



## ■ ■ Review

Your services will be reviewed regularly (at least annually) to ensure your needs are being met. If they are not, the service coordinator will recommend an adjustment or arrange a reassessment. You may ask for a review at any time if you feel the services are not meeting your needs to be independent.

## ■ ■ Enquiries and Referrals

Your enquiry and referral are welcome. Referrals can be made by clients, their families/whanau, GPs, a health professional, support organisations or a friend.

The client or caregiver's consent must be obtained prior to making a referral.

## ■ ■ Compliments and Complaints

The Taranaki DHB Community Support Service welcomes your comments. If you are dissatisfied with any of the processes please write to the Team Leader of the Community Support Service. All complaints will be investigated and responded to.

## ■ ■ Contact Us

**TDHB Community Support Service**  
Private Bag 2016  
New Plymouth 4620

**Phone:** 06 759 7214

for calls outside the New Plymouth area phone  
0800 823 443

**Fax:** 06 759 7215

**Email:** [olderpeoplesnasc@tdhb.org.nz](mailto:olderpeoplesnasc@tdhb.org.nz)

**If this is an emergency – contact your GP or dial 111.**

Your Assessor is: \_\_\_\_\_

Your Coordinator is: \_\_\_\_\_

Your assessment took place on: \_\_\_\_\_

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TDHB 1007-10

# Community Support Service for Older People



*Promoting Independence*

[www.tdhd.org.nz](http://www.tdhd.org.nz)





## ■ ■ What is Taranaki DHB's Community Support Service?

The Taranaki DHB Community Support Service is a needs assessment and service coordination (NASC) service that assists in obtaining support services for people over the age of 65 with disabilities in the Taranaki region and may include:

- Household assistance
- Personal care
- Day - programmes
- Carer support
- Residential care and support
- Referrals to other support services

## ■ ■ Who is Eligible for Community Support Services?

Those requesting assessment must have a disability as defined by the Ministry of Health.

*"A person with a disability is a person who has been identified as having a physical, psychiatric, intellectual, sensory or aged related disability (or a combination of these) which is likely to continue for a minimum of six month and result in a reduction of independent function to the extent that on going support is required."*

## ■ ■ What is a Needs Assessment?

The purpose of a needs assessment is to gather information about a client's current abilities, resources, goals and needs, then determining which of these needs is most important to the client.

The assessment is client centred and comprehensive. It might be useful to make some notes about what is important to you before the assessment.

## ■ ■ The Needs Assessment Partnership

Needs assessors work in partnership with clients and their significant others where appropriate.

An appointment will be made for a time to suit you and in most cases the assessment is done at home.

The assessor will explain your rights and responsibilities. You will be asked to participate in all decisions made about your assessment and will receive a copy of the assessment.

## ■ ■ Service Coordination

After your assessment, a package of services will be coordinated to meet your assessed needs. Coordinators have extensive knowledge of all options including public, private, voluntary and community services.

Service coordination will advise which of your needs can be met by publicly funded services and will also consider ways of meeting needs which cannot be covered by these services.

You may withdraw from the assessment or service coordination at any time but this may affect your eligibility for services.

If you are not satisfied with the assessment or service coordination you may have them reviewed.

## ■ ■ Privacy and Confidentiality

Your privacy and the confidentiality of your information will be safeguarded. You have the right to access all information arising from your assessment and service plan.

