

Home Care in Auckland (Feb 2017)

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	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
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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 \$29 for housework, personal care may cost a little 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	Tanya Povey	Address	PO Box 8304
Phone	538 0817		Symonds St
Fax	534 3855		Auckland 1150
Email	tanya_povey@access.org.nz	Website	www.access.org.nz
Area	Auckland-wide		
Hours	Negotiable, depending on requirements, minimum visit 1 hour		
Additional	ACC, MOH, DHB long term home care		

Care Direct

Contact	David Fleming	Address	4 Te Kea Place
Phone	0800 990 011		Albany
Fax	04 499 0082		Auckland
Email	admin@caredirect.co.nz	Website	www.caredirect.co.nz
Area	Auckland-wide and Wellington		
Hours	7 days, 24 hours		
Additional	Private and ACC funded personal cares, household management, meal preparation, short term relief care, complex and serious injury, sleep-overs, companionship, 24 hour care, registered nurses, palliative and respite care available		

Care Group Limited

Contact	Brenda Jackson	Address	PO Box 11646
Phone	304 0315 or 0800 111 078		Ellerslie
Fax	304 0316		Auckland 1542
Email	info@caregroup.co.nz	Website	www.caregroup.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours, minimum visit 2 hours		
Additional	Personal care, 24 hour and sleep-overs, household management, companionship, shopping, community support, long and short term care DAA certified, ACC subcontractor		

Care on Call

Contact	Henner Battenhausen	Address	4 Te Kea Place
Phone	966 0011 or 0800 990 011option 1		Albany
Fax	414 2900		Auckland 0632
Email	auckland@careoncall.co.nz	Website	www.careoncall.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	Companionship, shopping, meal preparation, sleep-overs, errands, transport, recreational activities, arrange/attend appointments, medication reminders, personal care, convalescent care, light housework, washing, review meetings with family		

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		

Friendship for the Elderly

Contact	Melanie Kaye	Address	Titirangi
Phone	027 457 1961		Auckland 0604
Fax	N/A		
Email	mkservicesnz@gmail.com	Website	N/A
Area	Auckland wide		
Hours	Visiting hours Monday-Friday, 09:30am-2:30pm, minimum visit one hour. Enquiries welcome any time		
Additional	Visiting clients in their homes, playing board games, friendly conversation, outings. Respite company for partners or family members. Companionship for the elderly for family members who lead a busy lifestyle or live out of town. Hourly rates apply or Michelle can fill out Ministry of Health claim form if client has an allocation of Carer Support subsidy. facebook.com/friendshipfortheelderly		

Geneva Healthcare Ltd

Contact	Veronica Manion	Address	P O Box 106 339
Phone	0508 466 322		Auckland City
Fax	916 0201		Auckland 1143
Email	homecare@genevahealth.com	Website	www.genevacare.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	In-home respite, palliative care, day care, wound management, personal care, home help and ACC clients. DHB and MOH clients		

Good Companions

Contact	Pam Hewison	Address	PO Box 28546
Phone	0800 323 717		Remuera
Fax	n/a		Auckland 1541
Email	info@thegoodcompanion.co.nz	Website	www.thegoodcompanion.co.nz
Area	Auckland-wide		
Hours	24 hours, 7 days		
Additional	Trusted companionship to enhance the lifestyle of a loved one. Post hospital discharge support, palliative care, live-in care, dementia care, nursing and rehabilitation. An alternative to rest home with care staff at all levels; companions, health assistants and registered nurses.		

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 in-home care and supports for those living in retirement villages also		

Healthcare of New Zealand

Contact	Sharon Hirst	Address	PO Box 9604
Phone	526 3570		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	Community health care, sleep-overs. Contract with Auckland District Health Board for home based support services.		

Healthcare Rehabilitation Ltd

Contact	Reception	Address	PO Box 302 437
Phone	414 4530		North Harbour
Fax	414 4571		Auckland 0751
Email	info@healthcarerehab.co.nz	Website	www.healthcarerehab.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours, minimum visit 1 hour		
Additional	Sleep-overs, personal cares, short term relief care, nursing, meal preparation, home help, companionship, palliative care and night duties		

Healthvision (NZ) Ltd

Contact	Helen Riesen	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	All home care including home help, complex and serious injury, palliative care, registered nursing care and assessment services		
	We provide contracted and private home care		

Home Help NZ Ltd

Contact	Maggie Calvert	Address	PO Box 87 237
Phone	528 4476		Meadowbank
Fax	528 8462		Auckland 1742
Email	remuera@homehelpnz.com	Website	www.homehelpnz.com
Area	Auckland-wide		
Hours	24 hours, 7 days, minimum visit 1 hour		
Additional	Personal cares, light housework, meal preparation, respite care, medication reminders, 24 hour care, some transport available. Alzheimers / Dementia care, terminal care		

Kate McLean Home Care Ltd

Contact	Kate McLean / 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	Ground level, 81 New North Rd
Phone	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		
Additional	Homecare services (personal care and home help), 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		
	On-call care available from one hour to 24 / 7		

Medacs Healthcare

Contact	Debbie Bakkerus	Address	Medacs House
Phone	0800 633 227		Level 6, 3 Ferncroft Street
Fax	623 8015		Grafton, Auckland 1010
Email	debbieb@medacs.co.nz	Website	www.medacs.co.nz
Area	Auckland-wide		
Hours	24 hours, 7 days, minimum visit 4 hours		
Additional	Nursing, palliative and respite care, including sleep-overs		

Medcall Health Personnel

Contact	Jane Clements (RN)	Address	PO Box 9522
Phone	529 5810 or 0800 314 314		Newmarket
Fax	523 3887		Auckland 1149
Email	jane@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 homecare services		

Miranda Smith Home Care Ltd

Contact	Cheryle Wolak	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 2 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 8086 or 021 0558242		Mt Wellington
Fax	n/a		Auckland 1060
Email	info@myrighthand.co.nz	Website	www.myrighthand.co.nz
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	We work alongside clients to ensure they can live the life they want, where they want. Tailored services include support to recover from illness, post-op care, 24/7 phone service, arrange appointments and services, accompany to appointments, personal care, companionship, liaison with family who live out of Auckland or cannot be there when needed		

Pasifika Integrated Health Care

Contact	Dahlia Naepi or Clivenn Naepi	Address	1 Nile Rd
Phone	410 0251		Milford
Fax	410 9695		Auckland 0620
Email	d_naepi@pihc.co.nz	Website	www.pihc.co.nz
Area	Waitakere, North Shore and Rodney; over 65s, private payers		
Hours	7 days, statutory holidays		
Additional	Sleep-overs - if required by needs assessment		

Personalised Home Care NZ Ltd

Contact	Janis Gummer or Ivan Wood	Address	PO Box 40 832
Phone	0800 88 99 10		Glenfield Mall
Fax	n/a		Auckland 0747
Email	care@phc.net.nz	Website	www.phc.net.nz
Area	Auckland-wide		
Hours	7 days, 24 hours, minimum visit 2 hours		
Additional	24 hour care, companionship, short term relief care, post operative care, transport for appointments and outings. Palliative care, work with hospice		

Royal District Nursing Service NZ Ltd (RDNS NZ)

Contact	Melinda Hampshire	Address	Level 1, 8 Hugo Johnston Drive
Phone	0800 736 769		Penrose
Fax	09 589 1081		Auckland 1061
Email	mhampshire@rdns.org.nz	Website	www.rdns.org.nz
Area	Auckland-wide		
Hours	24 hrs, 7 days a week		
Additional	Flexible services to meet individual needs. Includes personal cares, housework, companionship, meal preparation, shopping, in-home respite, sleep-overs by negotiation, rehabilitation, medication prompts and palliative care. Private nursing and occupational therapists available		
	A not-for-profit, charitable organisation. Contracts with Auckland District Health Board and ACC for home support services using the restorative model of care. Privately funded nursing and home support services also available.		

Your Attendant

Contact	Diane Daly	Address	46A Colonial Road
Phone	419 2000		Birkenhead
Fax	n/a		Auckland
Email	diane@yourattendant.co.nz	Website	www.yourattendant.co.nz
Area	Auckland-wide		
Hours	Monday to Friday, 8am to 6pm		
Additional	Personal assistant / companion, running errands, transport, shopping, meal preparation, ordering, home administration, advocacy, community liaison and service co-ordination		

Central Auckland and Gulf Islands

Enliven Auckland - Presbyterian Support Northern

Contact	Jess Osborne	Address	77 Grey St
Phone	622 4788 / 622 4782		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, 7am to 9pm		
Additional	Restorative, home-based support services for over 65 year olds. Contract with Auckland District Health Board, long term conditions, clients with disability (including individualised funding) and ACC		

Lifewise Homecare Services

Contact	Julie Smith	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		

Margaret Wilson - Carer Relief / Sitting Service

Contact	Margaret Wilson	Address	2/41 Nikau St
Phone	827 0671 or 027 415 8040		New Lynn
Fax	n/a		Auckland 0600
Email	wilsonmj31@xtra.co.nz	Website	n/a
Area	Central Auckland and Waitakere		
Hours	Flexible and weekends, minimum visit 1½ hours		
Additional	Sitting service, short term carer relief, companionship, meals and help with locating appropriate long term care		
	Owner operator, 30 years experience specialising in mental health needs of the elderly, especially those with depression or dementia		

Ngati Whatua o Orakei Home & Community Support Service

Contact	Imeleta Palmer	Address	PO Box 42 183
Phone	578 0941 option 2 / 528 1705		Orakei
Fax	521 0738		Auckland 1745
Email	imeletap@orakeihealth.org.nz	Website	www.orakeihealth.com
Area	Auckland-wide		
Hours	7 days, 6.30am to 8pm, or by negotiation		
Additional	Services for under 65 year olds and long-term chronic conditions		
	Alternate phone number - 027 700 7071		

Waiheke Health Trust - Home Support Services

Contact	Julez Grace, Darlene Goodwin	Address	5 Belgium St
Phone	372 6195		Ostend
Fax	372 6787		Waiheke Island 1081
Email	hss@waihekehealthtrust.co.nz	Website	www.waihekehealthtrust.co.nz
Area	Waiheke Island		
Hours	24 hour care		
Additional	Short term, post hospital discharge, Auckland District Health Board over 65's subcontracted to Royal District Nursing Service, ACC subcontracted through Geneva Health		

Counties Manukau

Counties Manukau Homecare Trust

Contact	Trudy Biggelaar	Address	Professional House, 12 Seddon St ,
Phone	(09) 238 8567		PO Box 113
Fax	(09) 238 6758		Pukekohe 2340
Email	hss@cmht.co.nz	Website	n/a
Area	Counties Manukau, Franklin and Papakura districts		
Hours	Monday to Friday, 8am to 4pm		
Additional	No additional services		

Enliven Manukau - Presbyterian Support Northern

Contact	Sue Spencer	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	7 days, 7am - 9pm		
Additional	Restorative, home-based support services to maximise independence. ACC clients and under 65 year olds		

Huakina Homecare Service

Contact	Karen Hyland, Moetu Taua	Address	PO Box 319
Phone	(09) 237 3307 / 237 3306		Pukekohe 2340
Fax	(09) 238 0259		
Email	karen@huakina.co.nz	Website	www.huakina.co.nz
Area	Counties Manukau, Mangere to Mercer, Awhitu to Kaiarau		
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	8:30am to 5:30pm (office hours)		
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 where appropriate		

Whaiora Homecare Services Inc

Contact	Monica Tate	Address	PO Box 200 081
Phone	278 9639		Papatoetoe
Fax	278 9474		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 coordinator		
	Physical address: 129 Kolmar Rd, Papatoetoe		

Waitemata

Enliven Waitemata - Presbyterian Support Northern

Contact	Laura Cavender (North Shore)	Address	3 Montel Ave
Phone	822 5115		Henderson
Fax	835 0310		Auckland 0612
Email	EnlivenWaitemata@psn.org.nz	Website	www.psn.org.nz
Area	North Shore, Rodney and Waitakere		
Hours	7 days, 7am to 9pm		
Additional	Restorative, home-based support services. Private clients welcome. Contracts with ACC and Ministry of Health for under 65 year olds		
	Other contacts Mariana Foxcroft and Julia Sodo (West Auckland)		

Geneva Northlink Healthcare Ltd

Contact	Angela King	Address	Suite 112, Apollo Medical Centre
Phone	0800 425 999		119 Apollo Drive, Albany
Fax	476 4977		Auckland 0632
Email	angelaki@genevanorthlink.com	Website	www.genevanorthlink.com
Area	North Shore City, Rodney, Waitakere Districts and Counties		
Hours	7 days, 24 hours		
Additional	Private homecare, nursing services, respite care, carer support, rehabilitation and palliative care. WDHB contracts for Health of Older People, Ministry of Health contract for under 65 year olds. ACC contract		
	Time Out holiday homes at Mangawhai and Gulf Harbour. Now cover Counties area		

Salvation Army Homecare

Contact	Emah Butler	Address	PO Box 35 845, Browns Bay
Phone	479 8950 / 0800 222 040		Level 1, 90 Rosedale Rd, Albany.
Fax	479 8954		Auckland 0753
Email	See below	Website	See below
Area	Waitakere, North Shore and Rodney		
Hours	7 days, hours by negotiation, minimum visit 1 hour		
Additional	Respite care, high-need, complex clients		

Email address: ak_branch_homecare@nzf.salvationarmy.org
Website address: www.salvationarmy.org.nz/need-assistance/seniors

Te Ha Oranga Home Base Support Services

Contact	Kim Te Pania	Address	1 Rendall Place
Phone	0800 834 242/0275299034		Eden Terrace
Fax	366 1977		Auckland 1150
Email	kim.tepania@tehaoranga.co.nz	Website	ngatiwhatua.iwi.nz
Area	Waitakere and North Shore		
Hours	Monday to Friday, 8.30 am to 5pm		
Additional	Household management, personal support, short term home support, ACC home based rehabilitation, end of life care		
	Covers South Kaipara, including Helensville, Muriwai, Kaukapakapa, Portland, Wellsford, Maungawhai to Hatfields Beach, Dargaville to Waipoua Forest		

VisionWest Home Healthcare

Contact	Trish Taylor / Fatima Juson	Address	PO Box 20 406
Phone	813 0133 ext 821		Glen Eden
Fax	818 4804		Auckland 0641
Email	TrishT@VisionWest.org.nz	Website	www.VisionWest.org.nz
Area	Waitakere / North Shore		
Hours	7 days, 7am to 9pm (office hours 8.30am to 5pm)		
Additional	Respite and private care		