

NEW ZEALAND HOME HEALTH ASSOCIATION Inc

Auckland 2nd & 3rd September 2010

Opening Address

Tena koutou, tena koutou, tena koutou katoa.

I would like to welcome you to this conference of the New Zealand Home Health Association and record our special thanks to our key sponsors – Infogeni, Career Force and Healthcare of New Zealand, for their continued support in making this conference a reality.

The support of all our sponsors and exhibitors is greatly appreciated and I am sure you will find time to visit them during the breaks, as they have acknowledged the importance of our sector to their business.

The theme of this conference was built from a quote at an ACC presentation to providers that

Value - equals - Price plus Quality - from that came the title “Dollars and Sense”

I could spend a lot of time extrapolating all the possible meaning of those words.

Value alone can have a personal and cultural meaning as well as being an economics term

In Jane Austen’s first novel “***Sense and Sensibility***”, two sisters find a balance between sense (or pure logic) and sensibility (or pure emotion) in life and love.

Members of the NZ Home Health Association are continually in a flux of managing the logic – can we really continue providing a service whose very pricing structure is unsustainable. With the emotion of providing a service that our client base is totally reliant on to maintain some sort of independence in their chosen environment

At our annual general meeting last year there was a unanimous vote to have certification to the NZ Home and Community Support Sector Standards a prerequisite of membership to this association. In that way we were establishing a minimum standard of Quality within our membership. However only 1 of 22 funders of Home Support Services has made certification a mandatory clause in their contract.

We applaud ACC and Ministry of Health for now supporting the association in the review of the standards. However DHB’s - the largest funder of Home Support Services and are not round that table.

Some of the factors that impact on Value, Price and Quality, or should I say Dollars and Sense include;

The availability of an appropriately skilled workforce.

The Department of Labour has identified a shortfall of over 8 thousand in the next few years escalating to over 20 thousand by 2020.

The report states – caring for older people requires a unique set of skills, resources and personal relationships

Another factor is;

The need for relationship trust between Funders, Providers, Public sector and NGO’s.

Treasury Guidelines suggest negotiations be conducted in a collaborative manner. They state

“The outcome should be a situation where there is mutual benefit – the government agency is confident of getting the desired services for a reasonable price, the NGO is confident of delivering those services

within the available resources”

The guidelines suggest DHB’s consider not only the delivery of services under the contract, but also the future viability of the provider and the need to maintain a good relationship.

The provider must at least cover the costs of service provision, including the cost of capital.

The negotiated agreement is sustainable and does not inappropriately compromise quality.

Our conference program has been developed to educate, inspire and entertain us. The speakers’ topics encompass leadership, economics, technology and politics and I am sure they will enlighten us.

In Jane Austen’s “Sense and Sensibility” there is a happy ending - but the path to it is complicated.

A large cast of secondary characters, both relatives and others interfere with the course of true love. Or something like that.

Hopefully through this conference we will find a balance between sense and sensibility in the years ahead, the logic and the emotion.

We are committed to work with funders to spend the dollars wisely and sensibly and to ensure a strong and sustainable home health sector that provides value.

I would like to welcome the Honorable Jonathan Coleman, the Associate Minister of Health to address this conference at its opening