



**DISABILITIES  
RESOURCE CENTRE**

one call - countless resources - endless opportunities

**Kia Ora**

**Welcome to the  
Disabilities Resource Centre Trust  
(DRCT)**

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## DRCT Contact Details

Main Office	07 3071447
0800 Number	0800 227 363
Facsimile	07 3070229
Website	<a href="http://www.drct.co.nz">www.drct.co.nz</a>
Email	<a href="mailto:homecare@drct.co.nz">homecare@drct.co.nz</a> <a href="mailto:communityservices@drct.co.nz">communityservices@drct.co.nz</a> <a href="mailto:independentliving@drct.co.nz">independentliving@drct.co.nz</a> <a href="mailto:copd@drct.co.nz">copd@drct.co.nz</a> <a href="mailto:vocational@drct.co.nz">vocational@drct.co.nz</a>

## **Our Aims and Objectives**

### **MISSION STATEMENT**

To assist people to achieve their goals through leading health and disability services.

### **VALUES**

The following organisational values reflect the way in which the Disabilities Resource Centre Trust would like to conduct its business:

**Care** - Providing compassionate support and engagement.

**Responsiveness** - Finding solutions by working with our clients and their families to meet their needs and preferences.

**Respect** - Recognising individuality and respecting differences, needs and choices.

**Accountability** - Always being accountable for our behaviour and results.

**Integrity** - Operating with honesty and reliability and respecting confidentiality.

**Good Employer** - Striving to become the employer of choice by valuing staff and building relationships of mutual trust and respect with them.

## **AIMS**

Disabilities Resource Centre Trust aims to provide accessible and responsive services for people with disabilities and the elderly and those involved with them that will encourage and support them to exercise their right to live with dignity and maximum independence in the community of their choice, by:

1. Promoting maximum independence and quality of life for people of all ages with disabling conditions;
2. Providing comprehensive information on all matters relating to disabilities support and resource services;
3. Acting as the advisory centre for individuals, agencies and other service groups providing assistance to people with disabilities so that effective use may be made of both existing and potential resources;
4. Recognising the responsibilities of partnership in relation to the Treaty of Waitangi and to liaising with Maori and other cultural groups to provide services which are culturally acceptable to all New Zealanders;
5. Assisting and encouraging people with disabling conditions to exercise choices as to the level of independence and assistance appropriate to their needs;
6. Providing accessible advocacy, support and referral whenever people with disabilities are unable to achieve an outcome satisfactory to themselves;
7. Encouraging people with disabilities to participate in public education, information and support services;
8. Providing information to designers, builders, manufacturers, distributors and approving authorities to improve features of the physical environment, equipment and products which impact on the lives of people with disabilities;
9. Influencing the development of policies and practices which impact on services and support for people with disabilities;
10. Using appropriate education to develop further the objects of this Trust.

## **Your Support Team**

Disabilities Resource Centre Trust (DRCT) employs people to support you. They can be called *Support Workers, Liaison Officers or Co-ordinators*. Each *Support Worker* is managed by a Co-ordinator.

Careful matching of Support Workers is considered when developing a support plan and we encourage you to be involved in selecting the people who will be in your support team.

DRCT Support Workers are required to comply with the law and all DRCT policies while they are working. People employed by the DRCT have a police check completed.

It is our goal that you have a positive mutual and respectful relationship with your team of Support Workers.

## Office Hours and Services Provided

The Disabilities Resource Centre Trust office is open from 8.00 am to 4.30 pm Monday to Friday.

Our Address: 141 King Street, Whakatane 3120

Our Postal Address: PO Box 528, Whakatane 3158

You are able to contact our organisation after normal office hours by telephoning the **0800 227 363** number, this will put you through to an on-call Co-ordinator who can assist with any queries you may have.

The Services that we provide are:

**Home Care Services** – delivered across the Bay of Plenty, we provide Personal Care, Household Management, and Child Care.

**Information Services** – if you require access to information on disabilities, disorders and diseases, we can provide you with on-line resources, books, videos, DVDs or fact sheets. We have an on-site library with a vast array of material. We can also answer information requests, so if you are seeking information on any disability related subject, then we can find it for you.

**Advocacy Services** – if you are struggling to have a voice with a Government Department or do not believe you are getting your entitlements, then you can meet with one of the Disabilities Resource Centre Staff who can provide you with support and guidance.



**Equipment Services** – we have a variety of equipment on display at the Centre and we can purchase small or large items on request. Come and look at the amazing range of gadgets available to make your life easier from tap turners to card holders.

**Vocational Services** – we provide vocational, social and recreational opportunities for people with disabilities. If you are keen to learn new skills or mix with a great bunch of people then join the vocational service.

**Brain Injury Services** – if you have experienced a brain injury or are caring for someone with a brain injury, then the Brain Injury Liaison Officer is a person you need to meet. The Liaison Officer is skilled in providing support, information and referrals to specialised services for people with brain injuries.

**COPD Services** – we have a Liaison Officer who specialises in supporting people with COPD. COPD is Chronic Obstructive Pulmonary Disease.

**Post Polio Services** – we have a Liaison Officer who specialises in supporting people with Post Polio Syndrome.

**Supported Independent Living Services** –this service is targeted at people aged under 65 who need support to live independently. Our team can access a vast range of resources and support to ensure that people can live in the community.

**Miscellaneous Services** including Equipment hire (wheelchairs, walkers and shower chairs), Hearing Aid battery sales, Hearing Therapy services and Conference Room Facilities.



## **Support Hours**

We offer a planned but flexible service to support you living in your own home. This support will be provided in the hours allocated to you by your funding provider such as NASC or ACC. Generally the hours of service are between 7.00 am to 10.00 pm.

On occasion support times may need to be changed. DRCT will work to be as flexible as possible to provide you with support. Most Support Workers who work for DRCT support more than one person. This usually means that their time each working day is managed with a roster system.

If your regular Support Worker is not available for any reason, we will discuss with you a different Support Worker and make any necessary changes based on your wishes. The Coordinator will arrange this with you.

If you need to change the time of support then:

- If less than seven days notice is given, we will attempt to accommodate the change but cannot guarantee this due to Support Workers needing to do other planned work. If seven days or more notice is given, we will deliver the support hours at the different time.

If you would like to change the Support Worker who is supporting you, you will need to discuss this with your Co-ordinator.

## **Personal Information**

DRCT Co-ordinators and Support Workers may ask you to provide some personal information about yourself. This information collected is to enable Support Workers to do their job supporting you and to account for that support. DRCT undertakes to only collect information which is necessary for your treatment and care, we will keep all information secure and confidential. If any of your details change like you move house, get a new phone number, your health situation changes, or you would like us to know anything please let us know.

In accordance with the law we are required to store information securely and only pass information onto other people or agencies with your permission and agreement.

## **Medication**

If you use medication, you will be supported to develop or maintain independence in managing medication.

Where Support Workers are more actively involved by supporting you to manage medication, there is a policy that provides guidelines to ensure safe and consistent practice.

## **Your Telephone**

Your telephone is your own property and should be treated as such. This means that the Support Workers should not use the telephone without permission. Support Workers should not make or get personal calls from your phone. Support Workers cannot make toll calls or calls to cell phones from your phone.

Support Workers must not give you or your family their personal telephone number.

In emergencies you should contact the appropriate services by dialing 111.

## **Your Bank Account**

Your bank account is your business. Family Members Advocates/Welfare Guardians may be encouraged to be a signatory for your bank accounts if you need this extra support. No individual Support Worker has the authority to operate your bank account on your behalf. We have a policy around shopping on your behalf that explains the process and we can discuss with you if you require this service.



## **Risk and Vulnerability Plan**

A risk and vulnerability plan will be completed as part of the Service Delivery Plan process to help ensure your safety. It is reviewed as circumstances change and you will be issued a revised copy for your approval and signatory.

## **Abuse or Harm to Others**

DRCT does not tolerate abuse. We will work on a strategy of prevention by promoting safe living and working environments.

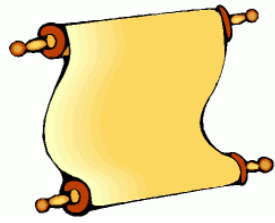
Abuse can be defined in a number of ways:

- Physical harm to others
- Unwanted sexual contact of any form
- Emotional abuse, verbal abuse or any degree of neglect

Any action taken will always involve the consent of those experiencing the abuse.

## **Smoke Free Policy**

DRCT has a smoke free policy. Staff are not able to smoke at your home under any circumstances, indoors or outdoors. Due to Occupational Safety and Health regulations Staff cannot work in your home while you are smoking.



## **Code of Health and Disability Services Consumers' Rights 1996**

What is it all about?

In New Zealand when you use a health or disability service, you have the right:

1. To be treated with respect
2. To be treated fairly
3. To dignity and independence
4. To care and support that suits you
5. To be told things in a way you understand
6. To be told about your health or disability
7. To make choices about your care and support
8. To support
9. To decide if you want to be part of research or training
10. To make a complaint

**“Who can I ask?”**

**0800 11 22 33** – The person who answers the phone will help you

## **Interpreters and Format**

DRCT wants to ensure that all clients are given adequate time and appropriate resources to understand the information presented to them and have an opportunity to ask questions. This information includes:

- All client information provided on entry into the DRCT services.
- All documentation regarding the process for lodging a complaint.
- All information about DRCT services and how to access them.

Where family/whanau support is not able to be accessed, information (where required) will be provided in:

- Dictated/audio form
- Large print documents
- Sign Language
- Another language through an interpreter such as Maori, Samoan, Tongan, Mandarin, etc.

## **Client Responsibilities**

Clients have the following responsibilities when receiving a service from the Disabilities Resource Centre Trust:

1. To acknowledge that you have a partnership of mutual trust and respect with your Support Worker, Staff Member or Co-ordinator.
2. Treat your Support Worker, Staff Member or Co-ordinator with dignity and respect.
3. Do not verbally or physically abuse your Support Worker, Staff Member or Co-ordinator.
4. Provide your Support Worker, Staff Member or Co-ordinator with a safe working environment.
5. Provide your Support Worker, Staff Member or Co-ordinator with a smoke free work place.
6. Advise your Support Worker, Staff Member or Co-ordinator if there is a change to your condition or in the level of support required.
7. Advise the Staff if you will be away on holiday or out at appointments and we will attempt to accommodate the change.
8. If receiving Home Care Services - provide cleaning equipment, such as a bucket, mop, vacuum and cleaning products such as Jif and Janola.
9. Do not expect or request your Support Worker to perform duties such as cleaning ceilings, outside windows, climbing on ladders or gardening as they are not currently services that we provide.
10. Do not request personal information from your Support Worker, Staff Member or Co-ordinator such as their home telephone numbers as it is our policy not to provide this information.



11. Do not give your Support Worker, Staff Member or Co-ordinator gifts.
12. Any concerns you have about the service being provided, please make contact with a Co-ordinator or Service Manager.

### **DO YOU NEED SPECIALIST EQUIPMENT?**

**Let us make it easy for you!** Finding the right equipment can be a real hassle – so our solution was to open our own equipment store! We source, personally test, sell, hire and critique specialist equipment for both older people and those with disabilities. What better way to know that piece of equipment is truly ‘fit for purpose’ than by having it recommended by us!

**Even better, hire it before purchasing and decide yourself!**

- Massive array of equipment for Sale
- Large range for Hire – short term or long term
- Showroom with passionate assistants
- Catalogues – from trusted suppliers to select from

## **Complaints**

DRCT manages complaints in a prompt, culturally sensitive, objective and professional manner taking into consideration cultural and any other known factors that are important to the Client.

Any complaints about the services received or about Support Workers may be directed to the Service concerned or directly to the Service Line Manager. The process for dealing with any complaint is detailed in the procedures below.

Where the Client would prefer to have their views represented to DRCT by a third party, DRCT welcomes such persons to its premises.

### ***Complaints Procedures***

1. Any complaints about the services received or the Support Worker are to be directed to the Service or the Service Line Manager as appropriate.
2. Complaints can be received in writing, or verbally with notes taken by the person receiving the complaint.
3. In all cases the person who is responsible for resolving the complaint will address the matter promptly and respond to the complaint within 5 working days.
4. In the first instance, Co-ordinators will endeavour to resolve the matter at an informal level by discussion with the parties concerned.
5. Where meetings take place, the Client has the right to one or more support persons of his/her choice present.
6. If resolved, a written report will be provided to all parties, including the Service Manager and a copy placed on the Client's file.

7. If the matter cannot be resolved or is considered (by either party) to be of a serious nature, the following process is to be followed.
  - a) The Chief Executive Officer or Trust Chairperson will be advised of the complaint.
  - b) The complainant will be given the option of DRCT continuing with the issue or it being referred to the relevant Advocacy service on behalf of the Health and Disability Commissioner.
  - c) Progress towards resolution of each complaint or dispute is to be reviewed within an agreed time frame.
8. DRCT will at all times make the time and resources (within budgetary constraints) available, to bring all complaints to a satisfactory conclusion.

### **INFORMATION REGARDING ALL THING DISABILITIES IN ONE PLACE!**

**At the Disabilities Resource Centre we don't pretend to know everything, however, the one thing we do know is that knowledge is power!** Books are expensive so we've bought an entire library worth to share with the community!

- A huge array of books
- Carefully selected Videos and DVDs
- Catalogues of Specialised Newsletters
- FundView (a funding database of community groups)
- Extensive lists of community support groups
- Information regarding types of NZ Government benefits available
- Lists of recommended websites and ebooks

## **Surveys**

DRCT is committed to finding out what you think of our services. We are interested in knowing about the quality of care you received, feedback about our staff and your involvement in service delivery planning.

All surveys are optional and you will not be required to identify yourself if you prefer to keep your responses anonymous.

## **Spirituality and Counselling**

The DRCT will endeavour to meet our clients' spiritual and counselling needs in a non-judgemental and compassionate manner showing empathy and understanding.

The meeting of clients' spiritual and counselling needs will be facilitated through the art of 'Active Listening' and gaining access to appropriate services as required.

## **Equipment, Aids and Enablers**

Some Clients require support by way of equipment that assist with everyday living such as items like walking frames, personal care equipment or hoists this will usually be provided by one of the funding agencies or you may have purchased it yourself or hired it.

Our Support Workers are trained and supported to use equipment and aids safely. If you obtain a new piece of equipment please ensure you let a Co-ordinator know so that we can continue to support you and the staff safely.

## **Death and Tangihana**

DRCT will respect people's beliefs and values and acknowledge the varied experiences of loss and grief.

It is acknowledged that clients and their family members must be allowed the time and space to practice their religious and cultural beliefs in relation to death. Staff will provide assistance in accessing chaplaincy services on request.

## **Shopping**

Support Workers may complete shopping tasks for clients but must never transport clients in their private vehicles. The following rules are in place for Support Workers to do this task for you:

1. Write a list of items for purchase.
2. Complete shopping and request a receipt.
3. Pass receipt, shopping and change back to client asking them to verify it is correct.

## **Use Of Steam Mops**

Your Support Worker is not permitted to use a steam mop, unfortunately these have been known to cause damage to hard floor surfaces and our liability insurance does not cover this type of damage.

## **Fees**

We receive funding to provide your assessed services from the agency who has referred you to us for support. Most of our services are free, however if you are interested in private services, these are available and you can discuss these with a Staff Member.

## **Entering and Exiting a Client's Home - Home Visit by a Support Worker**

Your Support Worker will arrive at your home at the times that have been prearranged. They will arrive alone, or with another Support Worker if required.

You can expect that your Support Worker will:

- Knock on your door and identify their name clearly.
- Have pinned to their person an identification badge.
- Will remove their shoes if required

Do not open the door if you do not recognise the name of the Support Worker. Please leave a light on if the Support Worker is arriving in the dark. On leaving your home, your Support Worker will ask you if they should close your windows, lock your doors and/or leave the outside light on.

Please ensure that the Support Worker is clear about your exit instructions.

## **Entering a Client's Home - Home Visit by a Service Co-ordinator**

You will be contacted by phone to arrange a home visit by a Service Co-ordinator. They will arrange with you a suitable time and will arrive at your home with an identification badge on the person at the pre-arranged time.

You can expect the following:

- They will knock on your door and will clearly identify themselves indicating where they are from.
- They will remove their shoes before entering your home.

At anytime during the visit you can ask them to leave. Do not open the door if you do not recognise the name of the Service Co-ordinator.

When the visit is completed the Service Co-ordinator will discuss with you any issues or concerns that you may have regarding the Home Visit. They will leave you their service card that has their contact details on.

## **Cancellation of the Service**

You have the right to cancel your services at any time. However we value your feedback and may ask you to complete a survey or attend an exit or discharge meeting to evaluate the services you received. DRCT may also cancel services if all attempts to resolve any issues identified have not been able to be resolved to meet your needs and ensure staff safety.

Thank you for choosing us to provide your services.

