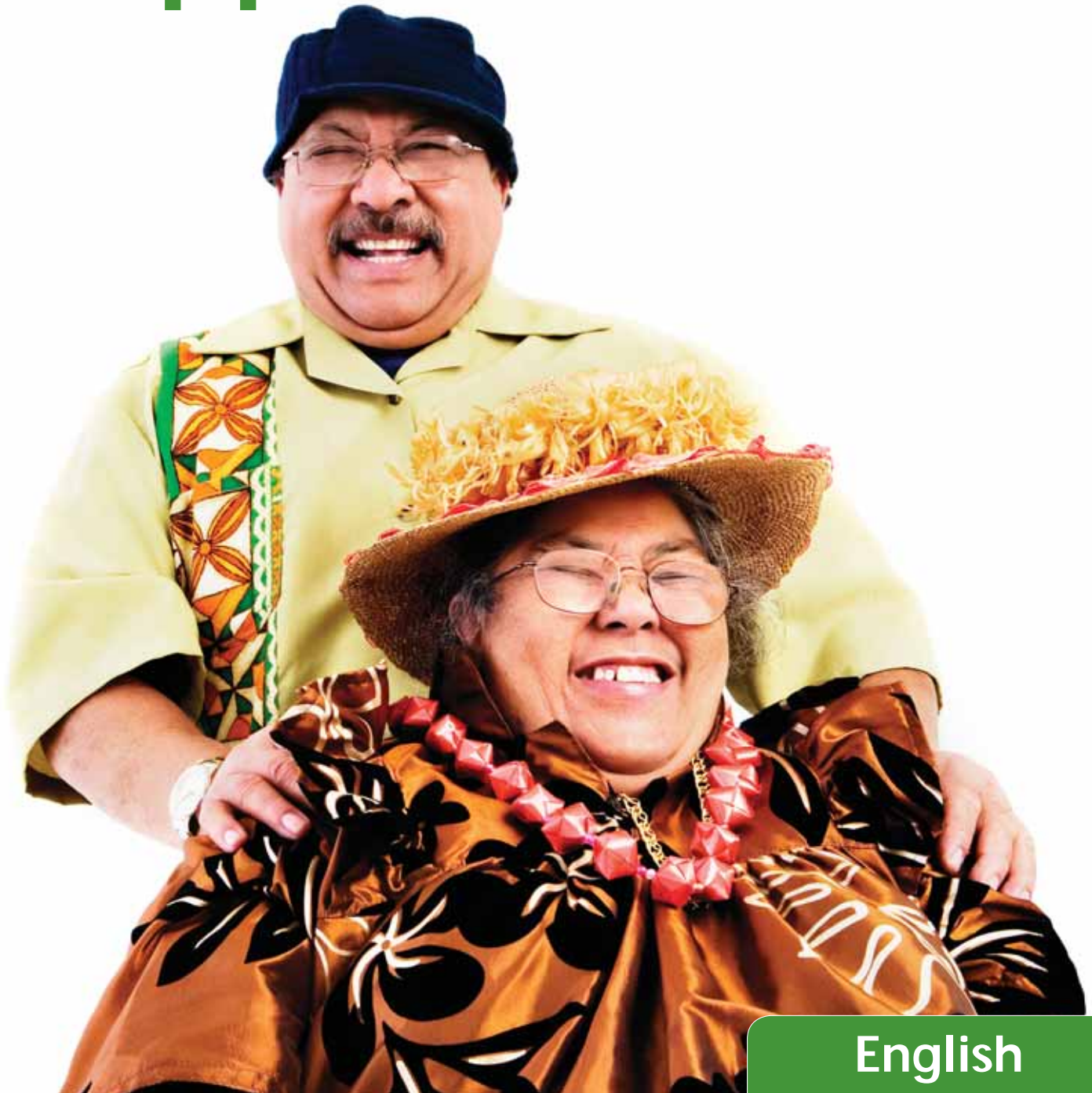




Your guide to Disability Support Services



English



This booklet

Your Guide to Disability Support Services, September 2010.

Produced by Le Va on behalf of the Ministry of Health,
as part of Faiva Ora, The National Pasifika Disability Plan.

Ministry of Health
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Web www.moh.govt.nz/disability

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General information about disability support services.



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Disability Support Services

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services for you?

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(NASC) works



This booklet

How to get Ministry of Health funded Disability Support Services

If you live in New Zealand, are a New Zealand resident and have a long-term disability which isn't covered by ACC, you may be able to get Ministry of Health funded disability support services.

Disability Information and Advisory Services (DIAS)

The Ministry of Health has an agreement with a number of organisations throughout the country to provide disability information and advice.

Anyone can get this service and it is free. They can give you information about disability, what support services are available and how to find them.

Equipment and Modification Services

If you have difficulty doing everyday tasks because of your disability, you may be able to get some equipment and/or modification to your home or vehicle to help you. The best way to find out is to contact:

- Accessable (if you live in Auckland or Northland) **0508 001 002** or visit www.accessable.co.nz
- Enable New Zealand (if you live in the rest of New Zealand) **0800 171 981** or visit www.disabilityfunding.co.nz

For more information on disability or any of the Federation of Disability Information Centres (NZFDIC) **0800 693 342** or

Needs Assessment and Service Coordination (NASC)

The best way to find out if you can get disability support services like those described on the right hand side of the page is to get in touch with a NASC organisation. NASC organisations have an agreement with the Ministry of Health to arrange disability support services for you. They will tell you if you are eligible, work with you to find out what your needs are and arrange the support and services that you agree to.

For more information on how NASC work, see the flowchart on page 10.

Home and Community Support

If you want to live in your own home but need help to do so, you may be able to get help with your personal care (such as eating, showering, getting dressed), meals and housework.

Community Residential Support

This service is about helping you to live in a supported home-like environment in your local community. The home has paid staff to help you look after yourself and do activities in the community.

Respite Services

Respite services usually give you a temporary place to stay while giving your carer or family/whanau a short break from their usual role of supporting you at home.

Carer Support Subsidy

If you have an unpaid full-time carer, they may be able to get some financial assistance from the Ministry of Health. The Carer Support Subsidy is a payment they can put towards the cost of paying someone else to be there for you, so they can take a break.

Ministry of Health funded disability support services:
visit www.moh.govt.nz/moh.nsf/indexmh/disability-fundedservices.



This booklet

What is a disability?

For the purposes of this guide, the Ministry of Health defines a person with a disability as someone who has been assessed as having a:

- physical disability
- intellectual disability
- sensory impairment, such as vision loss or hearing loss (or a combination of these).

The disability is likely to continue for a minimum of six months and results in a person being unable to live independently without support.

What help is available?

This guide provides information you need to know about the range of disability support services available from the Ministry of Health, and how you can find help to apply for these services:

- respite care
- carer support
- home and community support services
- community residential support services
- support you need for your environment, such as housing modifications or subsidies for children who need glasses.

More information on each of these services is available throughout this guide.

Are these support services for you?

You can apply for the disability support services in this guide if you:

- have a disability that is likely to continue for more than six months
- are unable to do everyday activities safely on your own
- are not covered by ACC
- are a New Zealand citizen or permanent resident or from another country which has a funding agreement with New Zealand.

Most of the services are for people with disabilities who are under 65 years old. Equipment and modifications can be considered for people with disabilities of all ages.

Disability support services for people that are 65+ years, with an age-related disability or mental health need are assessed and funded by district health boards.

The support services outlined in the "Your Environment" section of this booklet are available to all age groups as long as you meet the criteria above.

Disability Information and Advisory Service (DIAS) advisors can:

- tell you about the different services
- tell you who your local NASC service is and how to make contact
- advise you about services provided by other agencies that may also offer assistance and support (such as Work and Income New Zealand benefits).

Vaka Tautua are the National Pacific DIAS service who can be reached on 0800 825 282 (0800 VAKATA).

How much do these services cost?

Many of the disability support services are fully funded by the Ministry of Health. However, some services have charges, and you may be asked to pay a part charge in some cases.

Other support services available

Contacts for other government funded support services are available in the Disability Directory in this guide.

There is also a section that tells you what your rights are as a consumer of health services.

This booklet is also available in different Pacific languages.



This booklet

How Needs Assessment and Service Coordination (NASC) works

If you live in New Zealand, are a New Zealand resident and have a long term disability which isn't covered by ACC, you may be able to get help through the Ministry of Health Disability Support Services. The best way to find out is to get in touch with a Needs Assessment Service Coordination organisation, usually known as NASC.

Referral

You can refer yourself or any of the following people can refer you to NASC as long as they have your agreement:

- your family, whanau, aiga or carer
- a doctor or health professional
- someone from a disability or community organisation.

Some NASC require a written referral. Each organisation will have their own referral forms, which they can send out to you. You might also be able to get a referral form online.

Eligibility

The Ministry of Health has criteria you will need to meet before you can be considered for the disability support services they fund.

The NASC organisation will let you know if you meet the criteria.

How can I find my local NASC?

To find the contact details for your local NASC

- free phone – **0800 693 342** (0800 NZFDIC)
- visit – www.moh.govt.nz/moh.nsf/indexmh/disability-contact-nasc.

If you are over 65 years you can get a NASC service through your local district health board (DHB).

If you do not meet the criteria for Ministry of Health funding, the NASC organisation can help you find other services that may be able to help.

Needs assessment

A NASC organisation's needs assessment facilitator will work with you to find out what your needs are. This includes talking with you about what you can do for yourself, what help you already have, what you want to achieve and what help you need to get there. This is called a needs assessment.

Specialised assessment

Sometimes more detailed information is required to identify your needs and support options. The NASC might refer you to someone who, for example, can better assess your equipment needs and give better equipment options as to how your needs can be met.

Service coordination

This usually follows the needs assessment. A service coordinator will discuss the types of support and services available to meet your needs. The information you discuss will be written down in what is referred to as an individualised support plan.

The service coordinator will tell you about supports and organisations available to help you. You can then choose which one you want to use depending on what is available.

The organisation will then be contacted by the NASC service and told what they need to give you – as outlined in your plan.

Disability Support Services may not fund all of the supports written down in your support plan. You may organise some yourself. The NASC organisation may contact the appropriate agency.



This booklet

How do you apply for disability support services?

To apply for any disability support service in this guide you need to have a needs assessment. This means you need to talk with your doctor or your local Needs Assessment and Service Coordination (NASC) organisation to find out what your support needs are. The NASC will carry out a needs assessment and advise on what services best meet your needs. They will then coordinate those services for you.

The contact details of the local NASC organisation in your area are listed in the Disability Directory in this guide.

To make the process easy, a good starting point is to call one of the following Disability Information Advisory Services (DIAS) who can help connect you or your family with the right people and services.

- Vaka Tautua – **0800 825 282** (0800 VAKATA)

Vaka Tautua is the national Pacific Disability Information Advisory and Support Service with coordinators in Auckland, Wellington and Christchurch who can provide information, advice and support in different Pacific languages.

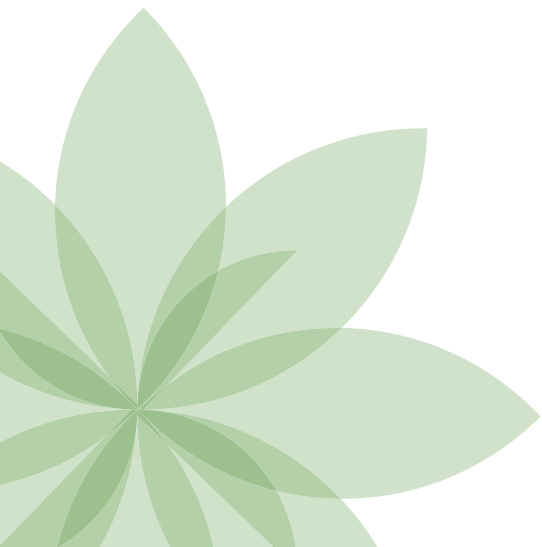
The following services can also help Pacific people and their families find out more information about disability support services:

- Ministry of Health, Disability Support Services – **0800 373 664**
- NZ Federation of Disability Information Centres – **0800 693 342.**





This booklet





Your needs

Support for you and your family.



In this section

What services are available to you and your family?

Respite Care

Home and Community Support Services

Carer Support Subsidy



Your needs

What services are available to you and your family?

Pacific people with disabilities are often cared for in a family home. Disability support services are designed to help people with disabilities in their home environment and to support their personal care and home management.

The main support services available are:

- respite care
- home and community support services
- Carer Support Subsidy.

These services can vary from a few hours each week to 24-hour support, depending on your needs.

Respite Care

What is respite care?

Sometimes people with a disability need a break, and so do the people who provide on-going support for them.

The respite care service gives fulltime carers a short break to prevent or relieve stress. It also gives the person with a disability a positive, stimulating experience while their carers take a break.

For the person with a disability, this can mean either:

- a change of carers in your home, or
- spending a short time in another place that can provide the right type of support.

It all depends on your needs and the needs of your carer. Respite care services are located in the community and there are a number of options available.

A respite care service should provide a safe, enjoyable environment where staff are able to support you to take part in your community. The service will also help connect you and your carers to the available support networks.

Is there a limit for respite care?

The amount of funded respite care support available to you and your carer or family is based on your needs and what services are available in your area.

Respite care services can be planned so that respite support is used regularly, or it may also be unplanned. Respite is available when emergencies or unplanned events happen.

Home and Community Support Services (HCSS)

What are home and community support services?

Home and community support services help people with a disability to live at home. They include household management and personal care.

Household management may include help with:

- preparing a meal
- washing, drying or folding clothes
- essential house cleaning, vacuuming and tidying up.

Personal care may include help with:

- eating or drinking
- getting dressed or undressed
- getting up in the morning or getting ready for bed
- showering or going to the toilet
- getting around your home.

Who can get home and community support services?

These services are available to people who:

- are under 65 years old, and
- meet the Disability Support Services Groups' definition of being disabled, and
- have had a needs assessment that says they need home based support services.

To get household management you usually need to hold a Community Services Card. For children under the age of 16 with a disability to receive household management services, they must be assessed as needing this service and their parents or guardians must be Community Services Card holders.

To find out more about a Community Services Card and how to apply, see Work and Income for more information. Work and Income contact details are listed in the Disability Directory of this guide.



Your needs

Carer Support Subsidy

What is the Carer Support Subsidy?

The Carer Support Subsidy is funded by the Ministry of Health to help the unpaid full-time carer of a person with a disability to take a break from caring for that person.

A support person can takeover support while their full-time carer is taking a short break.

The Carer Support Subsidy helps to pay some of the costs of using a support person. The number of hours or days that carer support is funded for depends on the needs of the carer and the person they are caring for.

Who is a full time carer?

A full-time carer is the person (or people) who has the main responsibility to care for a person with a disability. A full-time carer must provide more than four hours per day unpaid care. For Pacific people this often includes more than one person, such as parents, brothers and sisters and extended family that live together in one household.

Who can be a support person?

The Carer Support Subsidy can be paid to a support person to provide a break for the full-time carer of a person with a disability. This could be friends, family members, neighbours or people who provide relief care in a place such as a rest home.

A support person cannot live at the same address as the full-time carer or the person with a disability. For example, parents or siblings or any extended family that live at the same address as the person with a disability cannot be a support person and be paid the Carer Support Subsidy.

When can Carer Support Subsidy not be used?

The Carer Support Subsidy cannot be used:

- while the full-time carer is at work
- by the parent or partner of the person with a disability who is the main carer
- to assist your recovery after discharge from hospital
- if the support person lives at the same address as the full-time carer.



Do Carer Support Subsidy payments affect your income tax?

In some cases, you may need to pay income tax on Carer Support Subsidy payments. This will depend on individual circumstances.

For further information and advice about tax issues, contact Inland Revenue. If you receive a benefit, Work and Income may be able to provide further information. To contact these organisations, see the Disability Directory in this guide.

How do you apply?

To apply for any of these disability support services, you must have a needs assessment by your local Needs Assessment Service Coordination (NASC) organisation.

You can talk with your doctor about your needs and they can refer you to your local NASC service. The NASC service will carry out a needs assessment and advise what services might best meet your needs. If the assessment shows you need these services, the NASC service will then organise and coordinate these services. In some cases, your doctor may be able to refer you for the Carer Support Subsidy.

For more information:

The NASC organisations in your local area are listed in the Disability Directory in this guide.

Alternatively, a Disability Information Advisory Service (DIAS) can help connect you with the right service:

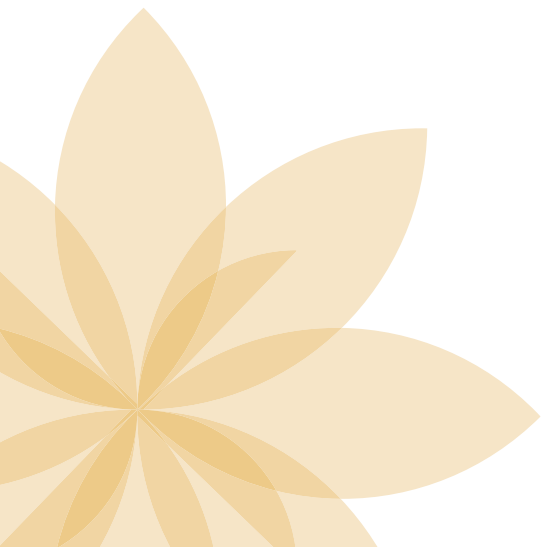
- Vaka Tautua – **0800 825 282** (0800 VAKATA)
- Ministry of Health, Disability Support Services – **0800 373 664**
- NZ Federation of Disability Information Centres – **0800 693 342**.

NOTE: If your disability is covered by ACC, you will not qualify for these services. However, ACC also funds disability support services, so ask them what they can do for you:

- ACC – **0800 101 996**



Your needs





Your own place

*Support for living in the community
(home, money and getting around).*



In this section

**What are Community
Residential Support
Services?**

Can Work and Income help?



Your own place

What are Community Residential Support Services?

For some Pacific people with disabilities, living in the community in a supported home-like setting is best for them and their family.

The Ministry of Health funds support services for people with disabilities who want to live independently of their family and need support to do so. These services are called community residential support services (CRSS).

Community residential support services help people with disabilities to:

- be included in their community
- be as independent as possible
- make their own decisions
- have control over their lives
- have a say about their services
- include their family if they want to.

There are two main types of services for:

- people with an intellectual disability and
- people with a physical disability or a disability affecting the senses such as vision or hearing loss.

How do these services work?

Community residential support services are funded by the Ministry of Health for people who:

- have a long-term disability and who:
 - are under 65 years (people 65 or over can get these services if they lived in residential services before they turned 65)
 - have been assessed by a Ministry of Health funded Needs Assessment and Service Coordination (NASC) organisation as having their needs 'best met' by living in a community residential support service
- are not entitled to ACC funding.

The Ministry of Health funds residential homes or flats where people with disabilities share their home with others. Each person has their own room and most homes are physically accessible.

In many cases, residents have someone they trust who acts as an advocate to help them understand, make decisions and live successfully with other people with disabilities. Whether you have a choice of a residential service or home may depend on your disability, where you prefer to live, what support services you qualify for and what is available in your area.

When you go to live at a residential home you will sign a home agreement, which sets out the responsibilities of the provider and the person who will use this service. It details what services will be provided and who pays for what.

Community residential support services can provide support 24 hours a day if needed, including:

- planning and preparing meals
- daily personal care such as showering, hair washing or teeth cleaning
- household jobs such as washing and housework
- learning new skills and having new experiences
- getting out and doing things in the community such as joining support groups and mixing with other people
- helping you get to the doctor, dentist, hairdresser or the bank.

What happens day-to-day in a home?

In most homes, you have your meals with the other people who live in your home and do other things together such as choose what you want to watch on TV or where to go in the weekends.

You also have the right to do things on your own and have your own interests and friends. Each resident will have an individual plan that sets out personal goals – what you want to do and achieve. Residents may have family or people from other services involved in making their plan.

Your plan may include things like:

- what will happen with your short and long term goals, such as staying in touch with a partner or other people you care about
- having friends and having them visit you
- learning new skills and seeing that your cultural and spiritual needs are met
- how these goals will be supported and reviewed
- how family and other services will be involved in your plan
- the name of the person who will support you to make progress on your goals.



Your own place

Who pays for what?

The Ministry of Health funds these services but you'll have to pay for some things yourself.

If you get a Work and Income New Zealand benefit, part of your benefit contributes towards the cost of these services. You keep the left-over part of your benefit, called a Personal Allowance, for your personal needs such as clothing, toiletries, stationery, magazines and entertainment.

What if your needs change?

Your service coordinator will check the services you receive each year to make sure they are still right for you. A new assessment will be carried out every three years.

If your needs change, your service coordinator may advise you to move to another home that better suits your needs. If this happens, you cannot be moved until you, your family and your advocate have fully talked this over and agreed with your service coordinator.

Ask someone you trust to come to the meeting with you.

If things are not right, speak up. You have the right to complain (Refer to the 'Your Rights' section on page 45 of this guide for further information).

What if you live in a rest home?

If you are funded by the Ministry of Health to live in a rest home or hospital, you will have similar services and the same rights as people living in community residential support services.

All possible options relating to where you live and what support you need should be considered before the NASC suggests a rest home as your future home.

What if you go to hospital?

If you go into hospital, your benefit continues in the usual way, unless you are in hospital for more than 13 weeks.

The Ministry of Health keeps paying your service provider in the same way for four weeks, then 50 per cent of the usual amount for a further 10 weeks. After that time, if you are still in hospital, other arrangements are made between the NASC organisation and your service provider. In most cases, you will still be able to come back to the same home.

Can Work and Income help?

Work and Income can tell you about other financial support you may be able to get. For example, the disability allowance can help pay for:

- going to the doctor
- medication
- other costs as a result of your disability.

Call **0800 559 009**, visit **www.workandincome.govt.nz**, or make an appointment at your local Work and Income office.

How do you apply?

To apply for these services you must have a needs assessment.

You can talk with your local Needs Assessor Service Coordination (NASC) organisation to arrange this. The NASC will advise what services best meet your needs, and then organise those services for you.

Contact the following for more information:

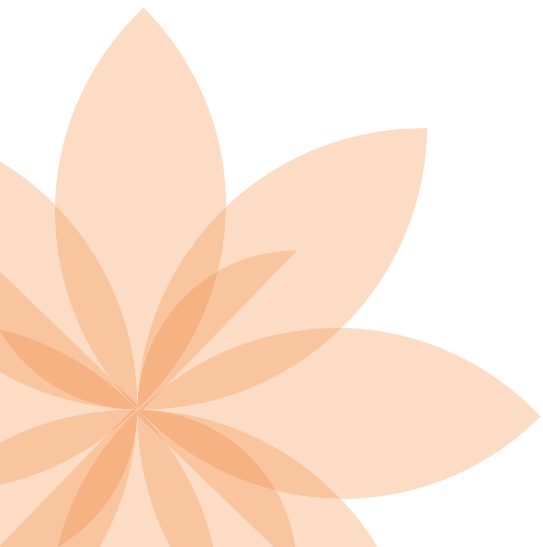
- local NASC organisation (refer to the Disability Directory section on page 49)
- Vaka Tautua (DIAS) – **0800 825 282** (0800 VAKATA)
- Ministry of Health, Disability Support Services – **0800 373 664**
- NZ Federation of Disability Information Centres – **0800 693 342**.

NOTE: If your disability is covered by ACC, you will not qualify for these services. However, ACC also provides disability support services, so ask them what they can do for you:

- ACC – **0800 101 996**



Your own place





Your environment

This section outlines the special equipment and services available to help support people with a disability in their home environment and in their community.



In this section

What equipment and services are available?

Equipment for people of all ages

House modifications

Blind and reduced vision

Deaf and reduced hearing

Vehicle modifications



Your environment

What equipment and services are available?

Do you have vision or hearing loss or physical, intellectual, or age-related disability? Then you may be able to get special equipment or funding for modifications in and around your home to help with your safety and independence.

The equipment or modifications must be needed to help you get access to, or manage your everyday activities.

The help you can get will depend on your own needs and situation.

The following special equipment or services are available:

- wheelchairs
- walking frames
- mobility canes
- shower stools
- hoists.

House modifications, such as:

- wheelchair ramps
- door widening
- handrails
- wet floor showers
- special safety fencing (not standard fencing).

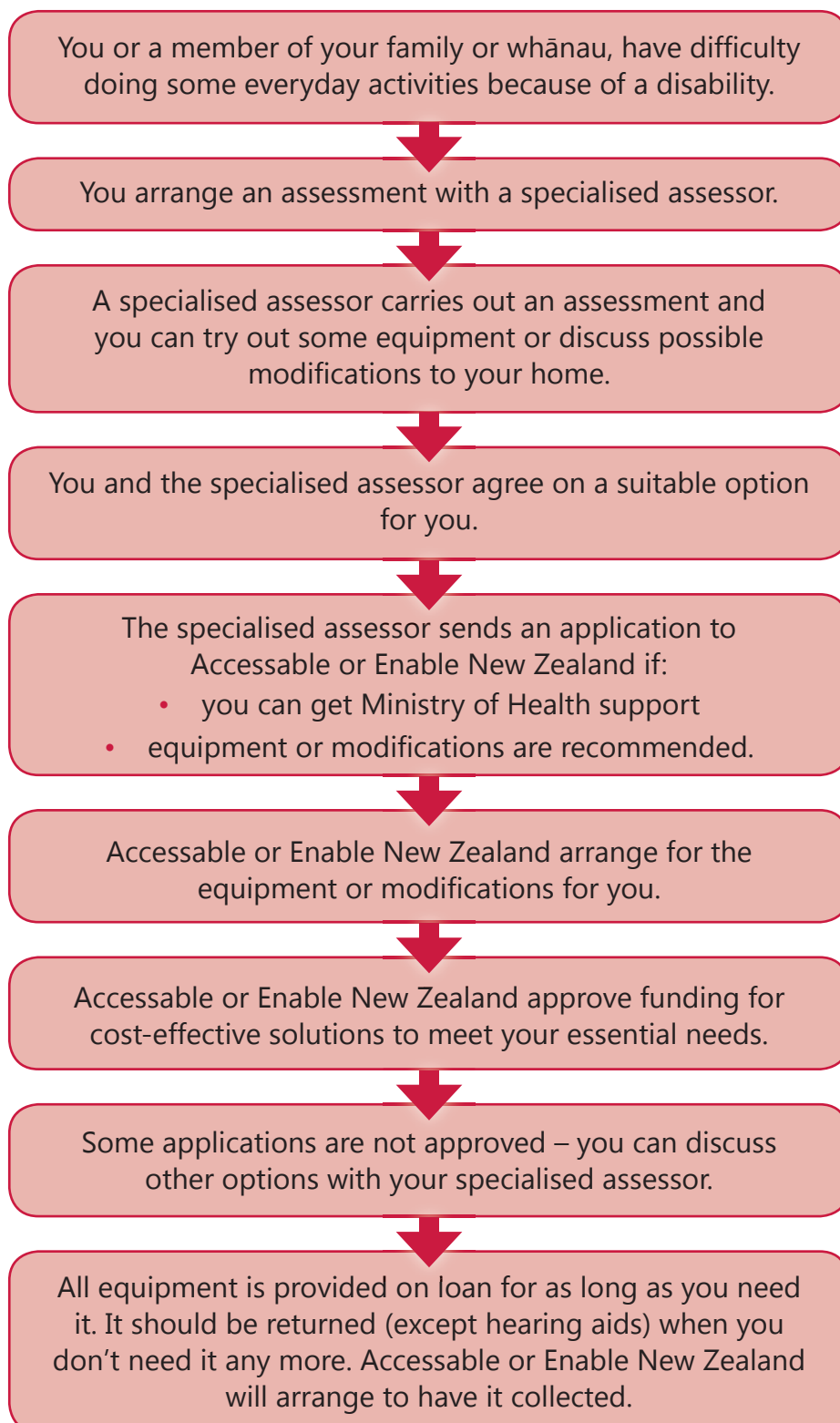
Communication devices and other equipment:

- glasses
- hearing aids
- visual smoke alarms
- vehicle modifications
- wheelchair carriers
- van hoists
- hand controls
- seat and safety restraint modifications.



Equipment and modifications

The steps to get equipment and/or modifications:





Your environment

How do you get this equipment?

First you must have an assessment by a specialised assessor.

This means an assessor will look at ways to help you do your everyday tasks. With your help, the assessor identifies the equipment you need to be safe and independent at home, or to work or study, or to look after someone who depends on you.

Assessors may be occupational therapists, physiotherapists, speech language therapists, audiologists, or vision and hearing assessors. They can be contacted through your district health board, NASC organisation, or your doctor.

To apply for Ministry of Health funding, all equipment applications are sent by the assessor to the Ministry of Health's equipment providers Accessable (if you live in Auckland or Northland) or Enable New Zealand (if you live anywhere else in New Zealand). For contacts, see the Disability Directory in this guide.

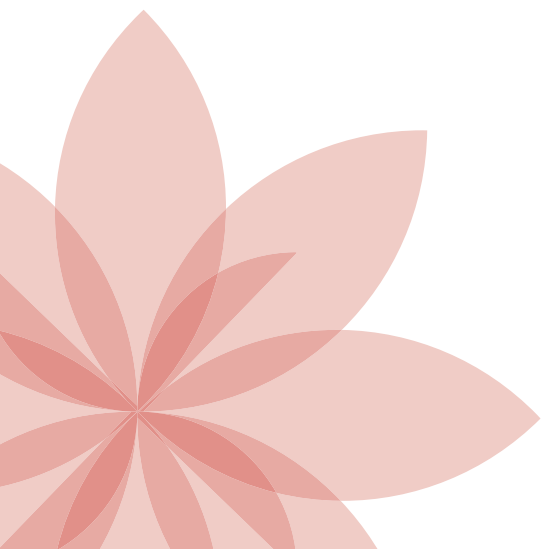
What do Accessable and Enable New Zealand do?

Accessable and Enable New Zealand receive and check applications for equipment from assessors. If approved, they also supply the equipment.

They check applications to make sure the assessor has considered all the support and equipment options for you. This is so that any equipment you might get is suitable and useful for you.

Most people will get equipment soon after their application is approved. However, delivery will depend on how urgent your need is (compared to others), whether you need to trial the equipment, and how quickly the equipment can be supplied.

Accessable and Enable New Zealand also repair and maintain the equipment and can collect it when you no longer need it.



Who do you contact?

The NASC organisation in your local area can help you connect with the right people and services.

For more information, you can contact:

- Accessable (if you live in Auckland or Northland) – **0508 001 002** or visit **www.accessable.co.nz**
- Enable New Zealand (if you live outside of Auckland and Northland) – **0800 171 981** or visit **www.disabilityfunding.co.nz**

Alternatively, a Disability Information Advisory Service (DIAS) can help connect you with the right people and service:

- Vaka Tautua – **0800 825 282** (0800 VAKATA)
- Enable Information – **0800 362 253**
- NZ Federation of Disability Information Centres – **0800 693 342**.

Refer to the Disability Directory section in this guide for further information.



Your environment

Equipment for people of all ages

What kinds of equipment?

Equipment such as:

- wheelchairs
- shower stools
- walking frames
- mobility canes.

Who can get house modifications?

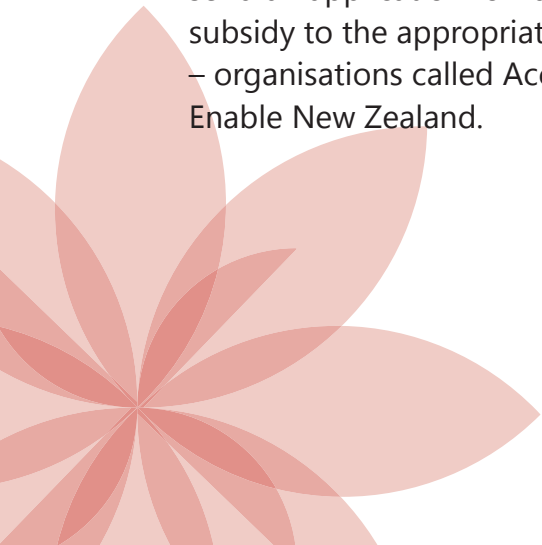
These services may be considered for people who:

- have a disability that is likely to continue for at least six months
- are unable to do some everyday activities safely on their own
- are not entitled to ACC funding
- live in New Zealand and are a New Zealand resident (or be from another country that has a funding agreement with New Zealand).

How do you apply?

You must arrange for an assessor (an occupational therapist) to assess your needs.

If you do qualify, the assessor will send an application for funding or subsidy to the appropriate provider – organisations called Accessible or Enable New Zealand.



These providers:

- check and process applications and make sure the assessors have considered many support and equipment options for you
- supply equipment
- organise repairs to equipment.

Who pays?

If your application is approved, most of this equipment is fully funded by the Ministry of Health.

Who do you contact?

The NASC organisation in your local area can help you connect with the right people and services.

For more information, you can contact:

- Accessable (if you live in Auckland or Northland) – **0508 001 002** or visit **www.accessable.co.nz**
- Enable New Zealand (if you live outside of Auckland and Northland) – **0800 171 981** or visit **www.disabilityfunding.co.nz**

Alternatively, a Disability Information Advisory Service (DIAS) can help connect you with the right people and service:

- Vaka Tautua – **0800 825 282** (0800 VAKATA)
- Enable Information – **0800 362 253**
- NZ Federation of Disability Information Centres – **0800 693 342**.

Refer to the Disability Directory section in this guide for further information.



House modifications

To help support you in your home, modifications can help you do things you couldn't do before, or make difficult tasks easier.

What kinds of modifications?

Modifications include:

- wheelchair ramps
- door widening
- handrails
- wet floor showers
- special safety fencing (not standard fencing).

Who can get house modifications?

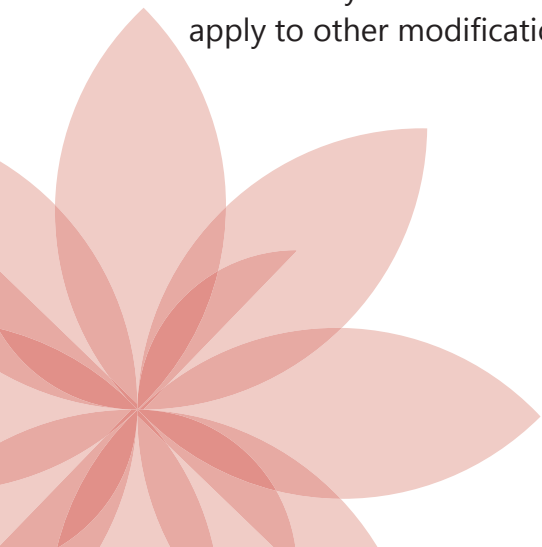
These services are available to people who:

- have a disability that is likely to continue for at least six months
- are unable to do some everyday activities safely on their own
- are not entitled to ACC funding
- live in New Zealand and are a New Zealand resident (or be from another country that has a funding agreement with New Zealand).

Who pays?

Modifications costing more than \$200 (including GST) are fully funded for children with disabilities up to 15 years of age. For people of other ages, Work and Income will work out if you need to pay part of the costs.

There is a \$15,334 (including GST) upper limit on modifications to allow you to get in and out of your home including moving between floors. However, this limit does not apply to other modifications such as door widening and level access showers.



The Ministry of Health will not fund:

- modifications costing less than \$200 (including GST).
- soft furnishings (like curtains and carpet)
- general maintenance
- modifications carried out for work, social or economic reasons
- modifications that have been carried out without funding approval.

Who do you contact?

The NASC organisation in your local area can help you connect with the right people and services.

For more information, you can contact:

- Accessable (if you live in Auckland or Northland) – **0508 001 002** or visit **www.accessable.co.nz**
- Enable New Zealand (if you live outside of Auckland and Northland) – **0800 171 981** or visit **www.disabilityfunding.co.nz**

Alternatively, a Disability Information Advisory Service (DIAS) can help connect you with the right people and service:

- Vaka Tautua – **0800 825 282** (0800 VAKATA)
- Enable Information – **0800 362 253**
- NZ Federation of Disability Information Centres – **0800 693 342**.

Refer to the Disability Directory section in this guide for further information.



Your environment

Blind and reduced vision

The Ministry of Health can supply equipment or subsidies to support people with blindness or vision loss.

What kinds of equipment?

Equipment such as:

- glasses
- screen reading software
- mobility canes.

Who can get equipment or subsidies?

If you are a New Zealand citizen or resident living in New Zealand, you have a visual impairment be it completely blind or reduced vision, and you are not covered by ACC, then you may qualify for special vision equipment.

How do you apply?

First you must have an assessment by a specialised assessor.

Assessors are usually optometrists or eye specialists.

The assessor will advise what equipment would be the best and safest option for you. The assessor will then send an application to Accessable or Enable New Zealand.

Who pays?

The equipment is funded by the Ministry of Health. However there may be a part-charge for some equipment.

Subsidy for glasses for children

Children aged 15 years and under with vision loss may also qualify for a subsidy that helps pay for glasses.

To qualify for this service, you need to be assessed by a specialist assessor.

If you hold a Community Services Card or High Use Health card the Ministry of Health offers a subsidy of up to \$287.50 (including GST*) to help pay the cost of eye tests and buying glasses for children aged 15 years and under.



There is an extra \$51.11 (including GST*) available for children who need adult glasses. This extra funding is also available for glasses or repairs to glasses if your child's vision is changing very quickly or if they have a lazy eye or squint.

When you make an appointment, talk to your optometrist about this extra funding.

Your optometrist or eye specialist will help you fill out the subsidy form and send it off. You will need to pay the remainder of the charges.

Children can apply for the subsidy again in 12 months if they need new glasses.

Where the subsidy does not apply, talk with Work and Income about recoverable loans, or ask for support from local community groups.

Who do you contact?

The NASC organisation in your local area can help you connect with the right people and services.

For more information, you can contact:

- The Royal New Zealand Foundation of the Blind – **0800 243 333**
- Accessable (if you live in Auckland or Northland) – **0508 001 002** or visit **www.accessable.co.nz**
- Enable New Zealand (if you live outside of Auckland and Northland) – **0800 171 981** or visit **www.disabilityfunding.co.nz**

Alternatively, a Disability Information Advisory Service (DIAS) can help connect you with the right people and service:

- Vaka Tautua – **0800 825 282** (0800 VAKATA)
- Enable Information – **0800 362 253**
- NZ Federation of Disability Information Centres – **0800 693 342**.

Refer to the Disability Directory section in this guide for further information.

* Prices quoted are subject to change



Your environment

Deaf and reduced hearing

The Ministry of Health can support people who are deaf or have a hearing loss, and supply new equipment to help.

What kinds of equipment?

Equipment such as:

- hearing aids
- visual or vibrating alarms.



Do you qualify for hearing aid funding?

The following table shows who may be considered for Ministry of Health funding and subsidies.

Groups of people	Qualify for
<ul style="list-style-type: none"> • Preschoolers • Children and young people - primary, secondary or tertiary students up to the age of 21. 	Fully funded hearing aids.
<p>Adults who have:</p> <ul style="list-style-type: none"> • had severe long-term hearing loss since childhood, or • had onset of sudden and severe hearing loss during adulthood, or • a dual disability (such as hearing loss and intellectual disability). 	The wholesale cost of hearing aids for all adults in this group, even if they don't hold a Community Services Card.
<p>Adults who are:</p> <ul style="list-style-type: none"> • working (greater than 30 hours per week), or • studying full time (aged over 21 years), or • doing voluntary work (greater than 20 hours per week), or • caring for a dependent person full-time. 	<p>The wholesale cost of hearing aids provided to adults in this group if they have a Community Services Card.</p> <p>Hearing aid subsidy of \$511.11 (inc. GST*) available for people who do not have a Community Services Card.</p> <p>Note – subsidies are available no more than once in every six years.</p>
<p>Adults who are:</p> <ul style="list-style-type: none"> • not working full time, or • not studying full time, or • not doing voluntary work (greater than 20 hours per week), or • not caring for a dependent person full-time, • and do not have complex needs as above. 	<p>Hearing aid subsidy of \$511.11 (inc. GST*) is available.</p> <p>Note – subsidies are available no more than once in every six years.</p>

Please note: people who qualify for Veterans Affairs or ACC are not eligible for MOH funded services.

* Prices quoted are subject to change



Your environment

How do you get hearing aids?

You must have an assessment carried out by an audiologist who is a member of the New Zealand Audiologist Society working at your district health board or in private practice. If you visit an audiologist working in a private practice, you will have to pay for the assessment plus any fitting costs.

The audiologist assesses your needs, decides what hearing aids or other equipment you need and sends an application for funding or subsidy to the MOH providers of hearing equipment.

These providers:

- check and process applications to make sure the assessors have considered all options
- supply hearing aids and other equipment
- organise repairs of funded hearing aids and other equipment.

Who do you contact?

The NASC organisation in your local area can help you connect with the right people and services.

For more information, you can contact:

- Accessable (if you live in Auckland or Northland) – **0508 001 002** or visit **www.accessable.co.nz**
- Enable New Zealand (if you live outside of Auckland and Northland) – **0800 171 981** or visit **www.disabilityfunding.co.nz**

Alternatively, a Disability Information Advisory Service (DIAS) can help connect you with the right people and service:

- Vaka Tautua – **0800 825 282** (0800 VAKATA)
- Enable Information – **0800 362 253**
- NZ Federation of Disability Information Centres – **0800 693 342**.

Refer to the Disability Directory section in this guide for further information.

Is funding available for other equipment?

If you need special equipment to work or study or to help you live safely in your home, you may be able to get financial help for other equipment. This may include fax machines and visual or vibrating alerts, such as smoke detectors or door bells. (Standard amplified telephones and smoke alarms will not be funded.)

Assessors for this equipment can be audiologists, hearing therapists or service coordinators from Deaf Aotearoa.

Are there other agencies that can help with hearing issues?

Deaf Aotearoa promotes deaf awareness and the use of sign language, and provides a range of services to the community such as education programmes and interpreter services. They can work with you to help you get the equipment you need. For more information call **09 828 3282**.

Hearing Therapy Services are funded by the Ministry of Health and are provided free of charge. Hearing therapists can assess your hearing needs, provide information about hearing aids and other equipment, teach you how to manage and help you get the equipment you need. For more information free call **0800 008 011**.



Vehicle modifications

The Ministry of Health may pay for modifications to your vehicle to help you drive or get in and out of your vehicle, as a result of your disability.

What kinds of equipment?

Equipment such as:

- wheelchair carriers
- van hoists or ramps
- hand controls
- modifications to seating and safety restraints.

Who can get vehicle modifications?

Here's how:

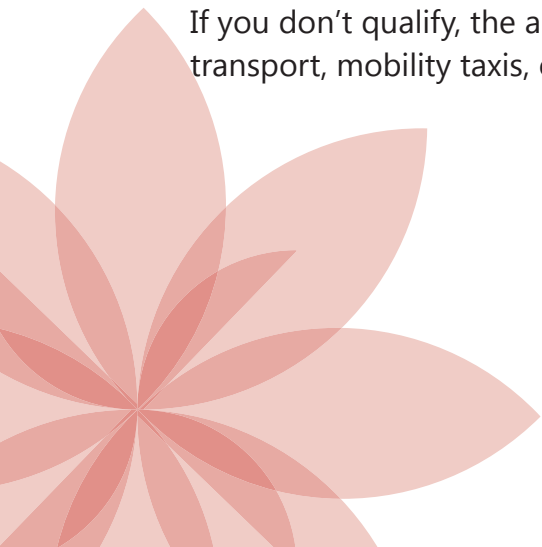
- your disability must be likely to continue for at least six months
- you must be unable to do some everyday activities safely on your own
- you must not be covered by ACC
- you must live in New Zealand and be a New Zealand resident (or be from another country that has a funding agreement with New Zealand)
- you need to drive your vehicle for work or study, or to look after and transport someone safely who depends on you such as children who experience disability.

In a small number of cases, the Ministry of Health will also pay for the purchase of a vehicle that is suitable to be modified.

How do you apply?

You need to arrange for an assessor (an occupational therapist) to assess your needs. If you are assessed as needing this service, they will apply for you.

If you don't qualify, the assessor can tell you about other options such as public transport, mobility taxis, or applying for help from other agencies.



Who pays?

If your application is approved, your vehicle modifications are usually fully funded by the Ministry of Health.

Who do you contact?

The NASC organisation in your local area can help you connect with the right people and services.

For more information, you can contact:

- Accessable (if you live in Auckland or Northland) – **0508 001 002** or visit **www.accessable.co.nz**
- Enable New Zealand (if you live outside of Auckland and Northland) – **0800 171 981** or visit **www.disabilityfunding.co.nz**

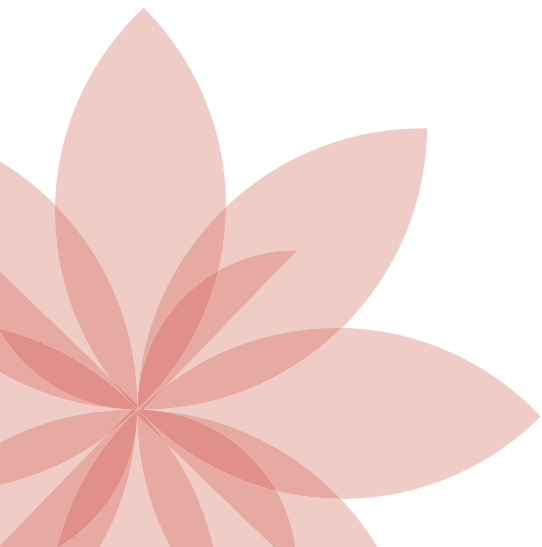
Alternatively, a Disability Information Advisory Service (DIAS) can help connect you with the right people and service:

- Vaka Tautua – **0800 825 282** (0800 VAKATA)
- Enable Information – **0800 362 253**
- NZ Federation of Disability Information Centres – **0800 693 342**.

Refer to the Disability Directory section in this guide for further information.



Your environment





Your rights

You are important and so are your needs.

If you feel you have not been treated with the respect you deserve, or are unhappy with the Ministry of Health or your disability support service provider you have the right to complain.

In this section

**Making a complaint about
Ministry of Health funded
disability support services**





Your rights

Making a complaint about Ministry of Health funded disability support services

You have a complaint about the disability support service you are receiving.

Providers of the services

In the first instance try to talk to the providers about your concerns.

The Advocacy Service at the Health and Disability Commissioners Office can support you with this.

Free call – 0800 555 050

Fax – 0800 278 77678

Email – advocacy@hdc.org.nz

Directly to the Health and Disability Commissioners Office

Free call – 0800 11 22 33

Directly to the Ministry of Health (Disability Support Services)

Free call – 0800 373 664
(0800 DSD MOH)

Fax – 0800 000 838

Email – dsdcomplaints@moh.govt.nz

Step one

If you have a problem or concern about any disability support services you are receiving you should first talk to the organisation that provides these services.

If you need help to do this you can contact:

Health and Disability Commissioners Advocacy Service

- free call – **0800 555 050**
- fax – **0800 278 77678**
- email – **advocacy@hdc.org.nz**

The provider of your service should have a complaints process in place.

Step two

If you feel unable to make a complaint to the provider of your support services, you can contact the Health and Disability Commissioner's Office:

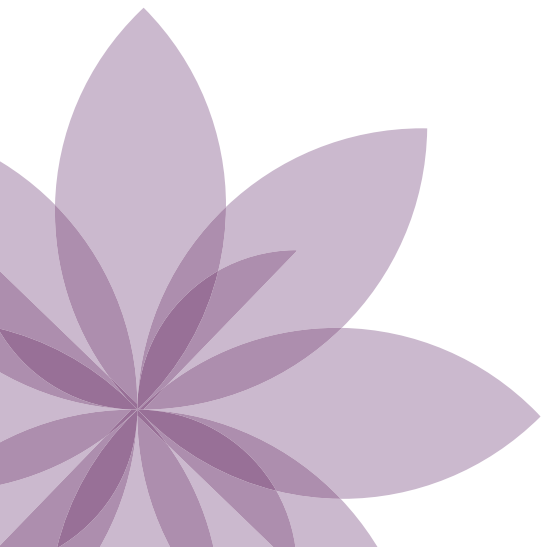
- free call – **0800 11 22 33**.

If your complaint is about the Ministry of Health funded disability support services and you feel unable to make a complaint to the provider of these services, you can contact the Ministry of Health directly:

- free call – **0800 373 664** (0800 DSD MOH) press #2
- fax – **0800 000 838**
- email – **dsdcomplaints@moh.govt.nz**



Your rights





Your directory

To help you navigate your way around Ministry of Health funded disability support services, here are the contact details for services and organisations in your region that may be able to help.



In this section

Disability Information Service

**NASC organisations
(Needs Assessment and
Service Coordination)**

**Equipment modification
organisations**

**Government services and
departments**



Your directory

Disability Information Services

The following organisations may be able to provide you with disability information and advice on where and how to get help. Some of these services are individual regional organisations while others provide information through a national network.

National

Altogether Autism – www.altogetherautism.org.nz
Phone 0800 273 463

Autism NZ – www.autismnz.org.nz
Phone 0800 288 476 (0800 AUTISM) Email info@autismnz.org.nz

CCS Disability Action – www.ccsdisabilityaction.org.nz
Phone 0800 227 200 Email info@ccsdisabilityaction.org.nz

Carers NZ – www.carers.net.nz
Phone 0800 777 797 Email info@carers.net.nz

Deaf Aotearoa New Zealand – www.deaf.org.nz
PO Box 15770, New Lynn, 1836-1848 Great North Road, Auckland 0640
Phone 09 8283282 Email national@deaf.org.nz

Disability Information Centres – www.weka.net.nz
These centres are locally based and they offer advice, information and referral services. For more information visit the website

Hearing Association, NZ – www.hearing.org.nz
Phone 0800 233 445

IHC – www.ihc.org.nz
Phone 0800 442 442

National Foundation for the Deaf – www.nfd.org.nz
205 Parnell Rd, Auckland 1052
Phone 0800 867446 Email enquiries@nfd.org.nz

NZ Federation of Disability Information Centres – www.nzfdic.org.nz
PO Box 1091, Invercargill 9840
Phone 0800 693 342 Email admin@nzfdic.org.nz

Parent to Parent NZ – www.parent2parent.org.nz
Free phone 0508 236 236

Please note: Not all services are noted.
For help finding the service closer to you contact Vaka Tautua 0800 825 282.

People First New Zealand Inc (Wellington) – www.peoplefirst.org.nz

Te Aro, Wellington 6011

PO Box 9199, Marion Square, Wellington 6141

Phone 04 381 3242 **Free phone** 0800 693 342

Fax 04 381 3242 **Email** mail@peoplefirst.org.nz

Royal New Zealand Foundation of the Blind – www.rnzfb.org.nz

Phone 0800 24 33 33 **Email** general@rnzfb.org.nz

Vaka Tautua – www.vakatautua.co.nz

Phone 0800 825 282

Auckland

PO Box 11 202, Level 3, 15 Sultan St, Ellerslie 1542 **Phone** 09 589 1922

3/34 Te Pai Place, Henderson **Phone** 09 836 6534

Wellington

PO Box 50389, 6 Hagley St, Porirua 5240 **Phone** 04 237 1096

Christchurch

PO Box 19950, 163 Worcester St, Woostan 8241 **Phone** 03 363 0766

North Island

Coromandel Independent Living Trust – www.cilt.org.nz

Tiki House Tiki Road, Coromandel 3506

PO Box 25 Coromandel 3543

Phone 07 866 8358 **Fax** 07 866 8358 **Email** cilt@cilt.org.nz

Disabilities Resource Centre Trust (Bay of Plenty) – www.drct.co.nz

141-143 King Street, Whakatane 3120

PO Box 528, Whakatane 3158

Phone 07 307 1447 **Fax** 07 307 0229 **Email** information@drct.co.nz

Disability Information and Equipment Centre (Wellington) – www.diec.co.nz

15a Ngahina Street, Paraparaumu 5032

PO Box 23, Paraparaumu 5254

Phone 04 298 2914 **Free phone** 0800 434 746

Fax 04 298 2941 **Email** info@diec.co.nz

Disability Information Service Centre (Hutt Valley)

Unit 6, 5 Britannia Street, Petone, Lower Hutt 5012

PO Box 33 390, Petone, Lower Hutt 5046

Phone 04 586 9788 **Free phone** 0800 693 342

Fax 04 586 9789 **Email** discwlgtn@xtra.co.nz



Your directory

Disability Resource Centre (DRC) Auckland Inc –

www.disabilityresource.org.nz

PO Box 24-042, 14 Erson Ave, Royal Oak, Auckland 1345

Phone 09 625 8069 **Email** reception@disabilityresource.org.nz

Enable Information (Palmerston North) – www.weka.net.nz

69 Malden Street, Roslyn, Palmerston North 4414

PO Box 4547, Palmerston North 4442

Phone 06 353 5800 **Free phone** 0800 17 19 81

Fax 06 353 5876 **Email** info@enable.co.nz

Information 4 Disability (Hawke's Bay)

Level 1 Community House, 62 Raffles Street, Napier 4110

PO Box 506, Napier 4140

Phone 06 835 0781 **Fax** 06 835 0421 **Email** dithb@xtra.co.nz

LIFE Unlimited – Hamilton – www.life.nzl.org

20 Palmerston Street, Hamilton 3204

PO Box 146, Waikato Mail Centre, Hamilton 3240

Phone 07 839 5506 **Free phone** 0800 008 011 **Fax** 07 834 9982 **Email** info@life.nzl.org

LIFE Unlimited Disability Resource Centre Tairāwhiti

(Tairāwhiti–Gisborne) – www.life.nzl.org

326 Kahutia Street, Gisborne 4010

PO Box 1125, Gisborne 4040

Phone 06 863 2836 **Fax** 06 867 9354 **Email** jillm@life.nzl.org

LIFE Unlimited Disability Resource Centre (Tauranga) – www.life.nzl.org

50 Chadwick Road, Greerton, Tauranga 3112

Free phone 0800 008 011 **Phone** 07 571 6351 **Fax** 07 571 6341 **Email** mary@life.nzl.org

NorthAble (Northland) – www.northable.org.nz

40 John St, Whangarei 0110

Phone 09 430 0988 **Free phone** 0508 637 200

Fax 09 438 9468 **Email** rosalie@northable.org.nz

Rotorua Disability Resource Centre

1452a Hinemoa Street, Rotorua 3010

PO Box 1795, Rotorua 3040

Phone 07 349 2513 **Free phone** 0800 008 011

Fax 07 350 2367 **Email** viviennew@life.nzl.org

Taranaki Disabilities Information Centre Trust

"Kimiora", 28 Young St, New Plymouth 4310

PO Box 5015, Westown, New Plymouth 4343

Phone 06 759 0019 **Fax** 06 759 0029 **Email** info@taranakidic.org.nz

Thames/Hauraki Health and Disability Resource Centre Trust

104 Redwood Lane, Thames 3500

Phone 07 868 7099 **Fax** 07 869 0404 **Email** dsqthames@gmail.com

Yes Disability Resource Centre

3 William Laurie Place, North Shore City

PO Box 301397, Albany 0752, North Shore City

Phone 09 414 5360 **Fax** 09 414 5361 **Email** info@yesdisability.org.nz

South Island

Disabilities Resource Centre Queenstown (Southland) –

www.drcqueenstown.co.nz

Retail Centre, Unit 29, 159 Gorge Road, Queenstown 9300

Free phone 0800 372 786 **Phone** 03 409 0900

Fax 03 409 0628 **Email** info@drcqueenstown.co.nz

Disabilities Resource Centre Southland Inc (Invercargill) -

www.drscsouth.co.nz

192 Spey St, Invercargill 9810

PO Box 1091, Invercargill 9840

Phone 03 214 5000 **Fax** 03 218 2694 **Email** info@drscsouth.co.nz

Disability Information Centre (Otago) – www.disabilityinfo.co.nz

Community House, 283 Moray Place, Dunedin 9016

Phone 03 471 6152 **Fax** 03 471 6159 **Email** dis.dn@xtra.co.nz

Disability Information Service (Canterbury) – www.disinfo.co.nz

314 Worcester St, Christchurch 8011

PO Box 32-074, Linwood, Christchurch 8147

Phone 03 366 6189 **Fax** 03 379 5939 **Email** dis@disinfo.co.nz

Workstar Village Community Trust (Nelson) – www.workstar.co.nz

70 Waimea Road, Nelson 7010

Free phone 0800 693 342 **Phone** 03 546 9206

Fax 03 548 9347 **Email** penny@workstar.co.nz



NASC organisations (Needs Assessment and Service Coordination)

NASCs are organisations contracted by the Ministry of Health to work with disabled people to help identify their needs and to outline what disability support services are available.

Location

NASC organisations

Northland

NorthAble (Northland Disabilities Resource Centre) – www.northable.org.nz

Matapuna Hauora

40 John Street, Whangarei 0110

Phone 09 430 0988 **Fax** 09 438 9468

Auckland

Taikura Trust – www.taikura.org.nz

Level 2, 19 Charles St, PO Box 23 054, Hunters Corner Auckland 2155

Phone 09 278 6314 or 0800 824 587 (0800 TAIKURA)

Fax 09 278 6315 **Email** info@taikura.org.nz

Waikato Tairāwhiti

LIFE Unlimited Charitable Trust

20 Palmerston Street, Hamilton 3204

PO Box 146, Hamilton

Phone 07 839 5506 **Fax** 07 834 9982

Disability Support Link

Level 2, Monckton Bldg, Rostrevor St, Hamilton

PO Box 9201, Hamilton 3240

Phone 07 839 1441 **Fax** 07 839 1225

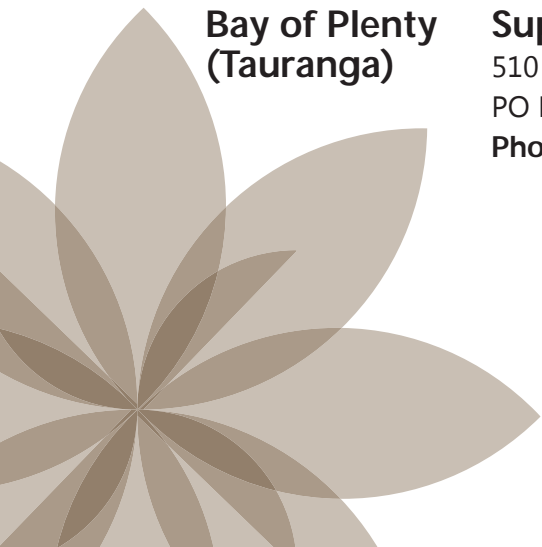
Bay of Plenty (Tauranga)

Support Net Kupenga Hao Ite Ora

510 Cameron Rd, Tauranga

PO Box 2121, Tauranga 3140

Phone 07 577 3309 **Fax** 07 571 0277 **Mobile** 021 754 474



**Bay of Plenty
(Whakatane)**

Support Net Kupenga Hao Ite Ora

Stewart St, Whakatane 3120
PO Box 241, Whakatane 3158
Phone 07 306 0986 Fax 07 306 0987

**Bay of Plenty
(Rotorua)**

Support Net Kupenga Hao Ite Ora

Level 3, 1143 Haupata St, Rotorua
PO Box 3010, Rotorua 3046
Phone 07 349 4213 or 0800 262 477 Fax 07 349 3555

Taranaki

Access Ability Taranaki

Level 1, 36 Devon Street West, Kings Building, New Plymouth
PO Box 115, New Plymouth 4340
Phone 06 758 0700 Fax 06 758 5201

Hawke's Bay

Options Hawke's Bay

Cnr McLeod and Omahu Rd, Hastings
PO Box 9014, Hastings 4156
Phone 06 870 7485 Fax 06 870 7481

Wanganui

Access Ability Wanganui

244 Victoria Ave, Wanganui 4500
Phone 06 348 8411 Fax 06 348 0166

**Manawatu
Tararua
Horowhenua**

Supportlinks

69 Malden Street, Palmerston North
PO Box 188, Palmerston North 4440
Phone 06 353 5899 or 0800 221 411 Fax 06 353 5874

Wairarapa

Focus

26 Chapel St, Masterton 5810
PO Box 96, Masterton 5840
Phone 06 946 9813 Fax 06 946 9826

**Wellington
Kapiti**

LIFE Unlimited

5 Bouverie St, Petone 5012
PO Box 33-145, Petone 5046
Phone 04 569 3102

Capital Support

Level 3 Guardian House, Cobham Court, Porirua 5022
PO Box 50-137, Porirua 5240
Phone 04 237 2570 Fax 04 237 2571



Your directory

Nelson Marlborough

Support Works

1 Harley St, Nelson 7010

Phone 0800 244 300 **Fax** 03 546 3983

Canterbury

LifeLinks

205 Salisbury St, Christchurch 8013

PO Box 2379, Christchurch 8140

Phone 03 365 9593 **Fax** 03 365 5244

Client groups Under 65 DSS/Mental Health

Otago Southland

Access Ability Otago/Southland

L1, 10 George St, Dunedin 9016

PO Box 966, Dunedin 9054

Phone 03 477 6211 **Fax** 03 477 6251

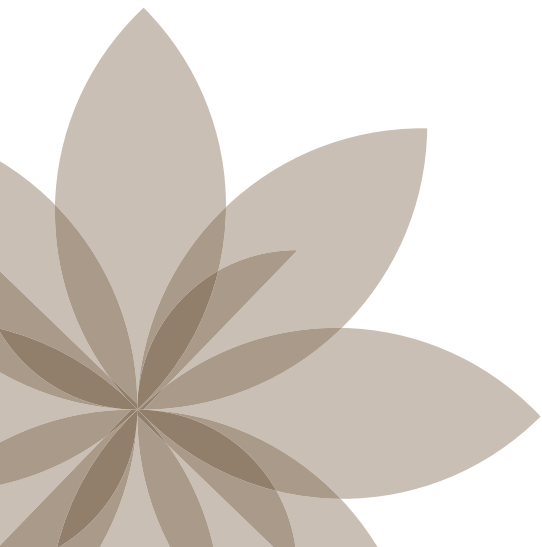
Access Ability Otago/Southland

64a Victoria Ave, Invercargill 9810

PO Box 692, Invercargill 9840

Phone 03 214 4735 **Fax** 03 214 4909

Client groups Under 65 Otago/Southland



Equipment and modification services

The following organisations are contracted by the Ministry of Health to provide equipment and modification services for people with disabilities.

Location	Equipment and modification services
Northland and Auckland	Accessible – www.accessable.co.nz 18A Frost Road, Mount Roskill, Auckland PO Box 27 804, Mount Roskill, Auckland 1440 Phone 09 620 1700 Free phone 0508 001 002 Email info@accessable.co.nz
Remainder of New Zealand	Enable New Zealand – www.enable.co.nz 69 Malden Street, Palmerston North PO Box 4547, Palmerston North 4442 Free phone 0800 171 981 Email enable@enable.co.nz



Other Government services and departments

ACC – www.acc.co.nz

Phone 0800 101 996. ACC has interpreters who can help you.

Email claims@acc.co.nz

General Claims North Island:

ACC Hamilton Service Centre, PO Box 952, Hamilton 3240

General Claims South Island:

ACC Dunedin Service Centre, PO Box 408, Dunedin 9054

If you're deaf, you can contact ACC by **emailing** deaf@acc.co.nz or **fax** 0800 332 354

Health and Disability Commissioner – www.hdc.org.nz

The Health and Disability Commissioner's (HDC) role is to promote and protect the rights of those using health and disability services.

The HDC website has information in a range of languages.

PO Box 1791, Auckland

Auckland – **phone TTY** (09) 373 1060

Wellington – **phone** (04) 494 7900

Other areas – **phone TTY** 0800 11 22 33

Fax (09) 373 1061

Email hdc@hdc.org.nz

Inland Revenue

Information about Working for Families and other tax benefits:

Visit the "individuals and families" section of www.ird.govt.nz

Phone 0800 227 773 or 0800 227 774

Deaf or hearing impaired customer fax 0800 447 755

Deaf Link free fax 0800 621 621



Ministry of Education, Special Education

Information about Ministry of Education, Special Education (GSE) funding and services:

Visit "special education" section at www.minedu.govt.nz/NZEducation/EducationPolicies/SpecialEducation.aspx

Phone the Special Education Information Line 0800 622 222

Email special.education@minedu.govt.nz

Nationwide Advocacy Service – www.advocacy.hdc.org.nz

(Through the Health and Disability Commissioner's Office)

Phone 0800 555 050

Free fax 0800 2787 7678

Email advocacy@hdc.org.nz

Office for Disability Issues – www.odi.govt.nz

Ministry of Social Development

Level 6

Bowen State Building

Bowen Street

Wellington

New Zealand

Phone 04 916 3300

Fax 04 918 0075

Email odi@msd.govt.nz

Work and Income NZ

Phone 0800 559 009

Visit www.workandincome.govt.nz for more information – including 0800 phone numbers in other languages.

If you are deaf or find it hard to talk on the phone, you can send a message to the **Deaf Link free fax** on 0800 621 621 or **email** msd_deaf_services@msd.govt.nz or

TTY on 0800 111 113 or **text** 029 286 7170



This booklet

Special thanks to our models:

Mose Fa'atamala

Mose jokes that he has his own netball team as he's married with four daughters. Born in Samoa, Mose lost his arm at the age of 14 when he fell from a coconut tree. He has been involved in professional sports for many years and represented Samoa at the Paralympics in the 100m, 200m, long jump and javelin. He has also competed in international sports events like the FESPIC Games in Asia and the Arafura Games in Australia. Mose works as a community educator for alcohol and drugs at Penina Health Trust.



Roman Tali Pulefolau

Roman loves riding his bike, playing at the park, kicking the soccer ball around and swimming. He is a confident swimmer and doesn't like his parents being too close to him especially when he is in the deep end of the pool! Roman has a Samoan Mum and a Niuean Dad and he and his two brothers enjoyed a family trip to Samoa in early 2010. His Dad can't wait to take the family to Niue next. Roman was diagnosed at three years old with Autism Spectrum Disorder (ASD).

(Roman Pulefolau pictured with his Dad Brian)

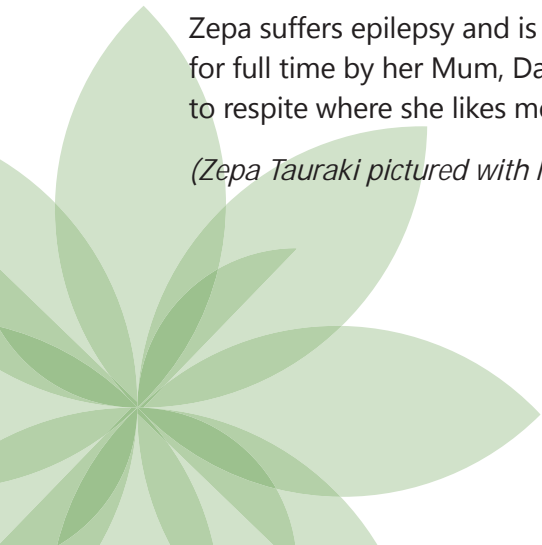


Zepa Tauraki

Like lots of young woman, Zepa loves make up, singing and dancing. Zepa lives with her parents and brother. This Cook Island Maori family enjoys having their family visit as well as attending the Seventh Day Adventist Church in Royal Oak.

Zepa suffers epilepsy and is intellectually disabled. She is cared for full time by her Mum, Daphne, though she also enjoys going to respite where she likes meeting other people.

(Zepa Tauraki pictured with her Mum Daphne)



Daniel (Tipi) Te'o

Daniel is "100% Samoan, 200% dreamer!" Living at home, Daniel works as a needs assessor for the Royal Foundation for the Blind. Daniel's a "hearty sports fan" and currently plays cricket and hockey. He also has a passion for music and recently enjoyed the buzz of rewriting and recording his own tracks thanks to the help of friends.

Daniel has been vision impaired his whole life by retinitis pigmentosa, a hereditary and degenerative eye condition. Though Daniel can now only see the difference between light and dark, a little colour and shadows, it has never changed his "perception of life and what it has to offer".



Selepa Tupa'i

Selepa is Samoan and lives with her husband Samuelu in Mangere and has a strong Christian faith. She is actively involved in church as a Sunday school teacher and loves "to praise and worship God in prayer and singing".

Selepa was a teacher before joining PIASS Trust in 2003. Her work involves supporting people with disabilities, especially elderly Pacific people. Selepa had polio when she was four years old and her favourite quote is "be faithful in prayer and do not be weary but be steadfast and strong with faith".

(Selepa Tupa'i pictured with her husband Samuelu)





Le Va
Pasifika within Te Pou

