



Home Care in Northland (July 2020)

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 discuss with you how much help you need at home. If you share accommodation, assistance from those you live with is also considered. Needs assessments can be provided in public hospital or in the community, see above contacts.

NB: inclusion in this listing does not indicate District Health Board endorsement. There may be service changes due to Covid-19 restrictions.

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 \$39.10 for housework, personal care may be charged at a higher rate. 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 making private arrangement enquiry

- * Have staff members had healthcare training?
- * Have staff been police checked?
- * Is there a charge for mileage?
- * Are workers covered by the Health Practitioners Competence Assurance Act?
- * Is the service a member of the Home & Community Health Association?
- * Are there extra charges for set-up, weekend work or cancellations?
- * Do you still have to pay if you go away on holiday or into hospital?

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
- * Home & Community 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.

Access Community Health

Contact name	Hanna Scully	Address	PO Box 1642
Phone	430 4794 / 0800 284 663		Whangarei 0140
Fax	430 3038		
Email	hanna_scully@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		

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	www.eldernet.co.nz
Area covered	Whangarei		
Hours available	7 days, 24 hours		
Additional	Registered nurse provides nursing care; 24 hour respite care in your own home (carer support forms accepted), personal care / home care, shopping, transport to and from appointments.		

Drake Medox

Contact name	Sanjana Maharaj	Address	PO Box 5846
Phone	0800 633 699		Wellesley St
Fax	525 0446		Auckland 1141
Email	homecare@nz.drakeintl.com	Website	www.drakemedoxnursing.co.nz
Area covered	Auckland-wide		
Hours available	7 days, 24 hours, minimum visit 4 hours		
Additional	Nursing		

e-Mploy Online Recruitment

Contact name	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 covered	Northland		
Hours available	Support Mon - Fri 8.00am to 6.00pm		
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 / Geneva Northlink Healthcare

Contact name Catherine Bryham Address 35 Commerce St
Phone 0800 436 382 (0800 Geneva) Whangarei 0110
Fax
Email info@genevahealth.com Website www.genevahealth.com
Area covered Nationwide organisation. Northland area covers from Te Hana to Kaitaia including Kaipara and Mangawhai.
Hours available 24 hours, 7 days per week
Additional Funding through ACC, DHB, or Ministry of Health disability service for home supports. Host provider for Individualised Funding. ACC funded rehabilitation, physiotherapy, occupational therapy, social workers, psychologist. Nursing service. Privately paid home support service also available.

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

Home Support North Charitable Trust

Contact name Sam Romeyn, IT Manager, 027 499 473 Address 7 First Ave
Phone 430 2090 / 0800 832 383 Whangarei 0110
Fax n/a
Email officewhg@homesupport.co.nz Website www.homesupport.co.nz
Area covered Whole of Northland
Hours available 7 days, 7am to 9pm
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 / 0800 729 787
hsnwages@homesupport.co.nz
Email - receptionkk@homesupport.co.nz

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, including Northland		
Hours available	7 days, 24 hours		
Additional	<p>Brokering site which allows you to advertise and search for support workers in your local community. Users need to register and can then search and make arrangements with workers online. Mycare takes care of tax and paperwork, and there is a 10% service fee for worker hours booked on Mycare. Staff can help with set-up and download of the app.</p> <p>All workers are police checked and their identity verified. Mycare provides confidential reporting, public liability and professional indemnity insurance for workers.</p>		

Ngāti Hine Health Trust

Contact name	Jasmine Woods	Address	PO Box 1127
Phone	430 2386 ext 8836		Whangarei 0140
Fax	430 2385		
Email	jasmine@nhht.co.nz	Website	www.nhht.co.nz
Area covered	Tai Tokerau		
Hours available	7 days		
Additional	<p>Home and community support, residential services, supported living options, kaumatua and kuia programmes</p> <p>Additional phone numbers - 404 1551 (Kawakawa)</p>		

Te Ha Oranga

Contact name	Kathy Fulop	Address	PO Box 100
Phone	439 3013 / 0800 698 342		Dargaville 0340
Fax	439 1692		
Email	kathy.fulop@tehaoranga.co.nz	Website	www.tehaoranga.co.nz
Area covered	Northland DHB, Waitemata DHB		
Hours available	Office hours: 7 days per week, 8am to 5pm		
Additional	Mobile nursing services, GP clinics, stop smoking programme, mental health support and social worker		

Te Hiku Hauora Home Support Services

Contact name	Cathy Murray-Cherrington	Address	49 Redan Rd
Phone	408 4024 ext 728 / 723		Kaitaia 0410
Fax			
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 Thursday 7:30am - 4:30pm and Friday 7:30am - 2pm		
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: GPs, dental practice, specialist mobile nurses for diabetes, respiratory, stroke and cardiac conditions, Aukati Kaipapa, Korikori a Kaumatua, breast screening support and a mobile Outreach Clinic.		