

# **Social Rehabilitation Home Help**

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# Policy

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## 1. Purpose

1.1 The purpose of this document is to provide guidance on administering eligibility for **home help** under social rehabilitation. This document 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 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. Eligibility for Home Help

### 4.1 Go to section 4 of separate paper on Social Rehabilitation

## 5. Applications for Home Help

5.1 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**).

5.2 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.

## 6. What Veterans' Affairs will not cover

6.1 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*

- 6.2 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.
- 6.3 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.
- 6.4 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.

**Go to separate paper on Veterans' Independence Programme for eligibility for these services.**

- 6.5 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.
- 6.6 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 Ministry of Social Development.

## 7. Veterans Living Overseas

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

## 8. Reviews, Appeals and Complaints

9. If you disagree about a decision concerning eligibility for an entitlement or service **go to separate policies on Reviews and Appeals**. If you are concerned about Veterans' Affairs' administration of an entitlement or service **go to separate policy on Complaints**.

## Glossary

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### **domestic activities** [clause 7 Schedule 2]

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

### **home** [clause 7 Schedule 2]

- (a) means residential premises in which the veteran lives and which are owned, rented, or otherwise lawfully occupied by the veteran or his or her parent, guardian, or spouse or partner; and
- (b) includes residential premises in which the veteran proposes to live after they are built and which will be owned, rented, or otherwise lawfully occupied by the veteran or his or her parent, guardian, or spouse or partner; but
- (c) does not include any hospital, hostel, hotel, motel, 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.

### **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
- (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