

If a Support person gives up their time to assist you have a holiday it is expected that you will contribute to some of their costs, for example, travel and accommodation. This is done by talking with you and agreeing to a plan about your holiday and your budget.

Can I leave SILC services?

As the person supported or the identified advocate for the person supported, you can at any time decide you no longer wish SILC to provide services to you.

If you find a new service provider and choose to exit services from SILC we will make sure:

- We write a report that has all your important information in it
- Make sure the information is made available to the new provider
- Provide support during the transition period
- Any bank account is audited and a copy of this is made available to you
- All personal property is returned

We hope that if you have been unhappy with any of our services you were able to discuss these with us (see Complaints and Concerns brochure).

We ask that you give us as much notice as possible of the intended move, but no less than one month.



Residential Support Services

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Tauranga

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Website: www.silc.co.nz

A continuum of support options supporting people with disabilities to have regular lives

Intellectual Disability Residential Support Services (RSS)

You are welcome to request a full version of what is involved in the service of this contract however the essential points are below.

What kind of support will I receive?

This is a contract that provides for people who typically require 24 hour support. You will typically live in a shared flatting situation with 2 or 3 others

What is included?

SILC will provide a service which includes the staff support (at an agreed Level), the actual physical location, all communal furnishings, and all of the services, for example power, phone, meals, laundry and transport (within the city limits).

How is it paid for?

The money for your support comes from:

- The Ministry of Health
- Work and Income New Zealand WINZ – most likely an “Invalids Benefit”

Together this money should cover the costs of your support service.

If you work part-time or have a private income WINZ might take some of your benefit away. If this happens SILC may ask you to personally add money to complete the funding package.

The money you receive will be put together with the funding of your flat-mates to provide all the money needed to make your support service work.

What will SILC provide?



- the house you live in
- all communal furnishings
- all of the services – for example; power, phone, meals and laundry
- transport

You can have your own things in your residential service like:



- your radio
- your pictures
- your wheelchair
- your bed
- your TV

We do not recommend you jointly own property with your flat-mates.

SILC encourages all people to furnish their own bedrooms with their own belongings to make sure it feels like their own home. Each person is supported to keep up to date records of the things they own with a personal inventory, which will be kept in their personal file.

Will I have my own money?

You will receive a personal allowance from WINZ. Your personal allowance needs to pay for things like:



- Personal medical expenses
- Clothing
- Toiletries
- Holidays
- Recreation & Leisure Activities
- Personal toll calls



You have the right to control your own money unless this has been removed by law and a welfare guardian has appointed.

When we talk about your personal service plan you can ask SILC to assist you to manage your money. If you decide to do this, you will be supported to develop a budget for your personal spending. Your personal spending from your personal account will follow SILC's policies on financial management (see the financial management brochure).

How will my money be looked after?

If SILC Ltd is supporting you to manage your finances we will ask you to choose an independent financial manager.

This person:

- could be a parent, family member or friend/advocate
- should be willing to review your finances every 3 months
- should be someone other than the people you may have signing authority or access to your finances.

If you do not have a financial manager a Business Administrator will be given a report every 3 months outlining your expenses and will manage these.

What about going on holiday?



Our contract does not specifically include providing one on one support so you can go on holiday on a regular basis, however we will endeavor to ensure you have opportunities for holidays. We will support in the planning of these holidays. These plans must be reviewed and approved by the management of SILC.

SILC will identify the contribution it can make towards paying Support Staff to go on holiday. At times there may need to be a voluntary component of time from Support Staff.