

# WHAT FAMILIES CAN EXPECT FROM IDEA SERVICES

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## ABOUT IDEA SERVICES LTD AND IHC

IDEA Services is an IHC community service.

All IDEA Services support follows the IHC guiding philosophy that is reviewed by IHC membership every five years.

IHC philosophy is that all people with intellectual disabilities have the right to:

- ❑ be treated with respect and dignity
- ❑ have a say in their own lives
- ❑ live, learn, work and enjoy life as part of the community
- ❑ have support that meets their goals and aspirations
- ❑ be part of a family.

IDEA Services has its own service values and these are:

- ❑ Empowerment
- ❑ Inclusion
- ❑ Responsiveness
- ❑ Support

Idea Services mission is: empowering people to live, learn, work and enjoy life.

As part of IHC, IDEA Services senior staff report to the chief executive who in turn reports to the Board of IHC. The IHC board is appointed by New Zealand Council, which is made up of the presidents of local branch committees and regional self advocate representatives. Any member of IHC can stand for a branch committee. Membership is open to parents, family members, people using services and any other interested people.

IDEA Services has three Regional General Managers who are based in the northern, central and southern regions of New Zealand and who manage and are responsible for vocational, residential and supported living services.

Area Managers report to the regional managers and are responsible for the services in their area. Their responsibilities include managing services,

finances, staff, and local relationships with Needs Assessment and Service Co-ordination Agencies (NASCs) and many other agencies. They also support Branch Presidents and Committees and local fundraising activities.

Community Services Managers (CSMs) and Service Coordinators are responsible for the day-to-day management of staff and services. Community Services Workers (CSWs) support service users to achieve their goals.

A General Manager is responsible for Family/Whanau services throughout New Zealand and is based in National office, Wellington. Family/Whanau services are structured differently to the regional teams. This service has Service Managers covering geographical areas and these managers are responsible for the day-to-day management of services, home support workers and contract caregivers in the delivery of foster care, contract board, respite care including school holiday programmes and home support.

## **FUNDING**

IDEA Service's funding primarily comes from contracts with government.

IDEA Services works hard to make sure there is enough funding from government. Sometimes our contracts prevent us offering some services. Some are supported through fundraising.

People using services also contribute to the cost of some services such as residential options, school holiday programmes and activities provided in day services.

## **PEOPLE USING IDEA SERVICES**

- ❑ can use the IHC library and information service
- ❑ can contact IHC advocacy
- ❑ can complain
- ❑ can participate in internal audits or key points teams
- ❑ may be able to access behaviour support.
- ❑ don't have to be members of IHC
- ❑ have to be a member if they want to stand for their local IHC branch committee

## **STAFF AT IDEA SERVICES**

IDEA Services aims to have a stable, skilled and well-trained workforce. However, staff do leave and changes happen. We do use relieving staff if regular staff are sick or on leave. Relieving staff will introduce themselves to those they support.

IDEA Services does its best to involve the people it supports and their family representatives on interview panels for new staff. IDEA Services is the

employer and final decisions around staff appointments rest with managers who will take all views into account.

Staff have either a collective or individual employment agreement that sets out conditions of employment. As the employer, IDEA Services' managers are responsible for ensuring all staff follow our code of conduct.

The primary responsibility of staff is to the people who are using the service. We encourage families to continue to be involved in their family members' lives. Keeping in contact with family will be supported by staff if the service user and their family wants this.

**Staff will:**

- ❑ be police checked
- ❑ be trained and orientated to their role
- ❑ have a manager who supervises their work
- ❑ have some administration work to do
- ❑ attend staff meetings.

In residential, supported living and vocational services staff will also:

- ❑ work to a roster system
- ❑ have different levels of responsibility
- ❑ need to have meals in the residential service if they are working over mealtimes
- ❑ have official notices on the staff room wall
- ❑ have a sleepover room if needed.

## **IDEA SERVICES KEY WORKERS**

Every service user has a key worker. The key worker is responsible for:

- ❑ monitoring the progress of goals in personal plans
- ❑ making sure the service user attends appointments as planned or required
- ❑ making sure all other staff have access to the required information about the service user
- ❑ keeping in contact with the family – how often depends on what is agreed with each family.

The key worker is the family's first point of contact. If families are not comfortable with a key worker they can ask for a change – sometimes this

might not be possible but we will make an effort to make the change requested.

## **IDEA SERVICES' LEGAL OBLIGATIONS**

There are a number of contractual, legislative and regulatory obligations that influence the way services operate.

These mean we have:

- ❑ regular fire drills and evacuations, and an evacuation plan on the wall
- ❑ smoke alarms and, if necessary, sprinklers
- ❑ requirements about medication, including recording systems, support and storage
- ❑ to follow the Code of Health and Disability Services Consumers' Rights
- ❑ service standards we are required to follow
- ❑ occasional visits from auditors who talk to staff, people we support and their families
- ❑ a duty of care that means:
  - we have to balance the risks to an individual of any decision they might want to make – for example we might need to take someone to the doctor when they say they don't want to go
  - we can't always seek permission to do things if we need to act quickly
  - we might have to stop someone doing something we think is too risky
  - we support someone to make a choice by managing risk, for example if they want to take the bus to work we can support them by teaching them how to do this, rather than just letting them set off on their own
  - we will follow systems, policies and procedures that have been developed to ensure people using services are safe.

IDEA Services, as a health and disability service provider, must comply with the Code of Health and Disability Services Consumers' rights.

IDEA Services is committed to providing a healthy and safe environment by complying with the Health and Safety in Employment Act and other relevant codes of practice.

## **WHEN INCIDENTS OCCUR**

IDEA Services support people who have a wide range of needs. Staff can't control everything that happens. In the event an incident does or nearly occurs staff and caregivers are to report these to their manager or coordinator. All incidents are followed up and action taken if necessary.

## **Allegations of Abuse**

IDEA Services will respond immediately if there are any allegations of abuse that threaten the safety of people. This includes physical, emotional or sexual abuse. This may include reporting to statutory authorities such as Police or CYFs.

If someone is abused by a staff member or caregiver, an investigation will take place and appropriate action taken, depending on the outcome.

Service users and families can expect to be advised of the general outcome of any such investigation however the details are personal and private information and will not be disclosed.

If someone is assaulted by another service user, the incident is reported to the manager of the service. The manager will discuss the incident with staff and a plan put in place to prevent further incidents. Every possible step will be taken to ensure there is no further incident and everyone is safe. Families will be notified as soon as possible if their family member is involved in any way.

## **QUALITY SERVICES**

There are several ways IDEA Services works to ensure services are of a high standard, such as:

- ❑ feedback from service users
- ❑ internal monitoring and auditing including independent financial audit by IHC contracted auditors
- ❑ external auditing by funding agencies, for example, the Ministry of Health and the Ministry of Social Development (Work and Income New Zealand) and Child, Youth and Family Services (CYF)
- ❑ any key points evaluations carried out by IHC branch committees.

Other external audits may be carried out by a range of audit agencies contracted by the particular government funder.

## **TRANSPORT**

### **TRANSPORT OPTIONS AND COSTS**

People's use of transport and the way it is paid for varies. Some people are able to walk, use public transport, or drive themselves. Some of the people we support pay for their own public transport, and some local bodies make subsidies available. IDEA Services ensures service users in full-time residential (living) support services are able to get to school or their vocational

services placement and to other health-related appointments such as the doctor or dentist.

Not all transport costs are fully funded such as for recreational use, out of town trips or to go on holidays. More detailed information related to transport provisions for your family member should be discussed with the manager of the service involved.

IDEA Services does not have a vehicle based at every home or work place. Where vehicles are held and how they are used is decided by the manager, based on the needs of the people or service. A vehicle housed at an individual home or work place may not be used for the sole use of that home or work place; it may be available to another nearby site.

All drivers undergo a driver orientation and must have a current driver's licence. We have safety rules staff and caregivers must follow.

## **PLANNING**

A plan is our way of finding out about someone and making sure support is appropriate and meets an individual's goals and needs. Our funding contracts require us to make sure everyone who uses IDEA Services has a personal plan in which you will be involved.

### **There are many different types of plans such as:**

- ❑ Personal plans – these cover the whole of a person's life
- ❑ Care plans – used for people with high needs – these cover subjects like who does personal care (such as bathing), and what to do in a medical emergency
- ❑ Support plans – are used for people in foster care or who live in their own /family home
- ❑ Vocational plans – these set goals for what happens during the working day including work, training and community participation goals
- ❑ Health plans – these cover personal health needs and could include issues around medication and healthy eating
- ❑ Behaviour support plans – include strategies on supporting a person.

### **People supported by an IDEA Service can expect:**

- ❑ to have at least one plan
- ❑ to have a say in the plan
- ❑ to have important people in their lives work together to plan on their behalf if they aren't able to be involved

- ❑ the plan to be clearly written in a way they understand
- ❑ staff to decide how they will make the plan work and make sure it is carried out
- ❑ to have support to make the plan happen
- ❑ to know when a new plan will be made
- ❑ to be able to request a new plan
- ❑ for the plan to be reviewed at least once a year
- ❑ that if they object to having a plan they will be listened to.

IDEA Services is committed to recognising the cultural needs of each person we support. These should be discussed during needs assessment, on entry to services and during annual planning processes.

**Families can expect:**

- ❑ to be involved in planning, unless their relative decides they would prefer they don't attend planning meetings, or court orders prevent this
- ❑ the plan to be clearly written
- ❑ staff /caregivers to work to support the person achieve his or her planned goals
- ❑ the plan to have a review date
- ❑ to be asked how they would like staff to communicate with them, and how often.

**MONEY**

**IDEA Services gets its funding from four major sources:**

- ❑ the government, including the Ministries of Health, Social Development (Work and Income), and Child Youth and Family Services.
- ❑ the people we support contribute to the cost of services by assigning a portion of their benefit for full-time support services
- ❑ contributions to the cost of some other services such as school holiday programmes and some day activities
- ❑ fundraising such as the annual appeal, the calf scheme, direct mail, donations, bequests and local fundraising events
- ❑ activities such as service sales, rentals on properties and investment income.

**Adults receiving full-time support from IDEA Services can expect:**

- ❑ a percentage of their benefit to go to IDEA Services for living costs, including rent, food, phone and power
- ❑ the remaining money is used to pay for personal expenses such as personal effects, going to the doctor or dentist, going out and holidays.

**Families can expect:**

- ❑ to be asked if they would like to contribute to recreational activities, clothing or other items – this is their choice. For children and young people families can expect to contribute to child support.

Adults with an intellectual disability have the legal right to manage their own money, unless this is removed by a Court Order.

**If staff or a person's family manages money on behalf of a person with an intellectual disability they must:**

- ❑ keep the money safe
- ❑ get reasonable interest on it for the person
- ❑ not profit from it
- ❑ spend it on things that directly benefit the person concerned, for example clothes, food, rent and other things the person wants
- ❑ hand back money if the person asks for it
- ❑ make sure there is money for outings and activities
- ❑ keep a record of what is spent.

If a person is not able to manage their own bank account there should be two signatories for withdrawing money from their account – a staff person and a family member is a wise precaution. Personal bank accounts are audited by an approved independent person, such as a member of a branch committee or an IDEA Services manager at least once a year.

**People in an IDEA Services vocational or day service can expect:**

- to pay for activities that are community based eg, entrance fee to a local swimming pool.

**EQUIPMENT**

## **WHO PROVIDES EQUIPMENT**

IDEA Services is not responsible for the provision of individualised specialist equipment such as for mobility or communication, to enable the person to work or gain education training, or to be independent around their home. These will be funded by the Ministry of Health. IDEA Services will support the person to access these if required by requesting an assessment process by a specialised assessor generally via the NASC to access the equipment funding.

IDEA Services is responsible for access such as ramps or any modifications required at residential services or at day services.

## **FUTURE PLANS**

### **PLANNING FOR THE FUTURE**

The support needs of people may change as they grow older, and sometimes IDEA Services can no longer provide the care they need. If this happens, the person will be independently assessed through the NASC and moved to a more suitable environment:

- ❑ to have care that is appropriate to their changing needs or assistance to find other options if IDEA Services cannot do this
- ❑ to have an advocate if they have to have specialist care, and their family are not able to be involved.

#### **Families can expect:**

- ❑ IDEA Services to support their family member, unless we are no longer able to meet their needs, for example if they need hospital care
- ❑ to be consulted and informed about the changing needs of their family member
- ❑ to do their own estate planning. IDEA Services is not able to manage estates as this can create a conflict of interest.

## **IF YOU HAVE A COMPLAINT**

IDEA Services has a complaints policy that is available to every person using services.

If families have any issues with staff, they should discuss these with that person first. If this is not appropriate, or if the issue is not resolved, then they should contact the manager of the service.

### **People who are supported by IDEA Services can expect:**

- ❑ staff to listen to complaints and do something about them
- ❑ to be informed about who to complain to
- ❑ to be given information on who to complain to if their issues aren't resolved. (The Office of the Health and Disability Commissioner).

### **Families with a family member using services can expect:**

- ❑ to know who to complain to
- ❑ staff to listen to complaints and do something about them
- ❑ staff to arrange for mediation if relationships break down
- ❑ staff to make every attempt to restore a damaged relationship
- ❑ management to assist them to find another service provider if issues cannot be resolved.

Everybody who received a health and disability service is covered by the Code of Health and Disability Services Consumers' Rights 1996.

### **Under this code they have the right to:**

- ❑ support
- ❑ be treated with respect
- ❑ be treated fairly
- ❑ dignity and independence
- ❑ be told things in an understandable way
- ❑ be told about their health or disability
- ❑ make choices about their care and support
- ❑ decide if they want to be part of training, teaching or research
- ❑ make a complaint.

If you feel IDEA Services breaches this Code in any way you can complain to the Office of the Health and Disability Commissioner by telephoning 0800 11 22 33.

## **BEFORE MOVING INTO SERVICES**

Before anyone can start living in an IDEA Services home or receive supported living, they must complete a needs assessment. This is not done by IDEA Services, but by Needs Assessment Service Coordination agencies that are contracted by the Ministry of Health. Needs Assessment and Service Coordination (NASC) determine what sort of support is needed by a person by

looking at the person's abilities, resources, goals and needs. They look at things like:

- ❑ personal care
- ❑ communication needs
- ❑ mobility
- ❑ accommodation
- ❑ support needs for community participation
- ❑ income.

Needs assessors help people determine what service they can use and what funding is available for the person's support. People with disabilities and their families can then choose which they want to use. IDEA Services is one of the services available. IDEA Services then has to check that it has a placement available or is able to provide staffing.

If needs change and the person needs more or less support, IDEA Services will go back to the NASC agency and ask for a review or new assessment.

Branch offices have details about the NASC agencies in their area.

## **IDEA SERVICES - RESIDENTIAL SERVICES**

### **LIVING IN AN IDEA SERVICES HOME**

#### **IDEA Services homes are:**

- ❑ homes for the people living in them
- ❑ workplaces for staff working in them.

#### **This means they must:**

- ❑ be comfortable and relaxing
- ❑ have things that staff need like a fax machine and sleepover room.

#### **People living in an IDEA Services home will:**

- ❑ usually live with no more than four other people
- ❑ have their own room
- ❑ provide their own furniture and linen for their own room
- ❑ feel safe with staff and the people they live with
- ❑ be introduced to other flatmates

- ❑ be involved in household routines, such as cooking, laundry, washing up and cleaning as much as their skills allow
- ❑ learn skills
- ❑ be taught how to use public transport
- ❑ be involved in decisions about the house, for example what colour it is painted, what pictures are on the wall
- ❑ be involved in decisions where the people you live share the purchase and cost of any items in the home such as Sky TV and stereos. It will be agreed at the time of purchase how the ongoing running and maintenance costs are to be shared
- ❑ have to make some compromises because they live with other people – sometimes they might have to do what other people want to do
- ❑ have all their belongings insured by IDEA Services
- ❑ will be given a key to the front door (any replacement key will be at the individual's expense)
- ❑ have a choice about who helps them do things like showering and toileting (if they need this)
- ❑ be able to have relationships
- ❑ be able to have friends to stay over with the agreement of the others in the home
- ❑ be introduced to staff who will:
  - ❑ treat them with respect and dignity
  - ❑ receive regular training
  - ❑ put service users' needs before their own
  - ❑ understand their role is to support people, not primarily to be a housekeeper
  - ❑ support people to participate in the community
- ❑ be told about any rules and what they are including medication administration
- ❑ be supported by staff to help plan for holidays and trips away. Holiday and trip expenses are the person's responsibility and may include any additional staffing and staff expenses for the holiday
- ❑ have a home agreement setting out what to expect from services and what they are responsible for.

**Families can expect to:**

- ❑ know staff, or be introduced to relieving staff
- ❑ participate in recruitment of staff
- ❑ be treated with respect by staff
- ❑ be welcomed as visitors. We ask that they respect others living in the home.

- ❑ be kept informed of the general health and well being of their family member – staff will discuss with families how they want to be contacted, how often and the sort of things they would like to hear about so everyone is clear about their expectations.
- ❑ be introduced to new people moving into the house
- ❑ be introduced to other families
- ❑ be told of major incidents that impact on their family member as soon as possible
- ❑ be invited to a get together at least once a year
- ❑ be encouraged to participate in their family member's life, and be involved from time-to-time in outings, decisions about decorating of their family members bedroom, shopping, etc
- ❑ be told about any medication changes or health issues.

### **House rules**

People living in a house and their families sometimes develop a number of rules around how the house will be run. Staff must be part of this process. House rules agreements are not legally binding and can't override IHC's philosophy or its policies.

### **Insurance**

IDEA Services provides people being supported in residential homes, contract board and foster placements insurance cover of \$3,000 for personal effects (clothing etc), \$1,000 for items such as TVs, furniture, bicycles, and \$1,000 for soft furnishings such as bedding. Additional items such as computers, mobility equipment and wheelchairs can be covered, provided they are specified. The excess on this policy is \$200.

### **RESPITE CARE IN AN IDEA SERVICES HOME**

IDEA Services provides some adult respite care. This happens in different ways around the country. Staff will inform families if this is happening in the home where their relative lives. Staff will be careful to ensure any respite care does not upset the general running of the home or people living in it.

### **HEALTH**

IDEA Services has a responsibility to ensure everyone has access to good health care. An important part of this is that people have an annual health check carried out by their doctor.

People living in an IDEA Services home are encouraged to have an annual health check using the Cardiff Health Check System.

**People living in an IDEA Services home can expect to:**

- ❑ pay for their own doctors visits, prescriptions, dentist and glasses
- ❑ pay for incontinence aids if there is no other funding available
- ❑ be given medication that is prescribed by a doctor
- ❑ have staff go with them to the doctor – if they want to go on their own they must take a health visit form for the doctor to fill in. This helps us to be sure they are given the right medication and care.
- ❑ be looked after at home if they are sick, unless they need to go to hospital
- ❑ get any medication through the IDEA Services medication system. This ensures correct dosages are given and that prescriptions are current. Staff are trained in this system and it is designed to comply with our medication standards.

### **Families can expect:**

- ❑ staff to accompany people living in an IDEA Services home to appointments. It is important that we understand exactly what is required. If the family would prefer to take their relative to the doctor without a staff member, they must take a health visit form with them and return it to the service to ensure we understand any changes to the person's care.
- ❑ staff to be trained in the IDEA Services medication system and the side effects of drugs
- ❑ to have a discussion with staff about what they would like to be told about medication changes and health care needs.

When a person we are supporting is very unwell, staff will respect their wishes, and those of their families. If the decision is made that a terminally ill person be cared for in an IDEA Services home, we will work with needs assessment and service coordination agencies and families to arrange this.

### **FUNERAL ARRANGEMENTS**

When a person first moves into an IDEA Services home we will ask them and their families what funeral arrangements they would like. This is an uncomfortable topic, but we need to record this information to make sure everyone's wishes are carried out. In some areas, people will be asked if they would like to join a funeral plan, where they put aside a small sum of money every week for their funeral costs.

When someone dies in IDEA Services care, staff will work with families to arrange the funeral and to organise payment if this is required. If a family has particular cultural requirements, we will ensure these are respected.

## IDEA SERVICES – SUPPORTED LIVING

Supported living is a one of the support services provided by IDEA Services.

### **Description of supported living**

Supported living provides as much support as is necessary to enable the person to meet their personal goals. The supports a person receives should change as their needs change.

IDEA Services places the person in the central role of deciding what supports they need and will work alongside them to build durable relationships and networks in the community to support them on an ongoing basis.

### **People receiving supported living services will be:**

- ❑ assisted to find a suitable living arrangement
- ❑ assisted to manage their own money
- ❑ supported to make choices about all aspects of their life
- ❑ supported to take responsibility for their choices
- ❑ supported and encouraged to lead an independent life
- ❑ supported in participating in community activities of their choice
- ❑ supported to take responsibility for all aspects of their lifestyle
- ❑ supported in the least intrusive way possible to ensure privacy and dignity
- ❑ supported to strengthen and maintain relationships with family and friends
- ❑ required to have an individual agreement with IDEA Services that describes what is provided and defines roles and responsibilities.

### **Families of individuals receiving supported living can expect:**

- ❑ to be kept informed as much as the individual wants

# IDEA SERVICES - VOCATIONAL / DAY SERVICE

## BACKGROUND

IDEA Services receives funding from the Ministries of Social Development and the Ministry of Health for a range of vocational and day service activities.

A key document governing the Ministry of Social Development vocational service provision is *Pathways to Inclusion* and this document guides IDEA Services vocational and day services. The vision of *Pathways to Inclusion* is to achieve employment opportunities and greater community participation for people with disabilities.

Both Ministries fund services to assist service users into the community, enable people to have regular meaningful social contact and improve their personal skills. For the Ministry of Health funding this also includes providing day time activities for people who have retired.

IDEA Services' vocational and day services have two primary focuses:

1. employment
2. community participation

### 1) Employment

IDEA Services focuses on placing and/or supporting people with intellectual disabilities in paid employment with the same rights, conditions and obligations as others who work. Employment may include full-time or part-time work, temporary, casual work, or self-employment.

#### The aim of the service is to:

- support people to gain or retain employment
- support people to acquire skills needed to obtain employment.

#### Employment programmes include:

- employment placement
- supported employment
- development of job search skills and work confidence
- support to access careers information and guidance
- time-limited work experience or skills training for the purpose of gaining employment.

## **2) Community participation**

Services that are focused on enabling individuals with disabilities to participate in and contribute to their wider community.

The aim of the service is to:

- support people with disabilities to access and take part in (activities in) their community
- support people with disabilities to develop skills to participate in their community
- Support people in voluntary work.

### **WHEN ARE SERVICES OPEN?**

Typically services are provided 49 weeks each year, Monday to Friday (excluding public holidays) through the day.

### **WHAT ACTIVITIES ARE AVAILABLE**

An individual personal plan will be developed with each person along with their support person and family. This plan may be integrated with other personal planning if the person is in the full-time care of IDEA Service.

IDEA Services provides facilities and equipment to cater for the number of people in the services, and for the range of activities provided within funding constraints. In the interests of community integration wider community facilities will be used as much as possible.

### **WHO PAYS**

#### **Ministry of Social Development (MSD)**

IDEA Services vocational and day services are funded by a contract with the Department of Work and Income to make a standard daily payment regardless of level of need.

Under another contract MSD provide IDEA Services with a higher level of funding for people who are identified through the Ongoing Reviewable Resource Scheme (ORRS) as having Very High Needs (VHN) on leaving school when they are 21 years old.

#### **Ministry of Health**

The Ministry of Health funds day services for people who had previously been living in institutions, for those people over the age of 65 years and people who cannot access day services because of particular needs.

### **Other sources**

A small number of service users are funded by the Ministry of Education, ACC or pay a casual rate of \$15 per day for services.

IDEA Services does not usually receive funding for students undertaking work experience or transitioning through the main contract, but only through a particular project for those VHN assessed students who are living in rural and provincial towns in their last year of school.

### **TRANSPORT COSTS**

IDEA Services provides transport to and from vocational services for all people being supported in IDEA Services homes.

People living in their own home or supported living are responsible for their own transport to and from IDEA Services vocational and day centres.

## **SOME QUESTIONS COMMONLY ASKED**

### **Do people supported by IDEA Services have to go to work?**

- Each year, time is taken to discuss what options are there for people depending on their goals, needs and interests. These include:
  - what education or learning people may want to participate in
  - what work experience people may want to try
  - what training opportunities people may want to try
  - any review or new needs assessment
- These experiences and learning may or may not be in an IDEA Services setting
- Everyone wants to have worthwhile and good experiences in work, education and learning, and there are some expectations that people will try some of the opportunities that IDEA Services offers
- This may be being supported to try different types of employment, or they may want to spend some time developing gardening skills or helping with a local community project or group.

### **What about personal care?**

- It is important at IDEA Services has private and confidential knowledge of the intimate and personal cares that a person needs support with, so

that we can properly support them to meet their personal goals and needs.

- This will be discussed with you as part of entry to any work based/vocational environment and as your needs may change over time.
- Discussion on who provides personal care will occur and we will make every effort to ensure you feel safe and supported at these times.

### **Do you teach domestic skills?**

- In the personal planning that we undertake when a person enters IDEA Services, and at annual planning, we find out what skills people need to learn
- Often a domestic skill crosses all aspects of our lives, and domestic skills are important in our work life as well
- It is important that people are supported to get real skills and play an active part in their own life
- We will agree together what domestic skills people want to learn and how they will best learn these.

### **At what stage can a person retire?**

- People hope to retire at different times in their lives
- People involved with IDEA Services can retire. This is an important part of life.
- It requires planning, as people may need support throughout the day when they are at home, and IDEA Services will need to work with other agencies such as the NASC to get the funding to provide this support.

### **What can a person expect when they retire?**

- This will depend on the person's personal plan and any review or needs assessment so that we can continue to meet the person's needs, goals and interests.

### **What happens if a person gets sick through the day?**

- All people need to rest if they are feeling unwell.
- If they live in IDEA Services home, the Manager where they live will need to know, so they can arrange support for the person to stay at home or to return home.

- For people who live at home, their family will be contacted to make arrangements to return home.
- Depending on how sick they are, the person will be supported to visit a doctor or other health professionals people to find out why they are sick.

## **IDEA SERVICES FAMILY / WHANAU**

### **Background**

IDEA Services receives funding from the Ministry of Health and Child Youth and Family for a range of services and activities.

IDEA Services is an approved provider under section 396 of the Children and Young Persons Act to provide services.

People wanting to use the services of IDEA Services Family / Whanau must have a comprehensive needs assessment completed by the local NASC which should also include evidence that the person has an intellectual disability.

IDEA Services Family / Whanau aims to support people with disabilities to live with their family or in a family setting and to participate in their communities.

### **A brief description of IDEA Services Family / Whanau**

Family / Whanau provides a range of services that can be tailored to meet the specific needs of the person with the disability and their family. Services may differ from area to area and include:

- ❑ Home Support – this is a flexible form of support based in the family home or to support participation in activities in the community. A home support worker may help the person learn new skills, or provide support and supervision while the family has time-out.
- ❑ Shared Care – Shared caregivers look after the person with a disability in the caregiver's home on a part-time basis. Shared care may range from 2-3 days per month to 2 to 3 days per week. Shared caregivers will be police checked, trained and receive ongoing support
- ❑ Foster Care – IDEA Services believes children and young people should be supported to live with their own family/whanau. Where this is not possible due to the impact of significant disability or matters of care and protection then we may be requested to provide an appropriate foster care placement with another family. All foster caregivers will be police checked, trained and receive ongoing support to assist them to provide care.
- ❑ Contract Board – this service is for those adults that prefer to live in a family setting. Caregivers are police checked, trained and supported to provide ongoing support.
- ❑ Holiday programmes, after school care, family support homes and sibling camps may be provided in some areas.

**People using home support and their families can expect:**

- ❑ to receive support on the basis of a current personal plan
- ❑ to be involved in choosing staff
- ❑ to have input into when the support is provided within the hours allocated by the NASC
- ❑ that staff are police checked and receive training
- ❑ to contribute toward the costs of activities and outings
- ❑ to have regular contact from IDEA Services

**People in shared care can expect:**

- ❑ to receive support in a caring family environment
- ❑ to have a bedroom for their personal use during their stay
- ❑ to be treated in a respectful manner
- ❑ to be visited every three months by IDEA Services
- ❑ to participate in the family routines and activities while at their caregivers
- ❑ to have a positive and enjoyable time while staying with their shared caregiver.

**Families can expect:**

- ❑ to be involved in the selection of their shared caregiver
- ❑ to be fully involved in all decisions and planning
- ❑ to have a relationship and good communication with the caregiver
- ❑ to provide the caregiver with pocket money for outings and activities
- ❑ to provide adequate and appropriate clothing, medication and other items to meet their family member's personal needs.

**Children and young people in foster care can expect:**

- ❑ to receive support in a caring family environment
- ❑ to be supported to make choices and decisions
- ❑ to be supported to achieve their goals and aspirations
- ❑ to have their relationship with their own family strengthened
- ❑ to have their own room and personal belongings

- ❑ to be treated in a respectful manner
- ❑ at least monthly contact from the IDEA Services

**Families can expect (unless the court has determined they may not exercise full parental rights)**

- ❑ to have input into the caregiver selection
- ❑ to maintain financial responsibility for meeting their child's personal needs
- ❑ to maintain contact with their child with a view to their care role
- ❑ to be fully involved in decision making and planning
- ❑ to be contacted monthly by IDEA Services.

**Adults in contract board can expect:**

- ❑ to be supported in a caring family environment
- ❑ to be supported to achieve their goals and aspirations
- ❑ to be supported to make their own choices and decisions
- ❑ to receive the support they need from their caregivers to lead a full life
- ❑ monthly contact from IDEA Services
- ❑ to have their own room and personal belongings.

**Families can expect:**

- ❑ to be involved in planning and decision making unless their family member does not wish their involvement
- ❑ to maintain a relationship with their family member
- ❑ to be contacted every three months by IDEA Services