

Social Rehabilitation Home Help

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Contents

Policy	3
1. Purpose	3
2. Legislative Reference	3
3. Purpose of Home Help	3
4. Home Help during COVID-19 alert levels	4
5. Eligibility for Home Help.....	4
6. Applications for Home Help	4
7. What Veterans' Affairs will not cover	5
8. Veterans Living Overseas	6
9. Reviews, Appeals and Complaints	6
Glossary	7

Policy

1. Purpose

1.1 This policy provides guidance on administering eligibility for **home help** under social rehabilitation. It should be read together with separate papers on:

- *Rehabilitation Services Eligibility*
- *Rehabilitation Section of Your Plans*
- *Social Rehabilitation*

2. Legislative Reference

2.1 The relevant legislation is the Veterans' Support Act 2014 (the Act), sections 115, 120-124, and 212, and clauses 7 and 11 of Part 1 of Schedule 2.

3. Purpose of Home Help

3.1 Home help may be provided to veterans on a short-term basis of 6 weeks for two hours a week to help veterans restore their **independence** in **domestic activities**. The duration of home help that may be provided to the veteran will be based on the recommendation from an appropriate healthcare professional or by the Rehabilitation Advisor following information provided by the healthcare professional. The two hour a week home help will aim to assist the veteran in restoring their independence in domestic activities.

3.2 Veterans' Affairs will consider what services the veteran is already receiving, or is entitled to receive from other agencies before providing home help support. Veterans' Affairs support would top up any support from the other agencies in order that the veteran can get the maximum help available to them from all sources.

3.3 Domestic activities may involve:

- kitchen cleaning (surfaces, dishes)
- bathroom and toilet cleaning
- floor cleaning
- dusting
- bed-making
- rubbish disposal
- laundry (washing, hanging out clothes to dry, ironing)

- meal preparation and cooking (or a delivered meal service if appropriate)
- grocery shopping (for food, cleaning products and similar).

4. Home Help during COVID-19 alert levels

- 4.1 Veterans' Affairs will be guided by government guidelines under each of the prevailing alert levels that may affect the provision of services to veterans in their home.
- 4.2 If the alert level guidelines allow discretion in urgent or extreme cases, the veteran's GP is to determine whether the veteran's condition meets the discretionary criteria for 'urgent or extreme' in the guidelines. For the guidelines see <https://www.business.govt.nz/covid-19/operating-at-alert-levels/>
- 4.3 Veterans' Affairs will communicate with veterans and providers responsible for staff delivering services about any temporary discontinuation of services or specific conditions under which the services should be delivered. Veterans have the right to discontinue a service if they are not comfortable with the conditions applying to any of the services they receive.

5. Eligibility for Home Help

- 5.1 See section 4 of separate paper on Social Rehabilitation

6. Applications for Home Help

- 6.1 The provision of home help will be decided on the basis of medical/occupational therapist assessments undertaken at the time of a veteran's application for an entitlement or for rehabilitation services (**see section 6 of the separate paper on Rehabilitation Services Eligibility**).
- 6.2 When deciding whether to provide or contribute to the cost of home help, Veterans' Affairs will consider:
- any **rehabilitation outcome** that would be achieved by providing it; and
 - the extent to which a veteran undertook domestic activities before the veteran's injury or illness and the extent to which he or she is able to undertake domestic activities after his or her injury or illness; and
 - the number of household family members and their need for home help; and
 - the extent to which domestic activities were done by other household family members before the veteran's injury or illness; and
 - the extent to which other household family members or other family members might reasonably be expected to do domestic activities for themselves and for the veteran after the veteran's injury or illness; and

- the need to avoid substantial disruption to employment or other activities of the household family members; and
- the impact of the veteran's injury or illness on the contribution of other family members to domestic activities; and

Clause 11(1), Schedule 2, Part 1 of the Veterans' Support Act 2014

- the physical and cognitive abilities of the veteran pre and post injury/illness.

7. What Veterans' Affairs will not cover

7.1 Veterans' Affairs is not required to pay for home help to the extent that home help continues to be provided after a veteran's injury or illness by a person who:

- lives in the veteran's home or lived in the veteran's home immediately before the veteran suffered his or her injury or illness, and
- provided home help before the veteran suffered his or her injury or illness.

Clause 11(2), Schedule 2, Part 1 of the Veterans' Support Act 2014

7.2 The definition of "home" does not include any hospital, hostel, hotel, motel, rest home or other institution or a business such as a Bed and Breakfast and Veterans' Affairs will not cover for home help in these situations.

7.3 Veterans' Affairs will not pay for family members to provide home help. This decision is based on the need to protect veterans who have become vulnerable and the need to contract services efficiently using panels of providers.

7.4 Home help does not cover:

- exterior activities, such as exterior home maintenance, lawn mowing and gardening
- interior cleaning tasks where there is no risk to the veteran's health, safety or hygiene, such as spring cleaning or cleaning in preparation for interior decorating.

See separate paper on Veterans' Independence Programme for eligibility for these services.

7.5 Where a veteran is responsible for providing care for a **dependant** over 18 years old, he/she should contact other relevant health services such as the DHB for assistance.

7.6 Frail and elderly veterans often lose dexterity, mobility and strength, which can affect their recovery and rehabilitation. Home help should meet the veteran's **service-related** injury/illness related needs, not any age-related needs. Elderly veterans may need an additional assessment from a needs

assessment and service coordination agency, funded by the Ministry of Health. They may seek funding for home help services from the DHB or the Ministry of Social Development.

8. Veterans Living Overseas

- 8.1 The social rehabilitation home help policy applies equally to all New Zealand veterans, irrespective of their country of residence.

9. Reviews, Appeals and Complaints

10. If a veteran disagrees about a decision concerning eligibility for an entitlement or service **see separate policies on Reviews and Appeals**. If a veteran is concerned about Veterans' Affairs' administration of an entitlement or service **see separate policy on Complaints**.

Glossary

domestic activities [clause 7 Schedule 2]

Means cleaning, laundry, meal preparation, and associated shopping activities, in relation to the veteran's home.

guardian [section 7]

Has the same meaning as in section 15 of the Care of Children Act 2004.

home [section 7]

- (a) means residential premises in which the veteran lives and that are owned, rented, or otherwise lawfully occupied by the veteran or the veteran's parent, guardian, spouse or partner; and
- (b) includes residential premises in which the veteran proposes to live after they are built and that will be owned, rented, or otherwise lawfully occupied by the veteran or the veteran's parent, guardian, spouse, or partner; and
- (c) includes any other premises in which the veteran lives and for which the veteran is solely responsible for home maintenance; but
- (d) does not include any hotel or motel, or any hospital, hostel, rest home, or other institution.

home help [clause 7 Schedule 2]

Means the provision of domestic activities.

independence [clause 7 Schedule 2]

Includes the capacity to function in the following areas:

- (a) communication
- (b) domestic activities
- (c) educational participation
- (d) financial management
- (e) health care
- (f) hygiene care
- (g) mobility
- (h) motivation
- (i) safety management
- (j) sexuality
- (k) cognitive tasks of daily living, such as orientation, planning, and task completion
- (l) use of transport.

member of the armed forces [section 7]

Means a person who is or has been a member of the New Zealand armed force raised by the Governor-General on behalf of the Sovereign,—

- (a) whether in New Zealand or elsewhere; and
- (b) whether before or after the passing of this Act.

partner [section 7]

Means a civil union partner or a de facto partner.

qualifying operational service [section 8]

Means—

- (a) service on any deployment treated as a war or emergency for the purposes of the War Pensions Act 1954; or
- (b) service on any deployment declared to be operational service under section 9.

qualifying routine service [section 8]

Means service in the armed forces before 1 April 1974 that is not qualifying operational service.

rehabilitation outcome [clause 7 Schedule 2]

Means—

- (a) before an individual rehabilitation plan is agreed, a rehabilitation goal, objective, or result determined by Veterans' Affairs
- (b) if an individual rehabilitation plan is agreed, a goal, objective, or result specified in the plan.

service-related [section 7]

In relation to an injury, an illness, a condition, or a whole-person impairment, means an injury, an illness, or a whole-person impairment caused by, contributed to by, or aggravated by qualifying service.

veteran [section 7]

Means—

- (a) a member of the armed forces who took part in qualifying operational service at the direction of the New Zealand Government; or
- (aa) a member of the armed forces who took part in qualifying routine service before 1 April 1974; or
- (b) a person—
 - (i) who has been—
 - (A) appointed as an employee of the Defence Force under section 61A of the Defence Act 1990; or
 - (B) seconded to the Defence Force with the permission of the Chief of Defence Force; and
 - (ii) who took part in qualifying operational service at the direction of the New Zealand Government; or
- (c) a person who, immediately before the commencement of Part 3 of this Act, is eligible for a pension under the following provisions of the War Pensions Act 1954:
 - (i) section 19 (but only if the person was a member of the forces);
 - (ii) section 55 or 56;
 - (iii) Parts 4 and 5.