



Sue

“I just want to enjoy my life and do my garden!”

Age
56

Ethnicity
European

Values & Influences

Family, independence

Service Channels

Face to face, phone

Confidence to navigate system



Trust with Kāinga Ora



HNZ Trust rating



Complexity of household needs



Strength of support network



Recently I had a fall at home and went to see my Doctor. He said that I needed to start using a wheelchair and that it was time to have my needs reassessed as my Multiple Sclerosis had worsened.

I have lived in my housing house for about 20 years. My house is my haven. I love it. It has been good to me over the years.


When I first moved in it was so different to how it is now. The case manager at the time seemed more interested in what Multiple Sclerosis meant and how it was with me than what I needed to live in my house. Back then I really didn't have as many needs as I do now. Also, my children could help too. Now they have moved on and have families of their own. I'm so lucky that they live close by and do what they can.

What is important to me is seeing my grandkids and doing my gardening. Well, as much gardening as I am able to. It is less and less now as my condition worsens. I don't want to have to rely on people. I trust my family to help me if I need it but I don't want to rely on them either.

I don't think of myself as disabled. I think of myself as just another person. I'm lucky to have my grandchildren and community. And I just need a little bit of extra help so I can live by myself in my home, my sanctuary.



Service Channels


Tenancy Manager


Customer Service Centre


MyKaingaOra Web Portal


Local Office


Maintenance Partner


Social Media