

# Summary from NZDSN Regional Zoom meetings 22 April 2020

## Issues/Concerns:

- There is a need for more leadership from DSS during this time for Disability Support Providers managing a range of issues/requirements. Some providers have felt abandoned - not understood and not listened to. Why are no zoom meetings being organised for our sector by MOH to engage directly with us?
- MoH DSS communication. Frustration expressed that guidelines for providers in L3 had not been forthcoming. Appreciated that in L4 there was a pressured timeline when shifting to L4 however DSS should have been well prepared for the shift to L3.
- Communication and the consistency of correct information is a significant topic regarding the support needed for the people we support
- Communication (both volume and cross purpose) continues to be an issue.
- PPE gear contradiction regarding usage between communication received i.e. MOH website vs Audit checklist
- Providers need communication about the PPE gear provided: How to use it – train/education staff, audit checklist.
- Can Providers get reimbursement for PPE's that they have bought themselves? (Advice is for now to keep track of costs that are being made).
- Moving from Level 4 to Level 3 - there will be more of a transition to come between Level 3 and Level 2. L4-L3 is more an economic start up change whereas L3-L2 will be more a social change. It is important to take time to prepare response plans.
- Potential differing points of view and expectations of people needing support and families of what L3 looks like.
- Concerns/anxiety with providers around managing Level 3 COVID 19 guidelines around family visits
- Lack of clarity around how best to manage self-isolation when residents wanting to return back to their homes. If people have been supported in their bubbles within family and are seeking to return to residential, further isolation may not be required - if they have remained well.
- Capacity to provide respite is challenging. Urgent respite can be provided for 14 days to align with the isolation timeframe. Ministry have said they will not test for Covid 19 as a precaution for entry into respite facility.
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## **Funding/ Wages:**

- Costing for providers – is it affecting the people we support?
- Unknown process to recoup extra costs: Whilst at L4 indications were that the cost of backfilling would be reconciled with providers, what is expected at L3?
- Need clarity around leave and pay arrangements level 3, for over 70's and people with underlying health conditions who can't go back to work.
- Confusion regarding access to wage subsidy. A number of providers reported that they had already accessed for those on special leave eg over 70 years or with pre-existing health conditions. MoH continue to advise providers that they are not to apply and to wait for the MoH funding support. Criteria for wage subsidy had changed and providers were able

to access for staff that were on special leave, not solely a reduction of 30% or more of income.

- Need clarity about COVID 19 contract variation as was announced as some providers have received information that there won't be a variation to their contract.
- DSS business sustainability payments – no GST applied. Why?
- Need clarity around extra received Ministry Payments on 18th of April. There was no additional information what the payments are for and no indication for which time period this supposed to be spent? It was mentioned they would receive a 2nd extra payment. It seems that only some providers have received the extra payments.

#### **Individualised Funding:**

- Query what happens for people using IF to pay for their support who have gone home to live with family?

#### **Staffing - Residential:**

- Concern that a family member was requesting a person return to their RSS provider during L3. Both parents were returning to work in L3 and had advised that there would be nobody to care for their family member.
- A family member had contacted the RSS subsidy team and were advised that their provider should have ceased accessing the RSS subsidy while they were at home.

#### **Day programmes:**

- MSD funding available for VHN school leavers. There is scope with how this funding can be used. Example given of person where both parents were unemployed and the funding was used towards groceries.

#### **Hospital Access and Visiting**

Please see attached the updated visitor restrictions for all Canterbury DHB Facilities, effective from Thursday 30 April 2020 until further notice.



CDHB 30 April  
Hospital Access & Vi

## **Support/Resources:**

Cut yourself some slack – it's not just the pandemic impacting upon your tiredness:

<https://www.bbc.com/worklife/article/20200421-why-zoom-video-chats-are-so-exhausting>

There continues to be positive feedback on these meetings although a number of regions are shifting to fortnightly meetings.