

## Work Plan

This work plan shows the actions we'll take.

The following work plan shows the actions that Veterans' Affairs is planning to take, so that rehabilitation will be a positive and effective experience for its veteran clients.

It will be regularly reviewed to make sure that progress is being made and objectives remain valid, and that it takes account of any significant changes in the environment we are working in.

### Support will be veteran-centric

Aspiration:

Rehabilitation services and support will be person-centred, holistic, and culturally respectful.

What this will look like for veterans:

- Each veteran will be seen as a person, not a condition
- VA staff and providers will demonstrate understanding of what it is like to be a veteran
- Rehabilitation plans are meaningful and reflect what a veteran wants to achieve
- They will feel that they are listened to, their cultural needs are recognised and the services provided meet their needs.

Objective

Veterans requiring rehabilitation get the right support at the right time from people with the right skills

Actions	When	Measures
Agree initial individual rehabilitation plan with veterans within 30 working days of registration with VA. These will include goals, actions, and time scales, plans will be evaluated and developed over time.	June 2018	All veterans needing rehabilitation plans will have an initial rehabilitation plan agreed within 30 working days
Identify, develop and introduce a veterans' vocational aspirations questionnaire	June 2018	All veterans needing vocational rehabilitation will be offered a vocational aspirations questionnaire
Fully implement an arrangement with NZDF for transferring exiting complex cases from NZDF health care to VA support	December 2018	Initial arrangement is in place and operating, pathways are being developed, VA is part of a multidisciplinary complex case team

Delivery of rehabilitation is culturally appropriate

Actions	When	Measures
Provide training to all rehabilitation advisers and VA client services staff to foster	December 2018	Training completed for VA staff

and VA client services staff to foster understanding of armed forces culture and to raise awareness of other cultural needs

Increase proportion of VA staff with Defence Force experience	December 2019	Proportion of staff with Defence Force experience has increased by 10 percent
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Services provided are evidence-based

Actions	When	Measures
Keep up to date with New Zealand and international research, through local and international networking, and by accessing research; and communicate changes in best practice	Ongoing	Rehabilitation practices and policies are evidence-based
Develop material on veteran needs and disseminate to primary healthcare providers (including on-line training module for GPs and other health practitioners, conference attendance, and production of pamphlets)	December 2018	Material has been developed and disseminated Online training modules have been assessed for value and relevance

Support services and health practitioners who offer rehabilitation services understand the needs of veterans and the issues that they and their families and whānau face

Actions	When	Measures
Complete environmental scan of rehabilitation providers in primary healthcare and identify effective engagement opportunities	December 2018	Methods of increasing the awareness of rehabilitation providers about veterans' needs have been identified
Engage with primary healthcare and support service providers about how best to communicate with them about veterans	June 2019	There is planned engagement with primary healthcare and support service providers
Investigate the feasibility of developing a preferred providers list of GPs and other health practitioners who understand veteran needs	December 2018	Project completed and follow-up being considered/under way

Rehabilitation services incorporate feedback from veteran clients

Actions	When	Measures
Contract annual rehabilitation survey to seek client views and measure satisfaction	June 2019	Initial survey completed and rating achieved is satisfactory or above

## We will be trusted supporters

Aspiration:

- Veterans trust that those who provide their rehabilitation services understand their experiences, can advise them about navigating support service networks, and will interact with honesty, compassion and integrity

What this will look like for veterans:

- VA offers services they can understand and have confidence in.
- They have easy access to up-to-date information from agencies and advocacy groups.

Objective

There is a high level of knowledge amongst eligible veterans about Veterans' Affairs rehabilitation support

Actions	When	Measures
Develop and implement a targeted outreach programme (base and camp visits, presentations, pop-up shops) and develop plan for enhancing effectiveness	December 2018	Outreach programme is developed, a review of the plan is scheduled, and there are feedback loops from veterans to VA in place
Provide veteran advocacy groups with up-to-date accurate information about VA and its rehabilitation services	December 2018	Veteran advocacy groups report satisfaction with the level of support they receive from Veterans' Affairs

Veterans needing assistance feel confident that those offering services will be responsive, knowledgeable and supportive of their needs

Actions	When	Measures
Engage with primary healthcare and support service providers about how best to communicate with them about veterans' needs	December 2018	Material developed and disseminated
Develop a programme to monitor and evaluate providers of rehabilitation services to veterans	December 2018	Programme operating
Develop training package for Veterans' Affairs staff, including staff support arrangements, and implement training programme	December 2018	Training completed and staff report increased knowledge
Formally seek client views and measure satisfaction with rehabilitation services through survey tool	June 2019	Initial survey completed and rating achieved is satisfactory or above

Veterans' Affairs is able to provide guidance and information that helps veterans to access the wider rehabilitation support system

Actions	When	Measures
Develop information about availability of rehabilitation support services and other social services and ensure staff can guide veterans through this as required	June 2019	Information compiled and training completed
Establish user-friendly information channels to connect veterans with the services they need	December 2018	New website in operation and rating of satisfactory or above is achieved in annual

Information about rehabilitation is easy-to-find, accurate, clear and understandable

Actions	When	Measures
Develop communications about rehabilitation in clear and plain English	December 2018	Rating of satisfactory or above in annual survey

## Support will be integrated

Aspiration:

- Veterans in need will have access to an integrated, structured, comprehensive and coordinated rehabilitation programme, with health services in the public system and the New Zealand Defence Force closely aligned.

What this will look like for veterans:

- They will not need to start from the beginning each time they access a service
- The services and support that are offered recognise their needs and can be trusted
- All parts of a rehabilitation programme work together

Objective

Seamless transition from military to civilian support

Actions	When	Measures
Work with other parts of NZDF to identify qualifying veterans due for release for follow-up by VA	June 2018	Arrangement is in place and operating
Develop a welcome process to all identified servicepersons with a VA entitlement	December 2018	100 percent of veterans contacted within the first three months after leaving NZDF
Agree initial individual rehabilitation plan with veterans within 30 days of registration with VA. These will include goals, actions, and time scales, plans will be evaluated and developed over time	June 2018	Arrangement is in place and operating
Investigate the feasibility of developing a preferred providers list of GPs and other health practitioners who understand veteran needs	December 2018	Project completed and follow-up being considered/under way
Prepare case for Ministry of Health inclusion of veteran identifier on GP client registration database	December 2018	Agreement from Ministry of Health to inclusion of veteran identifier
Formally seek client views and measure satisfaction with rehabilitation services through survey tool	June 2019	Initial survey completed and rating achieved is satisfactory or above

Support services and health practitioners who treat veterans

Actions	When	Measures
Engage with primary healthcare and support service providers about how best to communicate with them about veteran needs	December 2018	There is effective engagement in place with primary healthcare and support service providers

Understand the needs of this group and the issues that they and their whānau face

Actions	When	Measures
Create pathways to show how rehabilitation services are delivered	December 2018	Processes have been mapped and pathways have been developed

Information is collected effectively, shared and analysed, within agreed and secure parameters

Actions	When	Measures
Investigate development of on-line veterans' platform/ gateway as the first point of contact for veterans seeking advice and support. The aim is to put veterans and their families in touch with the organisations best placed to help with the information, advice and support they need	June 2019	Investigation has been completed, and proposal is being considered

## We will be collaborative supporters

Aspiration:

- Veterans' rehabilitation is delivered by one cross-sector team, sharing knowledge, best practice and innovation.

What this will look like for the veteran:

- Services talk to each other and are joined up.
- Veterans do not have to repeat their story or go for repeat assessments.
- Veterans know, and are consulted on, what information is shared.
- Veterans feel those offering services understand the whole picture, including their family or whānau's issues.

Objectives

There is shared understanding about an individual veteran's rehabilitation goals

Actions	When	Measures
Rehabilitation plans specify rehabilitation outcomes agreed with veterans and shared with appropriate service providers	June 2018	Initial rehabilitation plans are in place for all veterans requiring rehabilitation within 30 days of registration with VA

Support services and health practitioners involved with veteran rehabilitation have improved knowledge and greater understanding of issues that veterans and their whānau face

Actions	When	Measures
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**Investigate creation of formal and informal platforms for stakeholders involved with veteran rehabilitation to regularly share experiences, innovations, and good practice**

**December 2019**

**The investigation phase has been completed, a proposal for a gateway developed, and discussions are under way with key stakeholders**

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Last Modified: 13 December 2019