

Intellectual disability services



NZCare Group Limited
Awahi te tangata

Our services focus on the person and their individual needs and are therefore personalised for the individual. Our aim is to help people live ordinary lives with extraordinary experiences as a part of their local community.

Our staff are trained and are confident and competent in delivering the support that people with disabilities require.

Services

- **Residential services:** we support over 500 people who live in more than 90 residential homes in Christchurch, Nelson, Wellington, Horowhenua, Manawatu, Hawke's Bay and Waikato.
- **Supported living:** this support includes helping people find and set up a flat; help with daily routines and personal hygiene; cooking and cleaning; budgeting; shopping; and taking advantage of work and recreational opportunities.
- **Respite services:** providing individuals with the opportunity to enjoy new experiences and support for families.
- **High and complex services:** we offer intensive support to meet the specific needs of individuals with high and complex needs. Trained staff provide behaviour support that focuses on understanding what people are communicating through their behaviour and how to address those needs.
- **Day services:** we provide day services for more than 200 people each week. Activities include horse riding, gardening, art and music, as well as life skills such as learning to use new things like ATM cards, joining a library, or paying for coffee at a local café.



Intellectual disability services (cont)



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The NZCare difference

Critical to all of our services is a focus on quality outcomes for each individual. Lifestyle planning helps identify individual hopes and dreams that are then supported to be achieved. Outcomes for the people we support are outcomes audited using the quality of life audit tool derived from the *To have an ordinary life* document.

All of our services have qualified health professional oversight. This helps to ensure the physical well-being of people we support while still focusing on the values of community experiences for all.

NZCare offers Kaupapa Māori services - we provide Kaupapa Māori residential services in Gisborne and Levin for people with an intellectual disability.

On a daily basis the services support and encourage he kōrero Māori (speaking Māori), karakia (prayer), powhiri and poroporoaki (welcoming and farewelling visitors), awhitangata (supporting people), kai Māori (traditional Māori food), mahi toi (traditional arts and crafts), and kapahaka (action songs). These services provide an opportunity to empower Māori and give them control over the direction and shape of their support, communities and development.

Our services are staffed 24 hours a day. This allows our clients to have time at home to do special activities and be supported when they are too unwell to attend day services.