



Capital Support "Links for Living"

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Porirua**

*Information on
Needs Assessment and
Service Co-ordination*

What is Capital Support

Capital Support is a Needs Assessment and Service Co-ordination (NASC) agency.

Capital Support provides access to disability support services for people with disability related needs living in the Wellington, Porirua and Kapiti (up to PekaPeka) region. Access to disability support services is determined through the Support Assessment.

Other sections of this brochure go into more detail about needs assessment and service co-ordination but to summarise:

Support Assessment is a process through which people identify their disability related needs.

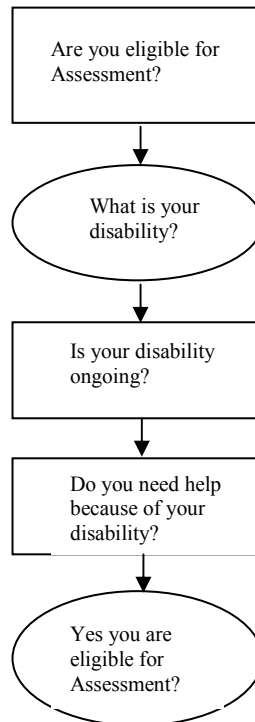
Service Co-ordination is the process of selecting and organising services to meet disability related needs identified during assessment

Capital Support has Maori and Pacific needs assessors / service co-ordinators who are available to work with Maori and pacific clients with disability related needs.

Who can Capital Support help?

People with long term disability are eligible for needs assessment if they meet the following Ministry Health eligibility definition:

“A person who has been identified as having a physical, neurological, intellectual, sensory or (or a combination of these); and which is likely to continue for a minimum of six months; and results in a reduction of independent function to the extent that ongoing support is required.”



Can Capital Support assess anyone with a disability related need?

There are some people with disability related needs that Capital Support cannot assist because their situation or circumstance falls under the responsibility of other service providers:

- *People who are covered under the Accident Insurance Act 1998*
- *People who require assessment solely as a result of a mental health need*
- *People who require assessment as a result of a personal health need*
- *People who are not New Zealand residents*

How to access needs assessment services

People with long term disability and/or their carers can access our service by completing a Capital Support referral form.

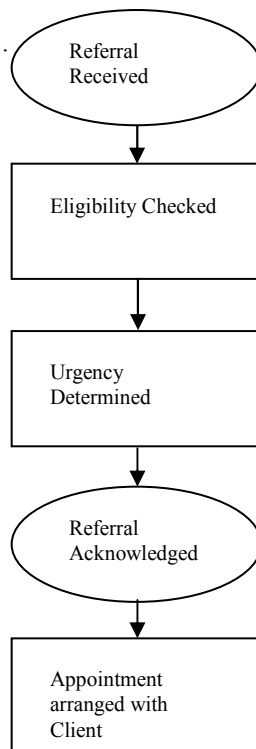
The Capital Support referral form can be completed by anyone provided it is done with the knowledge and consent of the person (or their carer) being referred.

The Referral Process

New referrals to Capital Support are received by our Service Leader.

The Service Leader checks the eligibility and urgency of a referral. Capital Support's Administration Team will be able to advise you about the progress of a referral.

If Capital Support is unable to carry out an assessment the referrer will be advised and every effort will be made to suggest alternative sources of assistance.



Referrals are normally dealt with based on the date the referral was made and the workload of our staff. Capital Support can prioritise referrals if there is a need for greater urgency, e.g. for safety reasons.

Clients can choose where they would like to have their support assessment.

Clients can choose to have a "support person" of their choosing present during needs assessment

Support Assessment

The purpose of a Support Assessment is to help a client to identify their disability support requirements.

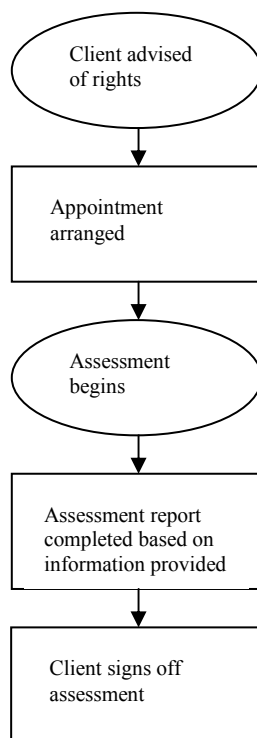
Capital Support assessors have been drawn from a number of health and disability related professions and bring to the Support Assessment process a high degree of knowledge, expertise and experience.

The Support Assessment process involves a needs assessor meeting with a client, usually in their home

Support Assessment is based around a *supported needs assessment form* that is completed in discussion with the client.

The support needs assessment form is used to develop a clear understanding of a client's abilities and goals and to identify their disability related support requirements.

Support Assessment is necessary if you want to access funded government funded support services, for example help in the home, or residential care.



Service Co-ordination

Service co-ordination is the second part of the Support Assessment process and follows on from your signing the Support Assessment.

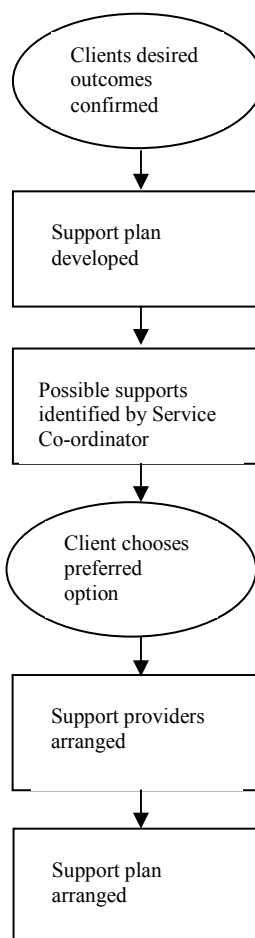
Service co-ordination is the process of identifying and planning the package of services required to meet your needs and goals (and where appropriate those of your family/whanau and carers) that were identified during the Support Assessment.

Service co-ordination involves the development of a *Support Plan* which identifies what should happen to assist with maintaining or promoting client independence.

Service co-ordinators will know about a variety of different support services, funded and unfunded, that can assist people with their disability support requirements. The Service Coordinator will also help arrange some of the supports that may be accessed.

It is part of the Service Co-ordinator's role to make sure that funded services are within funding guidelines. The Service Coordinator also needs to allocate services in an equitable way. This means that all people across New Zealand with similar support requirements should receive similar services. Because of these reasons the Service Coordinator will not always be able to provide funding for all the support requirements identified in the Support Assessment. It is the role of Capital Support to make sure that people's essential disability supports requirements are met. This means that people funding will always go first to making sure that people do not become unsafe in the community because of their disability support requirements.

In some cases a Service Co-ordinator will not be able to find a service to meet an identified need or goal because there is a *gap* in services. If this is the case Capital Support will notify



Services

While there is no automatic entitlement to funded services the outcome of the Support Assessment/ service co-ordination process may involve the provision of funded support services. Capital Support is responsible for authorising these services.

Following is a guide to some of these funded services:

Home Support Services

Home Support Services fall into two categories: *Personal Care* support and *Household Management* support.

Personal Care support is defined as assistance with activities of daily living to enable a client to maintain their functional ability at the highest possible level. These activities include bathing, showering and dressing.

Household Management support is defined as a service which enables a client to manage their home. These services may include washing, household cleaning, and the purchase of food.

Please note that government funding for household management support is only available to people who hold a current Community Service Card.

Personal Care and *Household Management* support are authorised as a number of hours per week.

Carer Relief Services

Carer Relief services are provided to support a full-time unpaid caregiver (generally a family member) to continue to provide care and support for a client with disability support requirements. The purpose of Carer Relief is to allow a carer to have a break from their caring role on a regular, intermittent or as needed basis.

Carer relief can be taken in half days (over four hours) or full days (9-24 hours).

Carer Relief – Residential

Residential care relief can be provided in a community home, rest home or continuing hospital care facility. Overnight care can be provided by facilities.

Supported Independent Living

Supported independent living is a package of support developed to provide appropriate levels of support for people who live without a carer in the community. These types of packages will change as the person acquires new skills and new goals are set to further advance the goal of maximising independence.

Residential Care

Residential Care

Capital Support is responsible for assessing clients who are considered to require 24 hour care while living in the community. These assessments are important not just because there may offer a range of support options that will help a client remain in the community but also because a client needs to be assessed as needing this level of care.

Your Rights

Respect – you should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.

Fair Treatment – No-one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.

Dignity and Independence – Services should support you to live a dignified, independent life.

Proper Standards – You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together.

Communication – You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable an interpreter should be available.

Information – You have the right to have your condition explained and be told what your choices are. This includes how long you may have to wait, an estimate of any costs and likely benefits and side effects. You can ask questions to help you be fully informed.

It's Your Decision – It is up to you to decide. You can say no or change your mind at any time.

Support – You have the right to have someone with you to give you support in most circumstances.

Teaching and Research – All these rights also apply when taking part in teaching and research.

Complaints – It is OK to complain – your complaints help improve service. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

This is an outline of the rights guaranteed by the law known as the Code of Health and Disability Services consumers' Rights. They apply to all health or disability services, whether you pay for them or not. A full copy of the Code of Rights is available from your health provider, the Health and Disability Commissioner or Bennetts Government Bookshop.

Your Responsibilities

It is your responsibility to let us know as soon as possible if you are unable to keep an appointment.

You can do this by phoning us on CallFree 0800 221 411.

This will enable us to reschedule your appointment to a more suitable time

It is your responsibility to provide true and accurate information to your Needs Assessor.

Giving correct information means your Needs Assessor will be able to provide you with the best service and the most appropriate assistance.

Any information you do give will be treated confidentially.

It is your responsibility to tell your Needs Assessor of any changes in your circumstances that affects your needs.

This could include things like; moving from where you were living, a change in support needs, or you may have some new goals.

Changes should be recorded because your assessment will only be of limited use if it is not up-to-date.

Privacy Act 1993

Health Information Privacy Code 1994

There are some important parts of the Act and Code which it is your right to know:

- The least information only must be collected.
- You must know beforehand, and give your written consent, for information to be collected.
- Your information must be kept securely.
- It is your right to have access to, and, if necessary, correct, any information which we obtain.
- We must only use the information for the purpose for which we collected it.

If you have any concerns about the way in which your personal information has been handled, you can discuss the matter with any of the following people:

Service Leader

Capital Support
Call Free 0800 353-375
Ph: 04 2372570
Facsimile 04 2372571

The Privacy Commissioner

CallFree 0800 803 909
Facsimile (09) 302 2305
Email information@privacy.org.nz

Appeals Procedure

