

Greetings / Tena Koe

Please find enclosed the LifeLinks Information Pack which includes the following information sheets for your reference:

- Overview of LifeLinks outcome planning and coordination service
- Purpose and process of LifeLinks outcome planning and coordination service
- Your rights and responsibilities when receiving a health or disability service
- Consent for the collection and release of information
- Privacy Act 2020 and Health Information Privacy Code
- Complaints process flow chart
- Advocacy and the Health and Disability Commission's Advocacy Service pamphlet
- Client Opinion Survey Questionnaire

If you require any further information about the LifeLinks outcome planning and coordination service, please do not hesitate to contact us toll-free on 0800 866 877 or at office@lifelinks.co.nz.

I hope you find the information in this Information Pack helpful, and we look forward to being of service to you.

Yours sincerely

Craig Hutchison
Managing Director
LifeLinks

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

The Ministry of Social Development (MSD) is responsible for funding and delivering disability support services, including community-based supports.

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.

You are eligible for our service, if you have a physical, intellectual, neurological or sensory disability, and are between 0-65 years of age. The disability must:

- Be likely to continue for at least 6 months;
- Limit your ability to function independently, to the extent that ongoing support is required.

We accept self-referrals from any person or organisation. Talk to your doctor or health professional or contact us and we can send a referral form.

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.

Our Outcome Planner will get in touch with you to book your planning meeting. Before we meet, we will send you a preparation letter and guide in line assessment processes. This will help you think about your needs and goals ahead of time.

You can choose a meeting time and place that works best for you, and please feel free to bring along any family, whānau, or support people. If you need a spoken language or New Zealand Sign Language interpreter, just let us know and we will organise one.

Please let us know if you would like cultural support at the meeting so we can arrange it for you. Our service centers completely around you (tāngata whaiora) and your whānau. Everything moves at your own pace, on your timeframe, and at a place you choose.

Following our meeting, we will put together a report of the top goals you want to focus on. As soon as you agree with what we've written, your LifeLinks staff member will explain the services that can support you. We will offer you a choice of service providers wherever possible and make all the necessary referrals on your behalf.

Purpose and Process of Outcome Planning and Coordination Nga Tikanga me nga Whakarereketanga ote Whaingā Aromatawai

PURPOSE/TIKANGA

The outcome planning and coordination process collaboratively identifies personal goals, strengths, and aspirations to determine necessary supports for maintaining independence. LifeLinks staff develop a My DSS Funding Plan using an equitable, structured framework that combines community resources with funded disability supports.

PROCESS/RAUPAPA MAHI

Planning

This interactive process involves a LifeLinks coordinator visiting to identify strengths and supports needed to achieve specific goals, resulting in an Outcome Plan. Information is entered into the Outcome Based Indicative Range (OBIR) web tool to calculate a fair, indicative funding range, which forms the basis of the My DSS Funding Plan.

Coordination

Following the signing of the My DSS Funding Plan, coordination begins to implement a support plan focused on fostering independence. LifeLinks connects individuals with chosen services and monitors them, while logging any service "gaps" to assist the Ministry of Social Development in planning future resources.

For more details on the operational policy regarding assessment and allocation, visit [Disability Support Services](#).

Where an individual has not yet progressed through the OBIR process, support decisions may be informed by the information available at the time, including referral information, needs assessment discussions, identified disability-related needs, clinical or professional reports, existing supports, and input from the individual and those involved in their support. This is intended to support continuity of service, maintain consistency of decision-making, and enable a smooth transition while new processes become fully established in practice.



OBIR (Outcome Based Indicative Range)

Understanding the Outcome Based Indicative Range (OBIR)

As part of the planning process, LifeLinks is starting to use the Outcome Based Indicative Range (OBIR) tool.

OBIR is a Disability Support Services tool that helps support consistent and equitable planning decisions. It considers information gathered during planning conversations, including:

- Your goals and aspirations
- Your strengths and natural supports
- Your Disability-related support needs
- The support you currently receive
- Information that helps us understand your day-to-day life

The information discussed during your planning meeting is entered into the OBIR tool. The tool then produces an indicative range which helps inform planning and funding discussions.

OBIR does not make decisions on its own. Your Outcome Planner will continue to work alongside you, your whānau, and the people important to you when developing your My DSS Funding Plan.

As LifeLinks and Disability Support Services continue to embed this new process, some people may experience the OBIR process while others may continue through existing planning pathways during the transition period.

Current processing times for the indicative range can vary. While some indicative ranges are returned sooner, the process may currently take between 5 and 20 working days.

If you have been waiting longer than 10 working days and have not received an update, please contact your Service Coordinator/Facilitator and we will endeavour to provide an update on the progress of your plan.

OBIR explanation and expectations

Help us improve the OBIR process

LifeLinks is committed to introducing the Outcome Based Indicative Range (OBIR) process in partnership with disabled people, whānau, carers, and supporters.

We want to do this WITH people, not to people.

Your feedback is important and will help us understand what is working well and where improvements are needed.

You can provide feedback by clicking here: [FEEDBACK LOOP for OBIR \(Outcome Based Indicative Range\) – Fill out form](#)

Thank you for helping us learn and improve together.

Your Rights when Receiving a Health or Disability Service **Tou nei tikanga | Te Wa | Whiwhi Ai Tou nei Hauora / Haua Ratonga**

1. Respect

You have the right to be treated with respect. This means being listened to, having your culture, values, ideas and beliefs respected, and having your privacy protected.

2. Fair Treatment

No one should treat you unfairly, pressure you into doing something you do not want to do or take advantage of you in any way.

3. Dignity and Independence

You should be treated in a way that values and respects you as a person, and receive support that helps you live a dignified, independent, and meaningful life.

4. Proper Standards

You have the right to be treated with care and skill, and to receive services that are right for your circumstances. All those involved in supporting you should work together as a team to help you succeed.

5. Communication

You have the right to be listened to and understood, ask questions, and receive information in whatever way you require. When it is required, and practicable, an interpreter should be available.

6. Information

You have the right to clear information about what is happening and what your choices are. This includes knowing how long you will have to wait, any costs involved, and the benefits or side effects of your options. Please ask as many questions as you need so you can make informed decisions about your care.

7. It's Your Decision

It is up to you to decide. You can say no or change your mind at any time.

8. Support

You have the right to have someone with you to give you support in most circumstances.

9. Teaching and Research

All of these rights apply when taking part in teaching and research.

10. Complaints

It is OK to complain, and it is your right to have your concerns heard. Your complaints help improve service. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

A full copy of the Code of Rights is available from the Health and Disability Commission.

The Health and Disability Commissioner can be reached on a National Free Phone 0800 11 22 33 or by Email hdc@hdc.org.nz

Your Responsibilities Toū nei Mana Whakahaere

It is your responsibility to let us know as soon as possible if you are unable to keep an appointment.

You can do this by phoning us toll free on 0800 866 877.

We will then reschedule your appointment time.

It is your responsibility to provide true and accurate information to our LifeLinks member of staff.

Giving correct information means we will be able to provide you with the best service and the most appropriate assistance.

Any information you do give us will be treated confidentially.

Your My DSS Plan/Outcome Plan works best when it truly reflects your life.

Please let your LifeLinks staff member know if anything changes for you—such as moving house, a shift in your daily support needs, or if you have thought of some new goals you want to reach.

Keeping your information up to date allows us to refresh your plan and make sure your community and funded supports are always backing you up properly.

Consent for the Collection, Use, Storage and Release of Personal Information pursuant to the Privacy Act 2020

Whakaae hoki te kohinga me te tuku o te mōhiohio

Name:

NHI:

Address:

DOB:

I understand that LifeLinks New Zealand Limited at 94 Disraeli Street, Sydenham, Christchurch, collects my personal information (any information that can identify me, for example, my contact details, health information, and care arrangements) for the purpose of facilitating my outcome planning and outcome coordination service in accordance with the Privacy Act 2020 (**Act**).

I understand that in accordance with the Act:

- My personal information will only be collected, used and held by LifeLinks for the purpose of undertaking my outcome planning and coordination, and for any other purpose directly related to my outcome planning and coordination.
- LifeLinks will ensure that my personal information is protected, by such security safeguards as are reasonable in the circumstances to take, against loss, access, modification or disclosures that is not authorised by it and other misuse. LifeLinks uses trusted third-party providers to store and process data and ensure that the company's cloud-based platforms meet New Zealand's privacy regulations.
- Subject to certain grounds for refusal set under the Act, I have the right to access and/or ask for the correction of any information that LifeLinks holds about me.
- When requesting the correction of my personal information, or at any later time, I am entitled to provide LifeLinks with a statement of the correction to the information that I seek.

- LifeLinks may, on request or on its own initiative, take such steps (if any) that are reasonable in the circumstances to ensure that, having regard to the purposes for which the information may lawfully be used, the information is up to date, complete and not misleading.
- If LifeLinks does not make the correction sought, I am entitled to request that LifeLinks attaches my statement of correction to the personal information that I requested the correction of.
- LifeLinks will act in accordance with the Act in respect of my personal information.

I acknowledge that:

- I have been made aware of my rights under the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
- The collection of my personal information by LifeLinks in its capacity as a needs assessment service co-ordinator (NASC) service is authorised by MSD Disability Support Services policies in respect of NASCs and outcoming planning and coordination services;
- I have been made aware of LifeLinks' privacy complaints procedure (more information regarding this below); and
- If I do not consent to the collection of my personal information, LifeLinks may be unable to facilitate an outcome planning and coordination service that best meets my circumstances.

Further information:

To access the Privacy Act [Privacy Act 2020 No 31 \(as at 01 July 2022\), Public Act Contents – New Zealand Legislation](#)

To access the Health Information Privacy Code [Office of the Privacy Commissioner | Health Information Privacy Code 2020](#)

The Privacy Act has 13 information privacy principles that govern how LifeLinks should collect, handle, and use personal information. You can learn more about the principles here: <https://www.privacy.org.nz/privacy-act-2020/privacy-principles/>

Concerns or Questions:

If you have any questions about what information will be collected for what purpose or the way in which it will be used, please discuss the matter with your LifeLinks staff member.

If you have any concerns about the way in which LifeLinks has handled your personal information, you should discuss the matter with the LifeLinks Privacy Officer (Managing Director hutchisonc@lifelinks.co.nz) and/or management.

If you still have concerns, you have the right to lodge a complaint with the Office of the Privacy Commissioner <https://privacy.org.nz/your-rights/making-a-complaint/>

Declaration:

I understand and consent to LifeLinks collecting, using, storing, and sharing my personal information in accordance with this consent form and the Privacy Act 2020.

Signature:

Date:

Or I declare that I have the authority to act on behalf of the named person in respect of their personal information and consent on their behalf to the matters set out in the Declaration above.

Representative's Name:

Representative's Signature:

Date:

Legal Relationship:

Documentation Attached: Yes

No (please state reason)

Privacy Act 2020
Ture Motuhake

Health Information Privacy Code 2020
Hauora Panuitanga mō Te Ture Tahimano Iwā Raiwa Tekau Ma Toru

You have a right to know about some important parts of the Privacy Act and the Health Information Privacy Code. These parts include:

- Information is required to be collected to ascertain appropriate services.
- You must know beforehand, and give your written consent, for information to be collected.
- Your information must be kept securely.
- It is your right to have access to, and, if necessary, correct any information collected by LifeLinks.
- LifeLinks must only use the information for the purposes for which our company collected it.



If you have any concerns about the way in which your personal information has been handled, you can discuss the matter with any or all of the following people:

LifeLinks Privacy Officer

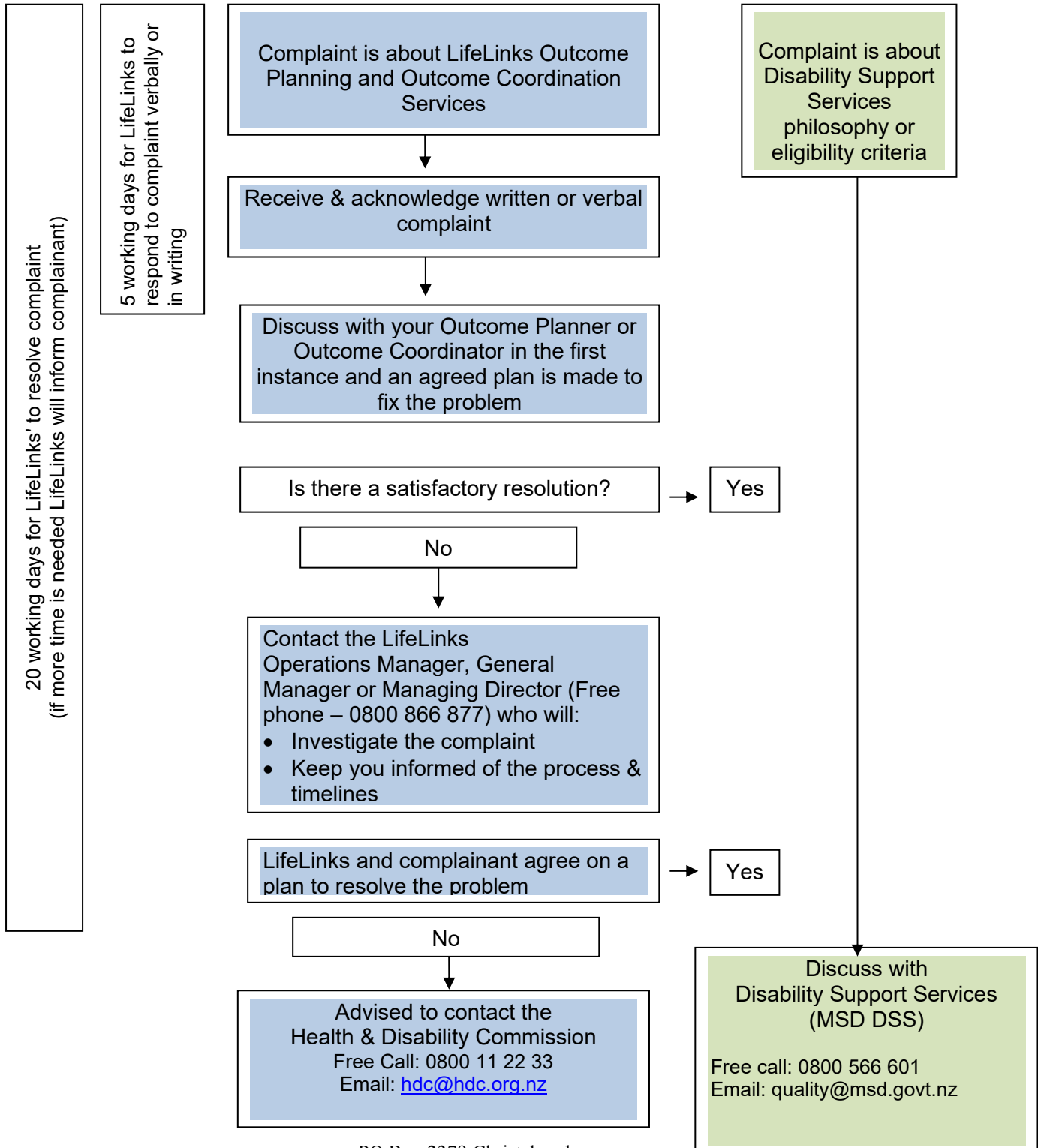
Toll Free: 0800 866 877
Christchurch Phone: (03) 365 9593
Christchurch Facsimile: (03) 365 5244

The Privacy Commissioner

Toll Free: 0800 803 909
Telephone: 04 474 7590
Facsimile: 04 474 7595
Email: enquiries@privacy.org.nz

**COMPLAINTS PROCEDURE FLOW CHART
 AMUAMU WHAKAREREKETANGA MAHERE RIPO**

What happens when you raise a complaint with LifeLinks?



ADVOCACY
Kaitaunaki

Advocacy is available to you and your family/whānau should you wish to be supported and/or helped to represent your views during the delivery of LifeLinks services.

This support, advocacy or advice might be offered by members of your family/whānau and friends or by specially trained people working for one of many specialist support groups and services.

For example, you are welcome to contact one of the following:

- A Health and Disability Advocate
- A consumer advisor
- A local support group, such as a peer support group

The following section includes the contact details for the Nationwide Health and Disability Advocacy Service, which you can access if you would like independent support or representation during your time with LifeLinks. A comprehensive directory of disabled people's organisations, consumer networks, and community support groups can be found through the national disability information platform, [Firstport](#).

Advocacy Service	Contact Details	Additional Information
Nationwide Health and Disability Advocacy Service	Freephone: 0800 555 050 Free Fax: 0800 2787 7678 Email: advocacy@advocacy.org.nz Website: www.advocacy.org.nz	This is a free, confidential service that operates completely independently from health providers and government agencies. Culturally diverse advocates, including specialist refugee and migrant support, are available nationwide to guide you through your choices.

For Māori clients and those from Pacific communities, information about culturally appropriate advocacy and support services can be accessed by contacting the Health and Disability Advocate - Freephone: 0800 555 050 or email: advocacy@advocacy.org.nz

You are also welcome to seek support at any stage during service delivery from our company's kaumatua who can be contacted on: Free phone, 0800 866 877

Client Opinion Survey Questionnaire
Ou Whakaaro

1. Did the LifeLinks staff member explain their role so you were clear about what they could do for you? Please tick one box.

Yes

No

Comment:

2. Were we clear in all our communications with you? Please tick one box.

Yes

No

Comment on ways we could improve our communications:

3. Did you feel your point of view was listened to by LifeLinks' staff? Please tick one box.

Yes

No

Comment: _____

4. Has the service you received from LifeLinks met your expectations? Please tick one box.

Yes

No

Comment on what we could do better to meet your expectations:

5. Is there any way that LifeLinks can improve our service? Please tick one box.

Yes

No

If yes, please comment: _____

6. Overall, how satisfied are you with the service you received from LifeLinks? Please tick one box.

Very satisfied

Satisfied

Unsure

Unsatisfied

Very Unsatisfied

Comments: _____

7. 'As a result of receiving the LifeLinks' service I deal more effectively with daily life.'

Reflecting on this statement, please tick the box that best reflects your experience.

Strongly Disagree

Disagree

Unsure

Agree

Strongly Agree

Comments: _____

Thank you for taking the time to complete this questionnaire

If you are completing this client opinion survey questionnaire on behalf of our company's client/tangata whaiora, could you please identify your relationship to the client/tangata whaiora.

Relationship to LifeLinks client/tangata whaiora: _____

When you have completed the questionnaire, please return it in the reply paid envelope or by email or if you are completing the questionnaire on-line then press the "submit" button.



All personal information and /or identifying information received via the client opinion survey questionnaire will be kept strictly confidential and securely stored.

If you wish to discuss the questionnaire or any other issues, do not hesitate to contact us toll-free on 0800 866 877 or at office@lifelinks.co.nz .

Optional:

You do not have to include your name on this questionnaire.

However, if you would be willing for our LifeLinks staff member to contact you to discuss in more detail the points you have made, it would be helpful if you included your name and contact number.

Your name: _____

Your telephone / mobile number: _____