

Will support staff have a vehicle to take me places?



SILC is not required to provide a vehicle for the use of people under a supported living contract, however in many cases we do provide one. Sometimes you may have to catch a bus using your own money. If you travel out of the city limits in a SILC vehicle you will have to pay for the cost of this with your own money

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.

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Supported Living Services

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

Supported Living Services (SLS)

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 are able to spend time without paid staff and who do not normally require 24 hour staffing. Sometimes people may live in a group flatting situation, paid for with their combined money.

Who pays for my support?

The money for your support comes from The Ministry of Health. This money will cover the total cost of your support service.

If you do not work or have a private income you are entitled to personal income through Work and Income New Zealand (WINZ). This would most likely be from an Invalids Benefit.

Some people are also entitled to:

- Disability Allowance
- Accommodation Supplement

What do I have to pay for?

The money you receive means you will be able to pay for all your ordinary living costs. These include:



- Rent
- Food
- Power
- Phone
- Transport



You will also be expected to furnish your own home. You can do this with:

- Things of your own
- Things bought by your family or friends
- Things your flat-mates may own

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

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?

The money left over is your personal allowance. It needs to pay for things like:



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



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. All spending from your personal account will follow SILC's policies on financial management (see brochure).

How will my money be looked after?

If SILC Ltd is supporting you to manage your finances we will ask you to nominate 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 Business Administrator will be given a report every 3 months outlining your expenses and will manage these.

What about going on holiday?



There is no provision in our contract to offer support for you to go holiday. We can support in the planning of holiday on an individual basis.

At times Support Staff may volunteer their time you must seek to pay this in another way; how SILC would need to be able to release these from their permanent roster.

If a support person gives up their time to assist to have a holiday you would have to negotiate with them privately to manage any of their costs.