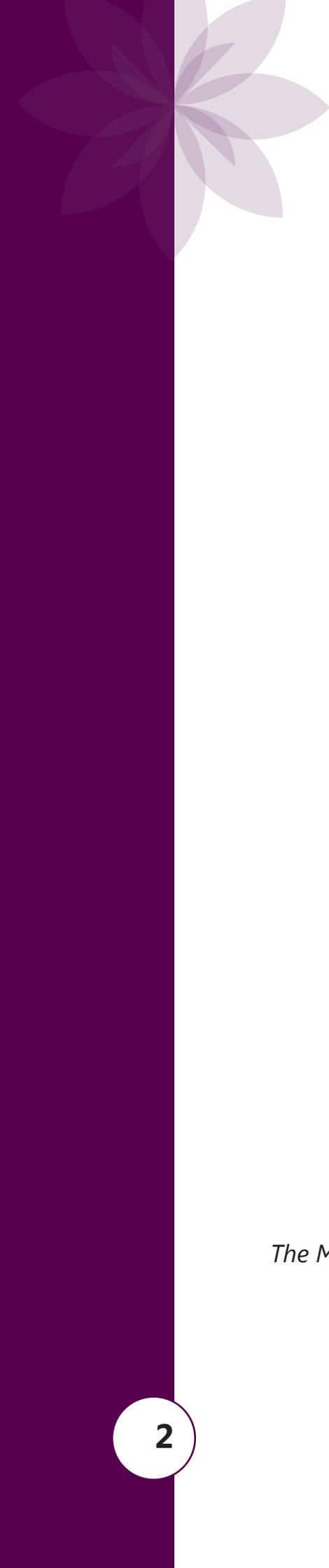


# Your guide to Disability Support Services



English



*Your Guide to Disability Support Services, June 2014.*

Produced by Le Va on behalf of the Ministry of Health,  
as part of Faiva Ora, The National Pasifika Disability Plan.

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# This booklet



# This booklet

*General information about  
disability support services.*

## *In this section*

**How to get  
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these services cost?**

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**Other support  
services available**

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**How Needs Assessment and  
Service Coordination  
(NASC) works**





# How to get Ministry of Health funded Disability Support Services

If you live in New Zealand, are a New Zealand resident and have a long-term disability which isn't covered by ACC, you may be able to get Ministry of Health funded disability support services.

## Disability Information and Advisory Services (DIAS)

The Ministry of Health has an agreement with a number of organisations throughout the country to provide disability information and advice.

Anyone can get this service and it is free. They can give you information about disability, what support services are available and how to find them.

## Environmental Support Services

If you have difficulty doing everyday tasks because of your disability, you may be able to get some services to help you. This can include:

- equipment or modifications to your home or vehicle
- support to help you if you are blind or have reduced vision
- support to help you if you are deaf or have reduced hearing

In some cases, you may be able to receive a subsidy towards:

- the costs of a wig or hairpiece
- breast prosthesis and related products

## **Needs Assessment and Service Coordination (NASC)**

The best way to find out if you can get disability support services like those described on the right hand side of the page is to get in touch with a NASC organisation. NASC organisations have an agreement with the Ministry of Health to arrange disability support services for you. They will tell you if you are eligible, work with you to find out what your needs are and arrange the support and services that you agree to.

For more information on how NASC work, see the flowchart on page 10.

### **Home and Community Support**

If you want to live in your own home but need help to do so, you may be able to get help with your personal care (such as eating, showering, getting dressed), meals and housework.

### **Community Residential Support**

This service is about helping you to live in a supported home-like environment in your local community. The home has paid staff to help you look after yourself and do activities in the community.

### **Respite Services**

Respite services usually give you a temporary place to stay while giving your carer or family/whanau a short break from their usual role of supporting you at home.

### **Carer Support Subsidy**

If you have an unpaid full-time carer, they may be able to get some financial assistance from the Ministry of Health. The Carer Support Subsidy is a payment they can put towards the cost of paying someone else to be there for you, so they can take a break.

### **Individualised Funding**

Individualised Funding provides you with more choice and control to choose how and when you use your support allocations, and who provides your with this support.

### **Supported Living**

Supported Living is a service that helps you to live independently by providing support in areas of your life where help is needed, such as shopping, budgeting or cooking, and help when dealing with agencies such as Work and Income or your bank.



# What is a disability?

**For the purposes of this guide, the Ministry of Health defines a person with a disability as someone who has been assessed as having a:**

- physical disability
- intellectual disability
- sensory impairment, such as vision loss or hearing loss (or a combination of these).

The disability is likely to continue for a minimum of six months and results in a person being unable to live independently without support.

## What help is available?

**This guide provides information you need to know about the range of disability support services available from the Ministry of Health, and how you can find help to apply for these services:**

- respite services
- carer support
- home and community support services
- community residential support services
- support you need for your environment, such as equipment, housing modifications or subsidies for children who need glasses.

More information on each of these services is available throughout this guide.

## Are these support services for you?

**You can apply for the disability support services in this guide if you:**

- have a disability that is likely to continue for more than six months
- are unable to do everyday activities safely on your own
- are not covered by ACC
- are a New Zealand citizen or permanent resident or from another country which has a funding agreement with New Zealand.

Most of the services are for people with disabilities who are under 65 years old. Disability support services for people that are aged over 65 years, with an age-related disability or mental health need are assessed and funded by district health boards.

Equipment, and modifications and services for people with vision or hearing loss can be considered for people with disabilities of all ages.

The support services outlined in the “Your Environment” section of this booklet are available to all age groups as long as you meet the criteria above.

## Disability Information and Advisory Service (DIAS) advisors can:

- tell you about the different services
- tell you who your local NASC service is and how to make contact
- advise you about services provided by other agencies that may also offer assistance and support (such as Work and Income New Zealand benefits).

Vaka Tautua are the National Pacific DIAS service who can be reached on **0800 825 282** (0800 VAKATA).

## How much do these services cost?

Many of the disability support services are fully funded by the Ministry of Health. However, some services have charges, and you may be asked to pay a part charge in some cases.

## Other support services available

Contacts for other government funded support services are available in the Disability Directory in this guide.

There is also a section that tells you what your rights are as a consumer of health services.

This booklet is also available in different Pacific languages.



# How Needs Assessment and Service Coordination (NASC) works

If you live in New Zealand, are a New Zealand resident and have a long term disability which isn't covered by ACC, you may be able to get help through the Ministry of Health Disability Support Services. The best way to find out is to get in touch with a Needs Assessment Service Coordination organisation, usually known as NASC.

## Referral

You can refer yourself or any of the following people can refer you to NASC as long as they have your agreement:

- your family, whanau, aiga or carer
- a doctor or health professional
- someone from a disability or community organisation.

Some NASC require a written referral. Each organisation will have their own referral forms, which they can send out to you. You might also be able to get a referral form online.

## Eligibility

The Ministry of Health has criteria you will need to meet before you can be considered for the disability support services they fund.

The NASC organisation will let you know if you meet the criteria.

## How can I find my local NASC?

To find the contact details for your local NASC

- free phone – **0800 693 342** (0800 NZFDIC)
- visit – **[www.moh.govt.nz/moh.nsf/indexmh/disability-contact-nasc](http://www.moh.govt.nz/moh.nsf/indexmh/disability-contact-nasc)**.

If you are over 65 years you can get a NASC service through your local district health board (DHB).

## Needs assessment

A NASC organisation's needs assessment facilitator will work with you to find out what your needs are. This includes talking with you about what you can do for yourself, what help you already have, what you want to achieve and what help you need to get there. This is called a needs assessment.

## Specialised assessment

Sometimes more detailed information is required to identify your needs and support options. The NASC might refer you to someone, for example an occupational therapist or physiotherapist, who can assess your needs and give better options as to how your needs can be met. Your doctor can also refer you to an occupational therapist or physiotherapist for an assessment.

## Service coordination

This usually follows the needs assessment. A service coordinator will discuss the types of support and services available to meet your needs. The information you discuss will be written down in what is referred to as an individualised support plan.

The service coordinator will tell you about supports and organisations available to help you. You can then choose which one you want to use depending on what is available.

The organisation will then be contacted by the NASC service and told what they need to give you – as outlined in your plan.

Disability Support Services may not fund all of the supports written down in your support plan. You may organise some yourself. The NASC organisation may contact the appropriate agency.



## How do you apply for disability support services?

To apply for any disability support service in this guide you need to have a needs assessment. This means you need to talk with your doctor or your local Needs Assessment and Service Coordination (NASC) organisation to find out what your support needs are. The NASC will carry out a needs assessment and advise on what services best meet your needs. They will then coordinate those services for you.

The contact details of the local NASC organisation in your area are listed in the Disability Directory in this guide.

To make the process easy, a good starting point is to call one of the following Disability Information Advisory Services (DIAS) who can help connect you or your family with the right people and services.

- Vaka Tautua – **0800 825 282** (0800 VAKATA)

Vaka Tautua is the national Pacific Disability Information Advisory and Support Service with coordinators in Auckland, Wellington and Christchurch who can provide information, advice and support in different Pacific languages.

The following services can also help Pacific people and their families find out more information about disability support services:

- Ministry of Health, Disability Support Services – **0800 373 664**
- NZ Federation of Disability Information Centres – **0800 693 342.**



# Your needs

*Support for you and your family.*

## *In this section*

**What services are available to you and your family?**

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**Respite Services**

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**Home and Community Support Services**

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**Carer Support Subsidy**

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**Local Area Coordination**

---

**Individualised Funding**

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**Supported Living**



# What services are available to you and your family?

Pacific people with disabilities are often cared for in a family home. Disability support services are designed to help people with disabilities in their home environment and to support their personal care and home management.

## **The main support services available are:**

- respite services
- home and community support services
- Carer Support Subsidy

These services can vary from a few hours each week to 24-hour support, depending on your needs.

## **Other support services and options available are:**

- Local Area Coordination
- Individualised Funding
- Supported Living
- Autism Spectrum Disorder support services

## Respite Services

### **What is respite?**

Sometimes people with a disability need a break, and so do the people who provide on-going support for them.

The respite service gives fulltime carers a short break to prevent or relieve stress. It also gives the person with a disability a positive, stimulating experience while their carers take a break.

### **For the person with a disability, this can mean either:**

- a change of carers in your home, or
- spending a short time in another place that can provide the right type of support.

It all depends on your needs and the needs of your carer. Respite services are located in the community and there are a number of options available.

A respite service should provide a safe, enjoyable environment where staff are able to support you to take part in your community. The service will also help connect you and your carers to the available support networks.

## Is there a limit for respite support?

The amount of funded respite support available to you and your carer or family is based on your needs and what services are available in your area.

Respite services can be planned so that respite support is used regularly, or it may also be unplanned. Respite is available when emergencies or unplanned events happen.

# Home and Community Support Services (HCSS)

## What are home and community support services?

Home and community support services help people with a disability to live at home. They include household management and personal care.

### Household management may include help with:

- preparing a meal
- washing, drying or folding clothes
- essential house cleaning, vacuuming and tidying up.

### Personal care may include help with:

- eating or drinking
- getting dressed or undressed
- getting up in the morning or getting ready for bed
- showering or going to the toilet
- getting around your home.

## Who can get home and community support services?

### These services are available to people who:

- are under 65 years old, and
- meet the Disability Support Services Groups' definition of being disabled, and
- have had a needs assessment that says they need home based support services.

To get household management you usually need to hold a Community Services Card. For children under the age of 16 with a disability to receive household management services, they must be assessed as needing this service and their parents or guardians must be Community Services Card holders.

To find out more about a Community Services Card and how to apply, see Work and Income for more information. Work and Income contact details are listed in the Disability Directory of this guide.



# Carer Support Subsidy

## What is the Carer Support Subsidy?

The Carer Support Subsidy is funded by the Ministry of Health to help the unpaid full-time carer of a person with a disability to take a break from caring for that person.

A support person can take over support while their full-time carer is taking a short break.

The Carer Support Subsidy helps to pay some of the costs of using a support person. The number of hours or days that carer support is funded for depends on the needs of the carer and the person they are caring for.

## Who is a full time carer?

A full-time carer is the person (or people) who has the main responsibility to care for a person with a disability. A full-time carer must provide more than four hours per day unpaid care. For Pacific people this often includes more than one person, such as parents, brothers and sisters and extended family that live together in one household.

## Who can be a support person?

The Carer Support Subsidy can be paid to a support person to provide a break for the full-time carer of a person with a disability. This could be friends, family members, neighbours or people who provide relief care in a place such as a rest home.

A support person cannot live at the same address as the full-time carer or the person with a disability. For example, parents or siblings or any extended family that live at the same address as the person with a disability cannot be a support person and be paid the Carer Support Subsidy.

## When can Carer Support Subsidy not be used?

### The Carer Support Subsidy cannot be used:

- while the full-time carer is at work
- by the parent or partner of the person with a disability who is the main carer
- to assist your recovery after discharge from hospital
- if the support person lives at the same address as the full-time carer.



## Do Carer Support Subsidy payments affect your income tax?

In some cases, you may need to pay income tax on Carer Support Subsidy payments. This will depend on individual circumstances.

For further information and advice about tax issues, contact Inland Revenue. If you receive a benefit, Work and Income may be able to provide further information. To contact these organisations, see the Disability Directory in this guide.

# Local Area Coordination

## What is Local Area Coordination?

Local Area Coordinators (LACs) walk alongside people with disabilities and their families to help them plan for a good life. They help people with disabilities to reach their goals by providing them with information and building relationships with the community. They also assist communities to include and welcome people with disabilities.

## Who can use a Local Area Coordinator?

Anyone in the Western and Eastern Bay of Plenty can contact an LAC for more information about disability. Longer term support is available for people who meet the Ministry of Health's definition of a person with a disability.

## Who do you contact?

### If you are living in the Western Bay of Plenty, your LACs are:

Debbie Davidson, 21 Main Rd, Katikati  
Phone: 07 549 0855, Mobile: 027 450 8872  
Email: debbie@lacbop.org.nz  
Area: Waihi Beach to Bethlehem

David Vaaulu, 1003 Cameron Road, Gate Pa  
Phone: 07 578 2580, Mobile: 027 450 8876  
Email: david@lacbop.org.nz  
Area: Tauranga Central to Pyes Pa, Welcome Bay

Jenny Dawber, 1003 Cameron Road, Gate Pa  
Phone: 07 579 1944, Mobile: 027 450 8877  
Email: jenny@lacbop.org.nz  
Area: Otumoetai, Mount Maunganui to Girven Road

Larissa Clarke, 94 Jellicoe Street, Te Puke  
Phone: 07 573 3996, Mobile: 027 450 8873  
Email: larissa@lacbop.org.nz  
Area: Otamarakau, Te Puke, Papamoa to Girven Road



**If you are living in the Eastern Bay of Plenty, your LACs are:**

Dany Sears, 81 McAlister Street, Whakatane  
Phone: 07 307 2030, Mobile: 027 588 2698  
Email: dany@lacbop.org.nz  
Area: Whakatane, Ohope and Coastlands

Theresa Mika, 81 McAlister Street, Whakatane  
Phone: 07 307 2030, Mobile: 027 588 2699  
Email: theresa@lacbop.org.nz  
Area: Waimana, Ruatoki, Taneatua, The Plains, Matata, Edgecumbe, Kawerau, Murupara

Peggy Hita, 38 King Street, Opotiki  
Phone: 07 315 5016, Mobile: 027 588 2700  
Email: peggy@lacbop.org.nz  
Area: Opotiki and the East Coast

For more information please visit <http://lacbop.org.nz/> or email [info@lacbop.org.nz](mailto:info@lacbop.org.nz)

## Individualised Funding

### What is Individualised Funding?

Individualised Funding is a way of paying for support services, which lets people with disabilities (or nominated people or family/whanau members who make decisions on their behalf) directly manage the resources they are allocated following an assessment by a Needs Assessment and Service Coordination (NASC) organisation. It provides people with disabilities with more choice and control to choose how and when they use their support allocations and who provides them with this support.

### What can Individualised Funding be used for?

Individualised Funding can be used in a number of ways, from engaging support workers and planning how their supports will be used, to employing their own care providers and managing all aspects of service delivery.

It can be used to purchase support services provided by support workers (employees or contracted personnel or organisations), and costs relating to the employment of support workers.

Individualised Funding can be used to employ support workers as long as they are not the spouse/partner or parents of the person with the disability, and as long as they do not live in the same house as the person with the disability.

Individualised Funding does not cover costs related to other government funded services, medical supplies, equipment, home renovations, leisure, recreation and personal or family costs, and cannot be used to increase the personal income of an individual or family.

## What is Enhanced Individualised Funding?

Enhanced Individualised Funding (EIF) allows people with disabilities to buy a wider range of disability support services and/or equipment to assist them with their individual support plans. The Ministry of Health has guidelines for what this funding can be used for.

### Who can apply for EIF?

EIF is currently available to people who receive Disability Support Services within the Western and Eastern Bay of Plenty.

### How does it work?

The two-step process is easy:

1. People with disabilities who are living in the Western and Eastern Bay of Plenty can talk to Support Net, their NASC organisation, to find out if this is an option for them;
2. If it is, the next step is to develop a plan with family/whānau and people such as a Local Area Coordinator.

### Who do you contact?

Support Net: Ph 07 571 0093, 510 Cameron Road, Tauranga.  
Email: supportnetbop@bopdhb.govt.nz

Local Area Coordination: Whakatane, Ph 07 307 2030; Tauranga, Ph 07 578 2580,  
Email: info@lacbop.org.nz Website: <http://lacbop.org.nz/>

# Supported Living

## What is Supported Living?

Supported Living is a service that helps people with a disability to live independently by providing support in those areas of their life where help is needed. Areas where support may be needed could include using community facilities, shopping, budgeting or cooking, and help when dealing with agencies such as WINZ or your bank.

A support worker will work with you, usually at your home, but support will be provided at times and places that are agreed. This support is provided by an organisation that is contracted to Disability Support Services at the Ministry of Health.

Supported Living cannot be used to support you with personal care, household management, rehabilitation or vocational services.



## Who can get Supported Living?

Anyone aged 17 or older who is assessed as meeting the Ministry of Health's Disability Support Services eligibility criteria.

## How long can I get Supported Living for?

Supported Living is a support service that is for an agreed period of time to ensure that your goals are achieved. The length of this time period depends on a number of things – how long you are assessed as needing support, how long it takes to achieve your goals, and if you have enough support from the other people around you to keep living independently.

## What happens with my income?

Your income, wherever it comes from, goes to a bank account of your choice and you retain full control over your financial affairs. However, it may be identified that you require budgeting support and, if this is the case, then the person supporting you will work alongside you in managing this.

# Autism Spectrum Disorder support services

IDEA Services run a number of programmes across New Zealand to help support families who have a member with Autism Spectrum Disorder.

## ASD Communication and Behaviour Service

The ASD Communication and Behaviour Service provides support to parents and families that include behaviour and skill teaching workshops, and individual work with children with a focus on communication, social skills and behaviour.

This service is for families of children and young person's with a diagnosis of Autism Spectrum Disorder (ASD) who are under the age of 19.

Referrals to the ASD Communication and Behaviour Service can be made by your local NASC, or:

- A paediatrician, psychiatrist, or a clinical psychologist or with appropriate ASD experience and expertise
- ASD Developmental Coordinators from district health boards

To find out more about the programme, contact the IDEA Specialist Services ASD referral coordinator on 0800 273 7587.

## ASD Plus – Education for Families

ASD Plus is a programme for the parents and family/whānau of pre-school children under the age of six with Autism Spectrum Disorder.

ASD Plus supports families to learn about Autism Spectrum Disorder, to help them understand how ASD influences their child, and learn and practice strategies to help their child's development.

### How is the programme delivered?

Families in ASD Plus will first be visited at home to:

- build a relationship with families
- learn more about each family's learning needs and strengths
- tailor the education programme to the family members needs and
- find out the best way to deliver the programme.

There are three ways to be part of ASD Plus depending on the family's needs:

1. Group sessions involving a small number of families - usually once a fortnight
2. individualised sessions for a particular family or whanau group delivered to suit each family
3. distance learning - via internet, DVD, reading material, and phone/email/face to face contact, depending on the needs and location of each family

This flexibility allows us to meet the needs of people in rural and isolated locations, and to better cater to cultural and language needs.

To find out more about the ASD Plus programme, contact the IDEA Specialist Services ASD referral coordinator on 0800 273 7587.



## How do you apply?

To apply for any of these disability support services, you must have a needs assessment by your local Needs Assessment Service Coordination (NASC) organisation.

You can talk with your doctor about your needs and they can refer you to your local NASC service. The NASC service will carry out a needs assessment and advise what services might best meet your needs. If the assessment shows you need these services, the NASC service will then organise and coordinate these services. In some cases, your doctor may be able to refer you for the Carer Support Subsidy.

For more information:

The NASC organisations in your local area are listed in the Disability Directory in this guide.

Alternatively, a Disability Information Advisory Service (DIAS) can help connect you with the right service:

- Vaka Tautua – **0800 825 282** (0800 VAKATA)
- Ministry of Health, Disability Support Services – **0800 373 664**
- NZ Federation of Disability Information Centres – **0800 693 342**.

**NOTE:** If your disability is covered by ACC, you will not qualify for these services. However, ACC also funds disability support services, so ask them what they can do for you:

- ACC – **0800 101 996**



# Your own place

*Support for living in the community  
(home, money and getting around).*



## *In this section*

**What are Community  
Residential Support Services?**

---

**Can Work and Income help?**



# What are Community Residential Support Services?

For some Pacific people with disabilities, living in the community in a supported home-like setting is best for them and their family.

The Ministry of Health funds support services for people with disabilities who want to live independently of their family and need support to do so. These services are called community residential support services (CRSS).

## **Community residential support services help people with disabilities to:**

- 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.

## **There are two main types of services for:**

- people with an intellectual disability and
- people with a physical disability or a disability affecting the senses such as vision or hearing loss.

## **How do these services work?**

### **Community residential support services are funded by the Ministry of Health for people who:**

- have a long-term disability and who:
  - are under 65 years (people 65 or over can get these services if they lived in residential services before they turned 65)
  - have been assessed by a Ministry of Health funded Needs Assessment and Service Coordination (NASC) organisation as having their needs 'best met' by living in a community residential support service
- are not entitled to ACC funding.

The Ministry of Health funds residential homes or flats where people with disabilities share their home with others. Each person has their own room and most homes are physically accessible.

In many cases, residents have someone they trust who acts as an advocate to help them understand, make decisions and live successfully with other people with disabilities. Whether you have a choice of a residential service or home may depend on your disability, where you prefer to live, what support services you qualify for and what is available in your area.

When you go to live at a residential home you will sign a home agreement, which sets out the responsibilities of the provider and the person who will use this service. It details what services will be provided and who pays for what.

**Community residential support services can provide support 24 hours a day if needed, including:**

- planning and preparing meals
- daily personal care such as showering, hair washing or teeth cleaning
- household jobs such as washing and housework
- learning new skills and having new experiences
- getting out and doing things in the community such as joining support groups and mixing with other people
- helping you get to the doctor, dentist, hairdresser or the bank.

**What happens day-to-day in a home?**

In most homes, you have your meals with the other people who live in your home and do other things together such as choose what you want to watch on TV or where to go in the weekends.

You also have the right to do things on your own and have your own interests and friends. Each resident will have an individual plan that sets out personal goals – what you want to do and achieve. Residents may have family or people from other services involved in making their plan.

**Your plan may include things like:**

- what will happen with your short and long term goals, such as staying in touch with a partner or other people you care about
- having friends and having them visit you
- learning new skills and seeing that your cultural and spiritual needs are met
- how these goals will be supported and reviewed
- how family and other services will be involved in your plan
- the name of the person who will support you to make progress on your goals.



### Who pays for what?

The Ministry of Health funds these services but you'll have to pay for some things yourself.

If you get a Work and Income New Zealand benefit, part of your benefit contributes towards the cost of these services. You keep the left-over part of your benefit, called a Personal Allowance, for your personal needs such as clothing, toiletries, stationery, magazines and entertainment.

### What if your needs change?

Your service coordinator will check the services you receive each year to make sure they are still right for you. A new assessment will be carried out every three years.

If your needs change, your service coordinator may advise you to move to another home that better suits your needs. If this happens, you cannot be moved until you, your family and your advocate have fully talked this over and agreed with your service coordinator.

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

If things are not right, speak up. You have the right to complain (Refer to the 'Your Rights' section on page 45 of this guide for further information).

### What if you live in a rest home?

If you are funded by the Ministry of Health to live in a rest home or hospital, you will have similar services and the same rights as people living in community residential support services.

All possible options relating to where you live and what support you need should be considered before the NASC suggests a rest home as your future home.

### What if you go to hospital?

If you go into hospital, your benefit continues in the usual way, unless you are in hospital for more than 13 weeks.

The Ministry of Health keeps paying your service provider in the same way for four weeks, then 50 per cent of the usual amount for a further 10 weeks. After that time, if you are still in hospital, other arrangements are made between the NASC organisation and your service provider. In most cases, you will still be able to come back to the same home.

# Choice in Community Living

## What is Choice in Community Living?

It is an alternative to residential services for people with significant disabilities and offers more choice and control over where they live, who they live with and how they are supported. Choice in Community Living is only available in Auckland and Waikato at this time.

## Who is eligible for Choice in Community Living?

Choice in Community Living is for people living in Auckland and the Waikato region who:

- live in a residential service and want to leave and move into a home they rent, lease or own
- live in their parent's home, have disability support needs similar to people in residential services, and want to live in a home they rent, lease or own
- live anywhere else where the situation is unsustainable and where the usual course of action would be a referral to a residential service, which is not what the person or their family wants.

People must be eligible for disability support services funded by the Ministry of Health before they can access Choice in Community Living.

## How does it work?

The local Needs Assessment Service Coordination agencies have identified experienced staff to assist people and families to consider whether Choice in Community Living would be a good option for them as an alternative to residential services and to determine what funding is available to achieve this.

Eight approved provider organisations are available to support people as part of Choice in Community Living. Their role is to assist the person with a disability, along with family/whānau and friends, to develop and put in place a plan for how they will use their funding.

## Who do you contact?

More information about Choice in Community Living can be obtained from:

**Taikura NASC**, Auckland: Liz Tohu, Mob 027 588 3342 or  
Email: Elizabeth.tohu@taikura.org.nz

**DSL NASC**, Waikato: Nellie Harris, Ph 07 839 1441 or  
Email: Nellie.Harris@waikatodhb.health.nz

Or visit: [www.health.govt.nz](http://www.health.govt.nz) and search for Choice in Community Living



## Can Work and Income help?

Work and Income can tell you about other financial support you may be able to get. For example, the disability allowance can help pay for:

- going to the doctor
- medication
- other costs as a result of your disability.

Call **0800 559 009**, visit **[www.workandincome.govt.nz](http://www.workandincome.govt.nz)**, or make an appointment at your local Work and Income office.

### How do you apply?

To apply for these services you must have a needs assessment.

You can talk with your local Needs Assessor Service Coordination (NASC) organisation to arrange this. The NASC will advise what services best meet your needs, and then organise those services for you.

Contact the following for more information:

- local NASC organisation (refer to the Disability Directory section on page 49)
- Vaka Tautua (DIAS) – **0800 825 282** (0800 VAKATA)
- Ministry of Health, Disability Support Services – **0800 373 664**
- NZ Federation of Disability Information Centres – **0800 693 342**.

**NOTE:** If your disability is covered by ACC, you will not qualify for these services. However, ACC also provides disability support services, so ask them what they can do for you:

- ACC – **0800 101 996**



# Your environment

*This section outlines the special equipment and services available to help support people with a disability in their home environment and in their community.*

## *In this section*

**What services are available?**

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**Equipment**

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**House modifications**

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**Vehicle modifications**

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**Support for people who are blind or have reduced vision**

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**Support for people who are deaf or have reduced hearing**

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**Subsidies for wigs and breast prostheses**





# What services are available?

Do you have vision or hearing loss or physical, intellectual, or age-related disability? Then you may be able to get special equipment or funding for modifications in and around your home to help with your safety and independence.

The equipment or modifications must be needed to help you get access to, or manage your everyday activities and to live as safely and independently as possible.

The help you can get will depend on your own needs and situation.

## Equipment and modifications

The steps to have an assessment, and if appropriate, to get equipment and/or modifications are below:

You or a member of your family or whānau, have difficulty doing some everyday activities because of a disability.

You arrange an assessment with an assessor.

The assessor carries out an assessment and you can try out some equipment or discuss possible modifications to your home or vehicle.

You and the assessor agree on a suitable option for you.

The assessor sends an application to Accessable or Enable New Zealand if:

- you can get Ministry of Health support
- equipment or modifications are recommended.

Accessable or Enable New Zealand arrange for the equipment or modifications for you.

Accessable or Enable New Zealand approve funding for the most cost-effective solutions to meet your essential needs. Some applications are not able to be funded – you can discuss other options with your assessor.

All equipment is provided on loan for as long as you need it. It should be returned when you don't need it any more. Accessable or Enable New Zealand will arrange to have it collected.

## How can you get equipment or modifications?

First you must have an assessment by an assessor.

This means an assessor will look at ways to help you do your everyday tasks. With your help, the assessor identifies the equipment you need to be safe and independent at home, or to work or study, or to look after someone who depends on you.

Assessors may be occupational therapists, physiotherapists, speech language therapists, audiologists, or vision and hearing assessors. They can be contacted through your district health board, NASC organisation, or your doctor.

To apply for Ministry of Health funding, all applications for equipment or modifications are sent by the assessor to the Ministry of Health's providers Accessable (if you live in Auckland or Northland) or Enable New Zealand (if you live anywhere else in New Zealand). For contacts, see the Disability Directory in this guide.

## What do Accessable and Enable New Zealand do?

Accessable and Enable New Zealand receive and check applications for equipment from assessors. If approved, they also supply the equipment or arrange for the modifications to be completed to your home or vehicle.

They check applications to make sure the assessor has considered all the support options for you. This is so that any equipment or modifications you might get are suitable and useful for you.

Most people will get equipment soon after their application is approved. However, delivery will depend on how urgent your need is (compared to others), whether you need to trial the equipment, and how quickly the equipment can be supplied.

Housing modifications can take several months to complete, especially if detailed plans need to be drawn and building consent is required.

Accessable and Enable New Zealand also repair and maintain the equipment and can collect it when you no longer need it.



# Equipment

## What kinds of equipment?

### Equipment such as:

- wheelchairs
- shower stools
- walking frames
- hoists
- visual smoke alarms
- communication devices.

## Who can get equipment?

### These services will be considered for people who:

- have a disability that is likely to continue for at least six months
- are unable to do some everyday activities safely on their own
- are not entitled to ACC funding
- live in New Zealand and are a New Zealand resident (or be from another country that has a funding agreement with New Zealand).

## How do you apply?

You must arrange for an assessor to assess your needs.

If you do qualify, the assessor will send an application for funding or subsidy to the appropriate provider – organisations called Accessable or Enable New Zealand.

### These providers:

- check and process applications and make sure the assessors have considered many support and equipment options for you
- supply equipment
- organise repairs to equipment.

## Who pays?

If your application is approved, most of this equipment is fully funded by the Ministry of Health.

# House modifications

To help support you in your home, modifications can help you do things you couldn't do before, or make difficult tasks easier.

## What kinds of modifications?

### Modifications include:

- wheelchair ramps
- door widening
- handrails
- level access showers
- special safety fencing (not standard fencing).

## Who pays?

Modifications are fully funded for eligible children with disabilities up to 15 years of age. For people aged 16 years and over, if modifications cost more than \$8,036 (including GST, and also including the cost of any previous modifications to your home), Work and Income will work out if you need to pay part of the costs.

There is an upper limit on modifications to allow you to get in and out of your home including moving between floors. However, this limit does not apply to other modifications such as door widening and level access showers.

### The Ministry of Health will not fund:

- modifications costing less than \$200 (including GST)
- soft furnishings (like curtains and carpet)
- general maintenance
- modifications carried out for work, social or economic reasons
- modifications that have been carried out without funding approval.



# Vehicle modifications

The Ministry of Health may pay for modifications to your vehicle to help you drive or get in and out of your vehicle, as a result of your disability.

## What kinds of equipment?

### Equipment such as:

- wheelchair carriers
- van hoists or ramps
- hand controls
- modifications to seating and safety restraints.

## Who can get vehicle modifications?

### Here's how:

- you are eligible for Ministry of Health funded services (see page 31)
- you need to drive your vehicle for work or study, or to look after and transport someone safely who depends on you such as children aged 15 years or under who have a disability.

In a small number of cases, the Ministry of Health will also pay for the purchase of a vehicle that is suitable to be modified (for a driver who has a disability).

## How do you apply?

You need to arrange for an assessor to assess your needs. If you are assessed as needing this service, they will apply for you.

If you don't qualify, the assessor can tell you about other options such as public transport, mobility taxis, or applying for help from other agencies.

## Who pays?

If your application is approved, your vehicle modifications are usually fully funded by the Ministry of Health.

# Who do you contact?

The NASC organisation in your local area can help you connect with the right people and services. Your doctor may also be able to connect you to these people and services.

For more information, you can contact:

- Accessable (if you live in Auckland or Northland) – **0508 001 002** or visit **[www.accessable.co.nz](http://www.accessable.co.nz)**
- Enable New Zealand (if you live outside of Auckland and Northland) – **0800 171 981** or visit **[www.disabilityfunding.co.nz](http://www.disabilityfunding.co.nz)**

Alternatively, a Disability Information Advisory Service (DIAS) can help connect you with the right people and service:

- Vaka Tautua – **0800 825 282** (0800 VAKATA)
- Enable Information – **0800 362 253**
- NZ Federation of Disability Information Centres – **0800 693 342.**

Refer to the Disability Directory section in this guide for further information.





# Support for people who are blind or have reduced vision

The Ministry of Health can supply equipment or subsidies to support people with blindness or vision loss.

## What kinds of equipment?

### Equipment such as:

- glasses
- screen reading software
- mobility canes.

## Who can get equipment or subsidies?

If you are a New Zealand citizen or resident living in New Zealand, you have a visual impairment be it completely blind or reduced vision, and you are not covered by ACC, then you may qualify for special vision equipment.

## How do you apply for equipment?

First you must have an assessment by an assessor.

Assessors may be optometrists, eye specialists or service coordinators from the Royal New Zealand Foundation for the Blind, or orientation and mobility instructors.

The assessor will advise what equipment would be the best and safest option for you to meet your needs. The assessor will then send an application to Accessable or Enable New Zealand.

### Subsidy for glasses for children

Children aged 15 years and under with vision loss may also qualify for a subsidy that helps pay for glasses.

If you hold a Community Services Card or High Use Health card the Ministry of Health offers a subsidy of up to \$287.50 (including GST\*) to help pay the cost of eye tests and buying glasses for children aged 15 years and under.

To find out more about this subsidy, make an appointment for your child's vision to be tested by an optometrist or ophthalmologist, or at the hospital.

Your optometrist or eye specialist will help you fill out the subsidy form and send it off. You will need to pay the remainder of the charges.

Children can apply for the subsidy again in 12 months if they need new glasses.

Where the subsidy does not apply, talk with Work and Income about recoverable loans, or ask for support from local community groups.

For more information contact Enable New Zealand on 0800 17 1981.

### **Contact Lens Benefit**

The Contact Lens Benefit is available to people whose vision can not be corrected with prescription spectacle (glasses) lenses because of certain medical/clinical reasons.

The Contact Lens Benefit contributes to the overall cost of fitting and supplying the contact lens depending on whether they are new prescriptions or replacement lenses.

To access the Contact Lens Benefit you will need to be assessed by an optometrist or ophthalmologist who has an agreement with the Ministry of Health to fit and supply contact lenses.

For more information contact your optometrist or ophthalmologist.

## **Support for people who are deaf or have reduced hearing**

The Ministry of Health can support people who are deaf or have a hearing loss.

### **What kinds of equipment?**

#### **Equipment such as:**

- hearing aids and other hearing devices
- visual or vibrating alarms
- cochlear implants





## Do you qualify for hearing aid funding?

The following table shows who may be considered for Ministry of Health funding and subsidies.

Groups of people	Qualify for
<ul style="list-style-type: none"> <li>• Preschoolers</li> <li>• Children and young people - primary, secondary or tertiary students up to the age of 21.</li> </ul>	Fully funded hearing aids.
<p><b>Adults who have:</b></p> <ul style="list-style-type: none"> <li>• had severe long-term hearing loss since childhood, or</li> <li>• had onset of sudden and severe hearing loss during adulthood, or</li> <li>• a dual disability (such as hearing loss and intellectual disability).</li> </ul>	The wholesale cost of hearing aids for all adults in this group, even if they don't hold a Community Services Card.
<p><b>Adults who are:</b></p> <ul style="list-style-type: none"> <li>• working (greater than 30 hours per week), or</li> <li>• studying full time (aged over 21 years), or</li> <li>• doing voluntary work (greater than 20 hours per week), or</li> <li>• caring for a dependent person full-time.</li> </ul>	<p>The wholesale cost of hearing aids provided to adults in this group if they have a Community Services Card.</p> <p>Hearing aid subsidy of \$511.11 (inc. GST*) available for people who do not have a Community Services Card.</p> <p><b>Note</b> – subsidies are available no more than once in every six years.</p>
<p><b>Adults who are:</b></p> <ul style="list-style-type: none"> <li>• not working full time, or</li> <li>• not studying full time, or</li> <li>• not doing voluntary work (greater than 20 hours per week), or</li> <li>• not caring for a dependent person full-time,</li> <li>• and do not have complex needs as above.</li> </ul>	<p>Hearing aid subsidy of \$511.11 (inc. GST*) is available.</p> <p><b>Note</b> – subsidies are available no more than once in every six years.</p>

## Hearing Aids

The Ministry of Health has two types of funding for hearing aids:

- the Hearing Aid Funding Scheme
- the Hearing Aid Subsidy Scheme.

Depending on your circumstances and type of hearing loss, you may be able to get help from one of these schemes.

### Hearing Aid Subsidy Scheme

The Ministry of Health's Hearing Aid Subsidy Scheme provides \$511.11 (including GST) per hearing aid to adults (over the age of 16) who:

- have a permanent hearing loss and need a hearing aid,
- are New Zealand citizens living in New Zealand or permanent residents are not covered under the Hearing Aid Funding Scheme.

The Hearing Aid Subsidy Scheme does not cover any additional costs for hearing assessments or hearing aid fitting services which audiologists may charge.

The subsidy for each hearing aid is available no more than once every six years.

### Hearing Aid Funding Scheme

The Ministry of Health's Hearing Aid Funding Scheme covers the cost of hearing aids for eligible children and adults who are New Zealand citizens living in New Zealand or who are permanent residents. Adults are eligible if they:

- have had a significant hearing loss from childhood, or
- have hearing loss and a significant visual impairment (for example, Deafblind); or hearing loss and an intellectual disability or a physical disability that limits their ability to communicate safely and effectively, or
- have hearing loss, have a Community Services Card and are:
  - in paid employment for 30 hours per week or more, or
  - a registered job seeker seeking paid employment, or
  - doing voluntary work (more than 20 hours per week), or
  - studying full time, or caring full time for a dependent person.



This funding covers only the price of the hearing aid and does not cover any assessment or fitting fees that audiologists may charge. Funding for a hearing aid for each ear is available for adults no more than once every six years. For children it is available no more than three times in six years.

You may be able to get help towards the cost of hearing aids from the Accident Compensation Corporation (ACC) or Veterans' Affairs New Zealand. If you can get help from either of these organisations you cannot also get support from the Ministry of Health's Hearing Aid Subsidy Scheme or Hearing Aid Funding Scheme.

Only audiologists who are full members of the New Zealand Audiological Society can access the Ministry of Health's Hearing Aid Subsidy Scheme and Hearing Aid Funding Scheme for their clients. Check that your audiologist is a full member of the Society. If they are not, you will not be able to get funding support from the Ministry of Health.

### How do you get hearing aids?

You must have an assessment carried out by an audiologist who is a member of the New Zealand Audiologist Society working at your district health board or in private practice. If you visit an audiologist working in a private practice, you will have to pay for the assessment plus any fitting costs.

The audiologist assesses your needs, decides what hearing aids you need and sends an application for funding or subsidy to Accessable, the MOH provider of hearing devices.

#### Accessable:

- checks and processes applications to make sure the audiologists have considered all options
- arranges the supply of hearing aids and other equipment
- organise repairs of funded hearing aids and other equipment.



# Who do you contact?

For more information about hearing aids, you can contact:

- Accessable – **0508 001 002** or visit [www.accessable.co.nz](http://www.accessable.co.nz)

## Is funding available for other equipment?

If you need special equipment to work or study or to help you live safely in your home, you may be able to get financial help for other equipment. This may include fax machines and visual or vibrating alerts, such as smoke detectors or door bells. (Standard amplified telephones and smoke alarms will not be funded.)

Assessors for this equipment can be audiologists, hearing therapists or service coordinators from Deaf Aotearoa.

## Cochlear implants

A cochlear implant is a surgically implanted electronic device that provides a sense of sound to a person who is severely hard of hearing or profoundly deaf.

The Ministry of Health's Cochlear Implant Programme provides cochlear implants to eligible people with severe to profound hearing loss (who cannot get benefit from standard hearing aids) who have been assessed as being likely to benefit from the procedure.

Each cochlear implant costs between \$45,000 and \$55,000. The funded service includes:

- the assessment
- the device (implanted electrode and a sound processor which is worn externally)
- the surgery
- audiology
- maintenance and support
- associated ongoing training and support services
- rehabilitation for adults or habilitation for children
- device replacement
- repairs for children's implants.

Follow-up services such as replacement sound processors are required over a person's lifetime to help maintain their use of their cochlear implant, and the Ministry of Health funds these ongoing costs.



For more information, contact your local audiologist or Advisor on Deaf Children.

If you live outside a main centre, the cost of travel to the hospital for an audiology assessment, surgery and follow-up appointments may be covered through the National Travel Assistance Scheme. For more information about the scheme please call National Travel Assistance on 0800 281 222 (press 2).

### **Are there other agencies that can help with hearing issues?**

Deaf Aotearoa promotes deaf awareness and the use of sign language, and provides a range of services to the community such as education programmes and interpreter services. They can work with you to help you get the equipment you need. For more information call 09 828 3282.

Hearing Therapy Services are funded by the Ministry of Health and are provided free of charge. Hearing therapists can assess your hearing needs, provide information about hearing aids and other equipment, teach you how to manage your hearing loss and help you get the equipment you need. For more information free call 0800 008 011.

## **Subsidies for wigs and breast prostheses**

### **Wigs and hairpieces subsidy**

A subsidy which can help with the costs of wigs and hairpieces can be provided to people who suffer from serious hair loss because of a medical condition or as a result of cancer treatment.

A medical specialist or your doctor will be able to talk to you about this subsidy and whether you are able to receive it.

### **Breast prosthesis subsidy**

A subsidy which can help with the costs of breast prostheses and other related products can be provided to people who have had surgery for breast cancer or for other medical reasons.

A medical specialist or your doctor will be able to talk to you about this subsidy and whether you are able to receive it.

For more information about both subsidies, contact the Ministry of Health's Sector Services Contact Centre on 0800 458 448.



# Your rights

*You are important and so are your needs.*

*If you feel you have not been treated with the respect you deserve, or are unhappy with the Ministry of Health or your disability support service provider you have the right to complain.*

## *In this section*

**Making a complaint about  
Ministry of Health funded  
disability support services**





# Making a complaint about Ministry of Health funded disability support services

You have a complaint about the disability support service you are receiving.

## Providers of the services

In the first instance try to talk to the providers about your concerns.

The Advocacy Service at the Health and Disability Commissioners Office can support you with this.

Free call – **0800 555 050**

Fax – **0800 278 77678**

Email – **advocacy@hdc.org.nz**

## Directly to the Health and Disability Commissioners Office

Free call – **0800 11 22 33**

## Directly to the Ministry of Health (Disability Support Services)

Free call – **0800 373 664**  
(0800 DSD MOH)

Fax – **0800 000 838**

Email – **dsdcomplaints@moh.govt.nz**

## Step one

If you have a problem or concern about any disability support services you are receiving you should first talk to the organisation that provides these services.

If you need help to do this you can contact:

Health and Disability Commissioners Advocacy Service

- free call – **0800 555 050**
- fax – **0800 278 77678**
- email – **advocacy@hdc.org.nz**

The provider of your service should have a complaints process in place.

## Step two

If you feel unable to make a complaint to the provider of your support services, you can contact the Health and Disability Commissioner's Office:

- free call – **0800 11 22 33**.

If your complaint is about the Ministry of Health funded disability support services and you feel unable to make a complaint to the provider of these services, you can contact the Ministry of Health directly:

- free call – **0800 373 664** (0800 DSD MOH) press #2
- fax – **0800 000 838**
- email – **dsdcomplaints@moh.govt.nz**



## Your rights



# Your directory

*To help you navigate your way around Ministry of Health funded disability support services, here are the contact details for services and organisations in your region that may be able to help.*



## *In this section*

### **Disability Information Service**

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**NASC organisations  
(Needs Assessment and  
Service Coordination)**

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**Equipment and modification  
organisations**

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**Other Government services  
and departments**



# Disability Information Services

The following organisations may be able to provide you with disability information and advice on where and how to get help. Some of these services are individual regional organisations while others provide information through a national network.

## National

**Altogether Autism** – [www.altogetherautism.org.nz](http://www.altogetherautism.org.nz)

Phone 0800 273 463

**Autism NZ** – [www.autismnz.org.nz](http://www.autismnz.org.nz)

Phone 0800 288 476 (0800 AUTISM) Email [info@autismnz.org.nz](mailto:info@autismnz.org.nz)

**CCS Disability Action** – [www.ccsdisabilityaction.org.nz](http://www.ccsdisabilityaction.org.nz)

Phone 0800 227 2255 Email [info@ccsdisabilityaction.org.nz](mailto:info@ccsdisabilityaction.org.nz)

**Carers NZ** – [www.carers.net.nz](http://www.carers.net.nz)

Phone 0800 777 797 Email [info@carers.net.nz](mailto:info@carers.net.nz)

**Deaf Aotearoa New Zealand** – [www.deaf.org.nz](http://www.deaf.org.nz)

PO Box 15770, New Lynn, 1836-1848 Great North Road, Auckland 0640

Phone 09 8283282 Email [national@deaf.org.nz](mailto:national@deaf.org.nz)

**Disability Information Centres** – [www.weka.net.nz](http://www.weka.net.nz)

These centres are locally based and they offer advice, information and referral services. For more information visit the website

**Hearing Association, NZ** – [www.hearing.org.nz](http://www.hearing.org.nz)

Phone 0800 233 445

**IHC** – [www.ihc.org.nz](http://www.ihc.org.nz)

Phone 0800 442 442

**National Foundation for the Deaf** – [www.nfd.org.nz](http://www.nfd.org.nz)

11 York Street, PO Box 37729, Parnell, Auckland 1151

Phone 0800 867 446 Email [enquiries@nfd.org.nz](mailto:enquiries@nfd.org.nz)

**NZ Federation of Disability Information Centres** – [www.nzfdic.org.nz](http://www.nzfdic.org.nz)

PO Box 1091, Invercargill 9840

Phone 0800 693 342 Email [admin@nzfdic.org.nz](mailto:admin@nzfdic.org.nz)

**Parent to Parent NZ** – [www.parent2parent.org.nz](http://www.parent2parent.org.nz)

Free phone 0508 236 236

**People First New Zealand Inc** (Wellington) – [www.peoplefirst.org.nz](http://www.peoplefirst.org.nz)

Level 4, Century City Tower, 173-175 Victoria Street

PO Box 9199, Marion Square, Wellington 6141

**Phone** 04 381 3242 **Free phone** 0800 206 070

**Email** mail@peoplefirst.org.nz

**Royal New Zealand Foundation of the Blind** – [www.rnzfb.org.nz](http://www.rnzfb.org.nz)

**Phone** 0800 24 33 33 **Email** general@rnzfb.org.nz

**Vaka Tautua** – [www.vakatautua.co.nz](http://www.vakatautua.co.nz)

**Phone** 0800 825 282 (0800 VAKATA)

**Auckland**

PO Box 11 202, Level 3, 15 Sultan St, Ellerslie 1542 **Phone** 09 589 1922

3/34 Te Pai Place, Henderson **Phone** 09 836 6534

**Wellington**

PO Box 50389, 11 Heriot Drive, Elsdon, Porirua 5240 **Phone** 04 237 1096

**Christchurch**

PO Box 19950, 189 Montreal Street, Christchurch **Phone** 03 363 0762

## North Island

**Coromandel Independent Living Trust** – [www.cilt.org.nz](http://www.cilt.org.nz)

Tiki House, 45 Tiki Road, Coromandel 3506

PO Box 25 Coromandel 3543

**Phone** 07 866 8358 **Fax** 07 866 8358 **Email** cilt@cilt.org.nz

**Disabilities Resource Centre Trust** (Bay of Plenty) – [www.drct.co.nz](http://www.drct.co.nz)

141-143 King Street, Whakatane 3120

PO Box 528, Whakatane 3158

**Phone** 07 307 1447 **Fax** 07 307 0229 **Email** information@drct.co.nz

**Disability Information and Equipment Centre** (Wellington) – [www.diec.co.nz](http://www.diec.co.nz)

15a Ngahina Street, Paraparaumu 5032

PO Box 23, Paraparaumu 5254

**Phone** 04 298 2914 **Free phone** 0800 693 342

**Fax** 04 298 2941 **Email** info@diec.co.nz

**Enable Information** (Palmerston North) – [www.enable.co.nz](http://www.enable.co.nz)

69 Malden Street, Roslyn, Palmerston North 4414

PO Box 4547, Palmerston North 4442

**Phone** 06 353 5800 **Free phone** 0800 17 19 81

**Email** info@enable.co.nz

**Independant Living Sevice Inc** – [www.ilsnz.org.nz](http://www.ilsnz.org.nz)

PO Box 24-042, 14 Erson Ave, Royal Oak, Auckland 1345

**Phone** 09 625 0322

**Information 4 Disability** (Hawke's Bay)

Level 1 Community Hub, 62 Raffles Street, Napier 4110

PO Box 506, Napier 4140

**Phone** 06 835 0781 **Email** dithb@xtra.co.nz**LIFE Unlimited – Hamilton** – [www.life.nzl.org](http://www.life.nzl.org)

20 Palmerston Street, Hamilton 3204

PO Box 146, Waikato Mail Centre, Hamilton 3240

**Phone** 07 839 5506 **Free phone** 0800 008 011 **Fax** 07 834 9982**Email** info@lifeunlimited.net.nz**LIFE Unlimited Tairawhiti**(Tairawhiti–Gisborne) – [www.life.nzl.org](http://www.life.nzl.org)

101 Wainui Road, Inner Kaiti, Gisborne 4010

PO Box 1125, Gisborne 4040

**Phone** 06 863 2836 **Fax** 06 867 9354 **Email** info@lifeunlimited.net.nz**Free phone** 0508 447 627**LIFE Unlimited Tauranga** – [www.life.nzl.org](http://www.life.nzl.org)

250 Chadwick Road, Greerton, Tauranga 3112

**Free phone** 0800 008 011 **Phone** 07 571 6351 **Fax** 07 571 6341 **Email** mary@life.nzl.org**LIFE Unlimited Store (Rotorua)** – [www.life.nzl.org](http://www.life.nzl.org)

110e Lake Road, Rotorua 3010

PO Box 1795, Rotorua 3040

**Phone** 07 349 2513 **Free phone** 0800 008 011**Fax** 07 350 2367 **Email** annettec@life.nzl.org**NorthAble** (Northland) – [www.northable.org.nz](http://www.northable.org.nz)

40 John St, Whangarei 0110

**Phone** 09 430 0988 **Free phone** 0508 637 200**Fax** 09 438 9468 **Email** rosalie@northable.org.nz**Taranaki Disabilities Information Centre Trust**

"Kimiora", 28 Young St, New Plymouth 4310

PO Box 5015, Westown, New Plymouth 4343

**Phone** 06 759 0019 **Email** info@taranakidic.org.nz**Thames/Hauraki Health and Disability Resource Centre Trust**

609 Mackay Street, PO Box 535, Thames 3540

**Phone** 07 868 7099 **Email** dsghthames@gmail.com**Yes Disability Resource Centre** – [www.yesdisability.co.nz](http://www.yesdisability.co.nz)

3 William Laurie Place, North Shore City

PO Box 301397, Albany 0752, North Shore City

**Free phone** 0800 937 937 **Phone** 09 414 5360**Fax** 09 414 5361 **Email** info@yesdisability.org.nz

## South Island

### **Aspire Canterbury** (Canterbury) – [www.aspirecanterbury.org.nz](http://www.aspirecanterbury.org.nz)

314 Worcester St, Christchurch 8011

PO Box 32-074, Linwood, Christchurch 8147

**Phone** 03 366 6189 **Fax** 03 379 5939 **Email** admin@aspirecanterbury.org.nz

### **Disabilities Resource Centre Queenstown** (Southland) –

[www.drcqueenstown.co.nz](http://www.drcqueenstown.co.nz)

Retail Centre, Unit 29, 159 Gorge Road, Queenstown 9300

**Free phone** 0800 372 786 **Phone** 03 409 0900

**Fax** 03 409 0628 **Email** info@drcqueenstown.co.nz

### **Disabilities Resource Centre Southland Inc** (Invercargill) -

[www.drscsouth.co.nz](http://www.drscsouth.co.nz)

192 Spey St, Invercargill 9810

PO Box 1091, Invercargill 9840

**Phone** 03 214 5000 **Email** info@drscsouth.co.nz

### **Disability Information Centre** (Otago) – [www.disabilityinfo.co.nz](http://www.disabilityinfo.co.nz)

Community House, 283 Moray Place, Dunedin 9016

**Free phone** 0800 693 342 **Phone** 03 471 6152 **Fax** 03 471 6159 **Email** dis.dn@xtra.co.nz

### **Workstar Village Community Trust** (Nelson) – [www.workstar.co.nz](http://www.workstar.co.nz)

70 Waimea Road, Nelson 7010

**Free phone** 0800 693 342 **Phone** 03 546 9206

**Fax** 03 548 9347 **Email** info@workstar.co.nz



# NASC organisations (Needs Assessment and Service Coordination)

NASCs are organisations contracted by the Ministry of Health to work with disabled people to help identify their needs and to outline what disability support services are available.

Location	NASC organisations
<b>Northland</b>	<p><b>NorthAble (Northland Disabilities Resource Centre)</b>            – <a href="http://www.northable.org.nz">www.northable.org.nz</a>            40 John Street, Whangarei 0110  <b>Phone</b> 09 430 0988 <b>Fax</b> 09 438 9468 <b>Free phone</b> 0508 637 200</p>
<b>Auckland</b>	<p><b>Taikura Trust</b> – <a href="http://www.taikura.org.nz">www.taikura.org.nz</a>            Level 2, 19 Charles St, PO Box 23 054, Hunters Corner Auckland 2155  <b>Phone</b> 09 278 6314 or 0800 824 587 (0800 TAIKURA)  <b>Fax</b> 09 278 6315 <b>Email</b> info@taikura.org.nz</p>
<b>Waikato Tairāwhiti</b>	<p><b>LIFE Unlimited Charitable Trust</b> – <a href="http://www.life.nzl.org">www.life.nzl.org</a>            20 Palmerston Street, Hamilton 3204            PO Box 146, Hamilton  <b>Phone</b> 07 839 5506 <b>Fax</b> 07 834 9982  <b>Email</b> info@lifeunlimited.net.nz</p> <p><b>Disability Support Link</b>            Level 2, Monckton Bldg, Rostrevor St, Hamilton 3204            PO Box 9201, Hamilton 3240  <b>Phone</b> 07 839 1441 <b>Fax</b> 07 839 1225 <b>Free phone</b> 0800 55 33 99  <b>Email</b> dsloffice@waikatodhb.health.nz</p>
<b>Bay of Plenty (Tauranga)</b>	<p><b>Support Net Kupenga Hao Itē Ora</b>            510 Cameron Rd, Tauranga 3110            PO Box 2121, Tauranga 3140  <b>Phone</b> 07 571 0093 <b>Fax</b> 07 571 0277  <b>Email</b> supportnetbop@bopdhb.govt.nz</p>

**Bay of Plenty  
(Whakatane)**

**Support Net Kupenga Hao Ite Ora**

Whakatane Hospital, Stewart Street, Whakatane 3120

PO Box 241, Whakatane 3158

**Phone** 07 306 0986 **Fax** 07 306 3073

**Email** supportnetbop@bopdhb.govt.nz

**Bay of Plenty  
(Rotorua)**

**Support Net Kupenga Hao Ite Ora**

Level 3, 1143 Haupata St, Rotorua 3010

PO Box 3010, Rotorua 3046

**Phone** 07 349 4213 **or** 0800 262 477 **Fax** 07 349 3555

**Email** supportnetbop@bopdhb.govt.nz

**Taranaki**

**Access Ability Taranaki** – [www.accessability.org.nz](http://www.accessability.org.nz)

Level 1, 36 Devon Street West, Kings Building, New Plymouth

PO Box 8377, New Plymouth 4342

**Free phone** 0800 758 700 **Phone** 06 758 0700

**Fax** 06 758 5201 **Email** nasc.taranaki@accessability.org.nz

**Hawke's Bay**

**Options Hawke's Bay**

Cnr McLeod and Omahu Rd, Hastings

PO Box 9014, Hastings 4156

**Phone** 06 870 7485 **Fax** 06 870 7481

**Whanganui**

**Access Ability Wanganui** – [www.accessability.org.nz](http://www.accessability.org.nz)

244 Victoria Ave, Wanganui 4500

**Free phone** 0800 300 412 **Phone** 06 348 8411

**Fax** 06 348 0166 **Email** wanganui@accessability.org.nz

**Manawatu  
Tararua  
Horowhenua**

**Enable New Zealand NASC** – [www.enable.co.nz](http://www.enable.co.nz)

69 Malden Street, Palmerston North

PO Box 4547, Palmerston North 4442

**Free phone** 0800 362 253 **Phone** 06 353 5899 **Fax** 06 353 5874

**Email** nasc@enable.co.nz

**Wairarapa**

**Focus** – [www.wairarapa.dhb.org.nz](http://www.wairarapa.dhb.org.nz)

Wairarapa Hospital, Blair Street, Masterton 5810

PO Box 96, Masterton 5840

**Phone** 06 946 9813 **Fax** 06 946 9826

**Email** focus@wairarapa.dhb.org.nz



## Wellington Kapiti

### **LIFE Unlimited** – [www.life.nzl.org](http://www.life.nzl.org)

5 Bouverie St, Petone 5012  
PO Box 33-145, Petone 5046  
**Phone** 04 569 3102 **Fax** 04 569 3250  
**Email** referrals@lifeunlimited.net.nz

### **Capital Support**

Level 3 Guardian House, Cobham Court, Porirua 5022  
PO Box 50-137, Porirua 5240  
**Phone** 04 237 2570 **Fax** 04 237 2571

## Nelson Marlborough

### **Support Works** – [www.nmdhb.govt.nz/supportworks.aspx](http://www.nmdhb.govt.nz/supportworks.aspx)

1 Harley St, Nelson 7010  
**Free phone** 0800 244 300 **Phone** 03 539 3976  
**Fax** 03 546 3983 **Email** support.works@nmdhb.govt.nz

## Canterbury

### **Lifelinks** – [www.lifelinks.co.nz](http://www.lifelinks.co.nz)

191 Woodham Road, Christchurch 8062  
PO Box 2379, Christchurch 8140  
**Free phone** 0800 866 877 **Phone** 03 365 9593 **Fax** 03 365 5244  
**Client groups** Under 65 DSS/Mental Health  
**Email** office@lifelinks.co.nz

## Otago Southland

### **Access Ability Otago/Southland** – [www.accessability.org.nz](http://www.accessability.org.nz)

L1, 10 George St, Dunedin 9016  
PO Box 966, Dunedin 9054  
**Free phone** 0800 221 700  
**Phone** 03 477 6211 **Fax** 03 477 6251  
**Email** otago@accessability.org.nz



# Equipment and modification services

The following organisations are contracted by the Ministry of Health to provide equipment and modification services for people with disabilities.

Location	Equipment and modification services
<b>Northland and Auckland</b>	<b>Accessible</b> – <a href="http://www.accessable.co.nz">www.accessable.co.nz</a> 18A Frost Road, Mount Roskill, Auckland PO Box 27 804, Mount Roskill, Auckland 1440 <b>Phone</b> 09 620 1700 <b>Free phone</b> 0508 001 002 <b>Email</b> info@accessable.co.nz
<b>Remainder of New Zealand</b>	<b>Enable New Zealand</b> – <a href="http://www.enable.co.nz">www.enable.co.nz</a> 69 Malden Street, Palmerston North PO Box 4547, Palmerston North 4442 <b>Free phone</b> 0800 171 981 <b>Email</b> enable@enable.co.nz



# Other Government services and departments

## **ACC** – [www.acc.co.nz](http://www.acc.co.nz)

**Phone** 0800 101 996. ACC has interpreters who can help you.

**Email** [claims@acc.co.nz](mailto:claims@acc.co.nz)

### **General Claims North Island:**

ACC Hamilton Service Centre, PO Box 952, Hamilton 3240

### **General Claims South Island:**

ACC Dunedin Service Centre, PO Box 408, Dunedin 9054

If you're deaf, you can contact ACC by **emailing** [deaf@acc.co.nz](mailto:deaf@acc.co.nz) or **fax** 0800 332 354

## **Health and Disability Commissioner** – [www.hdc.org.nz](http://www.hdc.org.nz)

The Health and Disability Commissioner's (HDC) role is to promote and protect the rights of those using health and disability services.

The HDC website has information in a range of languages.

PO Box 1791, Auckland 1140

Auckland – **phone TTY** (09) 373 1060

Wellington – **phone** (04) 494 7900

Other areas – **phone TTY** 0800 11 22 33

**Fax** (09) 373 1061

**Email** [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)

## **Inland Revenue** – [www.ird.govt.nz](http://www.ird.govt.nz)

Information about Working for Families and other tax benefits:

Visit the "individuals and families" section of [www.ird.govt.nz](http://www.ird.govt.nz)

**Phone** 0800 227 773 for Working for Families enquiries  
or 0800 227 774 for general enquiries.

**Deaf or hearing impaired customer fax** 0800 447 755

**Deaf Link free fax** 0800 44 77 55

## Ministry of Education, Special Education

Information about Ministry of Education, Special Education (GSE) funding and services:

Visit "special education" section at [www.minedu.govt.nz/NZEducation/EducationPolicies/SpecialEducation.aspx](http://www.minedu.govt.nz/NZEducation/EducationPolicies/SpecialEducation.aspx)

**Phone** the Special Education Information Line 0800 622 222

**Email** special.education@minedu.govt.nz

## Nationwide Advocacy Service – [www.advocacy.hdc.org.nz](http://www.advocacy.hdc.org.nz)

(Through the Health and Disability Commissioner's Office)

**Phone** 0800 555 050

**Free fax** 0800 2787 7678

**Email** advocacy@hdc.org.nz

## Office for Disability Issues – [www.odi.govt.nz](http://www.odi.govt.nz)

Ministry of Social Development

Level 6

Bowen State Building

Bowen Street

Wellington

New Zealand

**Phone** 04 916 3300

**Fax** 04 918 0075

**Email** odi@msd.govt.nz

## Work and Income NZ – [www.workandincome.govt.nz](http://www.workandincome.govt.nz)

**Phone** 0800 559 009

Visit [www.workandincome.govt.nz](http://www.workandincome.govt.nz) for more information – including 0800 phone numbers in other languages.

If you are deaf or find it hard to talk on the phone, you can send a message to the

**Deaf Link free fax** on 0800 621 621 or **email** msd\_deaf\_services@msd.govt.nz or

**TTY** on 0800 111 113 or **text** 029 286 7170



## Special thanks to our models:

### Mose Fa'atamala

Mose jokes that he has his own netball team as he's married with four daughters. Born in Samoa, Mose lost his arm at the age of 14 when he fell from a coconut tree. He has been involved in professional sports for many years and represented Samoa at the Paralympics in the 100m, 200m, long jump and javelin. He has also competed in international sports events like the FESPIC Games in Asia and the Arafura Games in Australia. Mose works as a community educator for alcohol and drugs at Penina Health Trust.



### Roman Tali Pulefolau

Roman loves riding his bike, playing at the park, kicking the soccer ball around and swimming. He is a confident swimmer and doesn't like his parents being too close to him especially when he is in the deep end of the pool! Roman has a Samoan Mum and a Niuean Dad and he and his two brothers enjoyed a family trip to Samoa in early 2010. His Dad can't wait to take the family to Niue next. Roman was diagnosed at three years old with Autism Spectrum Disorder (ASD).

*(Roman Pulefolau pictured with his dad Brian)*



### Zepa Tauraki

Like lots of young woman, Zepa loves make up, singing and dancing. Zepa lives with her parents and brother. This Cook Island Maori family enjoys having their family visit as well as attending the Seventh Day Adventist Church in Royal Oak.

Zepa suffers epilepsy and is intellectually disabled. She is cared for full time by her Mum, Daphne, though she also enjoys going to respite where she likes meeting other people.

*(Zepa Tauraki pictured with her mum Daphne)*



## Daniel (Tipi) Te'o

Daniel is "100% Samoan, 200% dreamer!" Living at home, Daniel works as a needs assessor for the Royal Foundation for the Blind. Daniel's a "hearty sports fan" and currently plays cricket and hockey. He also has a passion for music and recently enjoyed the buzz of rewriting and recording his own tracks thanks to the help of friends.

Daniel has been vision impaired his whole life by retinitis pigmentosa, a hereditary and degenerative eye condition. Though Daniel can now only see the difference between light and dark, a little colour and shadows, it has never changed his "perception of life and what it has to offer".



## Selepa Tupa'i

Selepa is Samoan and lives with her husband Samuelu in Mangere and has a strong Christian faith. She is actively involved in church as a Sunday school teacher and loves "to praise and worship God in prayer and singing".

Selepa was a teacher before joining PIASS Trust in 2003. Her work involves supporting people with disabilities, especially elderly Pacific people. Selepa had polio when she was four years old and her favourite quote is "be faithful in prayer and do not be weary but be steadfast and strong with faith".

*(Selepa Tupa'i pictured with her husband Samuelu)*



