

Families and Advocates

We know whānau/family and advocates play an integral role in many people's lives and recognise that our support should never get in the way of this relationship.

Each person and their family/whānau and advocate decides how they want this relationship to work with us. If desired, our support workers can maintain regular contact with family/whānau and advocates as part of the person's support.

We can also provide support with developing and maintaining family/whānau relationships.

What if you're unhappy?

It is very important that people tell us when they aren't happy with the support they are receiving, so that we can work on finding a solution together.

As part of our support, every person will have a Service Manager and a Service Coordinator. They are there to help write the support plan, hire and manage support staff and make sure the support person is delivering the right support. These are the key people to talk to about proactive planning, as well as any issues or concerns.

We will provide you more information about our complaints process when you sign-up. If you have spoken to us and you still aren't happy, you can contact your local Needs Assessment and Service Coordination Agency (NASC) or the Health and Disability Commission, www.hdc.org.nz or 0800 11 22 33.

Want to find out more?

Contact IDEA Services and ask for Supported Living. You can find the local office number in the white pages phone listing and on the internet www.ihc.org.nz

"I'm learning how to cook and learning how to clean. I didn't know how to do that before."

"It can be a bit scary having to make your own choices. I wasn't always used to it. But now I love it."

"People always said to me 'You can't do this because you're in a wheelchair!' And now I've got an attitude that says 'there's no can't!'"

"I'm living in my own place now and I love it. I wish I'd done this years ago."



For more information,
phone **0800 442 442** or go to
ihc.org.nz

Supported Living

Supporting you to live the life you want,
the way you want, in your own home.



What is Supported Living?

Supported Living is a service that supports people who want to live in their own home.

We provide support for people to:

- manage and learn new daily living skills, such as cooking, cleaning and managing money
- meet new people and make friends
- keep in touch with family and friends
- join community activities (e.g. sports and art)
- look for a job
- access other community services, such as the doctors or Work and Income

Supported Living also supports parents who have children in their care or access visits with their children. We help people to get the right support and education to be a good parent.

Our support is flexible. We will provide support at the time and place that meets the needs of the person.

Our service is person-directed. This means the person receiving the service is in charge of making the decisions about what they do and what support they want.

The Plan:

The support we deliver is based on a Support Plan. This plan is written with the person receiving support, as well as any important family/whānau and advocates and needs to be agreed to by the person receiving the support.

Our support staff:

Support is provided on a one-on-one basis by a support person. We will meet the person receiving support at the time and place of their choosing, such as at home or out in the community.

We will do our best to match the right support person based on the wishes of the person receiving support. The person receiving support makes the ultimate decision about who supports them; if they don't like our support person or the support relationship doesn't work, we will work together to find a new support person.

Our support staff support people to learn new skills and do the things they want. We won't do things for people, but will support people to learn and do things for themselves.

Living Arrangements:

In Supported Living the person receiving support lives in their own home and chooses their own living arrangements.

For instance, people can:

- own their own home
- rent
- have flatmates or live on their own

We can provide support to:

- find somewhere to live
- find flatmates
- set up a new home. For instance, we can support with the process of signing the tenancy agreement and organising rent and bill payments.
- maintain the house and contact the landlord when needed.

Personal money:

In supported living the person receiving support is in charge of their own money. This means the person receiving support chooses how to spend their money and is responsible for paying their own bills.

We can provide as much or as little support as needed, for instance with budgeting, setting up automatic payments and managing daily expenses. Our focus is always on supporting people to learn the skills they need to manage for themselves, while ensuring people are safe.

Who can use Supported Living?

Supported Living is for people who want to live in their own home and have some support.

This includes:

- people who are moving out of their family home
- people who are moving from another support service, such as a residential service
- parents with a disability, who have children who live with them
- parents with a disability, who have access visits with their children.

Anyone wanting Supported Living services will need to be referred to us by the Needs Assessment Service Coordination Service (NASC). To find your local NASC call Enable on 0800 171 981.