

# **Te Oranga Kaumatua Kuia**

## Disability Support Services Trust



### Consumer Information Pack

# Te Oranga Kaumatua Kuia

## Disability Support Services Trust

### CONTENTS

|                                    |   |
|------------------------------------|---|
| TOKK Services Offered .....        | 3 |
| Our Purpose .....                  | 4 |
| Our Primary Objectives.....        | 4 |
| Eligibility.....                   | 5 |
| Services Declined .....            | 5 |
| Consent for Needs Assessment ..... | 6 |
| Assessment Forms .....             | 6 |
| Ethnicity .....                    | 6 |
| Carers Charter .....               | 7 |
| Entry to Service .....             | 8 |
| Outcomes .....                     | 8 |

# TOKK Services Offered

\*Person of Concern

\*P.O.C., Police, Government Organisations, Whanau, Health Professionals, Hapu, Iwi, Neighbours, Community, WINZ, HNZ, ACC

**Intake**

- Other Link Services**
- Health Professionals
  - Geriatric Unit
  - D.H.B
  - N.A.S.C

**Specialist Cultural Assessor**  
 Mohio ki te reo rangatira me ona tikanga katoa

**Service Co-ordinator**  
 Kai Awhina i nga mahi katoa a te kai whiri whiri whakarite i nga tumanako a te whanau

- Other Link Services**
- W.I.N.Z
  - A.C.C
  - H.N.Z
  - H.H.C

TOKK's range of services

**Elder Abuse & Neglect Prevention**  
 By promoting the rights and responsibilities for the health and well-being of kaumatua, kuia and those that care for them

**Community Support**  
 To provide cultural expertise to whanau where appropriate & to support & monitor whanau development

**Kaumatua Kuia Day Activity Programme**  
 To prevent or slow down the onset of Alzheimer's for kaumatua and kuia who have been diagnosed with early dementia

Kei ware ware ki te hunga wairehu

Awhina tia o matua  
 Whakanuia o tupuna  
 Whaka honore tia o ratou  
 Matauranga

Plans for service delivery/provision. Discussed and approved with whanau's total involvement  
 \* Broker service delivery to meet whanau needs  
 \* Evaluate effectiveness for whanau  
 \* Monitor agencies collaboration delivery

**Service Delivery**

**Expected Outcomes**

Kaumatua, whanau, hapu and iwi will manaaki the journey ahead



# Te Oranga Kaumatua Kuia Disability Support Services Trust

## Our Purpose

To provide services that co-ordinate whanau and appropriate community services in the delivery of safe and loving care for kaumatua and kuia who are residents in Te Puaha Ki Manuka (Counties-Manukau)

## Our Primary Objectives

- ◆ To promote and implement Te Whare Tapa Wha process of Maori health and well-being and to ensure te reo rangatira me ona tikanga is acknowledged as an essential part of the holistic view of hauora Maori
- ◆ To provide a comprehensive cultural assessment for kaumatua and kuia where and when necessary
- ◆ To provide cultural support where and when necessary
- ◆ To support initiatives that enhance kaumatua kuia well-being
- ◆ To provide education to whanau about coping strategies and available resources
- ◆ To provide awareness hui to the communities about; elder abuse and neglect prevention; dementia and its impact on whanau
- ◆ To provide stimulating and therapeutic programmes for kaumatua and kuia who have been diagnosed with early dementia
- ◆ To prevent the onset of Alzheimer's disease
- ◆ To advocate on behalf of kaumatua, kuia and their carers
- ◆ To promote the participation of kaumatua, kuia and their whanau in all areas of the decision making process

## Eligibility

- a. Priority is for those people of Maori descent who are aged 54 years and over and are residents in Te Puaha Ki Manuka (Counties-Manukau)
- b. Have a disability i.e. physical, sensory, intellectual, cognitive impairment, neurological condition, dementia, age related disorders, or a combination of these which is likely to continue for a minimum of six (6) months and result in a reduction of independent function to the extent that ongoing support is required
- c. Have a specific cultural need which is unable to be met in mainstream services
- d. Elder Abuse and Neglect Prevention and Coordination of Intervention Services for kaumatua and kuia
- e. Stimulating activity programmes which are beneficial for kaumatua and kuia who have been diagnosed with early dementia
- f. Cultural support services (including assessment)

*While priority is targeting Maori kaumatua and kuia, other ethnic groups are more than welcome to access our services or support. Our services are provided in the least restrictive way*

## Services Declined

Reasons for services being declined include health risk, safety risk or not meeting eligibility criteria

Refer to Policies & Procedures Manual (Services declined)

Take into consideration the whanau:

Te Oranga Kaumatua Kuia Disability Support Services Trust to manage the immediate safety of the consumer for whom the entry to the service has been declined

- Wider community - All steps have been taken to identify serious problems which make it unsafe for TOKKDSST staff to provide services
- Advise whanau or current services in writing, the reason for declining
- Advise person for whom the services was declined, the reasons for
- Record the entry

## **Consent for Needs Assessment**

Informed consent is a requirement before this service can be provided. The rights of disabled people to make an informed choice and to give informed consent are provided by the Health and Disability Commissioner (Code of Health and Disability Service Consumers' Rights) Regulation 1996.

Consent can be oral or implied consent. However as there are fiscal consequences attaching to the needs assessment, it is the MOH's preference that consent in writing be obtained from the disabled person wherever possible.

## **Assessment Forms**

The skill of the assessor will ensure the way in which the information is collected is tailored to meet the disabled person's individual age, experience of disability, needs and circumstances and respond to the disabled person's cultural requirements.

A disabled person does have the right to decline to respond to questions. An assessment form that provides cues which should assist the disabled person and their family/whanau to express their needs is attached.

TOKKDSST can seek more information if this will aid the disabled person to better express their needs. It is the process of collaboration between the disabled person and the assessor that is important, not the reporting format.

The use of cue sheets may be valuable to assist the assessor to respond to the individual.

It is also important that TOKKDSST maintain a functional perspective in the assessment. It is the responsibility of the assessor to recognise if there is a need for clinical assessment and make referral to the appropriate specialised clinical assessment service with the consent of the disabled person. Failure to do so may compromise the disabled person and the process of needs assessment and service coordination.

## **Ethnicity**

It is a requirement of the needs assessment facilitator to gather accurate information regarding a disabled person's ethnicity. The New Zealand Disability Strategy 2001 objectives includes the promotion of participation of Maori and Pacific peoples within their communities and promotion to encourage them to access disability services when they are eligible.

The term ethnicity has a wide meaning. It is not the same as nationality, race or place of birth. Ethnic groups are people who have culture, language, history or traditions in common. These people have a sense of belonging to the group, which may not be based on birth. It is possible to belong to more than one group. At different times of their life, people may wish to identify with other groups.

Although it is a personal issue, people must have the choice of responding to the ethnicity question. Should a person choose not to answer, their response will be "not stated".

# Carers Charter

1. **RECOGNITION** of their contribution and of their own needs as individuals in their own right
2. **SERVICES** tailored to their individual circumstances needs and views, through discussions at the time help is being planned
3. **SERVICES** which reflect an awareness of differing racial, cultural and religious backgrounds and values, equally accessible to carers of every race and ethnic origin
4. **OPPORTUNITIES** for a break, both for short spells (an afternoon) and for longer periods (a week or more) to relax and have time to themselves
5. **PRACTICAL** help to lighten the tasks of caring including domestic help, home adaptations, incontinence services and help with transport
6. **SOMEONE** to talk to about their own emotional needs, at the outset of caring, while they are caring and when the caring is over
7. **INFORMATION** about available benefits and services as well as how to cope with the particular condition of the cared person
8. **INCOME** which covers the costs of caring and which does not preclude carers taking employment or sharing care with other people
9. **OPPORTUNITIES** to explore alternatives to family care, both for their immediate and long term future
10. **SERVICES** designed through consultation with carers at all levels of policy planning

## Entry to Service

- Service users are provided with comprehensive information that clearly describes the services provided
- It shall be managed in a timely and efficient manner to meet assessed needs
- Each consumer have a written up-to-date of care, lifestyle and/or record of treatment which:
  - a. Is based on the assessment of his/her individual needs including cultural needs
  - b. Includes consultation with consumer and whanau
  - c. Where appropriate, gain consent from consumer and/or whanau
  - d. Facilitation to access resources
  - e. Referrals to agency and coordination with other providers, community services, iwi and others as necessary
  - f. Plan service delivery
  - g. Broker service delivery
  - h. Monitor agencies collaboration
  - i. Discharge/transfer between services
  - j. Evaluate effectiveness of services to whanau

## Outcomes

- Kaumatua/kuia will have access to services which contribute to their overall general health, well being and independence
- Self determination and personal satisfaction
- Improved access by kaumatua/kuia to disability support services
- Successful implementation of a Maori Disability Support Service that is appropriate and meets the needs of kaumatua, kuia and whanau
- Increased participation from whanau, hapu and iwi within te rohe o Puaha Ki Manuka

