



Four Go Flattting





Use this handbook as a 'hands on' resource - write on it, staple things to it - don't let it gather dust on your bookshelf. We can give you another one if you need it!

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Foreword

Individualised Funding is one of the most significant developments in recent years in relation to the rights of New Zealanders living with disabilities. It enables disabled people and their whānau to have real control over the daily supports and long-term goals for their lives. It puts them in the centre of their own development, allowing them and their whānau to make their own life choices.

It is my great pleasure to introduce this book which charts the journey of Travers, Daina, Richard and Susan and their families as they forge a path towards their own independent living.

They were not the first in New Zealand, but they have taken the lead by documenting their experiences and sharing this with everyone. I applaud their determination and courage and urge you all to find your own pathways. This is a journey which disabled people and their whānau have told us is their journey to take – but it is a journey in which we can all lend support.

Nāku te rourou, nāu te rourou, ka ora ai te iwi
With your basket and my basket the people will thrive

Tariana Turia

The Hon. Tariana Turia
Minister for Disability Issues





Why Did We Do It?

The Flatmates



Travers Brown

Travers Brown is the second of four children. He was living with his parents, Colleen and Barry, in Manurewa. Travers was born with Down syndrome and has lived all his life in his family home. Since leaving school at 21 Travers has attended Eastgate Day Service as well as working with an IDEA Services group twice a week.

Travers is able to dress and feed himself pretty well. A family member shaves him, as he hasn't yet mastered the razor. Colleen also keeps a sharp eye on his personal hygiene. On weekends he does ten-pin bowling and trains for swimming through Special Olympics. His siblings keep him busy as well and take him out regularly. He wanted to go flatting just like they did.



Daina MacRae

Daina MacRae is the youngest of four children. She was born with Down syndrome and when she was a baby, her parents Fay and Duncan were told she would never walk or talk. But in a busy household with three other children, Daina was encouraged in the same way as her siblings and as a result defied those predictions.

Daina likes set routines and keeping her room tidy and organised. Disruption can be disturbing for her, as she likes everything to be in its right place. She can help out with general chores, but her short stature means cooking isn't an option.

She's a passionate ballroom dancer and regularly enters competitions. She's also a keen Special Olympian and, from time to time, has worked in local businesses.



Richard Bisley

Fay and Duncan are keen for Daina to transition at her own pace to an independent living environment.

Richard Bisley is Wendy's only son and lives with an intellectual disability. He goes to Eastgate Day Service four days a week, which has been great for him socially and is where he met Travers, Susan and Daina. He's also a keen Special Olympian.

Richard can shave himself, make tea and coffee and a sandwich and can cook with a bit of help. He takes the dog for a walk in their neighbourhood, but he's not good with money and needs help managing time.

Richard's sister lives out of Auckland and was keen for Richard to be near her so she could support him. But Wendy saw the flatting option as a way for him to remain with his network of friends, be independent and close enough to home so he could still visit.

Susan Godsall is the younger child of Allan and Anne. Susan's mother Anne lives in a rest home. Allan and Susan had been living together since the death of Susan's grandmother in 2005. She had been Susan's primary caregiver for most of Susan's life.

Susan's autism means she is not socially adept and has no concept of time or money. She can manage her own basic cares but doesn't cook, as she can't use the stove. Allan's hoping that living independently will develop some of these skills and also improve her social skills and social life.



Susan Godsall

Together

All four flatmates have known each other for several years through the Eastgate Day Service, Special Olympics and school. They have a genuine friendship and gravitate towards each other in social situations. They had spent time occasionally 'living together' in Eastgate's transition house, an independent house where young people go for short stays to learn practical living skills such as cooking, cleaning and general housework. It was their initiative to go flatting together.

The parents have known each other as a result of their children's friendship and were confident they could work together. It took approximately a year of planning and preparation to get into the house.

Reflecting after the first year, all the families agree the genuine friendship between the flatmates, their experience in the transition house and the parents' willingness to work together provided the best possible start to establishing the house and paved the way for a surprisingly smooth transition.

They have a genuine friendship and gravitate towards each other in social situations





The Flat



Every group that comes together has its own reasons for taking the step into independent living. It will come earlier to some than others and be driven by individual needs. With this group, the families took their time and were prepared to wait until all the necessary planning was in place to enable a smooth transition.

Right up to the last moment, though, there were still unanswered questions as they took a leap of faith and moved the flatmates into their new home. But there was one principle that has kept the group focused and been a touchstone for all decision-making.

The flatmates wanted to establish their home – not an institution. Once that was agreed, it helped shape the sort of environment they wanted to create.

Our advice

There is a lengthy planning period where funding, resources, Needs Assessment and Service Coordination assessments and necessary supports are all worked out. And that's before even starting to look for a flat. It's important that the group knows each other and is prepared to work together. It is good to have a clear vision and goals for the individuals as well as goals for the house.

For each family there was no single reason for pursuing the new living arrangements, but there were some common goals:

- To establish a safe, secure environment with a group of friends who wanted to spend time together
- To make the transition on their terms and not be forced into it by circumstance and/or sudden need, e.g. illness or death of a family member
- To determine schedules based around their own interests and hobbies
- To ensure that their interests were at the heart of all decision-making
- To be close enough for parents to be there quickly in the middle of the night – a pyjama ride away

Individualised Funding (IF) was the key to enabling the families to consider flatting. IF offers:

- Flexibility to choose how and where to live
- The support and expertise of a Host organisation
- Room to adapt as circumstances evolve and needs change



2 What is Individualised Funding?

Individualised Funding (IF) is a way of paying for Home and Community Support Services that lets an individual directly manage their allocated resources for disability supports.

Options range from the family engaging Support Workers and planning how supports will be used, to individuals employing their own care providers and managing all aspects of service delivery.

On first inspection it can look daunting. Managing money, rosters, payroll and employees can seem like a huge task.

The Ministry of Health recognises this so all IF funding must be managed through a Host organisation. The Host will provide all the necessary support and information to get maximum benefit from the funding and ensure that monies are managed efficiently and correctly.

For this group it was the key that enabled them to maximise the hours and support for the benefit of the flatmates.

What can IF be used for?

IF can be used to:

- Purchase support services provided by Support Workers (employees, contracted personnel or organisations) and pay costs relating to the employment of Support Workers
- 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

IF doesn't cover costs related to medical supplies, equipment, home renovations, leisure, recreation and personal or family costs, and can't be used to increase the personal income of an individual or family.

Who can get Individualised Funding?

If an individual can manage their own services, or has someone in their support network willing to do so, then IF may be suitable.

A person is eligible if:

- They are eligible for Ministry-funded Disability Support Services
- They have been allocated Home and Community Support Services

In each case, the local NASC does a Needs Assessment, which takes into account essential needs and natural supports available to the person, and can then make a referral to an IF Host of choice.

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Choosing an IF Host Organisation

The rules are that if an individual wants to use Individualised Funding to manage their support allocations, they must do this through an IF Host organisation. These are organisations contracted by the Ministry of Health to support people using IF.

IF Hosts will provide support for:

- Understanding Individualised Funding
- Learning how to organise, set up and manage supports
- Administering payments for the support services
- Managing employment responsibilities – including monitoring and reporting on the support hours used

IF Hosts are also required to ensure that the service is working well and report back to the Ministry.

All IF Hosts provide this level of service for a fee set by the Ministry. IF Hosts can also take on the responsibility for recruiting, training and paying Support Workers and possibly managing the legal aspects of the service, but an extra fee determined by the organisation is charged for this.

Under IF the Host organisation will offer a menu of services. These can broadly be categorised into the following:

Service Level 1 (mandatory to all IF subscribers)

- Set-up and coaching – setting up services and helping understand and manage responsibilities
- Invoicing
- Monitoring and reporting of individual expenditure
- Establishing networks to enable peer support, sharing of information, and sharing of resources such as staff, staff training or a bureau function

Service Level 2

- The provision of a payroll mechanism authorising the IF Host to employ and pay the Support Workers chosen by an individual
- Management of ACC, tax and KiwiSaver obligations on behalf on the disabled person

Service Level 3

Additional services such as:

- Recruitment
- Staff training
- Bureau function
- Membership of associations



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Making the Numbers Work

Working with the Needs Assessment Service Coordinator (NASC)

Before the flat is set up, your whānau/ family member will have to have a new Needs Assessment to determine the level of support he/she will need in their flat.

During a typical Needs Assessment, the NASC discusses what an individual can do, what resources they have, goals for the future, current support networks, and what support is required. The NASC also takes into account any recreational, social, cultural, or spiritual goals.

The NASC then decides how many hours of support each person is entitled to.

If you are assessed as needing Personal Cares or Household Management hours these are allocated for a year. Some of these hours are considered to be core hours and can only be used for the support required. However there are some flexible hours that are discretionary e.g. a person can decide that they won't have some housework provided this week and choose to go on an outing instead using this time.

The bulk allocation of money remains with the Ministry of Health. It is drawn

down by the Host organisation when it submits a timesheet or invoice to the Ministry.

One of the benefits of Individualised Funding is that the hours are allocated on an annual basis so they can be used as and when required, throughout the year. The hours that are not used within that year stay with the Ministry. If hours are not used one year, this does not automatically affect the allocation for the following year. However, Needs Assessments are reviewed every three years and changes reflecting developments over that period may occur. If there are significant and sudden changes in circumstances, e.g. reduced family support because of death or illness, then changes can be made more rapidly.

Each of the flatmates went through a four-hour individual assessment at home. Funding was allocated on the basis of their individual requirements

and abilities.

In our group, one flatmate was assessed at a lower level than expected and with fewer support hours than the others. After much discussion with the NASC, Taikura Trust, and a reassessment the hours were increased. This was important for two reasons:

- **Tasks that are easily done at home may need more support in a new environment without family support**
- **Similar funding levels for all the flatmates make for smooth running in the house**

Our experience with Taikura Trust so far has been a good one. They are flexible and prepared to work with us to create an environment that works for the flatmates and our families. It takes time, patience and a lot of communication, but we feel we are getting there with hard work from all parties.

OUR TIP

Work and Income

Work and Income will be an important part of the success in the setting up and ongoing support for the new accommodation. It is a good idea to consolidate all the flatmates' Work and Income services into one branch.

Work and Income provides financial assistance and employment services for all New Zealanders. For people living with disability, the primary contact in this context will be regarding the Disability Allowance and the Invalid Benefit.

Moving into a new living arrangement may lead to other financial support becoming available, e.g. transport and accommodation allowances. This may/will become apparent through the Needs Assessment process once new routines and expectations are agreed. Allocations are made on an individual basis so the parent/caregivers will need to provide detailed information to Work and Income and continue to actively seek Work and Income's help and advice.

What we've learned

The first assessment, which is usually carried out at home, is only a foundation assessment – it is not locked in forever.

The needs of the individual can change once they have moved into their flat, i.e. once they are actually living independently and not with family support around them. Things that were easy at home may be more challenging in the new environment

We have found that we really underestimated how much time we spent supporting our young people in different areas of their lives, especially in their personal support – cleaning teeth, shaving, personal hygiene etc.

You need time to understand how they will adapt to the changes in their lives and how they will work with their support staff and other flatmates.

Sometimes we overestimated their ability and needed to put more support around those needs. Equally, they have become more confident in other areas.

Plan for another assessment after a year. Take into account:

- **Seasons** – you may need two staff in summer for weekends and fewer in winter
- **Sickness** – is the young person going to go home or stay in the flat with support?
- **Staff turnover** – do you have flexibility to pay a higher pay rate for a new staff member?
- How to calculate for non-work days that we have to cover (statutory holidays)
- Flat closure over Christmas. There are rules around how many days you can close the house completely and not pay staff
- When the workplaces or programmes are closed over Christmas, how do we cover a full day of support for the flatmates?

OUR TIP

Dealing with Government Agencies

Make an appointment to see the Manager of the Work and Income office that you decide to work with and explain what you are doing. Ask for their support to get your needs sorted. If possible ask for a senior Work and Income person to help you. Consolidate all families into one Work and Income office.

Work and Income has Health and Disability Teams that provide advice and recommendations to Work and Income case managers. They also develop and maintain relationships with health and disability practitioners. The case manager can contact the team to help ensure that you are receiving the correct entitlement.

Ask for updates and make sure everything is recorded. Ask for all information in hard copy. Use the web as a backup.

Write everything down that they say including dates and names. Using a separate notebook is helpful.

Photocopy and date all forms you hand into the Work and Income office. Information and files do go missing.

File all bits of paper they give you. Date when information is given to you.

Don't be afraid to ask questions – What does this mean? Can you explain this please?

Assume NOTHING.

Ask about getting an Accommodation Supplement for the flat or home and a Disability Allowance – especially for transport for shopping, going to work, and appointments.

You may be already getting the Disability Allowance but once in the flat the needs of your young person will change, especially if they need more support to get to work.

Update Work and Income with expenses as they happen. Work and Income can only give you support based on the information you give them.

Each family should be represented when new information is being explained. Don't fall into the trap of being the person who takes responsibility for the others in the group as everyone has different questions and understanding about issues and matters relating to their young person.

If you have separate Work and Income offices, go in pairs at least so one person can write information down as it is given to you.

Check the information you are given and all explanations – use the phrase – 'So what you are saying is ...' You can also double-check information by using the 0800 number.

Managing the Finances

Under the terms of funding agreements with the Ministry of Health and the NASC, the funding attached to the hours allocated to an individual is managed by the Host organisation. The monies sit with the Ministry but on receipt of an invoice or timesheet, the Host organisation draws down the funds to pay staff wages, PAYE, holiday pay and other selected costs related to the running of the house. The Host also acts as a back up to ensure recipients are being fiscally prudent.

In addition, the flatmates receive an Invalid's Benefit from Work and Income direct into their bank accounts. From this pot of money, they pay a weekly amount into the house account that covers food, power and water. There is a direct debit by Work and Income from their bank accounts for their rent.

The phone bill, activity fees and other expenses such as the doctor or dentist are paid as incurred by the families.

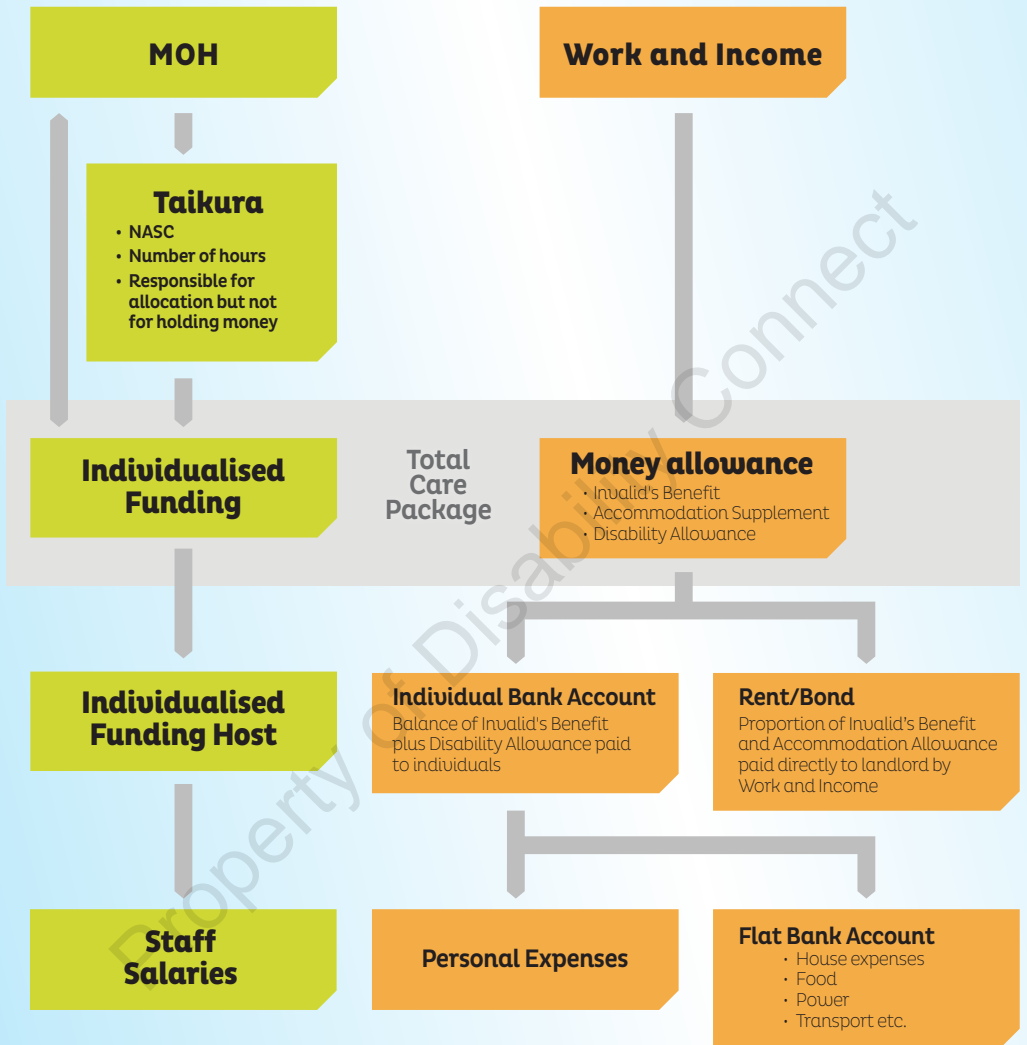
Support Workers can be paid at different rates but when deciding on a pay rate, consider the extra costs related to that rate. For example, if you pay your worker \$15 per hour you need to consider that you will also pay their holiday pay, sick pay, ACC levies, PAYE, KiwiSaver, payment for public holidays. This usually adds up to be about 15% of the hourly rate

\$15 plus 15% = \$17.25 per hour

You can reimburse your staff for work related costs, e.g. mileage, but these costs also have to be included when working out your budget.



Finances Flowchart



OUR EXPERIENCE

Our prime focus has been to create a structure that enables the flatmates to live within their means.

We, as parents, aren't going to be around forever so it's important to us that their expectations are realistic and their lifestyle can be sustained.

At a practical level, managing money has the most potential for conflict within the group. It requires a great deal of trust from all parties. Our best advice is:

- **Don't rush**
- **Lay down firm ground rules**
- **Establish clear checks and balances for staff and parents**
- **Find a bank that is prepared to work alongside you and think outside the square**

Each flatmate has a personal bank account. A separate account also has to be set up for the house.

After discussions with several banks, the ASB came up trumps. We were able to establish the accounts we needed with appropriate signatories and work in a way that suited the house.

We also recommend the following steps:

- **Set up a house account**
- **Agree the signatories**
- **Agree the amount to be paid into the account by each flatmate by automatic payment**
- **Agree monthly checks and balances**
 - The maximum amount that can be spent without parental consultation
 - Monthly reconciliation of bills and the bank statement
 - Menu planning in advance to stay within budget
 - Agree how additional bills are going to be paid

Assign different areas of responsibility to different parents/whānau/family, e.g. one parent responsible for rosters and timesheets, one parent responsible for dividing up additional bills such as taxi and transport costs, one parent responsible for liaison with the landlord. All these items can then be discussed at your regular meetings and the responsibility doesn't then fall on one person's shoulders.

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Finding the Right Flat

State vs. Private Housing Sector

Housing New Zealand is the obvious first port of call. However, there is huge demand on resources so the timing and location may not fit with your requirements.

The private rental market offers much more choice but at market prices. The initial setup costs can be substantial by the time bond, rent paid in advance and agent's fees are paid. However, there is a far greater choice of location, house style and size.

A Work and Income Accommodation Supplement may be available for

accommodation in the private sector if an individual:

- Is aged 16 years or more
- Is a New Zealand citizen or permanent resident
- Normally lives in New Zealand and intends to stay here
- Is not paying rent for a Housing New Zealand property

It also depends on:

- Earnings and any money or assets

OUR EXPERIENCE

Initially we ran into some obstacles. As soon as we mentioned to potential landlords that the flatmates lived with disability, they went a bit cool on the idea.

This was ironic given the flatmates are ideal tenants:

- They don't have wild parties
- They don't drive fast cars
- They have excellent family support
- They have sound financial support

But after some initial false starts, we found an agent who was happy to work with us to find the right house.

Our criteria for the house were:

- Relatively close to family homes and daily activities
- In a decent neighbourhood
- Five bedrooms (one for each flatmate and one for the sleepover Support Worker)
- A kitchen big enough to have at least three people working comfortably (a Support Worker plus two flatmates helping out with meals and tidy up)
- Two bathrooms (not essential but on our wish list)
- Two living areas (not essential but on our wish list)
- Easy access
- Sunny and warm and/or with adequate heating

After some trial and error, we found the perfect house that met almost all those requirements. We have a six-bedroom home with a study and a games room providing fantastic alternative living areas for the flatmates and space for the caregivers to allow the flatmates to do their own things.



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Running the House

Finding the Right Staff

The success of establishing a flat for your whānau/ family member will rest on the Support Workers employed to support them.

The host organisation managing your Individualised Funding has much needed experience in this area and can help with:

- Job descriptions
- Advertising
- Short listing candidates
- Interviewing candidates
- Employment contracts

OUR TIP

The first step is to set clear parameters for the requirements of the house. This doesn't necessarily mean how many Support Workers but what kind of support will the house require?

Here are some relevant questions:

Do you want/need an overnight presence?

Is that long term or just in the initial phase?

How much cooking will be required?

How much at-home time is required, e.g. does your whānau/family member go to a day centre or have a job that takes them out of the house regularly or will they require 24 hour support?

What level of support for personal cares will the Support Workers have to provide?

What attributes are important to you, e.g. organisation skills, sense of humour, flexibility?

How can the host organisation assist with the interview process and provide job descriptions, advertisements as well as employment contracts?

How will you manage Support Workers' illness and holidays?

What sort of skills/work experience do you want the Support Workers to have, e.g. carer, teacher, nurse etc?

OUR EXPERIENCE

Looking back on it now, we didn't know the exact detail of the Support Workers' roles because we were making it up as we went along!

However, the three key attributes we would recommend are:

- **Flexibility**
- **Common sense**
- **Being a team player**

We want the flatmates to be the centre of decision-making: this is their home NOT an institution.

Ultimately we have six Support Workers, one of whom is also the nominated House Coordinator. This role incorporates weekly menu planning, budget and financial accounting, day-to-day roster and communication. This role has a minimum of 25 hours but can take longer.

We received a lot of applications and it was easy to sift through to a short list. We appointed two staff from the first advertisement and then advertised again. Three more staff were appointed and a sixth staff member came in via word of mouth as a 'temporary' – she's still working in the house!

One of the Support Workers is also a permanent flatmate at the house. She has designated sleepover nights and can act as a backup. She is not there all the time. There is still the need to factor in staff to stay over.

Everyone brings attributes and skills that are essential to the happiness of the house and for that we are truly grateful. The primary focus is on the wishes and needs of the flatmates and facilitates their 'ordinary life'.

NOTES



What we've learned:

Staffing is our greatest cost

Expect challenges – you will have a number of people working in the same place with different levels of expertise, routines, cleanliness, views and understanding about disability.

Ask for help from your host provider about any staffing concerns. Act sooner rather than later.

- Write everything down
- Keep accurate records
- Rosters

Each Support Worker works the number of hours that:

- Works for the house
- Works for them

Part of the service that Lifewise provides is helping to balance that. Some Support Workers will prefer to work evenings, others mornings, others weekends. The key is getting a group large enough to cover for illness and/or holidays. Support Workers are happy to work at the different times required and are prepared to be flexible with others.

Lifewise can also help with backup in extreme situations. In most cases the other staff will cover for this time and the ordinary hours will cover this support. However, if an agency is called in, the hourly rate may be higher than an existing staff member's and this is factored in when working on the annual budget.

NOTES

Conflicts between Employer and Employees

Conflict can be common in a working relationship. Here are some suggestions to help reach resolution:

Discuss the matter with the person concerned to see if the problem can be resolved informally.

Make sure you:

- Write everything down and keep accurate records
- Respect the need for confidentiality
- Try to understand and to listen to what the other person is saying
- State your point of view and what you want to see happen
- Be specific and factual and own your own opinions and experience.
- Invite cooperative solutions

- Focus on ways to solve the problem to everyone's satisfaction
- Concentrate on the issues and the problem itself rather than on personalities
- Consider taking a support person with you
- Finish the conversation with a word of praise
- Remember this meeting is to firstly exchange information about concerns or complaints and at the same time concentrate on solving the concern or complaint.
- All persons must respect the need for confidentiality.

If these steps do not end or reduce the conflict, contact your Host organisation and discuss the situation with them.

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OUR TIP

Rostering requires flexibility from everyone and in the initial set-up phase, can be a bit like trying to solve a Rubik's cube! Our best advice is 'don't panic'. It may take a few weeks of trial and error to work things out, particularly factoring in personalities and the different areas of expertise the different Support Workers bring to the table. There is also the overnight shift that must be balanced between everyone.



Day-to-Day Running

Although the flatmates still go home for weekends from time to time or go on family holidays, the families decided that the food and utilities bills would be split each month four ways.

Food

- Weekly menu and shop is managed by the Support Workers with the help of the flatmates
- Any surplus can be used for extras such as takeaways and/or an outing
- Support Workers pay if they are eating at the house
- Breakfast and dinner is prepared daily at the house
- Packed lunch is made if required
- Breakfast, lunch and dinner are prepared at the house at weekends

Power and Water

- One bill is split four ways

Phone

- Phone line and rental is split four ways
- A toll bar is on the phone to manage costs more effectively
- Some of the flatmates have their own mobile phone and the families pay for their monthly package

Rent

- The monthly automatic payment from Work and Income goes directly to the landlord's bank account
- This is partially paid for by the flatmates' Disability Allowance and topped up by Work and Income with the Accommodation Allowance

Activities

- Each flatmate pays for their own activities, e.g. swimming, table tennis, dancing etc.



Health and Safety:

Your home becomes a work place and you need to be aware of any risks to your workers and yourselves.

You need to remove, minimise and identify any risks. This can be issues such as having a cat (staff may be allergic) or a broken pathway.

Rubber gloves for personal cares and cleaning need to be provided and the cost can come out of your funding.

Transport

- Each flatmate pays for their own transport, e.g. taxis, buses etc.
- If they are travelling to the same place, they can share costs, e.g. several times a week some of the flatmates share a taxi to Eastgate and divide the cost of the taxi by four
- The house has an account with a local taxi company and a monthly bill is sent to the house and costs divided accordingly. This is managed by one of the parents
- The flatmates are growing in confidence and are now catching buses together. This helps to stretch the budget
- Additional transport has been provided by the Support Workers vehicles with mileage charged back to the house

Doctor/Dentist/Other

- Met by families and additional to regular monthly costs

Pocket Money

- The amount is determined by each flatmate and their family
- Two of the families handle that money directly while the others leave it to the Support Worker responsible for managing the budget to hand out to the flatmates on a weekly basis, through a direct credit



Property

PORKKIHAKKA

SAMOSAS



7

Making the Flat Work

Communication is key in any group situation. In this group, there are four sets of parents, four flatmates and six Support Workers, all of whom come and go throughout the week. Keeping a smooth operation is essential and requires some basic tools:

Communication book – messages, phone calls and any information and/or queries about the flatmates and/or events are jotted down daily. Emergency numbers, family numbers, doctor/dentist, and the like are also recorded in this book

Rosters – are done by one of the parents up to a month in advance. Once a pattern is bedded in, then the roster remains pretty stable.

Timesheets are sent through from the house on a fortnightly basis.

Contingency Planning

When choosing the location of the house, we applied the 20-minute car ride rule – no more than 20 minutes from the family home for the middle of the night dash!

Some of the flatmates have a mobile phone. All are in regular contact with their families through the use of the house phone. Family members have used Skype when out of town.

Emergency telephone numbers are written in the Communication Book, programmed into mobile phones and on a sheet on the wall next to the phone.

A local fire brigade representative has come to the house to give the flatmates and Support Workers basic fire safety information. Smoke alarms have been installed throughout the house.

NOTES

Family Involvement

We were quite hands on in the first few months in the house. Initially, the flatmates would go back to their own homes for the weekend, but this quickly tapered off once they were settled in their new home.

- **The families treat this flat as they would any other flat housing family members**
- **We do some chores around the place as required**
- **We visit as required and also by invitation**
- **They come home when they feel like it**
- **What happens at the flat is determined by the flatmates – NOT the Support Workers or families**
- **We have regular contact with the Support Workers to discuss any issues that arise, but that has tapered off as the house routine has been established**
- **Within reason problems are sorted within the house with minimal parental involvement**





8

Stuff you Need to Think About

During the Needs Assessment, your whānau/family member will be given a classification:

Assisted – requiring hands on support

Supervised – requiring someone to watch over and perhaps prompt here and there

Independent – capable without any support

Make sure that you're clear which classification they have been given as it has implications for funding and carer support.

Be aware that they will be more capable in their home environment that is familiar. It will take time for them to settle and be confident in a new environment.

Really quiz yourself about how much you do 'on autopilot', i.e. how much support do you provide without thinking about it and what will happen in the flat environment.

The Needs Assessor will also draw up a list of the tasks each flatmate is expected to be able to undertake.

Make sure that you see this list and are able to discuss it in detail with the Needs Assessor.

It may be that there are more tasks that can be done with the help of a flatmate.

Equally, there may be tasks that, from a health and safety perspective, you would only want to happen under supervision.

Here's a list of things to consider. How much/little support does your whānau/family member require for the following:

Personal development – education, employment, sexuality education, personal and/or relationship counsellors

Personal hygiene – cleaning teeth, toileting, shaving, showering, hair washing, toe and fingernail care, using blow dryer/straightening irons

Personal management – getting dressed, tying shoelaces, accident management, medication, doctor/specialist appointments, advocate/lawyer

Cooking – preparing/peeling vegetables, assembling cold dishes, e.g. salad, using the stove, boiling the jug, using the barbecue

Cleaning – surfaces, floors, bathrooms, toilets, dusting, vacuuming, windows

Laundry – washing, hanging it out, sorting/folding, ironing

Bedroom – changing bed linen, duvet cover, making a bed

Outside – mowing lawns, weeding, chopping wood, trimming hedges/bushes, wheeling rubbish/garden bins

Transport – vocational/education activities, hobbies, community activities

Hobbies/interests – transport to and from events, supervision while they're there, how will this continue if family circumstances change

Holidays – family holidays, flat holidays, house closures

NOTES



Activities and Supervision

This exercise will help you think through three things:

- What your current situation is and how individual tasks are being managed
- How you would like things to be managed in their new environment
- How you can transition your whānau member to the new environment, e.g. start doing fewer things for them in the home and encourage them to do more for themselves

NOTES

Tasks	Supervision at Home?	Supervision at the Flat?	How do we transition?
PERSONAL HYGIENE			
Teeth	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Toileting	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Shaving	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Showering	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Nail care	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Hair washing	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Hair styling	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
PERSONAL MANAGEMENT			
Accidents	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Medication	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Doctor/specialist appointments	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Advocate/lawyer	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Personal development	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
COOKING			
Peeling vegetables	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Assembling cold dishes	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Using the stove	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Boiling the jug	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Using the BBQ	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
CLEANING			
Surfaces	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Floors	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Bathrooms	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Toilets	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Dusting	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Vacuuming	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Windows	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	



Tasks	Supervision at Home?	Supervision at the Flat?	How do we transition?
LAUNDRY			
Washing	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Hanging it out	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Sorting, folding	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Ironing	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Putting away	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
BEDROOM			
Changing bed linen	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Changing duvet cover	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
OUTSIDE			
Mowing lawns	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Gardening	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Chopping wood	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Moving wheelie bins	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
Trimming hedges	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
TRANSPORT			
To and from activities	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
To and from hobby groups	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
To and from family events	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	
To and from community events	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	



NOTES

Handwriting practice lines consisting of ten horizontal dashed green lines.



9 Glossary

Individualised Funding (IF)

Individualised Funding (IF) is a way of paying for Home and Community Support Services which lets you directly manage the resources you've been allocated for disability supports.

Household Management

Services which help a disabled person to maintain, organise and control their household/home environment. This includes but is not limited to: meal preparation, shopping, laundry, cleaning.

IF Host

A contracted Ministry of Health provider who will provide the Individualised Funding Scheme to disabled persons.

Below is a link where families can access a list of the national IF host agencies:

<http://www.health.govt.nz/system/files/documents/pages/if-host-provider-list-28-november-2011.doc>

Individual Service Plan (ISP)

A plan agreed with the person that specifies how the goals identified in the Support Plan will be met.

Needs Assessment and Service Coordination organisations (NASC)

These organisations are funded by the Ministry of Health to assess the person's needs, and then to coordinate other services to meet these needs.

Nominated agent, family or whānau member

An individual who is able to make decisions on behalf of the disabled person that relate to the management of the persons supports.

Personal Care

Help with activities of daily living that enables a disabled person to maintain their functional ability at an optimal level.

Service Level 1

The minimum level of service that IF Hosts are expected to provide to disabled persons as a way for them to manage their own support services.

Service options

Additional service levels that IF Hosts can offer people (and charge for), as part of a menu of services under Individualised Funding.

Support Plan

A plan agreed with the NASC and the person that specifies their overall goals and type or amount of services. The services will be specified as core services and other services.

Support Services

Disability Support Service is a term describing the range of day-to-day supports funded to assist people to live in their community. Support can include working with a person to develop or maintain their skills or supporting a person with the activities they are unable to do. Supports include things like help in the home, personal assistance, information, and support to live independently. Some support is also designed to assist family/whānau such as carer support. Disability Support Services are funded by Disability Services, a part of Health and Disability National Services of the Ministry of Health.

Disability Allowance

Disability Allowance is a weekly payment for people who have regular, ongoing costs because of a disability, such as visits to the doctor or hospital, medicines, extra clothing or travel.

Invalid's Benefit

Invalid's Benefit is a weekly payment which helps people who are permanently and severely limited in how much work they can do. This is because they have an ongoing sickness, injury or disability.

Accommodation Supplement

Accommodation Supplement is a weekly payment which helps people with their rent, board or the cost of owning a home.

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