

Client Satisfaction Surveys

As part of our goal to provide a quality service, Options Hawke's Bay invites you to take part in our client satisfaction survey. We value your answers and your honesty.

Happy or Unhappy?

You and your family, whanau, have the right to express concerns, knowing they will be treated in confidence.

In the event of any concerns please contact the Options Hawke's Bay Manager.

For any compliments or complaints please contact the Customer Services Unit at the Hawke's Bay District Health Board:

Customer Services Unit

Private Bag 9014, Hastings

Tel: (06) 878 8109

Fax: (06) 878 1660

How to contact us:

Office hours:

Monday to Friday 8.30am – 5.00pm

Options Hawke's Bay provides an after-hours service for emergency situations

Phone

(06) 870 7485 or
0800 339 449 (Toll Free)

Fax

(06) 870 7481

Email

options@hawkesbaydhb.govt.nz

If you wish to provide feedback please write to:

Options Hawke's Bay.
Level 1,
Cnr McLeod Street and Omaha Road
Private Bag 9014
Hastings

options hawke's bay
bringing people together



Needs Assessment

Service Coordination

"Working together to create solutions and offer choices for people with impairments to lead everyday lives"

Introduction

Options Hawke's Bay is a division of the Hawke's Bay District Health Board (HBDHB) providing Needs Assessment and Service Coordination services at no cost for people of all ages with disabilities who live in Hawke's Bay and the Chatham Islands.

Options Hawke's Bay

Aim to provide a comprehensive Needs Assessment and Service Coordination service to enable people to be supported in the community.

Support

It is your right to agree to who will be present during the assessment process. We encourage you to invite family, whanau, a friend or a representative of your choice to be with you anytime we visit.

Interpreter Services

If you prefer or require an interpreter, please inform us prior to your appointment, so we can make the necessary arrangements.

What Happens Next:

- One of our needs assessors will be in contact with you to arrange the needs assessment.
- If you wish to have a Maori assessor please discuss this during this time.
- Usually a needs assessment takes place in your home but it can sometimes occur in other settings.
- The assessor will be discussing with you your day to day living situation and identifying ways you may be supported.
- After your assessment we will discuss options that may be available that will be beneficial to your needs.
- Once a decision regarding support is agreed a support plan is developed and services will be organised.

It Is Our Responsibility To:

- Ensure the assessment and service coordination process is completed in a timely manner.
- To keep appointments.
- We will endeavour to keep you informed during the process.

It Is Your Responsibility To:

- Notify Options Hawke's Bay as soon as possible if you are unable to keep an appointment.
- Provide complete and accurate information to enable Options Hawke's Bay to complete the best possible assessment.
- Inform Options Hawke's Bay of any changes that affect your needs.
- Inform Options Hawke's Bay of changes to address or contact details

