



**Individualised Funding**

# **Choosing Your Provider**



UNDERSTANDING YOUR  
DISABILITY SUPPORTS

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# Choosing Your Provider

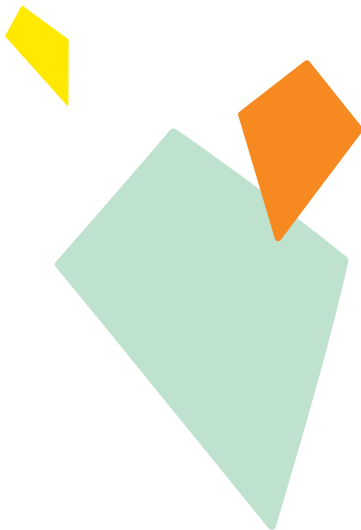
Each person has different priorities and requirements from an individualised funding (IF) provider, or ‘host’. While it can feel overwhelming at the beginning, it is important that you take the time to pick the host that feels like the right fit for you.

A host is the organisation that helps you to manage your IF on an ongoing basis. They are the go between for you and the government who provide the funding. They make sure that you are sticking to the purchasing rules, that you know how to access your funding and that you have a plan to utilise your supports.

Each host is different, we encourage you to work out what your key requirements are and to select a service that is right for you. That might include considering elements like the ones on this table.

### Changing Your IF Host

Remember, you can change IF hosts at any point by contacting your NASC and asking them to reassign your IF to a new host.



## Individualised Funding Hosts 2025

	Access Community Health	Geneva Healthcare	NZCL	Manawanui	Home Support North	Enliven	Lifewise	Vision West	Florence Nightingale	Care on Call
Legal Structure	Business	Business	Business	Business	Charitable Trust	Charitable Trust (Faith-based)	Charitable Trust (Faith-based)	Charitable Trust (Faith-based)	Business	Business
Number of IF clients	0-500	0-500	0-500	5,000- 10,000	0-500	2,500-5,000	500-1,000	0-500	1,000-2,500	500-1000
Regions	Nationwide	Nationwide	Nationwide	Nationwide	Northland Only	Northland, Auckland, Waikato, Bay Of Plenty, Lakes	Auckland Only	Auckland (West & North), Waikato, Bay of Plenty, Lakes	South Island	North Island
Dedicated Contact Person	Y	N	Y	Y (3 months only)	Y (support & payroll)	Y	Y	N	Y	Y
Face to Face Visits	Y	N	Y (Auckland only)	Y (on request)	^^	Y	Y	Y	Y	Y
Timesheet Methodology	Email	Email	Email	App or Email	Email or Post	Email or App	Email	Email	App	Web Platform
Timesheet Charge per fortnightly timesheet	\$20 for the first employee \$1.73 per additional employee No setup fee	^^	\$28.25 flat rate No setup fee	\$15 flat rate No setup fee	3% of payroll (plus \$15 for invoices)	\$22 (loaded by Enliven) or \$8 (self-loading) flat rate + \$100 setup fee	\$3.45 + \$25 setup fee	\$32.05 for the first employee from \$3.15 - \$9.75 (max) for additional employees + \$75 setup fee	\$20 for the first employee \$10 per additional employee No setup fee	\$20 for the first employee \$10 per additional employee No setup fee
Access to Your Balance	Email or Post (6-weekly)	Email	Email	Via App, Email or Phone	Email or Post	Email (fortnightly) Post (monthly)	Post	Email	App	Web Platform
Other Services										
Support Staff	Y	Y	Y	N	Y	N	N	Y	Y	Y
Employment Services / HR	Y	N	N	Y	Y	Y	N	N	Y	Y
VHN Contract	Y	Y	N	Y	N	Y	N	N	N	N
Additional Services Offered	Y	Y	Y	N	N	Y	Y	Y	Y	Y

^^ Verified information unavailable at the time of publishing. Contact provided for specific details.

\* The information provided here has been collated as a guide and is considered accurate based on available information as of July 2025. Please contact the providers directly to confirm their current pricing and care models.

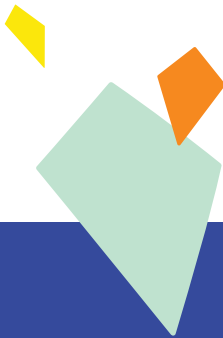
# Glossary & Helpful Tips

A few things to consider if you're new to managing an IF budget.

Support Model	<p>The support models used by the various IF Hosts can differ greatly so it is important to consider what works best for you.</p> <p>An example of this could be whether you have one dedicated contact person who you speak to for all matters, versus a general contact line. On one hand, a dedicated person allows you to build a strong relationship with your host, however when they are unavailable you may have to wait to get your issues resolved. With a general contact line you won't always speak to the same person but you are less likely to have to wait to get a response to your enquiry.</p>
Timesheets	<p>Regardless of which IF Host you choose, you will need to submit timesheets from your support team for payments to be processed if you want to utilise their payroll services. IF Hosts differ in the systems they use for this process and the way they charge for them.</p>
Access to Your Balance	<p>It is important you have access to your balance when making decisions about how you want to spend your IF budget. This is especially the case when things in your life change or you want to maximise the support you are accessing through your IF funding. Make sure you are happy with the process offered by your chosen IF Host for doing this.</p>
Other Services	<p>IF Hosts sometimes offer a range of different services beyond Individualised Funding. Finding out what services are available is a good way of identifying which host will be best suited to your situation.</p>

## Looking to the Future

To get the best out of funding, you need to know what you are trying to achieve. The clearer your goals and your long term plan, the easier it is to use your Individualised Funding as an investment in that future.



Designing  
Disability  
Supports,  
Differently.