

**LIFEWISE**

*turning lives around*

# **AN INTRODUCTION TO INDIVIDUALISED FUNDING**

**Please contact our Individualised Funding team:**

**09 623 7631 or [homecareservices@lifewise.org.nz](mailto:homecareservices@lifewise.org.nz)**

## Introduction to Lifewise

---

Lifewise is the community services division of Methodist Mission Northern. We have sponsored and delivered social services in the Auckland area for over 150 years.

Lifewise Homecare Services has delivered traditional personal care, household support and socialisation support to people with disabilities, injuries and older people for over 20 years. We currently employ over 200 support workers, of which 80% have a qualification in Home Based Support Services, and support over 1450 people within the community.

### What does this experience mean?

Our history and background mean that we bring a lot of experience to support all our consumers:

- Individualised strengths-based case management
- Experience in all aspects of staff recruitment and employment management
- Robust and effective staff training and development experience including Home Based Support Services Qualifications – NZQA Foundation Level 2 and Core Competencies Level 3
- Information systems to manage staff, schedules, invoicing and payroll
- Focus on continually reviewing and improving the quality of service delivery
- Certification to the New Zealand Home and Community Sector Standards
- Ready access to Human Resource and Financial/Accounting information

### Lifewise and Individualised Funding

Lifewise, in conjunction with disabled people, has recognised that the traditional models have not met their needs. Lifewise has been involved with the Ministry of Health in developing the Individualised Funding (IF) model of service and have been successful in receiving a contract as an IF Host.

Lifewise has now been an IF host since its expansion. We work closely with our Individualised Funding consumers to make sure that IF meets their needs. In addition to the expected minimum support for IF, we can also support you with payroll and/or recruitment support.

## Contents

Introduction to Lifewise .....	2
What does this experience mean? .....	2
Lifewise and Individualised Funding.....	2
What is Individualised Funding? .....	4
What choices can I make with Individualised Funding? .....	4
How do I get Individualised Funding?.....	4
Frequently asked questions .....	5
IF Levels and costs .....	10
Individualised Funding Respite .....	12
Becoming an employer .....	13
Employee forms .....	13
Record keeping .....	13
Holiday pay, sick pay etc. ....	14
Casual workers .....	14
When staff resign .....	14
Suggested steps to employ.....	14
Public holiday information.....	17
Payroll information .....	18
Submitting timesheets.....	19
Where can I get more information or resources? .....	19

## What is Individualised Funding?

---

Individualised Funding allows disabled people or their agents to choose and employ the staff they want to provide personal care and household management support.

**Basically, it puts the decisions and control about their care back in the hands of the person or family who need it and allows you to use your disability support funding in a way that is flexible and responsive.**

### What choices can I make with Individualised Funding?

If you have IF, you can:

- Choose your own IF host
- Choose and employ your own staff
- Manage the payment and other employment aspects for your staff
- Choose the rate of pay (within your budget)
- Manage how your support is delivered – what support you receive and when it happens

Lifewise will offer you three levels of IF support, with different options and levels of support. Level 1 is funded by the Ministry of Health. Levels 2 and 3 give you options for payroll and/or recruitment support, and the costs for these come out of your individual funding. We explain these levels in greater details on page 9.

### How do I get Individualised Funding?

Contact Taikura Trust on 0800 TAIKURA or [www.taikura.org.nz](http://www.taikura.org.nz) to organise an assessment by their Needs Assessment and Service Co-ordination Service.

A referral is made to the host chosen by the consumer (e.g. Lifewise). The host will contact you and organise a time to meet with you to discuss your IF and explain how we can support you. **Lifewise works with you and/or your agent to make sure you get the best possible outcomes.**

## Frequently asked questions

---

### **What can be funded?**

Currently Individualised Funding can be used for the Household Management and Personal Care services. You can also claim the costs relating to the employment of support workers.

### **What can't be funded?**

At this time Individualised Funding CANNOT be used for:

- Day and/or vocational services programmes (although it can be used for personal care support you receive while at day and/or vocational services)
- Rehabilitation service
- Supported living
- Carer support
- Residential services in Ministry of Health contracted facilities
- Information and advisory services
- Equipment or housing modifications
- Child development services
- Behaviour support services
- Therapy (a one-off occasion can be paid if the therapists are training current staff)

### **Who can I employ?**

You can hire the person you want by employing them or choose to contract with them or the agency they work for. On page 11 of this booklet we give you more information about becoming an employer.

### **Can I employ a member of my family?**

You can employ a member of your family as long as they do not live in the same house as you. You are also not allowed to employ through Individualised Funding your spouse/partner, your mother, or your father.

### **How much can I pay someone I employ?**

The usual pay rates for support workers are between \$15.25 (this is the minimum wage) and \$19.50. You must take into account costs like annual leave and ACC, as well as the amount that Lifewise receives from your Individualised Funding if you choose to have Level 2 (payroll) or Level 3 (recruitment and human resource

support). You have to also consider your other costs of employing a support person such as mileage, rubber gloves, training etc.

### **What am I responsible for?**

You have responsibilities as a person receiving Individualised Funding or their agent. There are Ministry of Health contractual requirements that you will need to meet.

If you choose to do your own payroll you will need to ensure that your budgeting does not exceed your available funds, meet employment/contracting requirements, be a good employer, and meet the requirements of the Ministry of Health contract. You need to pay ACC, Kiwisaver and PAYE.

### **What happens if I have a problem with someone I employ? How do I resolve disputes?**

You should contact Lifewise immediately. As part of Level 3 support (see page 10), we can give you advice about the process of resolving disputes and support you to make sure you meet your legal requirements as an employer.

### **What are my responsibilities as an employer?**

When you become a consumer of Lifewise, we offer support and resources to help you understand your responsibilities as an employer.

The Department of Labour have some useful guides. You can access their "How to Hire" guide online at <http://www.dol.govt.nz/er/starting/howtohireguide/hiring-guide.pdf>, or their "Employment Relations – From Beginning to End" guide online at <http://www.dol.govt.nz/er/starting/relationships/Employment%20Relationships.pdf>

You also need to understand that for any support worker employed by you, your home is their workplace, and there are health and safety guidelines that you should follow. ACC have more information about this, and a great place to start is <http://www.acc.co.nz/preventing-injuries/at-home/index.htm>

### **Do we have to fill in all the forms?**

Yes, to legally employ people the correct documents need to be completed.

The Ministry of Health also requires that a Service Agreement and a Service Delivery Plan are completed.

### **Can I pay mileage to my worker?**

Yes, if they use their own car as part of their work, i.e. shopping, doctors' visits, outings etc.

You should not pay them to travel to work or to travel home from work.

You should consider these costs when deciding on a pay rate.

### **Can I just get the money paid to me?**

If you provide proof that you have registered with IRD as an employer and are willing to manage all the aspects of payroll, you can invoice for the costs of paying your worker.

### **How can I be sure I am employing the right person?**

1. Interview them
2. Ask for, and check references from other places they have worked
3. Get a police check done
4. You have the option to include a 90-day trial clause in their contract. This allows you to terminate the employment before 90 days are up, if necessary
5. If they are not a New Zealand resident check their work visa.

### **Can I have more than one worker?**

Yes, as long as you are clear in the contract(s) what hours they work. It is good to have more than one worker so you have someone available to cover the work if one of them takes leave.

### **What happens to the money if I do not use all my hours?**

The money stays with the Ministry of Health and needs to be used in the year it was allocated. Any unused money just stays with the Ministry of Health and is not rolled over to the next year's allocation.

### **Can I change the hours I use each week?**

Yes, you have the flexibility to change how many hours you use each week. You need to ensure that you do not exceed the total budget you have been allocated. Lifewise will not make any payments for exceeded hours. You need to consider the need for flexibility when writing the employment contract.

Some parents "save" up one hour out of every week and use it in the school holidays.

### **What do I do if I require more hours?**

Contact Taikura Trust and ask to be reassessed.

### **Can my workers contract to me?**

Yes, as long as they meet the IRD requirements. You must sight that they have paperwork to say that they have registered with IRD as an IR56 tax payer.





## I have received a letter about IR 56. What does it mean?



Inland Revenue  
Te Tari Taake

Inland Revenue  
PO Box 39010  
Wellington Mail Centre  
Lower Hutt 5045

22 July 2013

Telephone 0800 377 774

IRD Number  
Reference Number

Attention: Pay Clerk

Dear

### IR 56 Employer Registration

We received your employer registration on July 2013.

I've arranged for an Employer Registration Information pack and blank IR345 and IR348 forms to be sent out, both forms need to be completed for the month of July 2013.

Please ensure you complete both forms fully, including your name, IRD number, month and the deductions relate to any relevant PAYE details.

In the future, these forms will arrive with some details pre-printed.

If you have any questions, please call us on 0800 377 774 between 8 am and 8 pm weekdays, or 9 am and 1 pm Saturdays. We'll be happy to help you.

Yours sincerely

*Nina A Messervy*

Collections Officer

You may receive this letter after registering as an employer. It explains that you are being sent forms that you will need to complete and send back. These are forms that you are responsible for completing and returning. Lifewise can support you to understand your obligations as an employer, but we cannot complete this paperwork on your behalf.

## IF Levels and costs

<p><b>SERVICE LEVEL 1 PROVIDED BY LIFEWISE AS IF HOST</b></p> <ul style="list-style-type: none"> <li>• Coaching</li> <li>• Networking</li> <li>• Development of Individual Support Plan</li> <li>• Monitoring Quality of Service Delivery</li> <li>• Reporting to Ministry of Health</li> <li>• Invoicing MOH</li> <li>• Monitoring of hours delivered</li> <li>• Development of Contingency Plans</li> <li>• Information package including Individual Employment Agreement Template, IRD and Kiwi Saver information</li> </ul>	<p>All IF consumers have this service level.</p> <p>The Ministry of Health has determined the cost of Service Level 1 and this is based on your allocation of home based support services:</p> <table border="1"> <thead> <tr> <th>Hours of HBSS per week</th><th>% of the value of the weekly support hours paid to the IF host</th></tr> </thead> <tbody> <tr> <td>1-20 hours per week</td><td>6%</td></tr> <tr> <td>21-44 hours per week</td><td>5.5%</td></tr> <tr> <td>Greater than 45 hours per week</td><td>4.75%</td></tr> </tbody> </table>	Hours of HBSS per week	% of the value of the weekly support hours paid to the IF host	1-20 hours per week	6%	21-44 hours per week	5.5%	Greater than 45 hours per week	4.75%
Hours of HBSS per week	% of the value of the weekly support hours paid to the IF host								
1-20 hours per week	6%								
21-44 hours per week	5.5%								
Greater than 45 hours per week	4.75%								
<p><b>SERVICE LEVEL 2 PROVIDED BY YOU OR LIFEWISE</b></p> <p>Payroll Including:</p> <ul style="list-style-type: none"> <li>• Wage</li> <li>• s</li> <li>• Income Tax</li> <li>• ACC Levies</li> <li>• KiwiSaver Contributions</li> <li>• Other payments such as Court Ordered payments</li> <li>• Payslips</li> <li>• Maintenance of leave balances, annual and sick</li> </ul>	<p>There are additional costs for Service Level 2.</p> <p>In addition to the costs for Service Level 1 (which all IF consumers receive), the costs are:</p> <p>\$24+gst set up fee per employee</p> <p>\$3+gst per fortnightly pay period</p>								

<b>SERVICE LEVEL 3 PROVIDED BY YOU OR LIFEWISE</b>	
<p>Employment of Staff Including:</p> <ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Training including NZQA Qualifications</li> <li>• Performance Development</li> </ul> <p>Memberships of Associations Accounts Human Resource Expertise Including:</p> <ul style="list-style-type: none"> <li>• Legislation</li> <li>• Performance Management</li> <li>• Dispute Resolution</li> </ul>	<p>The costs of Service Level 3 are dependent on what is required.</p> <p>We will discuss these costs with you.</p>

## Individualised Funding Respite

Respite is funded support to give the disabled person and their full time carer a break. This is assessed based on the disability support needs of the disabled person. IF respite can only be used for respite where the full time carer gets a break.

IF respite can take many forms such as:

- Time with a host Family
- Non-MOH contracted organisation to provide the agreed support, e.g. a camp or group activity – out of home.
- MOH contracted provider to provide the agreed types of break.
- Support worker – in home.

The IF respite rate is \$10 per unit, e.g. 1467 units is equivalent to \$14,670.00

### Invoicing example:

Susan is 12 years old and has been allocated a budget of \$14,670.00 (or 1467 units).

Her mother manages her support on her behalf and pays one support worker (Billy) \$18.00 per hour (gross) for respite.

Over a two week period, Billy provides eight hours of respite support to Susan.

### IF Respite

8 hours @ 18.00                      =        144.00

IF host fee 5.5%                      =        7.92

**Total**                                      **151.92**

The IF Host converts the total into units by dividing by IF respite rate

$151.92 / 10 = 15.19$

IF host invoices MOH for 15.25 IF Respite units deducted from the person's annual allocation.

### How to access respite funding

If you are interested, please contact Taikura Trust to find out if you are eligible for Individualised Respite funding and get more information about accessing it.

## Becoming an employer

---

When you become a consumer of Lifewise, we offer support and resources to help you understand your responsibilities as an employer.

You must meet the legal requirements for payment of tax, ACC and KiwiSaver.

A useful guide is the Department of Labour's "How to Hire" booklet. You can access it online from <http://www.dol.govt.nz/er/starting/howtohireguide/index.asp>

If you choose Service Level 2 we can help provide you with support for your payroll. If you choose Service Level 3, we can help with employment of staff, including recruitment.

### Employee forms

We have several forms available for you to use. You can submit these to us for processing if you have chosen to use us for your payroll, or use them as a template for your own systems.

You will be provided with a set of these forms when you join Lifewise, and afterwards can download them from our Individualised Funding Toolkit (<http://toolkit.lifewise.org.nz/>) website at any time. The resources section of this website requires a password to access – please contact our office to be sent the login information.

The forms we provide are:

- Advice of Appointment
- Holiday application form
- Examples of employment contracts and position description
- KiwiSaver deduction form
- KiwiSaver opt-out form
- Tax Code Declaration
- Resignation form
- Annual and sick leave forms
- Weekly Timesheet

### Record keeping

It is your responsibility to keep detailed records. These include showing what services have been used, what costs were incurred, and who payments have been made to. If you choose to use Level 2 we will keep these records for you.

## Holiday pay, sick pay etc.

There are legal guidelines about how much holiday and sick pay your employees are allowed to have each year. Currently these guidelines are for four weeks holiday leave and 5 days sick leave after being employed for six months.

## Casual workers

A worker is considered casual if they are not expected to work regularly every week. For these workers, their annual leave is paid out pro rata each week with their normal pay, instead of them being able to apply to have annual leave paid out when they take a holiday.

## When staff resign

If you have chosen Level 2 and Lifewise manage your payroll, we need to be informed in writing when one of your employees resigns or no longer works for you. The notification must include what their last working day is. We have a template of the resignation form that you can use if you want.

If your staff member is permanent, they may have accumulated annual leave hours or alternative days which they have not yet used. Any outstanding leave is paid out to them in their final pay. (Sick leave cannot be paid out in the same way.)

## Suggested steps to employ

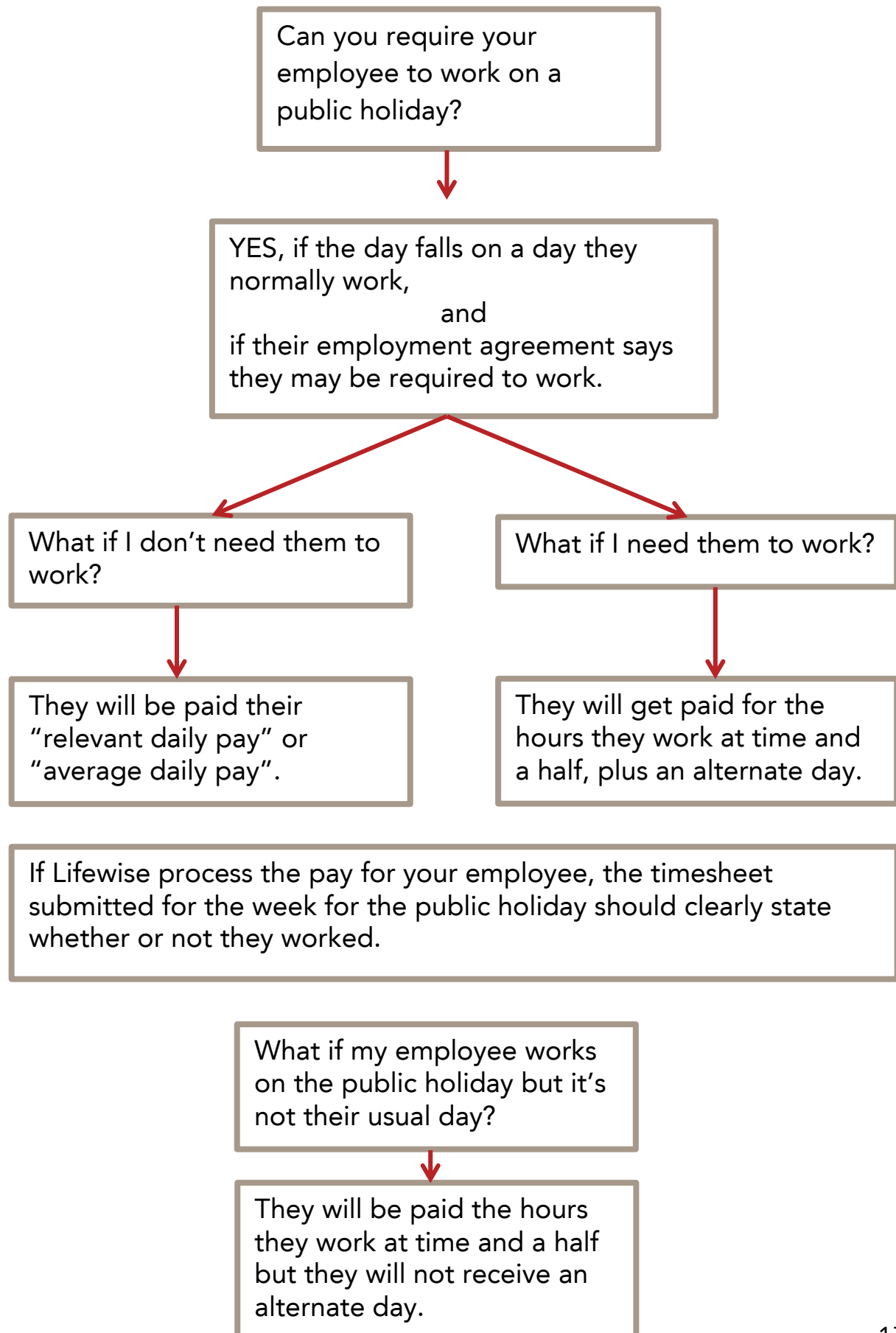
1. Decide on the hours to be used and times required
2. List all the tasks you will require your employee to carry out
3. List the skills and attributes your employee will require
4. Decide on a payrate or possible range
  - Consider other expenses, e.g. mileage, costs for outings, rubber gloves or other equipment you will supply etc.
  - Consider your obligations regarding paying annual leave, ACC etc.
  - Make sure these costs are affordable and can be managed within your IF budgets
5. Plan how you want to recruit your employee
  - From people known to you or word of mouth
  - Advertising
    - Notice boards (free)
    - Student Job Search (free)
    - TradeMe (\$149)
    - Other job websites (various costs)
    - Local paper (various costs for classified ads)
    - Other
6. Write and place an ad. Include:
  - The position
  - Hours

- Skills/experience needed
  - Start date
  - Contact details
  - Closing date for the ad
7. If more than one person applies, choose the applicants you wish to interview. You probably want to select no more than four people to interview. Contact the others, thank them and tell them they have been unsuccessful
  8. Arrange to interview candidates
    - Prepare a list of questions you want to ask, e.g. what are their reasons for applying for the role? Do they understand what the work entails? Why did they leave their last job? If there are any gaps in their employment history, is there a reason for this? Do they have any experience of this kind of work? Have they ever dealt with a difficult situation? How did they handle it? Do they present themselves well? Do they have any restrictions that would prevent them from fulfilling all requirements of the position description, i.e. health or other commitments?
    - Check that they meet any criteria that you require, e.g. having a driver's licence, or availability for particular hours
    - Ask for two recent referees
    - Check that they have the right to work in New Zealand
  9. Check their referees, and ask questions e.g. what were their responsibilities in the role, and how was their performance? Were they reliable and punctual? How did they relate to their co-workers and customers/clients? Did they have any conflicts in the workplace? How well did they communicate? Did they follow instructions? Were there ever any issues that had to be addressed with them? What was their reason for leaving the job? Would they rehire them if they had the opportunity? Do they think the applicant would suit the role they are applying for?
  10. Complete a police check form, and send a copy in
  11. Decide on your successful candidate, and offer them a job
    - Contact the unsuccessful candidate(s) and let them know they were unsuccessful
  12. Arrange a time to complete:
    - Individual Employment Agreement
    - Job Description
    - IRD form
    - KiwiSaver forms
    - Bank account details
    - Schedule/roster

13. If Lifewise is doing your payroll, forward these forms to payroll at least four days before the end of the pay period.
14. Plan an orientation for your new staff member, i.e. go through the careplan, teach them any health and safety information e.g. how to use the hoist
15. If you are unsure about any step in this process, please contact Lifewise.



## Public holiday information



## What do I need to think about?

- Do I need support on the public holiday?
- That payment for my employee not working the public holiday will come out of my MOH allocation
- Payment for my employee working on the public holiday, plus time and a half and an alternate day, will come out of my MOH allocation. These costs are considered if Level 2 is chosen
- If my worker does not work and I get someone else to work, I will need to pay my usual worker plus the one that works on the day out of my MOH allocation
- Keeping records of when my employee works or does not work – if LIFEWISE is managing my payroll they will do this for me. Write on the worker's timesheet if they worked or did not work

**For more information, including definitions of “relevant daily pay” and “average daily pay”, go to [www.dol.govt.nz](http://www.dol.govt.nz)**

## Payroll information

We process payroll fortnightly. **The deadline for submitting timesheets and invoices is 12.30pm on the Monday following the end of each week.**

All invoices and timesheets are required to be fully completed and signed. Any timesheets received after the 12.30pm Monday deadline will be processed in the following pay period. In exceptional circumstances an additional pay run may be able to be negotiated on a case-by-case basis. An additional fee would be charged. Any additional pay run must be approved by the Service Manager. Please give us a call if you want more information about this.

**New Employees for Payroll:** all employee documentation including tax forms, KiwiSaver and the advice of appointment form must be received **four** working days prior to the period end. Information received after this time will be processed in the next pay period.

**Resigned staff:** if your employee no longer works for you and we need to process a final pay for them, we need to receive this by the 12.30pm Monday deadline.

## Submitting timesheets

Timesheets and invoices can be forwarded using the following methods:

Post	In Person
Lifewise Homecare Services PO Box 10307 Dominion Rd Auckland 1446	Gordon House 227 Mt Eden Road Mt Eden
By Fax	By Email
09 630 8956	timesheets@lifewise.org.nz

If sending your forms in by email please include them as attachments rather than in the body of the email. You can scan or take a photo of any forms that you wish to email to us.

### An Example of a correctly filled in timesheet

Any timesheets that are submitted must be correctly filled in. This means that it must have the full name of the consumer and the employee as well as the agent's name if applicable. It must also have both the consumer and employee numbers. Dates must be correctly written and the hours should be clearly entered and totalled.

#### WEEKLY EMPLOYEE TIMESHEET

Name of Consumer:	Jade Smith	Consumer #:	1234	Name of Agent: (if applicable the person managing funds on behalf of the Consumer)	
Name of Employee:	John Brown	Employee #:	9876	Week Ending:	31 January 2016

	DATE	PERSONAL CARE HOURS			HOUSEWORK HOURS			SLEEPOVER/RESPIRE (circle as applicable)		
		START	FINISH	HOURS	START	FINISH	HOURS	START	FINISH	HOURS
MONDAY	25/1/16	9am	4pm	7	4pm	5pm	1			
TUESDAY	26/1	9am	4pm	7						
WEDNESDAY										
THURSDAY										
FRIDAY	29/1	9am	3pm	6	3pm	5pm	2			
SATURDAY										
SUNDAY										
	TOTAL HOURS:			20			3			

Please note if your worker has taken any leave (annual, sick or statutory day), you must complete a leave form and send it in with this timesheet.

PLEASE ATTACH ALL RECEIPTS FOR EXPENSES/CLAIMS LISTED BELOW EXCEPT MILEAGE; RECORD NUMBER OF KM TRAVELLED EACH JOURNEY.

DATE	PARTICULARS	AMOUNT
Declaration by worker: I hereby verify that the hours on this timesheet were worked by me during the week shown above.	Signed: John Brown	Date: 29/1/16
Declaration by consumer: I hereby verify that the hours on this timesheet are a true reflection of the hours worked by my worker.	Signed: Jade Smith	Date: 29/1/16

Implemented 2011 Reviewed 03/15 Next review 03/16  
Homecare Forms/Individualised Funding Weekly Timesheet

## How to fill in a timesheet if it is a public holiday

Jade's employee John worked on the public holiday. He has clearly written that the hours were actually worked.

### WEEKLY EMPLOYEE TIMESHEET

Name of Consumer:	Jade Smith	Consumer #:	1234	Name of Agent:	(if applicable the person managing funds on behalf of the Consumer)
Name of Employee:	John Brown	Employee #:	9876	Week Ending:	7 February 2016

	DATE	PERSONAL CARE HOURS			HOUSEWORK HOURS			SLEEPOVER/RESPITE (circle as applicable)		
		START	FINISH	HOURS	START	FINISH	HOURS	START	FINISH	HOURS
MONDAY	1/2	9am	4pm	7	(worked on a public holiday)					
TUESDAY	2/2	9am	4pm	7	4pm	5pm	1			
WEDNESDAY										
THURSDAY										
FRIDAY	5/2	9am	4pm	7	4pm	5pm	1			
SATURDAY										
SUNDAY										
	TOTAL HOURS:			21			2			

Please note if your worker has taken any leave (annual, sick or statutory day), you must complete a leave form and send it in with this timesheet.

PLEASE ATTACH ALL RECEIPTS FOR EXPENSES/CLAIMS LISTED BELOW EXCEPT MILEAGE; RECORD NUMBER OF KM TRAVELLED EACH JOURNEY.

DATE	PARTICULARS	AMOUNT
Declaration by worker: I hereby verify that the hours on this timesheet were worked by me during the week shown above.		Signed: John Brown Date: 5/2/16
Declaration by consumer: I hereby verify that the hours on this timesheet are a true reflection of the hours worked by my worker.		Signed: Jade Smith Date: 5/2/16

Implemented 2011 Reviewed 03/15 Next review 03/16  
Homecare Forms/Individualised Funding Weekly Timesheet

Jade's other employee Elizabeth did not work on the public holiday, although she normally does work on a Monday. She is entitled to her normal pay and because of this has included her hours on the timesheet and clearly written that the time was not actually worked,

### WEEKLY EMPLOYEE TIMESHEET

Name of Consumer:	Jade Smith	Consumer #:	1234	Name of Agent:	(if applicable the person managing funds on behalf of the Consumer)
Name of Employee:	Elizabeth Gray	Employee #:	9875	Week Ending:	7 February 2016

	DATE	PERSONAL CARE HOURS			HOUSEWORK HOURS			SLEEPOVER/RESPITE (circle as applicable)		
		START	FINISH	HOURS	START	FINISH	HOURS	START	FINISH	HOURS
MONDAY	1/2			2	(Normal working day, did not work)					
TUESDAY	2/2	5pm	7pm	2						
WEDNESDAY										
THURSDAY	4/2	5pm	7pm	2						
FRIDAY	5/2	5pm	7pm	2						
SATURDAY										
SUNDAY										
	TOTAL HOURS:			8						

Please note if your worker has taken any leave (annual, sick or statutory day), you must complete a leave form and send it in with this timesheet.

PLEASE ATTACH ALL RECEIPTS FOR EXPENSES/CLAIMS LISTED BELOW EXCEPT MILEAGE; RECORD NUMBER OF KM TRAVELLED EACH JOURNEY.

DATE	PARTICULARS	AMOUNT
Declaration by worker: I hereby verify that the hours on this timesheet were worked by me during the week shown above.		Signed: Elizabeth Gray Date: 5/2/16
Declaration by consumer: I hereby verify that the hours on this timesheet are a true reflection of the hours worked by my worker.		Signed: Jade Smith Date: 5/2/16

Implemented 2011 Reviewed 03/15 Next review 03/16  
Homecare Forms/Individualised Funding Weekly Timesheet

## Compliments & complaints

---

Lifewise Homecare Services welcomes suggestions for improvement from our consumers, their family/whanau/fanau and others. This may be in the form of a compliment or as a result of a complaint.

**Compliments/Service Improvements:** We welcome your feedback by letter or phone. You can call your Case Manager and pass on your compliments or feedback about any part of the service that is working well for you.

**Complaints/Concerns:** Lifewise Homecare has a complaints policy. A copy is available on request. We encourage you to share any concerns or complaints that you may have. You can discuss these with your Case Manager, the Team Leader – Disability Support, or the Service Manager.

Please contact us if you would like a copy of our Complaints form. You can complete this yourself or it can be completed by someone else on your behalf. We also encourage you to telephone us if you prefer.

The complaints process is sensitive to, and respects the values and beliefs of our consumers.

All complaints are investigated fully and confidentially. You will be informed of the outcome of the investigation.

You may also access an independent advocate to assist you to make a complaint. The Health & Disability Advocacy service can assist you with this and can be contacted on 09 623 5799.

They are able to provide advocacy for all cultures.

## Where can I get more information or resources?

---

If you would like to find out more about how Lifewise can work with you, or have any questions about our IF support, please contact:

**Sabrin Ramzan, Team Leader – Disability Support**

**09 623 6569 or email [sabrinr@lifewise.org.nz](mailto:sabrinr@lifewise.org.nz)**

Lifewise have a website for our Individualised Funding consumers at [www.toolbox.lifewise.org.nz](http://www.toolbox.lifewise.org.nz)

This is where we post useful information, updates about upcoming events, and keep a library of the forms that you will use as an IF consumer. You will need a

password to access the part of the website where the forms are available for download – please contact us for this.

You can visit the Ministry of Health's website for the **Individualised Funding**

**Project:** <http://www.health.govt.nz/yourhealth-topics/disability-services/home-and-community-support-services/individualised-funding>

Throughout this booklet we have referred to several brochures available that may be useful for you. If you can't access the internet links, please ask us for a hard copy.