

# **Community Residential Support Services**

What you need to know



## **A Residential Service is:**



a house where disabled people live with other disabled people and get support from a service provider.

## **Residential Services are in:**



flats, small and big houses, or groups of homes in most towns and cities in New Zealand. The service provider owns or rents the home where you live.

**You will have your own room and your own things.**

# Residential Services help people to:



- have a good life
- be included in their community



- be as independent as possible
- make their own decisions
- have control over their lives



- have a say about their services
- include their family if they want to.

## You will be supported to:



- plan and prepare meals
- look after yourself – things like having a bath or a shower, washing your hair
- do housework like cleaning and washing clothes
- do new things
- go to your own doctor, dentist, hairdresser and bank
- do things on your own or with other people
- hang out with your friends and do the things you want to do.

# You will have a Personal Plan that says:



- what you want to do
- the new skills you want to learn
- who will help you
- how they will help you
- when they will help you
- who is important to you
- your cultural and spiritual needs.



You might want to ask someone you trust to come to the planning meeting with you.

**Speak up at your meeting and have your say.**

# You can have your own things in your Residential Service like:



- your wheelchair
- your special equipment



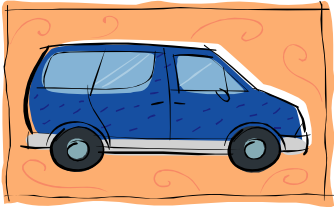
- your bed



- your TV
- your radio
- you can also use the equipment that is provided for everyone in the home.

**If you do not have the things you need, talk to your service provider.**

# Out and About



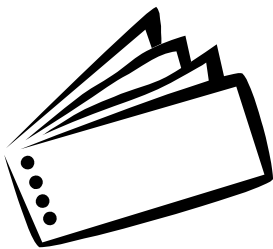
Most providers have a car or a van to take people out in. Sometimes you will have to pay for this.



Sometimes you will have to pay for buses, trains, taxis and planes.



A Disability Allowance might help pay for some trips.



You might be able to get Total Mobility taxi vouchers.

**Talk to your service provider  
about your transport needs.**

# Who pays for the Residential Service?



The Ministry of Health pays and part of your benefit pays as well.

What is left over is called your Personal Allowance.

Your Personal Allowance needs to pay for things like:

- clothing
- shoes
- shampoo and deodorant
- movies
- swimming
- eating out or going to the pub.





# If you want to live in a Residential Service, you need to:



**Have a needs assessment and talk about:**

- what help you need
- what you want to do
- what is important to you.

**Have someone you trust with you at your needs assessment.**

The person could be:



- family
- a support person
- an advocate
- a friend.

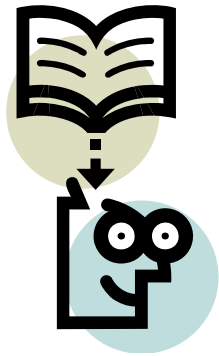
## **A service coordinator will also talk with you.**



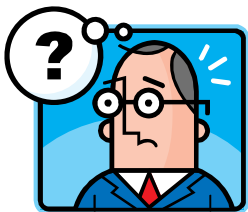
They will talk with you about what you want to do and what help you need.



Some services might be funded by the Ministry of Health.



To help you make a decision find out as much as you can. Visit the residential services in your area.



If you are not sure about where you want to live talk to:

- someone you trust
- someone from the needs assessment organisation
- an advocate.



**It is important that you make the right decision for you.**

# Home agreements

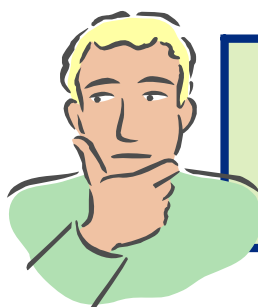


If you go to live in a Residential Service you will sign a home agreement.

## A home agreement is about:



- the services you will get
- how to be a flatmate
- who pays for what.



**Make sure you understand your home agreement.**

Before you move into a Residential Service you will be given the booklet, ***You Have Rights.***

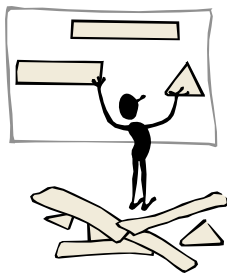
## If your needs change



Ask to meet with your needs assessor.

Every year your needs assessor will talk to you about the services you get.

**If things are not right, speak up.  
You have the right to complain.  
Read the *You Have Rights* booklet.**



If your Residential Service Provider wants you to move then they have to:

- talk to you
- talk to your needs assessor.



Ask someone you trust to come to the meeting with you.

# Making Decisions

**You can make your own decisions and sign things for yourself.**

If you want help to make a decision ask someone you trust.



**The Family Court can decide if you need someone to help you make decisions.**



This person is called a Welfare Guardian. Welfare Guardians have to talk to you when making decisions about your life.

## Work and Income can help

They can tell you about the Disability Allowance which might help pay for:

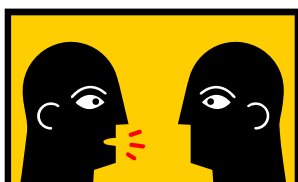


- going to the doctor
- your medication
- other things.

## What if I go to hospital?



Your benefit is paid for 13 weeks.



If you are still in hospital after 13 weeks your service coordinator will talk with you and the provider.

## **What if I live in a rest home?**

You have the same rights. Your service coordinator will look at other services before suggesting you live in a rest home.

## **What happens to my partner?**



They can stay on the benefit. Their benefit will change to a single rate. Talk to Work and Income if you want to know more.

# People who can help me:

My needs assessor:	
My service coordinator:	
My advocate:	
My friend:	
My family:	
Others:	

***Ministry of Health's Disability Support Services***

freephone: 0800 373 664

email: [disability@moh.govt.nz](mailto:disability@moh.govt.nz)

web: [www.moh.govt.nz/disability](http://www.moh.govt.nz/disability)

***Health & Disability Advocacy Service***

freephone: 0800 555 050

freefax: 0800 2787 7678

email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)

***Health & Disability Commissioner***

freephone: 0800 11 22 33

web: [www.hdc.org.nz](http://www.hdc.org.nz)

***Work and Income***

freephone: 0800 559 009

web: [www.workandincome.govt.nz](http://www.workandincome.govt.nz)

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<http://www.moh.govt.nz/disability>

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