Home Care in Northland

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.
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Name</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Fax Numbers</th>
<th>Email Address</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Community Health</td>
<td>Sandy Knight</td>
<td>PO Box 1642</td>
<td>430 4794 / 0800 284 663</td>
<td>430 3038</td>
<td><a href="mailto:sandy_knight@access.org.nz">sandy_knight@access.org.nz</a></td>
<td><a href="http://www.access.org.nz">www.access.org.nz</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Whangarei 0140</td>
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<td></td>
<td></td>
<td>7 days, 24 hours, minimum visit 1 hour</td>
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<td></td>
<td></td>
<td>Northland wide</td>
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<tr>
<td></td>
<td></td>
<td>No additional services</td>
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</tr>
<tr>
<td>Aide Home Based Support Services Ltd</td>
<td>Yvonne Rogers</td>
<td>PO Box 3006</td>
<td>436 0182 / 021 111 2980</td>
<td>n/a</td>
<td><a href="mailto:support@aidehbss.co.nz">support@aidehbss.co.nz</a></td>
<td><a href="http://www.aidehbss.co.nz">www.aidehbss.co.nz</a></td>
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<td>Onerahi</td>
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<td>Whangarei 0110</td>
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<td>7 days, 24 hours</td>
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<tr>
<td></td>
<td></td>
<td>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.</td>
<td></td>
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</tr>
<tr>
<td>Alternative Care Northland</td>
<td>Donna Cooper</td>
<td>PO Box 7017</td>
<td>021 774 586</td>
<td>n/a</td>
<td><a href="mailto:alternativecare.northland@gmail.com">alternativecare.northland@gmail.com</a></td>
<td>See address below</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tikipunga 0144</td>
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<td>Whangarei</td>
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<td>7 days, 24 hours</td>
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<td></td>
<td></td>
<td>24 hour respite care in your home (carer support forms accepted), personal care, home care and transport to appointments, pick up / drop off</td>
<td></td>
<td></td>
<td>alternative-care-northland.myclex.com</td>
<td></td>
</tr>
<tr>
<td>Drake Medox</td>
<td>Cathie Sorraghan</td>
<td>PO Box 5846</td>
<td>09 573 0595</td>
<td>09 525 0446</td>
<td><a href="mailto:homecare@nz.drakeintl.com">homecare@nz.drakeintl.com</a></td>
<td><a href="http://www.drakemedoxnursing.co.nz">www.drakemedoxnursing.co.nz</a></td>
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<tr>
<td></td>
<td></td>
<td>Wellesley St</td>
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<td></td>
<td></td>
<td>Auckland 1141</td>
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<td></td>
<td></td>
<td>Whole of Northland</td>
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<td></td>
<td></td>
<td>7 days, 24 hours, minimum visit 4 hours</td>
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<tr>
<td></td>
<td></td>
<td>Nursing, support workers</td>
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</tbody>
</table>
### Geneva Healthcare / Geneva Northlink Healthcare

<table>
<thead>
<tr>
<th>Contact name</th>
<th>Catherine Bryham</th>
<th>Address</th>
<th>35 Commerce St</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0800 436 382 (0800 Geneva)</td>
<td></td>
<td>Whangarei 0110</td>
</tr>
<tr>
<td>Fax</td>
<td>353 5201</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:info@genevahealth.com">info@genevahealth.com</a></td>
<td>Website</td>
<td><a href="http://www.genevahealth.com">www.genevahealth.com</a></td>
</tr>
<tr>
<td>Area covered</td>
<td>North of Harbour Bridge to Cape Reinga</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours available</td>
<td>24 hours, 7 days per week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional</td>
<td>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.</td>
<td></td>
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</tr>
</tbody>
</table>

### Hauora Hokianga / Hokianga-Health

<table>
<thead>
<tr>
<th>Contact name</th>
<th>Lyn Foster</th>
<th>Address</th>
<th>163 Parnell St</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>405 7324</td>
<td></td>
<td>Rawene 0473</td>
</tr>
<tr>
<td>Fax</td>
<td>405 7875</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:lyn.foster@hokiangahealth.org.nz">lyn.foster@hokiangahealth.org.nz</a></td>
<td>Website</td>
<td><a href="http://www.hokiangahealth.org.nz">www.hokiangahealth.org.nz</a></td>
</tr>
<tr>
<td>Area covered</td>
<td>Hokianga</td>
<td></td>
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<tr>
<td>Hours available</td>
<td>Monday to Friday, 8am to 5pm</td>
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<tr>
<td>Additional</td>
<td>Respite care, hospice and physiotherapy</td>
<td></td>
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<tr>
<td></td>
<td>Owned and operated by Hokianga Health Enterprise Trust</td>
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</tbody>
</table>

### Home Support North Charitable Trust

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

### Maiaorere Home & Community Support Services

<table>
<thead>
<tr>
<th>Contact name</th>
<th>Louisa Muriwai</th>
<th>Address</th>
<th>PO Box 1127</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>430 2386 ext 827</td>
<td></td>
<td>Whangarei 0140</td>
</tr>
<tr>
<td>Fax</td>
<td>430 2385</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:louisa@maiaorere.co.nz">louisa@maiaorere.co.nz</a></td>
<td>Website</td>
<td><a href="http://www.nhht.co.nz">www.nhht.co.nz</a></td>
</tr>
<tr>
<td>Area covered</td>
<td>Tai Tokerau</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours available</td>
<td>7 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional</td>
<td>Home and community support, residential services, supported living options, kaumatua and kuia programmes</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Additional phone numbers - 404 1489 (Kawakawa)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Mycare

<table>
<thead>
<tr>
<th>Contact name</th>
<th>Amy Stone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0800 677 700</td>
</tr>
<tr>
<td>Fax</td>
<td>n/a</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:hello@mycare.co.nz">hello@mycare.co.nz</a></td>
</tr>
<tr>
<td>Area covered</td>
<td>NZ wide</td>
</tr>
<tr>
<td>Hours available</td>
<td>7 days, 24 hours</td>
</tr>
<tr>
<td>Additional</td>
<td>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.</td>
</tr>
</tbody>
</table>

### Te Ha Oranga

<table>
<thead>
<tr>
<th>Contact name</th>
<th>Kathy Fulop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>439 3013 / 439 3941(Kathy)</td>
</tr>
<tr>
<td>Fax</td>
<td>439 1692</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:kathy.fulop@tehaoranga.co.nz">kathy.fulop@tehaoranga.co.nz</a></td>
</tr>
<tr>
<td>Area covered</td>
<td>Northland DHB</td>
</tr>
<tr>
<td>Hours available</td>
<td>7 days per week, 8am to 5pm</td>
</tr>
<tr>
<td>Additional</td>
<td>Mobile nursing services, GP visits and clinics, podiatry, beautician, relaxing massage, stop smoking programme, social worker</td>
</tr>
</tbody>
</table>

### Te Hiku Hauora Home Support Services

<table>
<thead>
<tr>
<th>Contact name</th>
<th>Cathy Murray-Cherrington</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>408 4024 ext 728</td>
</tr>
<tr>
<td>Fax</td>
<td>408 3173</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:homesupport@hauora.net.nz">homesupport@hauora.net.nz</a></td>
</tr>
<tr>
<td>Area covered</td>
<td>North of Mangamuka Gorge, Waimahana on the east coast, Whangape on the west coast, north to Te Rerenga Wairua (Cape Reinga)</td>
</tr>
<tr>
<td>Hours available</td>
<td>Monday to Friday, 8am to 5pm</td>
</tr>
<tr>
<td>Additional</td>
<td>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 Kaipaipa, Korikori a Kaumatua, Breastscreening support and a mobile Outreach Clinic</td>
</tr>
</tbody>
</table>
TLC 4u2

Contact name: Alida Wheat / Jonathan Harris
Phone: 027 518 4375 / 021 0273 2466
Fax: n/a
Email: jonathon@tlc4u2.co.nz
Website: www.tlc4u2.co.nz
Address: PO Box 1849
Whangarei 0140

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