

Welcome to **Options**

your life, your choice

Supporting you to live the life you choose.



How our Supported Living Service Works

We will work with you to make real choices on the things that matter to you.

We can support you to do things like:

- Finding somewhere to live
- Shopping and cooking
- Budgeting and paying your bills
- Attending appointments
- Finding out about jobs or training
- Looking after your home
- Using public transport
- Exploring hobbies and activities
- Sharing problems and looking for solutions
- Building connections within your community
- Finding out what services and support are available



How Options will support You



You will be introduced to a Team Leader and we will meet with you and talk about the things you would like support with. We can help you with ideas. We ask you questions about who you are and how you like to live your life.

Together we create a **One Page Profile**.

This helps us to get to know what is important to you and how you would like to be supported. It is a great way for you to decide how you want us to share your information with possible support staff or employers. We then make a **support plan** with you about where and when someone meets with you, and what things you do together.



Your **support plan** has to be agreed to by the Funding Provider (e.g. Support Works, Enable, Focus), who decides the number of hours of support a week. Options will work with you to make a plan of support at the times you need.

A **support plan** shows what we are going to do to help you with achieving your goals. It can be changed as your life changes.

Your Privacy



Your support plan is always kept in the Options office so the team knows how to support you.

The law says that we must keep your information safely. If you are not present we will only pass on information to other people with your written permission.



You can ask to see the information that we keep about you. We need 2 working days' notice to organise this for you.

People employed by Options have a police check completed and sign a confidentiality agreement.

If we think you are a danger to yourself or others we may need to pass on information to services that can help you without your permission. We will try to tell you if this happens.

Your support team



We aim to find the **best match for you.**



We will work with you to choose your support worker. Sometimes you may have more than one person in your team. Your Team Leader will meet with you on a regular basis to find out what's working and what's not.



Our goal is that you and your support worker respect each other and work together as a team.

When you are not happy with your support



You can talk to your Support Worker or Team Leader at any time if you are not happy with your support.



If you feel things are not working out with your Support Worker, part of our job is to help sort out any problems.



Sometimes we just need to talk with you and your support worker or team to change things that are not working. We will always try to work things out together before we make changes to your support.

It is your right to make a complaint if you are not happy. Options has a process that we follow to work through. Refer to page 16 and 17.

If your support times need to change



Most Support Workers who work for Options support more than one person. This usually means that their time each working day is already planned out.



If your usual Support Worker is not available for any reason, we will talk with you about finding a different Support Worker or changing to another time that works for you.

This is your decision to think about.



We will try and change your support times if your plans change unexpectedly. We may not always be able to do this.

If you are not available for support



If for any reason you are not available for support at the time or place that had been arranged, please contact your Team Leader. If the Support Worker arrives and you are not there, the Support Worker will let the Team Leader know.



If we have not heard back from you, the Team Leader will try and contact you. We need to do this to see that you are alright.

Contacting Options and Team Leaders



Each Team Leader has an Options cell phone that you can phone or text for contacting the service. Support Workers do not give you or your family their private telephone numbers or addresses. Your Team Leader will tell you how to contact your support workers if required.

You can also phone the office number.



Palmerston North: 06 - 353 - 2243

Nelson: 03 - 545 - 7499

Blenheim: 03 - 577 - 9094

Phone between 8 am and 4.30 pm

From time to time we may give you a cell phone number to contact your Support Worker. This will only happen after discussion with a Team Leader.

In an **EMERGENCY**, you should contact

fire



ambulance



police



dial 1-1-1

Here is a list of some things we can do and some things we do not do:

We can 	We do not 
 Support you in your home and community.	 Support you at the Support Worker's home.
 Help you find housing or accommodation.	 Tell you where to live, move your belongings or rearrange your furniture.
 Work alongside you to do the tasks that you need and want to get done in your house and garden.	 Do your personal care, housework, gardening or household maintenance for you unless we are contracted to do this.
 Support you to manage your bank accounts and money and pay bills. Tell you about people that can also help you with this.	 Look after your money or personal items such as your passport or eftpos card, passwords or pin numbers. Lend you money or borrow money from you.
 Support you to access services which can help with your health and well-being.	 Provide medical advice, counselling or administer medication.
 Support you to use or learn how to use public transport and other ways of getting around in your community.	 Provide transport as a general rule. Any transport needs to be specially approved.

Transport



Our aim is to help you be as independent as possible.

We will make a transport plan with you to see what you need help with and find out what transport options are available.



Your Team Leader will ask you about your transport needs. You can talk to your Team Leader if there are any concerns about your transport needs.



Sometimes, if it's an emergency, a Support Worker may take you in their car. The Team Leader needs to know about this.

Medication



If you use medication that your doctor has asked you to take, we can help you to make a plan so you can do this by yourself.

Your Property



Your property is yours and Options staff will respect that. This means that Support Workers will not use any of your things unless this is to help you achieve your plans for the day and only with your permission.



If your stuff is being used by a Support Worker and you are not sure if it's ok, please talk to your Team Leader.

Gifts



Options has a policy that says staff are not allowed to accept gifts.

This is to protect you from giving away something that is special to you or your family or costs money.



If you want to give anything to a Support Worker whether it be something little you have made for them or something that you no longer want, please check with your Team Leader first.

Abuse or harm to others

Abuse is **NOT OK** for anyone.



Abuse is if:

- Someone hurts you
- Someone does or says anything that makes you feel bad, upset or scared
- Someone tries to take away your rights



We believe that everyone has the right to be safe and live in a safe place. We also need to make sure Support Workers work in a safe place.

If you don't feel safe...



make sure you tell someone
who will help you.

If you, your family, Support Worker or any other individual or animal are in danger, the Support Worker must report this in writing to your Team Leader. They may need to contact the police or other services to keep everyone safe.

Smoke/Drug/Alcohol Free Policy



Staff are not able to smoke, take illegal drugs or drink alcohol when they are supporting you at any time.

Also, due to safety rules, staff cannot support you if you have been drinking alcohol or taking illegal drugs at the time of your support.



Although we do not encourage smoking, it is your choice, but be aware some staff may not be able to support you while you are smoking.

Your Whanau / Family and Friends



Your friends or whanau are an important part of your life. We do not try to replace them in your life.

Your friends or whanau may sometimes disagree with us or be unhappy with the support we provide. You and your friends or whanau may have different ideas from each other. If this happens we will:

- Respect your choices.
- Respond to the concerns of your friends or whanau about your safety and well-being and talk openly with them to try and find a solution together with you or with your permission.
- We will remain respectful of relationships among whanau. If you, your whanau or friends wish, we can meet together to discuss any concerns they have.
- If we are unable to agree, we will maintain respectful contact with all people involved and value your right to make choices as the person we support.



How to give us feedback or make a complaint



We will be regularly checking with you about what is working and what is not working with your support. If you or your family are unhappy about any part of your support or just want to tell us something about our service please talk to your Team Leader.



If you want to make a complaint about our service you can talk or write to your Options Team Leader.



If you do not feel comfortable doing this you can talk or write to Options Service Manager or Service Leader about your complaint.

You can also talk to:

Health and Disability Commissioner: **0800 112 233**

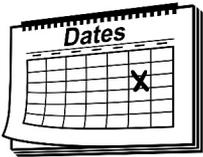
Health and Disability Advocacy: **0800 555 050**

Human Rights Commission: **0800 496 877**

How to give us feedback or make a complaint



Complaints will be recorded and we will let you know that we have received your complaint within 5 working days in writing.



We will look into your concern or complaint. Within 10 days from the date we sent you the letter, we will inform you of the decision in writing. If we need a few more days, we will tell you.

If we need more than an additional 10 days, we will let you know. Once we have decided what we are going to do, we will tell you the reasons and any actions we will take and what you can do if you are not happy with the decision.

The complaints process has been discussed with me.

I was told if I need support I can ask for help.

Person's signature..... Date.....

Staff's signature.....Date.....

HOW WE WORK

OUR NAME 'TAUTOKO' MEANS SUPPORT

Our symbol is the Kauri tree which represents the model to which we work. Our approaches are Person-Centred and based on the Social Model of disability:

He aha te mea nui o te ao *What is the most important thing in the world?*

He tangata, he tangata, he tangata *It is the people, it is the people, it is the people.*

TE KAURI MODEL	PERSON-CENTRED THINKING TOOLS
<p>WHAKAPAPA</p> <p>Understanding, Empathy, to walk alongside. We can only understand and empathise with people if we know their whakapapa, their stories and how they arrived where they are now.</p>	<ul style="list-style-type: none"> • TEN TOP TIPS • GOOD DAY/BAD DAY • MORNING ROUTINE • RELATIONSHIP CIRCLE • ONE-PAGE PROFILES • COMMUNICATION CHARTS
<p>WHANAUNGATANGA</p> <p>Inclusion, to bring people together. We need to learn who is important in people's lives and what is important to them. We need to know who they relate to, who supports them and what their membership in the community is.</p>	<ul style="list-style-type: none"> • ONE-PAGE PROFILES • IMPORTANT TO/IMPORTANT FOR • DOUGHNUT (ROLES & RESPONSIBILITY) • DECISION MAKING PROFILE AND AGREEMENTS • RELATIONSHIP CIRCLE • COMMUNITY MAP
<p>MANAAKITANGA</p> <p>Strength Based. We need to recognise that all people have strengths and support the enhancement of their skills. We utilise an empowerment model and act with humanity to support new abilities and opportunities.</p>	<ul style="list-style-type: none"> • ONE-PAGE PROFILES • WHAT IS WORKING • MATCHING SUPPORT • PERFECT WEEK • GOALS
<p>WHAKAAROARO</p> <p>To Ponder and Reflect. As we proceed we need to take time reflect together to find out what is working or not working and see if goals have been achieved and what has changed.</p>	<ul style="list-style-type: none"> • WHAT IS WORKING /NOT WORKING • 4 PLUS 1 QUESTIONS • LEARNING LOGS

