



## Home Care in Northland (July 2017)

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### 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 supports may 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)

All of Northland (except Hokianga)..... 430 4131 or 0800 888 890  
Hokianga Health ..... 405 7709

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

Northland Disabilities Resource Centre..... 430 0988

### 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.

## **Private arrangement**

For people paying privately, hourly charges start at \$29 for housework, with personal care often charged at a higher rate. This price includes GST, but you are likely also to pay travel costs. Most agencies offer housework and personal care, for nursing or short-term relief care look under Additional Services.

## **Points to consider when making private arrangement enquiry**

- \* Have staff members had special training?
- \* Is there a charge for mileage?
- \* Are there extra charges for working on weekends or public holidays?
- \* Is there a minimum time charged?
- \* Do you still have to pay if you go away 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.

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## Access Community Health

Contact name	Sandy Knight	Address	PO Box 1642
Phone	430 4794 / 0800 284 663		Whangarei 0140
Fax	430 3038		
Email	sandy_knight@access.org.nz	Website	www.access.org.nz
Area covered	Northland wide		
Hours available	7 days, 24 hours, minimum visit 1 hour		
Additional	No additional services		

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## Aide Home Based Support Services Ltd

Contact name	Yvonne Rogers	Address	PO Box 3006
Phone	436 0182 / 021 111 2980		Onerahi
Fax	n/a		Whangarei 0110
Email	support@aidehbss.co.nz	Website	www.aidehbss.co.nz
Area covered	Whangarei		
Hours available	7 days, 24 hours		
Additional	We provide private home care supports, personal care, rehabilitation / therapy and exercise support, transport to appointments, shopping, home help, respite care, relief care funded by carer support subsidy.		

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## Alternative Care Northland

Contact name	Donna Cooper	Address	PO Box 7017
Phone	021 774 586		Tikipunga 0144
Fax	n/a		
Email	alternativecare.northland@gmail.com	Website	See address below
Area covered	Whangarei		
Hours available	7 days, 24 hours		
Additional	24 hour respite care in your home (carer support forms accepted), personal care, home care and transport to appointments, pick up / drop off  alternative-care-northland.mycylex.com		

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## Drake Medox

Contact name	Cathie Sorraghan	Address	PO Box 5846
Phone	09 573 0595		Wellesley St
Fax	09 525 0446		Auckland 1141
Email	homecare@nz.drakeintl.com	Website	www.drakemedoxnursing.co.nz
Area covered	Whole of Northland		
Hours available	7 days, 24 hours, minimum visit 4 hours		
Additional	Nursing, support workers		

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## Geneva Healthcare / Geneva Northlink Healthcare

Contact name	Catherine Bryham	Address	35 Commerce St
Phone	0800 436 382 (0800 Geneva)		Whangarei 0110
Fax	353 5201		
Email	info@genevahealth.com	Website	www.genevahealth.com
Area covered	North of Harbour Bridge to Cape Reinga		
Hours available	24 hours, 7 days per week		
Additional	Services include personal care, home help, dementia, respite and palliative care. Post surgical, accident, spinal and brain injury care. Nursing services include wound care, blood pressure, diabetes / medication management, catheter care, IV therapy and rehabilitation. Deaf support services. Funding through DHB, ACC or private.		

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## Hauora Hokianga / Hokianga-Health

Contact name	Lyn Foster	Address	163 Parnell St
Phone	405 7324		Rawene 0473
Fax	405 7875		
Email	lyn.foster@hokiangahealth.org.nz	Website	www.hokiangahealth.org.nz
Area covered	Hokianga		
Hours available	Monday to Friday, 8am to 5pm		
Additional	Respite care, hospice and physiotherapy		
	Owned and operated by Hokianga Health Enterprise Trust		

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## Home Support North Charitable Trust

Contact name	Co-ordinator	Address	7 First Ave
Phone	430 2090 / 0800 832 383		Whangarei 0110
Fax	430 2091		
Email	officewhg@homesupport.co.nz	Website	www.homesupport.co.nz
Area covered	Whole of Northland		
Hours available	7 days, 6.30am to 10.30pm		
Additional	Private care also available; base hourly rate, plus travel time and distance charged		
	Second office in Kerikeri, 19 Homestead Rd, Kerikeri - 09 401 6657 Email - receptionkk@homesupport.co.nz		

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## Maiarere Home & Community Support Services

Contact name	Louisa Muriwai	Address	PO Box 1127
Phone	430 2386 ext 827		Whangarei 0140
Fax	430 2385		
Email	louisa@maiarere.co.nz	Website	www.nhht.co.nz
Area covered	Tai Tokerau		
Hours available	7 days		
Additional	Home and community support, residential services, supported living options, kaumatua and kuia programmes		
	Additional phone numbers - 404 1489 (Kawakawa)		

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## Mycare

Contact name	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 covered	NZ wide		
Hours available	7 days, 24 hours		
Additional	Mycare is an easy-to-use app where you can list a job for free, or browse through CVs of caregivers, support workers and volunteers in your local community to find a suitable worker. Anyone can use Mycare to find the help they need. Mycare has made it simple to book worker visits online and pay them securely through your Mycare account. To get started, download the app, visit <a href="http://www.mycare.co.nz">www.mycare.co.nz</a> or phone 0800 number above.		

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## Te Ha Oranga

Contact name	Kathy Fulop	Address	PO Box 100
Phone	439 3013 / 439 3941(Kathy)		Dargaville 0340
Fax	439 1692		
Email	kathy.fulop@tehaoranga.co.nz	Website	Under construction
Area covered	Northland DHB		
Hours available	7 days per week, 8am to 5pm		
Additional	Mobile nursing services, GP visits and clinics, podiatry, beautician, relaxing massage, stop smoking programme, social worker		

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## Te Hiku Hauora Home Support Services

Contact name	Cathy Murray-Cherrington	Address	49 Redan Rd
Phone	408 4024 ext 728		Kaitaia 0410
Fax	408 3173		
Email	homesupport@hauora.net.nz	Website	www.hauora.net.nz
Area covered	North of Mangamuka Gorge, Waimahana on the east coast, Whangape on the west coast, north to Te Rerenga Wairua (Cape Reinga)		
Hours available	Monday to Friday, 8am to 5pm		
Additional	This charitable trust representing the five local iwi provides a wide range of health services to the whole community. Services include, but are not limited to: GP x 3, dental practice, chronic care and specialist mobile nurses for diabetes, respiratory, stroke and cardiac conditions, Aukati Kaipapa, Korikori a Kaumatua, Breastscreening support and a mobile Outreach Clinic		

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## TLC 4u2

Contact name	Alida Wheat / Jonathan Harris	Address	PO Box 1849
Phone	027 518 4375 / 021 0273 2466		Whangarei 0140
Fax	n/a		
Email	jonathon@tlc4u2.co.nz	Website	www.tlc4u2.co.nz
Area covered	Northland wide		
Hours available	Anytime		
Additional	We can provide services for live-in care, night care, sleep overs, companionship, personal cares, home help, driving and safety monitoring. Long term care, respite, palliative and post operative care		
	Deborah Greenwood - Clinical Manager - 021 518 4373		