Home Care in Auckland  (May 2018)

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

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 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 Community Health

**Access Community Health**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Rachael Scully</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0800 284 663 or 928 0755</td>
</tr>
<tr>
<td>Fax</td>
<td>534 3855</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:rachael_scully@access.org.nz">rachael_scully@access.org.nz</a></td>
</tr>
<tr>
<td>Area</td>
<td>Auckland-wide</td>
</tr>
<tr>
<td>Hours</td>
<td>Negotiable, depending on requirements, minimum visit 1 hour</td>
</tr>
<tr>
<td>Additional</td>
<td>ACC national provider for HBSS, MOH and DHB long term/short term home care</td>
</tr>
</tbody>
</table>

**Address**

PO Box 8304
Symonds St
Auckland 1150

**Website**

www.access.org.nz

---

**Care on Call**

<table>
<thead>
<tr>
<th>Contact</th>
<th>David Fleming</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>966 0011 or 0800 990 011 option 1</td>
</tr>
<tr>
<td>Fax</td>
<td>414 2900</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:auckland@careoncall.co.nz">auckland@careoncall.co.nz</a></td>
</tr>
<tr>
<td>Area</td>
<td>Auckland-wide</td>
</tr>
<tr>
<td>Hours</td>
<td>7 days, 24 hours</td>
</tr>
<tr>
<td>Additional</td>
<td>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</td>
</tr>
</tbody>
</table>

**Address**

Level 5, 128 Broadway
Newmarket
Auckland 1149

**Website**

www.careoncall.co.nz

---

**Drake Medox**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Cathie Sorraghan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>573 0595</td>
</tr>
<tr>
<td>Fax</td>
<td>525 0446</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:homecare@nz.drakeintl.com">homecare@nz.drakeintl.com</a></td>
</tr>
<tr>
<td>Area</td>
<td>Auckland-wide</td>
</tr>
<tr>
<td>Hours</td>
<td>7 days, 24 hours, minimum visit 4 hours</td>
</tr>
<tr>
<td>Additional</td>
<td>Nursing</td>
</tr>
</tbody>
</table>

**Address**

PO Box 5846
Wellesley St
Auckland 1141

**Website**

www.drakemedoxnursing.co.nz

---

**Geneva Healthcare / Geneva Northlink Healthcare**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Veronica Manion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0800 GENEVA</td>
</tr>
<tr>
<td>Fax</td>
<td>09 353 5201</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:homecareemails@genevahealth.com">homecareemails@genevahealth.com</a></td>
</tr>
<tr>
<td>Area</td>
<td>Auckland-wide</td>
</tr>
<tr>
<td>Hours</td>
<td>7 days, 24 hours</td>
</tr>
<tr>
<td>Additional</td>
<td>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</td>
</tr>
</tbody>
</table>

**Address**

Level 2, 139 Quay Street, Auckland
PO Box 106 339
Auckland 1143

**Website**

www.genevahealth.com

---

15-Jun-18  Auckland Home Care
**Good Companions**

Contact: Pam Hewison  
Phone: 021 717 884  
Fax: n/a  
Email: info@thegoodcompanion.co.nz  
Area: Auckland-wide  
Hours: 24 hours, 7 days. Care arranged at short notice  
Additional: Companions, health assistants and registered nurses. Home care includes post hospital discharge support, palliative care, live-in care, dementia care, nursing and rehabilitation. Life experienced carers. Focused on supporting our clients live the life they want. Nursing oversight service. One off, ad hoc or ongoing care.

**Graceful Care Limited**

Contact: Rose Cooper  
Phone: 0800 767 343 / 021 108 3854  
Fax: n/a  
Email: rose@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  
Phone: 526 3570 or 0800 300 114  
Fax: 526 3478  
Email: auckland.office@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.

**Healthvision (NZ) Ltd**

Contact: Jackie Long  
Phone: 522 5012 / 0508 733 377  
Fax: 522 5023  
Email: service@healthvision.co.nz  
Area: Auckland-wide  
Hours: 7 days, 24 hours  
Additional: Complex and serious injury, palliative care, registered nursing care and assessment services. We provide contracted and private home care.
Kate McLean Homecare 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 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   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 homecare 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 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 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 at times need 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  Mycare is New Zealand’s largest online community of helpers. We want to help you to find the support you need, in your local community, so you can live life your way. Visit mycare.co.nz to register. Then enter the hours you need help and describe the support you're looking for. You can then connect with people in your community ready to help. Once you’ve found the right person, it’s easy to organise their visits online, and keep your family updated. Mycare takes care of the tax and other paperwork, making it straightforward for you to pay them each week. There is a 10% service fee for the hours of help you book on Mycare. Need a bit of help getting set up? We have lovely people on the end of the phone: 0800 677 700
Ministry of Justice criminal history check for all workers; workers verify their identity in three ways; confidential reporting; public liability & professional indemnity insurance for workers
Royal District Nursing Service NZ Ltd (RDNS NZ)

<table>
<thead>
<tr>
<th>Contact</th>
<th>Kelly Blyth</th>
<th>Address</th>
<th>Level 1, 8 Hugo Johnston Drive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0800 736 769</td>
<td>Penrose</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td>09 589 1081</td>
<td></td>
<td>Auckland 1061</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:kblyth@rdns.org.nz">kblyth@rdns.org.nz</a></td>
<td>Website</td>
<td><a href="http://www.rdns.org.nz">www.rdns.org.nz</a></td>
</tr>
<tr>
<td>Area</td>
<td>Auckland-wide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours</td>
<td>24 hrs, 7 days a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Central Auckland and Gulf Islands

**Enliven Auckland - Presbyterian Support Northern**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Jess Osborne</th>
<th>Address</th>
<th>77 Grey St</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>622 4788</td>
<td>Onehunga</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td>622 4790</td>
<td></td>
<td>Auckland 1061</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:EnlivenAuckland.Info@psn.org.nz">EnlivenAuckland.Info@psn.org.nz</a></td>
<td>Website</td>
<td><a href="http://www.psn.org.nz">www.psn.org.nz</a></td>
</tr>
<tr>
<td>Area</td>
<td>Central Auckland (ADHB boundaries)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours</td>
<td>7 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Lifewise Health & Disability Services**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Grant Taylor</th>
<th>Address</th>
<th>PO Box 10 307</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>623 7631</td>
<td>Dominion Rd</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td>630 8956</td>
<td></td>
<td>Auckland 1446</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:homecareservices@lifewise.org.nz">homecareservices@lifewise.org.nz</a></td>
<td>Website</td>
<td><a href="http://www.lifewise.org.nz">www.lifewise.org.nz</a></td>
</tr>
<tr>
<td>Area</td>
<td>Auckland District Health Board catchment for older adults, wider Auckland by negotiation for other services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours</td>
<td>7 days, hours as required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Waiheke Health Trust - Home Support Services

Contact Darlene Goodwin  
Phone 372 6195  
Fax 372 6787  
Email hss@waihekehealthtrust.nz  
Area Waiheke Island  
Hours 24 hour care  
Additional Short term, post hospital discharge, privately paid services and ACC subcontracted through Geneva Health.

Counties Manukau

Counties Manukau Homecare Trust

Contact Trudy Biggelaar  
Phone (09) 238 8567  
Fax (09) 238 6758  
Email hss@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  
Phone 269 0112  
Fax 267 7079  
Email EnlivenCounties.Info@psn.org.nz  
Area Counties Manukau  
Hours Office open 7.30am to 4.30pm weekdays. Services provided 24 hours, 7 days a week  
Additional Home based support services working to maximise independence for people aged 65 plus, ACC injury related support and disability support  
We have four funding streams with CMDHB, MOH, ACC and Private funding

Huakina Homecare Service

Contact Karen Hyland, Moetu Taua  
Phone (09) 237 3307 / 237 3306  
Fax (09) 238 0259  
Email karen@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
Phone 274 9153
Fax 274 9851
Email info@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
Phone 263 7792
Fax 263 7747
Email Monica.t@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

Enliven Waitemata - Presbyterian Support Northern

Contact Jess Osborne
Phone 622 4788
Fax 622 4790
Email EnlivenAuckland.info@psn.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 WDHB Chronic Health Conditions

TLC 4u2

Contact Deborah Greenwood
Phone 0800 852 482 / 027 518 4373
Fax n/a
Email info@tlc4u2.co.nz
Area Auckland wide
Hours 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
Offering 24/7 live in care throughout the whole of Auckland and hourly cares for all areas North of the Harbour Bridge (North Shore and Rodney). Based In Whangarei.
<table>
<thead>
<tr>
<th>Contact</th>
<th>Fatima Juson</th>
<th>Address</th>
<th>PO Box 20 406</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>813 0133 or 818 0720</td>
<td></td>
<td>Glen Eden</td>
</tr>
<tr>
<td>Fax</td>
<td>818 4804</td>
<td></td>
<td>Auckland 0641</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:Fatima.Juson@visionwest.org.nz">Fatima.Juson@visionwest.org.nz</a></td>
<td>Website</td>
<td><a href="http://www.VisionWest.org.nz">www.VisionWest.org.nz</a></td>
</tr>
<tr>
<td>Area</td>
<td>Waitakere / North Shore</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours</td>
<td>7 days, 7am to 9pm (office hours 8.30am to 5pm )</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional</td>
<td>Respite and private care</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>