therapist while he was in hospital.

Assess

she would like to arrange to visit his house to ensure that it could be made ready for his return home. It was likely he would initially be in a wheelchair.

She explained that

Michael agreed to the visit and put the Occupational Therapist in touch with his wife.

Michael hadn't given any thought what would happen next for him in terms of his ongoing needs.

Wait

Later in the month Michael's wife said the Occupational Therapist had been in touch and they were in the process of organising the modifications. All the modifications would be funded by ACC and had been agreed

by Kāinga Ora.

She said the Tenancy Manager had been in touch hear about Michael's accident. The Tenancy Manager encouraged them to get in touch with the Ministry of Social Development as their income had changed due to

Michael's job loss.

Therapist paid Michael a visit and said that they were unable to progress with the modifications as the funding had not come through yet. Michael asked how long this could take?

The Occupational

The Occupational Therapist said that this was not unusual but he would not be able to be released from hospital until the modifications to his home are complete.

Michael felt very angry. He felt like he had been through enough and that funding delays were hard to deal with

Finally Michael was advised the funding had come through.

Receive

Michael felt sorry for his family having to be at home when they undertook the modifications, but he was pleased they were happening.

He didn't want to have to rely on his family too much. His wife already had so much to do as the only parent at home.

At least the modifications would allow him some level of independence at

The next thing Michael heard from his wife was all the modifications were

complete.

They had widened doorways, put in a ramp and put in a level access shower with a rail that could also accommodate a chair.

The modifications had also included knocking down a wall between the toilet and the bathroom in order to make it easier to access the toilet.

The kids were not very happy as they lost their bath when they installed the shower. But they looked forward to

their Dad coming

home.

About a month A few days after after the operation Michael had settled

into his home

the Occupational

Therapist came to

visit. She observed

that he was able to

easily move around

the home and do

his rehabilitation

advised Michael

to get in contact

if he needed other

changes to his home

as he recovered and

she would visit and

reassess him at any

time. She confirmed

funding available for

on-going changes if

that ACC had

necessary.

activities. She

Living in the home

Michael's wife came to pick him up to take him home. While Michael wasn't used to using his

wheelchair yet, he was pleased it easily fitted up the ramp and through the front door. He was also able to move himself around the house and use the bathroom. He felt the standard of work was high and the bathroom felt a lot bigger.

"I'm so excited to be home and see my family. The

work that has been done is

awesome, I can move around

the house really easily".

While Michael was still making massive adjustments to come terms with how his life had changed after his injury, he felt lucky to live in a country where the changes to his house could be done. There was no way he could afford to do this himself.

Elapsed Time: months



Service

Experience

Opportunities

Moments that Matter are the most critical steps in our customers' journey. Get them wrong and we significantly and negatively impact the customer.

Get them right and the customer becomes an advocate for our service. These are our top priorities.

When they deal with Kāinga Ora

we leave our customers feeling

By their side – by understanding,

helping and advocating for what's

important to our customers.

ii. On to it – by understanding, taking

care of it and getting it right first

time. If things go wrong we get it

like we are:

back on track.

iii. **In the loop** – by keeping

customers up to date.



The first Moment that Matters is when Michael's needs change.



The second Moment that Matters is understanding what Michael requires to meet his needs.

"You have to deal with a lot of people when you have

something like this happen. First the hospital, then ACC

and then MSD. None of this is easy to do or understand

and I have to rely on my wife for everything".



The third Moment that Matters is understanding when further changes are needed to meet either evolving, unrecognised or changed needs.



Understanding customer's needs have changed and understanding

what he needs.

Encourage customers or other professionals to contact Kāinga Ora when customer's needs change to help us be in the loop.

Checking in that our customer is living well in his home.

Our customers are able to be informed what the process is, what their entitlements are and the next steps are.

Understand what is important to individual customer needs.

Our customers feel listened to and cared for. Treated with trust, respect and compassion.

Our customers feel included and empowered and we recognise this is their home.

understand the implications and an options that may be available to them.

Our customers

Understand the implications of the different funding mechanisms and how they impact or entitlements.





and was sorry to

they had two toilets! 1. Level access/ short ramp into the front entrance

Michael's wife came

letter that was sent

to visit him and

bought along a

to both Michael

and Kāinga Ora.

The letter outlined

the modifications

the Occupational

Michael and his wife

discussed the scale

of the work needed

about the disruption

and were worried

it would cause in

the house for the

the changes to the

bathroom. At least

kids. Especially

Therapist had

requested.

2. Widened the internal doorways and hallways to accommodate a wheelchair

3. Modified kitchen for independent food preparation

4. Shower with level access and rails

5. Modified toilet