

ACCESSIBILITY JOURNEY

Chronic



Meet Sue

Task Sue is having her home modified as her disability has worsened.

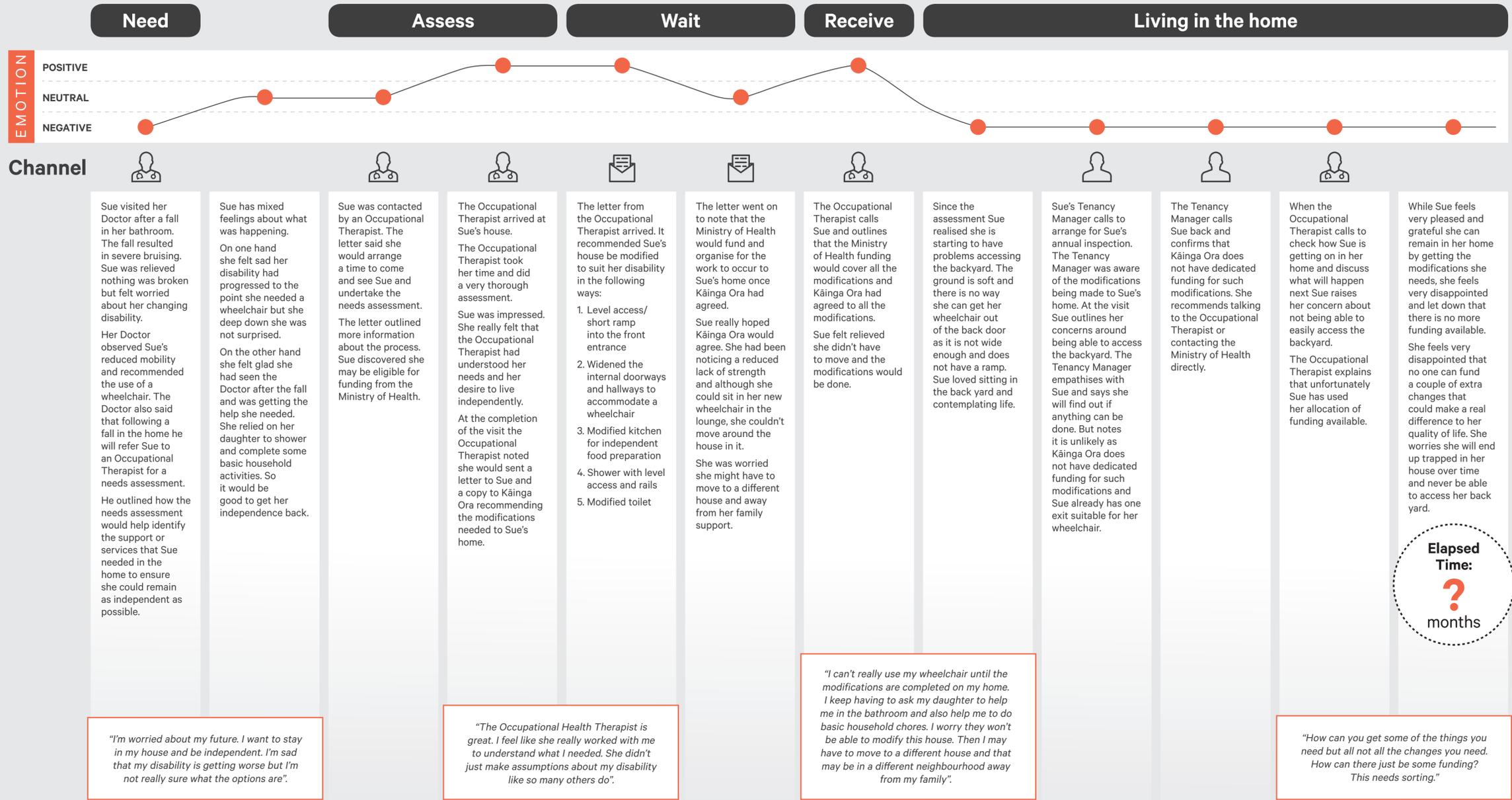
Motivation Sue is keen to remain as independent as possible but where she does need help, she prefers to rely on family.

Context Sue is 56 and lives alone. She has Multiple Sclerosis. Sue has lived in a Kāinga Ora house for approximately 20 years. She has 2 children and three mokopuna living close by and is well-supported by her family.

Moments that Matter 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.

Service Experience Opportunities When they deal with Kāinga Ora we leave our customers feeling like we are:

- By their side** – by understanding, helping and advocating for what's important to our customers.
- On to it** – by understanding, taking care of the change and getting it right first time. If things go wrong we get it back on track.
- In the loop** – by keeping customers up to date.



Elapsed Time: ? months

- 1** The first Moment that Matters is when we become aware of Sue's needs changing.
- 2** The second Moment that Matters is understanding what changes are essential to Sue so her home can meet her needs.
- 3** The third Moment that Matters is understanding when Sue's requires reassessment or changes to her home to meet her changing accessibility needs.

Encourage our customers or other professionals to contact Kāinga Ora when our customers needs change to help us be in the loop.	Our customers are able to be informed what the process is, what their entitlements are and the next steps are.	Strengthen disability-sector connections.	Streamline process to work with The Ministry of Health on modifications so customers are not left waiting or unclear about which modifications can be approved.	Clear and dedicated funding streams allowing our customer's home and property to be modified to meet their needs.	Ensure good placement. That where possible customers are placed in homes that are able to be modified to adapt over time to meet changing chronic disability needs.	Checking in on our customers and ensuring they can access what they need to live well in their homes.	Understand what is important to individual customer needs.	On-going changes to the home as needed to meet customer's needs.	Our customers understand the implications and options that may be available to them.	Our customers have a voice with regard to the work required and have channels to raise their concerns/ provide feedback.	Understand the implications of the different funding mechanisms and how they impact on entitlements.
Our customers feel listened to and cared for. Treated with trust, respect and compassion.	We vary our visits to our customers depending on their needs.										

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