

**disability
connect.**

helping families

DISABILITY SUPPORT GUIDE:

AN OVERVIEW OF THE
DISABILITY SUPPORT
SERVICES STRUCTURE
IN NEW ZEALAND

UPDATED MAY 2016





CONTENTS

Foreword	05
Your Rights in New Zealand	06
Disability Support: An Overview	08
Ministry of Education (MOE)	09
Ministry of Health (MOH)	13
Ministry of Social Development (MSD)	17
Accident Compensation Corporation (ACC)	21
Child Youth and Family Services (CYFS)	25
Non Government Organisations and Support Groups	29
Disability Connect	33



FOREWORD

Welcome to the Disability Connect Disability Support Guide. This guide is a resource for families who have children and young people with disabilities to orientate their way through the services provided by various ministries and agencies in the disability sector. Note that the information in this guide is intended as a starting point for families, and there will be variations around eligibility for certain services and funding (according to individual circumstances). At present there are changes being implemented within the sector, particularly around the Ministry of Health Disability Support Service Model (the 'New Model') and the Ministry of Social Development's Welfare Reform. To see these changes visit the Disability Connect website on www.disabilityconnect.org.nz or contact us on 09 636 0351.

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01.

YOUR RIGHTS IN NEW ZEALAND

The New Zealand Disability survey 2006 reports that about 17% of the New Zealand population has a disability. For these people, accessing health and disability services becomes a regular part of their lives. Helping these people access quality care is therefore imperative. To protect people with disabilities from discrimination, and to promote inclusion and a quality of life for these people, there are various government led strategies and legislation in place.

The Disability Strategy

The Disability Strategy is administered by the Office for Disability Issues, and was developed in collaboration with experts from the disability sector and people with disabilities. The strategy aims to “promote a more inclusive society” for people with disabilities, and gives the government a framework to support the interests and support requirements of people with disabilities in New Zealand. The Disability Strategy has 15 objectives and over 100 action points that detail the way in which people with disabilities can be better integrated into their community. For a more comprehensive view of the strategy, visit the Office for Disability Issues website on www.odi.govt.nz/nzds

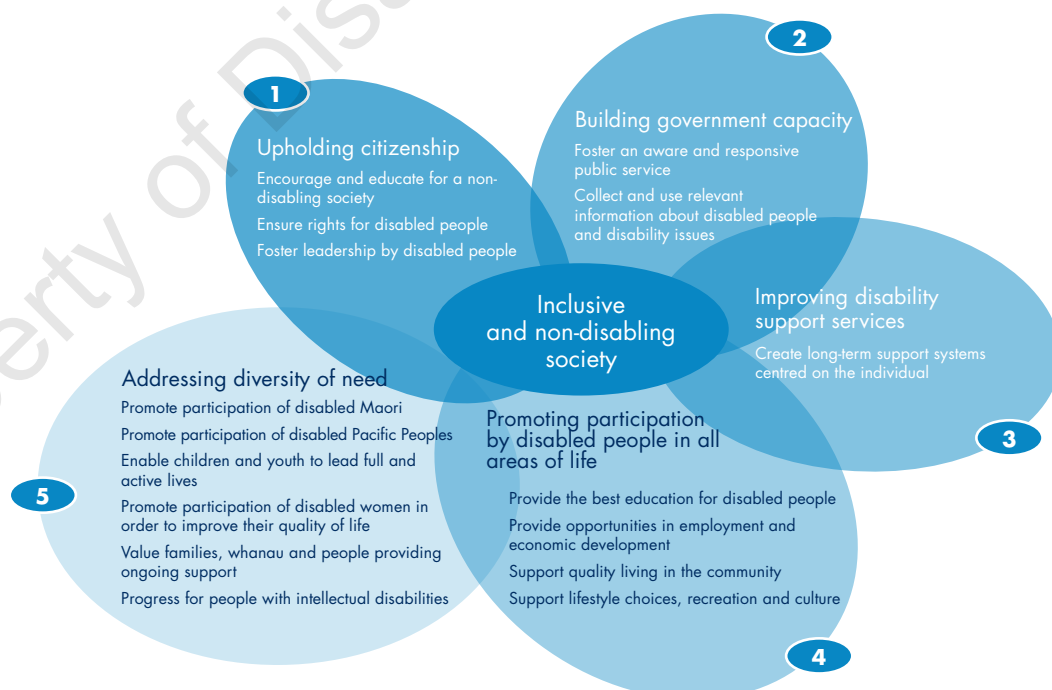


Diagram copied from the Office for Disability Issues website www.odi.govt.nz/nzds/diagram1

Health and Disability Commissioner (HDC)

The HDC facilitates the Health and Disabilities Act, 1994. It is an independent agency established to protect the rights of New Zealand consumers of health and disability services. The function of the HDC is to accept consumer complaints related to health or disability service, offer advocacy services for consumers, and mediation for

consumers and professionals. The HDC enforces the Code of Health and Disability Consumers' Rights, which applies to all providers of health and disability services. As a consumer, under the code, you are entitled to:

1. Be treated with respect
2. Be treated fairly without pressure or discrimination
3. The right to dignity and independence
4. Receive a quality service and to be treated with care and skill
5. Be given information that you can understand
6. Be given the information you need to know about your health or disability
7. Make your own decision about your care, and to change your mind
8. Have a support person with you at most times
9. Have all these rights apply if you are asked to take part in a research study or teaching session for training staff
10. The right to complain and have your complaint taken seriously.

For a more comprehensive look at the Code of Rights, visit the HDC website on www.hdc.org.nz and download 'Your Rights' (www.hdc.org.nz/media/123229/english.pdf)

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

The UNCRPD came into effect in May 2008. New Zealand was one of 44 countries to sign the convention. The convention aims to challenge and change the previously held negative attitudes and treatment of people with disabilities, and enhance the status of individuals with disabilities from "objects" of charity and needing protection, to fully participating citizens who have rights and the ability to make their own decisions. By signing this convention, New Zealand has agreed to ensure the rights of persons with disabilities are protected, and that they have full and equal rights as all other citizens of New Zealand do. To read the UNCRPD in full, visit the United Nations website on www.un.org/disabilities/convention/conventionfull.shtml

United Nations Convention on the Rights of Children (UNCROC)

The UNCROC is a human rights treaty aimed towards protecting the rights of children as full and participating citizens in international law. The treaty was adopted in New Zealand in 1989, and ratified in 1993.

The UNCROC is made up of 54 articles, that are based on four fundamental principles:

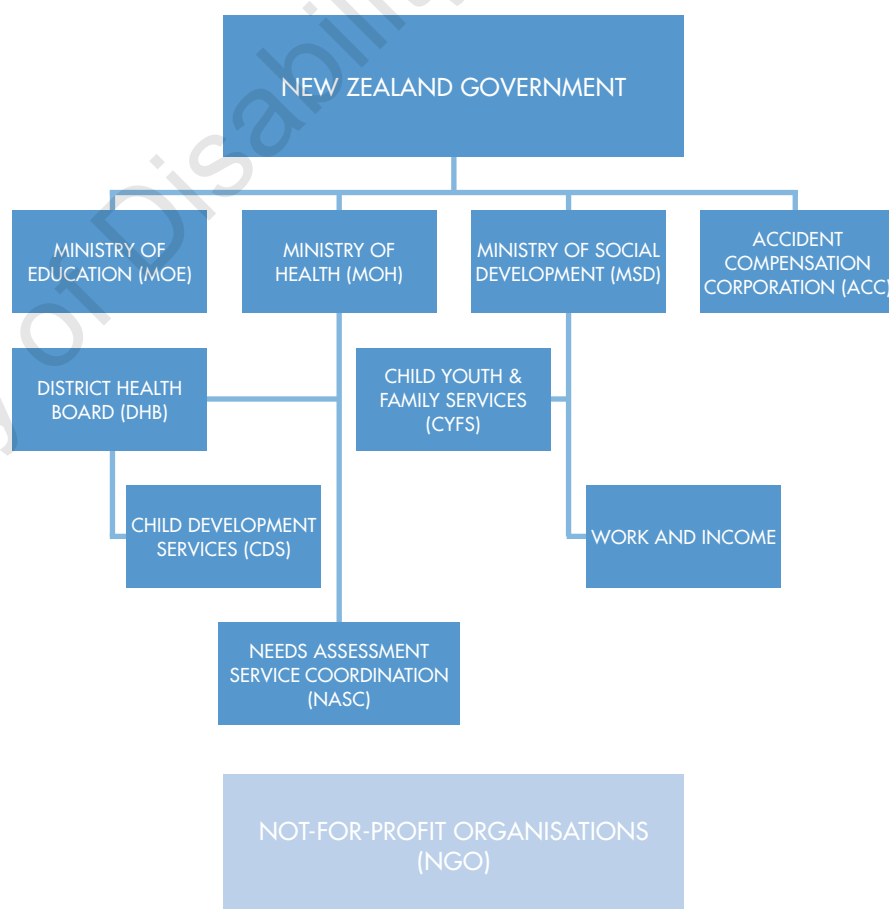
- All children have the right to protection from discrimination on any grounds
- The best interests of the child should be the primary consideration in all matters affecting the child
- Children have the right to life, survival and development
- All children have the right to an opinion and for that opinion to be heard in all contexts.

For more details about UNCROC and to read the full treaty visit the Unicef website on www.unicef.org.nz/learn/our-focus-areas/child-rights or visit www.msd.govt.nz/about-msd-and-our-work/publications-resources/monitoring/uncroc/

02.

DISABILITY SUPPORT— AN OVERVIEW

This part is designed to help individuals and their families “navigate” their way around the New Zealand disability sector. Most of the information in this resource is nationally applicable; however some of it may only pertain to Auckland (and is specified as such). The disability sector is comprised of several government led Ministries and Non-Government Organisations (NGOs). The following diagram illustrates the relationship between the Government, Ministries, and Not-for-profit organisations (or NGOs). Individual groups are discussed in further detail in this booklet.



03.

MINISTRY OF EDUCATION

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The Ministry of Education (MOE) is the government's lead advisor on the New Zealand Education system, shaping direction for sector agencies and providers¹. In New Zealand, all children have the right of enrolment at their local mainstream school. Therefore, one of MOE's roles is to provide support for children with Special Needs. The MOE does this by providing the following services/funding:

Early Intervention Services

If a child aged from birth to school age is identified as requiring extra support for learning, the MOE Early Intervention Service may become involved. Early intervention services usually assist by way of providing access to Speech & Language Therapists (SLT), Educational Psychologists, Education Support Workers and advisors on Deaf Children. Occupational Therapy (OT) and Physiotherapy are available through the Child Development Services (CDS) for preschoolers. For more information regarding CDS, please refer to the section on Ministry of Health supports.

Ongoing Resourcing Scheme (ORS)

Children who have high or very high needs may be able to access ORS funding. There is a comprehensive list of eligibility criteria for students to qualify for ORS funding. The criteria are divided into two distinct categories (high and very high needs), in which there are 9 specific requirements. To receive ORS funding, the student must have: extreme or severe difficulty with either learning, hearing, seeing, moving about or using language and social communication, or a combination of moderate-to-high difficulty with learning plus any two of the above difficulties at the moderate to high level¹.

ORS funding may help pay for teacher aid time, resources for the classroom and specialist services such as OTs, Physiotherapy, Educational Psychologists, SLTs, Behaviour Support, and Assistive Technology (such as hearing devices, specialised seating, and computer aids).

How to apply for ORS

To access ORS funding, families may wish to complete an application themselves, however it is useful to have the help of professionals involved such as SLT, OTs², school Principal or the Special Education Needs Coordinator (SENCO).

Resource Teacher of Learning and Behaviour (RTLB)

The role of a RTLB is to support students who experience learning barriers, and to assist the teachers and the schools to better support these individuals. Schools in New Zealand have access to a RTLB via a local "cluster" school. For more information visit the 'Education' website (a portal to New Zealand Education information which is maintained by the Ministry of Education) on www.education.govt.nz/school/student-support/special-education/resource-teachers-learning-and-behaviour-service/

Special Education Grant (SEG)

Most New Zealand schools receive a small grant called the Special Education Grant (SEG). The amount received by a school is dependent on the size of the school population and the school's decile rating. Schools are able to use the grant to support all types of students (i.e. it

1. Ministry of Education information: www.education.govt.nz/header-utilities/about-us/
2. www.education.govt.nz/school/student-support/special-education/ors/overview-of-ors/

is not restricted to students with disabilities). For example, the SEG can be used for reading recovery programs and therapy services as well as additional supports for high achieving students.

Special Schools

If your child has high or very high needs, another option may be a Special School. There are 28 day schools and 6 residential schools throughout New Zealand. For more information on these schools and their locations, visit the Education website: www.parents.education.govt.nz/special-education-needs/secondary-school/special-schools/

Special Education Needs Coordinator (SENCO)

Most schools have a SENCO. This is typically a staff member within the school who has many years of teaching experience. The SENCO is involved in the development of the Individual Education Plan (IEP) and assessing the needs of the child, as well as coordinating appropriate resources, supports and services. The aim of this is to ensure that the child is able to get the most out of the school curriculum. Extra support may be provided to you and your child while attending school in the form of:

- Communication service
- Intensive Behaviour Service
- School High Health Needs Fund (SHHNF)

Specialists may also work with your child. These include:

- Speech and Language Therapists
- Occupational Therapists
- Physiotherapists
- Psychologists
- Advisers on deaf children
- Teachers' aides
- Support workers

CONTACT DETAILS

CONTACT DETAILS FOR MOE

Special education

Ph: 0800 622 222

Eml: special.education@education.govt.nz

Web: www.education.govt.nz/

Northwest District Office

Sue Hutton, District Manager

Level 1, 102 Rosedale Road, Albany,
North Shore City 0632

PO Box 305160, Triton Plaza, North
Shore City 0757

Ph: 09 487 1100

Fax: 09 487 1187

West Auckland Centre

10 Montel Avenue

PO Box 21 057, Henderson,

Waitakere City 0650

Ph: 09 632 0390

Fax: 09 836 6620

Manukau District Office

Leslie Whitehead, District Manager
Unit 1, 16 Bishop Dunn Place, Botany
South

PO Box 217046, Botany Junction,
Manukau 2164

Ph: 09 265 3000

Fax: 09 265 3199

Auckland City District Office

Marilyn Mitchell, District Manager
Level 3, Eden 5 Building, 12 - 18
Normanby Road, Mt Eden, Auckland
1024

Private Bag 92 644, Symonds St,
Auckland 1150

Ph: 09 632 9400

Fax: 09 632 9401

04.

MINISTRY OF HEALTH



The Ministry of Health (MOH) funds a range of supports for people with disabilities generally up to 65 years of age, to help them live an everyday life in their communities. A person with a disability has to be eligible to receive these support services in New Zealand¹, and have a physical, intellectual or sensory disability (or a combination of these) which:

- is likely to continue for at least six months
- limits their ability to function independently, to the extent that ongoing support is required².

What isn't covered by MOH?

If an accident results in a long term disability such as paraplegia or brain injury, ACC will likely administer all supports for that person. District Health Boards (DHBs) fund some supports for people with mental illness (such as schizophrenia or depression) and addictions; and for people with chronic health conditions, for example due to asthma or diabetes³. DHBs also fund supports for people with conditions associated with ageing such as Alzheimer's (mainly people 65 and over and some people 50-64 years of age).

How to access MOH support

MOH contracts Needs Assessment Service Coordination (NASC) organisations throughout New Zealand. To access the range of MOH funded disability support services an application is made to a NASC for a needs assessment. A referral can be made by anyone (for example, by the individual's family, friend, or the individual can self-refer) however a confirmation of diagnosis is usually required by a doctor or a paediatrician. An assessment is typically conducted in the home of the child or person with a disability. The assessment process is client-driven and considers the needs as well as the strengths, abilities and goals of the person, as well as their family (if applicable). Based on the family's support requirements, the assessor coordinates a plan for supporting the individual with a disability using MOH funded supports if necessary, and identifying other supports available.

There is a different process to access Equipment and Modification Services. Generally a DHB-based assessor such as an occupational therapist will discuss with the eligible person (who has a disability) of any age and their family what could be helpful to them, and apply for funding on their behalf. A General Practitioner (GP) or a NASC can refer people for an assessment, and in some cases, people can self-refer.

Types of support available

MOH funded disability supports include:

- Home and community support (e.g. household management or help, personal care)
- Equipment and Modification Services (e.g. funding for equipment such as wheelchairs; home modifications such as ramps and widened doorways; and vehicle modifications such as a hoist)
- Hearing and Vision services (e.g. hearing aids; children's spectacle subsidy)
- Respite and Carer Support
- Community Residential Support
- Supported Living

1. For more information, see www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/eligibility-direction.

People supported by the MOH before they turn 65 will remain with the MOH after, unless they are reassessed as needing aged residential care, when DHBs will take over funding responsibilities.

2. See www.health.govt.nz/your-health/services-and-support/disability-services/am-i-eligible-ministry-funded-support-services.

3. DHBs have been responsible for funding long-term supports for people with chronic health conditions from 2011.

Behaviour Support
Autism Spectrum Disorder (ASD) specific services (e.g. ASD Communication and Behaviour Support; ASD Plus parent education).

To find out about the full range of disability support services funded by the Ministry of Health visit www.health.govt.nz/your-health/services-and-support/disability-services

Child Development Services

The Child Development Service is an early intervention service which supports children with disabilities to maximise their potential through assessment, intervention and treatment services. The service is usually available for children from the ages of 0-5 years, though in some regions the service is available for children aged 0-16 years. Child Development Services are based in DHBs or in some regions are delivered by a community based provider. To access this service, a referral will need to be made by health professionals such as GPs, Paediatricians, or Well Child Nurses.

PAYING FAMILY CARERS

From 1 October 2013, adults with disabilities (aged 18 years and over) assessed as having high or very high needs based on a number of criteria can employ their parent or other family member (except a spouse or partner) to provide up to 40 hours of support per week. For more information visit the MOH website on www.health.govt.nz/your-health/services-and-support/disability-services/types-disability-support/funded-family-care and for information on the April 2016 updated Funded Family Care Operational Policy please visit www.health.govt.nz/publication/funded-family-care-operational-policy

To find out more about non-government funded services, see the NGO section on page 29.

Individualised Funding (IF)

Some people with disabilities, or in the case of children their families, choose Individualised Funding (IF). This payment option gives them greater choice and control over their household management and personal care funding. Refer to the MOH website for more information: www.health.govt.nz/your-health/services-and-support/disability-services/types-disability-support/individualised-funding

New Model

The MOH is committed to a New Model to support people with disabilities that offers them and their families and whanau more choice and control, and more flexibility in funded supports. Parts of the New Model are being demonstrated in the Bay of Plenty, Lakes, Waikato, Auckland, Hutt Valley and Otago/Southland regions. Local Area Coordination is being introduced in some regions to support people with disabilities and their families to decide what is 'a good life' for them and how to achieve it. To find out more information about the New Model visit the MOH website at www.health.govt.nz/our-work/disability-services/disability-projects/new-model-supporting-disabled-people

CONTACT DETAILS

Ministry of Health

Ph: 0800 373 664 – this 0800 number will be answered 8am-5pm Mondays to Fridays

Web: www.health.govt.nz/your-health/services-and-support/disability-services

Eml: disability@moh.govt.nz
(general enquiries)

Taikura Trust NASC

Ph: 0800 824 5872 or
0800 TAIKURA

Web: www.taikura.org.nz
(referral forms are available on this website)

Eml: info@taikura.org.nz

Other NASCs
www.health.govt.nz/our-work/disability-services/about-disability-support-services/needs-assessment-and-service-coordination-service

05.

**MINISTRY OF SOCIAL
DEVELOPMENT**



The Ministry of Social Development (MSD) has multiple roles in the development of the New Zealand community with an overall aim to help create successful individuals, families and communities.

Work and Income

MSD administers Work and Income (previously known as WINZ) whose role is to assist with income support (based on eligibility criteria) and employment services for NZ residents.

Financial Supports

Work and Income administers some financial supports for people with disabilities and their families, including:

- Supported Living Payment (Previously known as Invalid's Benefit and Domestic Purposes Benefit for Care of Sick or Infirm)
- Child Disability Allowance
- Disability Allowance
- Accommodation Supplement

To access Work and Income benefits, there are some minimum conditions that must be met. These are:

- You must be least 16 years of age (unless otherwise specified)
- You must be a New Zealand citizen or permanent resident
- You should have lived in New Zealand for at least two years at any one time since becoming a New Zealand citizen or resident (unless of refugee status)
- You should normally live in New Zealand and intend to stay here.

Eligibility may also depend on your personal circumstances, such as your or your spouse/partner's income for some benefits. For further information regarding your eligibility, contact your local Work and Income office or visit the Work and Income website on www.workandincome.govt.nz

Work and Income Benefits

Note: From 15 July 2013 both the Invalid's Benefit and Domestic Purposes Benefit — Care of Sick or Infirm were replaced by the Supported Living Payment. Eligibility and benefit payment rates have not changed.

Supported Living Payment

Supported Living Payment is the benefit for people who have, or are caring for someone with a health condition, injury or disability. This benefit is adjusted according to your or your spouse/partner's income. To qualify, you must be aged 16 years or over and unable to regularly work 15 hours or more a week because of a sickness, injury or disability which is expected to last at least two years.

Supported Living Payment also includes carers of people needing hospital-level (or equivalent) care. Previously these people would have received the Domestic Purposes Benefit — Care of Sick or Infirm. This benefit is also adjusted according to you or your partner/spouse's income. In order to qualify for this, you must be the primary carer for someone at home (who is not your partner or spouse), who requires full-time care and

would otherwise need the same care at a hospital, rest home, residential disability care, extended services for the elderly or severely disabled, or care of a similar kind. You may be eligible if you are the full-time carer of your child with disabilities.

The Child Disability Allowance

The Child Disability Allowance may be paid to the main carer of a child with a disability under the age of 18yrs if "the child has been assessed as needing constant care and attention for at least 12 months because of a serious disability". This benefit is not income tested.

Disability Allowance

The Disability Allowance may be available to people who have a disability which is likely to last at least 6 months and who have ongoing, regular costs related to their disability (e.g. medicines, clothing, travel and visits to the doctor, etc).

Accommodation Supplement

This supplement is for people over 16 years of age who have accommodation costs and it is income-tested.

There are many other forms of financial assistance that are not specifically aimed at families caring for people with disabilities, or individuals with disabilities. However, it is possible that these benefits and allowances may still be applicable. Please see the April 2013 Networker Magazine or visit the Work and Income website on www.workandincome.govt.nz for more details.

INCOME SUPPORT FOR CARERS	INCOME SUPPORT FOR PEOPLE WITH DISABILITIES	ASSISTANCE WITH TRANSPORT
<ul style="list-style-type: none"> Supported Living Payment Child Disability Allowance Disability Allowance Childcare Subsidy Working for Families Tax Credits Accommodation Supplement Assistance for Hardship Community Services Card 	<ul style="list-style-type: none"> Supported Living Payment Sickness Benefit Disability Allowance Assistance for Hardship Accommodation Supplement Community Services Card 	<ul style="list-style-type: none"> National Travel Assistance Total Mobility Scheme Mobility Parking Permit Scheme Conveyance Allowance School Transport Assistance

CONTACT DETAILS

Ministry of Social Development
Web: www.msd.govt.nz

Work and Income
Web: www.workandincome.govt.nz
Ph: 0800 559 009



06.

**ACCIDENT
COMPENSATION
CORPORATION**

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ACCIDENT COMPENSATION CORPORATION

Accident Compensation Corporation (ACC) provides 24 hour, 7 days per week no-fault personal injury cover for all New Zealanders. ACC also administers supports for victims of accidental injury/disability.

ACC assistance is dependent on individual needs and circumstances. For more serious injuries, ACC may make a lump sum payment and may fund items such as a vehicle or home modifications.

If your child's disability is a result of accidental injury, it is likely the doctor or paediatrician will refer you to ACC for ongoing assistance. You may receive assistance with Personal Cares and other supports to assist you to continue caring for your child at home. If your child is eligible for ACC funded assistance, they may not be eligible for MOH funded Disability Support Services.



CONTACT DETAILS

Contact Details for ACC

Web: www.acc.co.nz
Ph: 0800 101 996 (for claims)

ACC has interpreters available

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07.

**CHILD YOUTH AND
FAMILY SERVICES
(CYFS)**

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CHILD YOUTH AND FAMILY SERVICES

Child, Youth and Family, a service line of the Ministry of Social Development, is responsible for the care and protection of children and young people.

When families become known to Child, Youth and Family their role is to:

- assess the level of needs, including risk or harm to the child, and
- work with the family and others to find the best solution for the child

When the family has needs, but there are no safety or wellbeing issues for the child, Child, Youth and Family can help by putting them in touch with appropriate community services

When there are safety or wellbeing issues, Child, Youth and Family will carry out a fuller assessment to find out more about needs and risks. Depending on what is found, Child, Youth and Family will:

- link the family with the right community based support to help meet their needs
- hold a family group conference where the family and other key people agree on a plan to support the child, and work with the family to help them care safely for their child
- if the child or young person is in serious danger and needs to be protected, they will be taken into care while Child, Youth and Family are working with the family.

Child, Youth and Family and Children or Young People with Disabilities

A child or young person with a disability may become involved with Child, Youth and Family if there is a safety concern for that child or young person; or their family.

For more information on Child, Youth and Family visit their website:
www.cyf.govt.nz

High and Complex Needs Interagency Strategy

The needs of some children and young people are so complex they cannot be met by just one health, education or social service agency. The High and Complex Needs (HCN) Interagency Strategy is about a way of working together across agencies and professional boundaries to improve outcomes for children and young people.

The strategy is a joint initiative of the Ministries of Health, Education, and Social Development through its service line CYF. It was developed to provide a coordinated response to meeting the needs of children and young people with high and complex needs, who are involved with two or more government agencies.

HCN funding is available for short-term, intensive interventions aimed at addressing the severe and current needs of the most challenging children or young people. For more information about HCN, visit the website:
www.hcn.govt.nz

CONTACT DETAILS

Contact Details for Child Youth & Family Services

General enquiries and requests for
information:

Eml: webinfo@cyf.govt.nz

If your enquiry relates to a specific concern
you have about a child or young person,
please freephone anytime:
0508 FAMILY (0508 326 459)

STRENGTHENING FAMILIES

Strengthening Families pulls together support for families/whānau in New Zealand. The people helping your family may be a budget advisor, social worker, medical specialist, counsellor, teacher or other support worker.

You work out together what support your family/whānau needs and what each service is going to do. It is set up so families/whānau tell their story once to everyone at the same time. Then everyone agrees on a plan to move you forward. Strengthening Families is free and 100% voluntary. Visit www.strengtheningfamilies.govt.nz for further information and to contact a Strengthening Families Coordinator in your community.



08.

NON GOVERNMENT ORGANISATIONS AND SUPPORT GROUPS



NON GOVERNMENT ORGANISATIONS AND SUPPORT GROUPS

Non-Government Organisations (NGOs) are not-for-profit, independent and community based organisations which are not affiliated with central or local government (however an NGO may receive funding support from the Government). NGOs provide a wealth of information regarding services, support groups, and networking opportunities for families. Some service provider organisations are classified as NGOs, for instance:

- Disability Connect
- Royal NZ Foundation of the Blind (RNZFB)
- IHC
- Halberg Trust
- Variety — the Children's Charity of New Zealand

There are many support groups and organisations operating in the disability sector in Auckland. Some support organisations are disability-specific such as:

- Autism NZ
- Altogether Autism
- Down Syndrome Association
- Cerebral Palsy Society
- Dyspraxia Support Trust
- Brain Injury Association

Other disability support organisations are not specific to one particular disability such as:

- Disabled Persons' Assembly
- Parent to Parent
- Carers NZ

Not all of the organisations above are available nationally. To find out which organisations are closest to you, you may search them on the WEKA website on www.weka.net.nz (WEKA stands for 'What Everyone Keeps Asking'). Alternatively, you may be able to ask your local Disability Information and Advisory Service (Disability Connect is an Auckland DIAS organisation). Many NGOs can be accessed free of charge, however some may charge for membership.



09.

DISABILITY CONNECT

About us

Disability Connect is a Disability Information and Advisory Service (DIAS) provider in Auckland.

Our Vision is that people with disabilities and their families are able to lead the lives they want. Our Core Value is to respect and support choice. Our Mission is to lead and influence change for people with disabilities and their families. We meet these goals by:

- Providing information through print publications such as the Networker magazine (published bi-annually) and a fortnightly E-bulletin to update families and organisations of events in their community
- Hosting events such as the Trusts and Welfare Guardianship seminars and the annual ORS Transition Expo (which focuses on the progression of a young person from school to community life)
- Keeping our community informed by distributing relevant, and up-to-date information through our website, Facebook and Twitter.
- Supporting disabled people and their families
- Influencing national policy and decision-making
- Networking.

CONTACT DETAILS

The information in this document was brought to you by Disability Connect. For further information regarding this booklet, or any other information or advice regarding disability related queries, please contact us.



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Disability Connect gratefully acknowledges
the contribution of the Ministry of Health to
this publication.

