

About our needs assessments

Our needs assessments help us to understand what support, services or entitlements are right for you. We also look at whether your whānau and people that support you might need some counselling as a result of that support.

When we'll do a needs assessment

We'll do a needs assessment:

- when you submit an application that needs one
- if you ask us to
- if your circumstances change substantially.

By doing a needs assessment you'll help us to understand:

- what is important to you
- your medical treatment and health care needs
- your rehabilitation needs, such as:
 - medical management assistance to manage treatment and medical goals
 - social assistance to overcome any barriers to rehabilitation, or to being part of your community
 - vocational assistance to return to work.
- your ability to safely manage daily independent living
- your situation and whether you have any support already in place
- the requirement for impairment and income compensation
- who is helping you at home and whether we should assess their needs too.

What a needs assessment involves

Your needs assessment will be done over the phone by your case manager or a Support Centre Officer. It will take around 15 to 30 minutes.

1 We'll prepare

Your case manager or a Support Centre Officer will prepare for the assessment by reviewing your files and medical reports.

2 We'll call you

Your case manager or a Support Centre Officer will contact you by phone. They'll:

- explain the needs assessment process

- explain your rights and responsibilities
- ask if you're free to do the needs assessment now
- ask if you have whānau members or another non-professional support person helping you — we'll talk to them to see if they have needs that relate to the support they give you.

3 We'll complete the assessment

Your case manager or Support Centre Officer will leave the call and take some time to complete the assessment. They will call you back at an agreed time. In some cases, they may also need additional information from a health professional.

After the assessment, your case manager will work with you to figure out what will best meet your needs.