

What you can expect

Information for people coming into an IDEA Services home



ABOUT THIS BOOKLET

- **This booklet is about living in an IDEA Services home**
- **IDEA Services is part of The IHC Group**
- **You can ask your family, friend or a staff person to help you understand this booklet**

Before deciding to come into IDEA Services home

- **A Needs Assessor or Community Connector will meet with you and your family to discuss what you and your family need and want in your life**
- **Needs Assessors and Community Connectors don't work for IDEA Services**
- **IDEA Services also needs to know what you need and want**



THE THINGS NEEDS ASSESSORS AND WE WILL WANT TO KNOW ARE:

- The things that are important to you
- Who are your friends and family
- About your culture and how that is important to you
- What type of support or help do you need
- What are you good at and what do you find hard
- How easily can you get around the community
- How do you like to communicate eg: talk, sign
- What skills would you like to learn

You can also say what things you and your family think are important

YOU HAVE RIGHTS

In New Zealand all people who get a health and disability service have rights under the Health & Disability Code of Rights.

Your Rights are:

1. To be treated with respect
2. To be treated fairly
3. To dignity and independence
4. To support and care that suits you
5. To be told things in a way you understand
6. To be told about your health or disability
7. To make choices about your care and support
8. To support
9. To decide if you want to be a part of training, teaching or research
10. To make a complaint

You can find out more about these Rights by phoning IHC on 0800 442 442 or contacting the Health & Disability Commissioner on 0800 11 22 33

THE UNITED NATIONS

New Zealand is part of the United Nations. This means that you have rights under International agreement on the rights of disabled people. These rights apply to your IDEA Services home.

Your Rights are:

- 1. To be treated with respect and as an equal**
- 2. To have access to things in all areas of your life**
- 3. To be properly protected during emergencies**
- 4. To decide where you live and who you live with**
- 5. To have access to your personal information**
- 6. To have a private life that no one can interfere with**
- 7. To work if you choose to**
- 8. Good standard of living**
- 9. To be involved in politics**
- 10. To take part in sports and leisure activities**

You can find out more about these Rights by going to [UN.org/development/desa/disabilities/](https://www.un.org/development/desa/disabilities/)

IDEA SERVICES STAFF WILL:

- Support and help you
- Get to know you and what is important to you
- Make sure people who work for us know what you want and need
- Help you do the things you want
- Ensure you have help and support you to get to the doctor, dentist and other appointments
- Help you keep in contact with your family if you want to
- Be trained to support you and others in IDEA Services
- Help you get a different person to work with you if you want



WHEN YOU COME INTO AN IDEA SERVICES HOME...

You can expect

- **To be introduced to everyone there**
- **To be treated with respect**
- **To have people working that**
 - **put your needs first**
 - **have had training and know how to support you**
 - **will support you to do the things you want to do**
 - **will take you out and about in the community**

You can help us by

- **Helping people to get to know you**
- **Telling people what you want and how they can help you**
- **Telling people what things are important to you**
- **Telling people if you are not happy or need help**



LIVING IN AN IDEA SERVICES HOME

You can expect

- To live with others
- To have regular house meetings
- To be part of the decision-making in your home

Living with others

- You can expect to live with people you get on with
- You need to be aware of the needs of others.
We are not all the same
- It may take time to know or understand others
- You will have help to sort out any problems

LIVING IN AN IDEA SERVICES HOME

Some things you might want to know

- You will have a chance to learn new skills and try new things
- You can have your own key to the house
- IDEA Services insures most of the things you own at your home. We will help make a claim if your things are lost, stolen or damaged



TRANSPORT AND IDEA SERVICES

Some things you might want to know

- Cars and vans are shared in IDEA Services with other homes, staff and vocational/day services
- Some people also use the bus or train
- Sometimes people use taxis
- Some people drive their own cars, ride their bikes or walk

IDEA Services is responsible to for supporting people to get to where they need to go in their local community

SOME THINGS YOU MIGHT WANT TO KNOW

- You can have friends and family to stay over if you want with the agreement of your flatmates
- You can have friendships and relationships with other people
- You can have your own bedroom unless you want to share
- You can have your own furniture in your room and your own sheets and towels

You can help us by

- Respecting other people's things
- Following any agreed house rules
- Helping around the house with things like cooking, cleaning, shopping
- Telling us if you have a problem



YOUR SAFETY AND WELLBEING

Things you will be told about



- What to do if there is a fire/fire alarm or earthquake



- How to manage your medication



- How to make a complaint

- What to do if you are not happy



- How we plan for things – and meet your needs

PLANNING YOUR LIFE

How do we know what is important to you?

- Every year we take a special time to talk with you, your family and friends and write a personal plan about the things you want to do and achieve
- Sometimes people have other plans about the support they need i.e. work, personal care and behaviour

These plans have information about what is important to you

- You can tell us who you want at your planning meeting
- You can tell us what things you want in your plan
- IDEA Services staff will support you to do the things in your plan
- You can tell us if your plan is not working and why you think it isn't working
- Your plan will be updated every year



UNDERSTANDING YOUR MONEY

Yes, it does cost money to live in an IDEA Services home

The money you get may be

- A benefit from the government
- Some people also get pay from their work

You pay a board fee to IDEA Services for

- Food, power, gas and phone rental
- The rent of your home

The rest of your money is for you to spend on

- The doctor, dentist bills, your clothes, recreation and personal things that you want
- Holidays and trips away including any staff costs
- Sky TV and/or internet connection if you want it – sometimes the cost can be shared with the other people you live with
- Your bedroom furniture
- Some transport

IDEA Services pays for

- Furniture in your home
- Transport in your local community
- Staff to help and support you
- Packaging of your medication
- An Annual Health check

IDEA Services gets money from the Ministry of Health or the government to pay for some of your support

Banking

You can have your own

- Bank accounts
- ATM (Automatic Teller Machine) card

IDEA Services can help you decide what's best for you

IDEA Services will help you to budget or manage your money if you need or want us to



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QUALITY

Making sure we are doing our best for you

IDEA Services does this by

- People coming and looking at the services and your home to check them out
- Asking you what you think and listening to what is important to you
- Asking you and your family about services

Other organisations do this by

- Checking that IDEA Services is doing what they said they would do
- Listening to complaints and investigating them
- Visiting services and talking to people

The government organisations who make sure things are working for you are the Ministry of Health, the Ministry of Social Development and the Health and Disability Commission



COMPLAINTS

What if things aren't right for you

- First you need to tell us. We must listen to you and explain to you what we will do
- If you are not happy with what staff say, then ask to talk to the IDEA Services Manager
- If you are still not happy, take your concerns to the Area or Regional Manager
- You can also contact the Health and Disability Commissioner **0800 11 22 33**

Visit our website www.ihc.org.nz
Call us on **0800 746 444**

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