

## Privacy and confidentiality

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

## Review

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

## Enquiries and referrals

Your enquiry and referral are welcome. Referrals can be made by clients, their family/whānau, GPs, a health professional, disability groups and organisations or a friend.

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

## Compliments and complaints

Disability Support Link welcomes your feedback. If you are dissatisfied with any of the Disability Support Link processes please write to the manager of Disability Support Link. All complaints will be investigated and a response provided.

Write to   The Manager  
Disability Support Link  
Private Bag 3200  
Hamilton 3240

Phone     07 839 8883 or  
0800 55 33 99

Fax        07 839 1225

Email      dslooffice@waikatodhb.health.nz

**Your assessor is:**

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**Your coordinator is:**

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**Your assessment took place on:**

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# Supporting independence



G3375HWF – TM07/15



## What is Disability Support Link?

Disability Support Link is an assessment and coordination service that assists in obtaining support services for people of all ages with disabilities in the Waikato, King Country, Thames Valley and Peninsula. These supports may include:

- household assistance
- personal care
- shopping assistance
- medication oversight
- day programmes
- carer support
- supported living
- residential care and support
- referrals to other support services.

Further explanation of these services is available at [www.health.govt.nz/your-health/services-and-support/disability-services/types-disability-support](http://www.health.govt.nz/your-health/services-and-support/disability-services/types-disability-support).

## Who is eligible for disability 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 age related disability (or a combination of these) which is likely to continue for a minimum of six months and result in a reduction of independent function to the extent that ongoing support is required..."

Some support services (for instance household assistance) require that you have a Community Services Card.

## 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 determine which of these needs is most important to the client. The assessment is client centred and comprehensive and guides the provision of services.

## The needs assessment partnership

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

Most assessments take place in the client's usual place of residence. The assessor will contact you to arrange a suitable time to visit.

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

## Service coordination

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

The service coordinator 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. This will not prevent you from being referred again in the future.

If you are not satisfied with the assessment or service coordination you may ask for a review by contacting the Disability Support Link office (contact details on back page).