

From: Out of scope
To: Out of scope ; Out of scope ; Sarah Fuhrer; ODI (MSD)
Cc: Out of scope
Subject: List of ODI CPF Enhancements
Date: Monday, 28 February 2022 1:13:04 pm
Attachments: [ODI form question changes.docx](#)
[ODI - CPF Enhancement Backlog Register.xlsx](#)

Kia ora koutou,

Please find attached:

- the backlog of enhancements which we have worked on with the ODI team
- changes to the form questions

A big thanks to Sarah, Shama and Out of scope for their guidance.

In summary there are several key changes, noted below. There are some we've been able to action already. See the notes on the expected release where known.

- 1. For people with a disability or impairment who are completing the form:**
 - a. a modification to the 'help you need' question where we encourage and provide more space for people to tell us about their specific needs – *Next release*
- 2. For people who are deaf, hearing or speech impaired,** the overall process is heavily phone based which poses a significant barrier. To enable this group:
 - a. add a link to our [deaf services W&I page](#) wherever the 0800 COVID Line appears – *Go-live Tues*, still to be done in MOH.
 - b. a question about having a 'no phone call' option added to the form – *Next release* - *to be added to the Community Provider form with 'phone call or text' as available options. TBC on adding to this the main form, Craig & Remy are looking into the operational process to make sure we can honour it.*
- 3. For disabled people and anyone else who may need reassurance and support to do the form:**
 - a. the ability to save the form and come back to it
 - b. add the key message that it's ok for someone else to do the form for you – *Go-live Tues*, to be incorporated in other resources as noted in point 4.
 - c. split the form so it's not all on one long page, easier to do on mobile
 - d. a text or email confirmation (and receipt) that they have done the form, and details of what to expect next with relevant SLA e.g. CP content, MSD phone call.
- 4. For people who require information in different formats or languages (e.g. NZSL, Easy read):**
 - a. directing people to the [Unite Against COVID-19 language and alterative format pages](#), which have the most comprehensive

information for each language/format in one place.

- i. This involves ensuring welfare support information in every language and format is up-to-date. Requires a list of all resources that need updating and key messages for each. Will need cross-agency comms involvement.

These changes are in priority order in the document (roughly the same as above), which also notes the systems and teams involved in each change.

Craig, Remy – happy to discuss next steps. We will need lots of comms involvement for item 4.

Cheers,

Out of scope

Product Owner – MyMSD, Digital Channels

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