

LifeLinks

Nga Oranga Mekameka
A Division of Compensation Advisory Services Ltd

Overview of LifeLinks Outcome Planning and Outcome Coordination Service He tirohangawhanui o Nga Oranga Mekemeka

Introduction

The Ministry of Health has established a process to deliver community based supports for people with disabilities.

LifeLinks is contracted to provide an outcome planning and coordination service for people with intellectual, physical, neurological and/or sensory disabilities and aged between 0-65 years.

The coverage area for our outcome planning and coordination service is Canterbury, from the Clarence River in the north to the Waitaki River in the south, and the West Coast.

Eligibility

To access LifeLinks outcome planning and outcome coordination service and government-funded disability support services, you need to meet the Ministry of health's eligibility criteria. The eligibility criteria include:

- People with a physical, intellectual, neurological or sensory disability, or a combination of these
- Person's disability likely to continue for at least 6 months
- Person's disability limits their ability to function independently, to the extent that ongoing support is required
- People with Autism Spectrum Disorder
- People are usually aged between 0-65 years
- People are a New Zealand citizen, or permanent resident, or are from another country which has a funding agreement with New Zealand.

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Referral

If you, or a family member, wish to access LifeLinks outcome planning and outcome coordination services, please complete our referral form below, or contact us for more information at office@lifelinks.co.nz .

You can complete the referral form yourself or with your agreement any other person or organisation listed below can make the referral on your behalf.

- Your family, whānau, aiga or carer
- A doctor or other health professional
- Someone from a disability or community organisation

If you wish to make a referral to our service, please complete the referral form online or complete a paper copy of the referral form and email to office@lifelinks.co.nz or post to PO Box 2379 Christchurch 8140.

When you submit the referral form make sure you attach a letter from your doctor confirming your diagnosis.

Outcome Planning and Outcome Coordination

Once your eligibility for service has been confirmed one of our outcome planners will contact you directly to arrange a suitable time, date and place for a meeting to develop your Outcome Plan. You are welcome to invite support people to this meeting if you wish.

If English is your second language or you are deaf we will arrange a professional interpreter to also be present at the meeting.

If you wish to have cultural support at the meeting we can arrange this for you.

Our service is a client/tangata whaiora and family/whānau centred and directed process.

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It proceeds at your pace; within your timeframe; and in the place of your choice. At the end of the outcome planning meeting, a report is prepared that includes a list of prioritised outcomes that you have identified.

Once you agree to the content of the report and the identified prioritised outcomes, our LifeLinks staff member will provide you with information on services that may support you to achieve your desired outcomes. You will be offered choices of providers where possible and the LifeLinks staff member will make referrals to support services as required.

Review

The purpose of a review is to ensure that the mix of supports that you have remain relevant to your circumstances and continue to assist you to achieve your goals.

Generally, reviews occur every 12 months. However, if your circumstances change please contact LifeLinks so that an early review can be arranged.