

Home Care in Auckland (May 2019)

How to Organise Home Care

There are four main ways home care can be organised:

- * On discharge from public hospital, short-term help can be provided while you convalesce. Discuss with the hospital social worker.
- * Long-term care can be provided for people with ongoing care needs. Organise through Needs Assessment and Service Co-ordination (NASC).
- * Accident Compensation Corporation (ACC) can provide home care. Arrange through your ACC case worker.
- * You can make your own private arrangements with a Home Care agency. Not all agencies service privately paying clients.

Needs Assessment and Service Coordination (for people over 65 years)

Auckland..... 0800 631 1234

Waitakere, North Shore, Rodney 442 7171

Counties Manukau 276 0040

Needs Assessment and Service Coordination (for people 16-64 years)

Taikura Trust 278 6314 or 0800 824 5872

Subsidised or Publicly Funded Services

A Needs Assessment is required to establish eligibility for long-term subsidised services. You must hold a Community Service Card for help with routine housework. Assistance with personal care such as showering and dressing does not require a card.

An authorised assessor will visit and discuss with you how much help you need at home. If you share accommodation, assistance from those you live with is also considered. Assessment can be provided in public hospital by a hospital-based Needs Assessor or in the community by Needs Assessment, see above.

NB: inclusion in this listing does not indicate District Health Board endorsement.

For those receiving long-term subsidised service, spring cleaning is regarded as an extra and you are expected to pay for this yourself.

It may be possible to claim Disability Allowance to help pay for lawns and gardening. Contact your local Work and Income office or phone 0800 552 002.

Private arrangement

For people paying privately, hourly charges start at \$33 for housework, personal care may cost more. This price includes GST. Most agencies offer housework and personal care, for nursing or short-term relief care look under Additional Services.

Points to consider when first making your enquiry

- * Have staff members had special training?
- * Is there a cancellation fee?
- * Is there an extra charge for weekend work?
- * Is there a minimum time charged?
- * Do you still have to pay if you go on holiday or into hospital?
- * Is there a set-up charge and how do you pay?

For further Information and Assistance

If you have a complaint about a home care service or need further information, contact:

- * Your NASC co-ordinator
- * Your home care service manager
- * The New Zealand Home Health Association Inc phone 04 472 3196
- * Health and Disability Commissioner phone 0800 11 22 33
- * Advocacy Services, Health and Disability phone 0800 11 22 33
- * The funding agency e.g. District Health Board or your ACC case manager.

Auckland-wide

Access Community Health

Contact	Rachael Scully	Address	PO Box 8304
Phone	0800 284 663 or 928 0755		Symonds St
Fax	534 3855		Auckland 1150
Email	rachael_scully@access.org.nz	Website	www.access.org.nz
Area	Auckland-wide		
Hours	Negotiable, depending on requirements, minimum visit 1 hour		
Additional	ACC national provider for home based support services, Ministry of Health and District Health Board long term/short term home care		

Care on Call

Contact	Yulia Cheslyaeva	Address	Level 5, 55 Anzac Ave,
Phone	966 0011 or 0800 990 011		CBD,
Fax	414 2900		Auckland 1010
Email	auckland@careoncall.co.nz	Website	www.careoncall.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	Dementia care, aged care, personal support, companionship, shopping, meal preparation, sleep-overs, errands, transport, recreational activities, arrange/attend appointments, medication reminders, convalescent care, light housework.		

Drake Medox

Contact	Cathie Sorraghan	Address	PO Box 5846
Phone	573 0595		Wellesley St
Fax	525 0446		Auckland 1141
Email	homecare@nz.drakeintl.com	Website	www.drakemedoxnursing.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours, minimum visit 4 hours		
Additional	Nursing		

e-Mploy Online Recruitment

Contact	Simon Anderson	Address	1/3 Parkhead Place,
Phone	0508 462 427		Rosedale,
Fax	n/a		Auckland 0632
Email	info@e-mploy.org.nz	Website	e-mploy.org.nz
Area	Auckland-wide		
Hours	Support Mon - Fri 7:30am to 7:30pm		
Additional	Free brokering site which allows you to advertise and search for support staff. See profiles of people looking for work in your area. Advertise anything from traditional personal care through to household maintenance and community outings. e-Mploy is part of Manawanui, a management service for people with disability.		

Geneva Healthcare

Contact	Veronica Manion	Address	Level 2, 139 Quay Street, Auckland
Phone	0800 GENEVA 0800 436 382		PO Box 106 339
Fax	09 353 5201		Auckland 1143
Email	homecareemails@genevahealth.com	Website	www.genevahealth.com
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	Home support and nursing services: personal care, home help, companionship, respite care, dementia and palliative care, disability support and rehabilitation, post-surgical / accident care, health assessments (eg. blood pressure and diabetes management), wound care, medication management, IV therapy and catheter care. Deaf support services, socialisation and support for very high needs clients		

Graceful Care Limited

Contact	Rose Cooper	Address	P O Box 28188
Phone	0800 767 343 / 021 108 3854		Remuera
Fax	n/a		Auckland 1541
Email	rose@gracefulcare.co.nz	Website	www.gracefulcare.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours, minimum visit 2 hours		
Additional	Provide tailored personal care, showering, meal preparation, companionship and any other additional requests. Offer care at home and support for those living in retirement villages also.		

Healthcare of New Zealand

Contact	Sommer Corrigan	Address	PO Box 9604
Phone	0800 300 114		Newmarket
Fax	526 3478		Auckland 1149
Email	auckland.office@healthcarenz.co.nz	Website	www.healthcarenz.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours, minimum visit time 30 minutes		
Additional	Home support services including: personal care, home management, respite and overnight care. Nursing services. Contracts with Auckland, Waitemata and Counties District Health Boards for home based support services. Contracts with the Ministry of Health and ACC.		

Healthvision (NZ) Ltd

Contact	Jackie Long	Address	PO Box 109 638
Phone	522 5012 / 0508 733 377		Newmarket
Fax	522 5023		Auckland 1149
Email	service@healthvision.co.nz	Website	www.healthvision.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	Complex and serious injury, palliative care, registered nursing care and assessment services. Home care provision under contract and to privately paying clients.		

Kate McLean Homecare Ltd

Contact	Aimee McLean	Address	106 Ladies Mile
Phone	579 1212 / 0274 390 871		Remuera
Fax	579 4322		Auckland 1051
Email	office@katemcleanhomecare.co.nz	Website	www.katemcleanhomecare.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours, minimum visit 4 hours		
Additional	24 hours, hourly and overnight care, personal care, post-operative, palliative, convalescent, dementia and companionship care.		

Life Plus

Contact	Michelle Batchelor	Address	Level 1, 96 New North Rd
Phone	09 354 3202 / 0508 543 369 (freephone)		Eden Terrace
Fax	354 3203		Auckland
Email	michelle.batchelor@lifeplus.co.nz	Website	www.lifeplus.co.nz
Area	Auckland-wide		
Hours	24 hours, 7 days. On-call care available from one hour to 24 / 7		
Additional	Companionship, help with activities, errands, medication reminders, serious injury and complex care. Mental health and intellectual disabilities, behavioural support and palliative care. Staff at all levels; caregivers, health assistants, enrolled nurses and registered nurses.		

Medacs Healthcare

Contact	Camille Coom	Address	Medacs House
Phone	0800 633 227		Level 5, HB Building
Fax	623 8015		228 Queen Street, Auckland 1010
Email	camille.coom@medacs.co.nz	Website	www.medacs.co.nz
Area	Auckland-wide		
Hours	24 hours, 7 days, minimum visit 4 hours		
Additional	Provision of nurses and healthcare assistants, experienced in general medicine , palliative and respite care.		

Medcall Health Personnel

Contact	Matt Hall	Address	PO Box 9522
Phone	529 5810 or 0800 314 314		Newmarket
Fax	523 3887		Auckland 1149
Email	matt@medcall.co.nz	Website	www.medcall.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	Rehabilitation, sleep-overs, short term relief care, nursing, companionship, outings, shopping and meal preparation. Provide private homecare but do not hold Ministry of Health or ACC contracts for publicly funded home care services.		

Miranda Smith Home Care Ltd

Contact	Kate Vivas-Caprial	Address	PO Box 74 127
Phone	522 8604		Greenlane
Fax	360 7136		Auckland 1546
Email	info@mshomecare.co.nz	Website	www.mshomecare.co.nz
Area	Auckland-wide (NZ wide)		
Hours	7 days, 24 hours, live-in care, sleep-overs and night care. Minimum visit 3 hours.		
Additional	Personal care, short or long term care, live-in care, cooking, companionship, light housework, nursing, rehabilitation, palliative care, clinical case management, falls prevention and risk assessment.		
	No additional charges on weekends.		

My Right Hand

Contact	Jenny Bratty (NZ registered nurse)	Address	11 Watene Rd
Phone	09 216 8068 or 021 055 8242		Mt Wellington
Fax	n/a		Auckland 1060
Email	info@myrighthand.co.nz	Website	www.myrighthand.co.nz
Area	Central and Counties Manukau preferred		
Hours	7 days, 24 hours		
Additional	An individualised service for clients who want to maintain their independence, but who need occasional support, e.g. recovery from illness or an operation, attending appointments, or enjoy regular companionship and mental stimulation. A service for the family of older adults, My Right Hand can coordinate care and make arrangements, communicate regularly with family and do all the things you would do if you were there.		

Mycare

Contact	Amy Stone	Address	PO Box 300 491
Phone	0800 677 700		Albany
Fax	n/a		Auckland 0752
Email	hello@mycare.co.nz	Website	www.mycare.co.nz
Area			
Hours	Monday - Friday, 8am - 6pm		
Additional	Brokering site which allows you to advertise and search for support workers in your local community. Users need to first register and can then search and make arrangements with workers online. Mycare takes care of the tax and paperwork, and there is a 10% service fee for worker hours booked on Mycare. If you need help to set up, MyCare staff are happy to help. All workers are police checked; workers verify their identity in three ways; confidential reporting; public liability and professional indemnity insurance for workers.		

Royal District Nursing Service NZ Ltd (RDNS NZ)

Contact	Jill Iti	Address	Level 1, 8 Hugo Johnston Drive
Phone	0800 736 769		Penrose
Fax	09 589 1081		Auckland 1061
Email	getinfonz@rdns.org.nz	Website	www.rdns.org.nz
Area	Auckland-wide including Waiheke Island		
Hours	24 hrs, 7 days a week		
Additional	Restorative, home based support services including personal cares, housework, companionship, meal preparation, shopping, respite, sleep-overs, rehabilitation, medication prompts and palliative care. Nursing services. Downsizing, decluttering, hoarding and squalor cleans.		
	A not-for-profit organisation holding contracts with Auckland District Health Board, Ministry of Health and subcontractor for ACC. Tailored private services by nurses and carers also available.		

The Good Companion TGC

Contact	Pam Hewison	Address	PO Box 28546 Remuera
Phone	021 717 884		Auckland 1541
Fax	n/a		
Email	info@thegoodcompanion.co.nz	Website	www.thegoodcompanion.co.nz
Area	Auckland-wide		
Hours	24 hours, 7 days. Care arranged at short notice		
Additional	Home care from 2 hours to 24/7, post hospital discharge support, palliative care, live-in care, dementia care, nursing and rehabilitation.		
	Experienced carers, focused on supporting clients live the life they want. Nursing oversight service. One off, ad hoc or ongoing care.		

Central Auckland and Gulf Islands

Enliven Auckland - Presbyterian Support Northern

Contact	Michelle McDonald	Address	77 Grey St
Phone	622 4788		Onehunga
Fax	622 4790		Auckland 1061
Email	EnlivenAuckland.Info@psn.org.nz	Website	www.psn.org.nz
Area	Central Auckland (ADHB boundaries)		
Hours	7 days		
Additional	Restorative, home based support services for eligible over 65 year olds. Contract with Auckland District Health Board.		
	Clients of all ages: long term conditions, clients with disability (including individualised funding) and ACC. Private services on request.		

Lifewise Health & Disability Services

Contact	Grant Taylor	Address	PO Box 10 307
Phone	623 7631		Dominion Rd
Fax	630 8956		Auckland 1446
Email	homecareservices@lifewise.org.nz	Website	www.lifewise.org.nz
Area	Auckland District Health Board catchment for older adults, wider Auckland by negotiation for other services.		
Hours	7 days, hours as required		
Additional	Services include personal care, meal preparation, shopping, household management, social interaction, links with community, carer support and sleep-overs. Contracts with Auckland District Health Board, Ministry of Health. Privately paid services also available. Lifewise is the community services division of Methodist Mission Northern.		

Waiheke Health Trust - Home Support Services

Contact	Kim Gibberd and Judi Barrett	Address	5 Belgium St
Phone	372 6195		Ostend
Fax	372 6787		Waiheke Island 1081
Email	hss@waihekehealthtrust.nz	Website	www.waihekehealthtrust.nz
Area	Waiheke Island		
Hours	8am until 7pm		
Additional	Short term, post hospital discharge, privately paid services and ACC subcontracted through Geneva Health.		

Counties Manukau

Counties Manukau Homecare Trust

Contact	Trudy Biggelaar	Address	Professional House, Pukekohe
Phone	(09) 238 8567		PO Box 113
Fax	(09) 238 6758		Pukekohe 2340
Email	hss@cmht.co.nz	Website	www.cmht.co.nz
Area	Counties Manukau, Franklin and Papakura districts		
Hours	Office hours: Monday to Friday, 8am to 4pm. Service hours: 7 days, 24 hours		
Additional	Publicly funded and private user pay services available. Short and long term, personal cares, housework, shopping, appointments, medication, meal support, companionship, overnight stays, rehabilitation, palliative, end of life care and complex needs.		

Enliven Manukau - Presbyterian Support Northern

Contact	Sarah Crookes	Address	PO Box 88 022
Phone	269 0112		Clendon Park
Fax	267 7079		Auckland 2242
Email	EnlivenCounties.Info@psn.org.nz	Website	www.psn.org.nz
Area	Counties Manukau		
Hours	Office hours: 7.30am to 4.30pm, weekdays. Service hours: 7 days, 24 hours		
Additional	Home based support services working to maximise independence for people aged 65 plus, ACC injury related support and disability support. Contracts with Counties Manukau District Health Board, Ministry of Health and ACC. Services to privately funded clients also.		

Huakina Homecare Service

Contact Karen Hyland, Moetu Taua Address PO Box 319
Phone 027 482 1165 / 027 279 3554 Pukekohe 2320
Fax (09) 238 0259
Email karen@huakina.co.nz Website www.huakina.co.nz
Area Counties Manukau, Mangere to Mercer, Awhitu to Kaiaua
Hours Variable, depending on client situation and assessment of need.
Additional Home based support services for people of all age groups.

Pacific Homecare

Contact Hamish Crooks / Louise Uluakiola Address P O Box 23 071
Phone 274 9153 Papatoetoe
Fax 274 9851 Auckland 2155
Email info@pacifichomecare.org.nz Website www.pacifichomecare.org.nz
Area Counties Manukau, Central Auckland and Waitakere
Hours Office open 8.30am to 5pm
Additional Household services, personal cares, home based respite care, shopping and social supports for older people with disabilities and ACC clients. We also provide Whanau Ora support services for families and a drop-in activities centre for older people.
Language and cultural support provided where appropriate.

Whaiora Homecare Services Inc

Contact Monica Tate Address PO Box 200 081
Phone 263 7792 Papatoetoe
Fax 263 7747 Auckland 2156
Email Monica.t@whcs.org.nz Website www.whcs.org.nz
Area Counties Manukau
Hours 7 days, minimum visit one hour. Office open 7.30am to 4.30pm, Monday to Friday
Additional After-hour calls divert to GM mobile: 021 215 2520
Physical address: 16 Ryan Place, Manukau

Waitemata

Enliven Waitemata - Presbyterian Support Northern

Contact Michelle McDonald Address Postal: 77 Grey Street
Phone 622 4788 Onehunga
Fax 622 4790 Auckland 1061
Email EnlivenAuckland.info@psn.org.nz Website www.enlivennorthern.org.nz
Area North Shore, Rodney and Waitakere
Hours 7 days, 24 hours
Additional Private clients welcome. Contracts with ACC, Ministry of Health for under 65 year olds and Waitemata District Health Board Chronic Health Conditions clients.

VisionWest Home Healthcare

Contact	Fatima Juson	Address	PO Box 20 406
Phone	813 0133 or 818 0720		Glen Eden
Fax	818 4804		Auckland 0641
Email	Fatima.Juson@visionwest.org.nz	Website	www.VisionWest.org.nz
Area	Waitakere / North Shore		
Hours	Office hours: 8.30am to 5pm, Monday to Friday. Service hours: 7 days, 7am to 9pm		
Additional	Respite and private care		