

## Home Care in Auckland (May 2020)

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### How to Organise Home Care

There are four main ways to organise home care:

- \* On discharge from public hospital, short-term help can be provided while you convalesce. Discuss with the hospital social worker.
- \* Long-term help 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 or 0800 631 1234

Waitakere, North Shore, Rodney ..... 442 7171 or 0800 80 93 42

Counties Manukau ..... 277 3440 or 0800 262 368

### 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 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 \$35 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 healthcare training?
- \* Have staff been police checked?
- \* Are workers covered by the Health Practitioners Competence Assurance Act?
- \* Is the service a member of the Home and Community Health Association?
- \* Are there extra charges for set-up, weekend work or cancellations?
- \* Do you still have to pay if you go 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.

## Auckland-wide

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### Access Community Health

Contact	Hanna Scully	Address	PO Box 8304
Phone	0800 284 663 or 928 0755		Symonds St
Email	Hanna_scully@access.org.nz		Auckland 1150
Website	www.access.org.nz		
Area	Auckland-wide		
Hours	Negotiable, depending on requirements, minimum visit 1 hour		
Additional	Contracts with Ministry of Health, ACC, Counties Manukau and Waitemata District Health Board for home based support services.		

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### Care on Call (NZ) Ltd

Contact	Yulia Cheslyaeva	Address	Level 5, 55 Anzac Ave
Phone	966 0011 or 0800 990 011		CBD
Email	auckland@careoncall.co.nz		Auckland 1010
Website	www.careoncall.co.nz		
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	Dementia care, aged care, personal support, companionship, shopping, meal preparation, sleep-overs, errands, transport, recreational activities, arrange/attend appointments, medication reminders, convalescent care, light housework.		

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### Drake Medox

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

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### e-Mploy Online Recruitment

Contact	Simon Anderson	Address	1/3 Parkhead Place
Phone	0508 462 427		Rosedale
Email	info@e-mploy.org.nz		Auckland 0632
Website	e-mploy.org.nz		
Area	Auckland-wide		
Hours	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.		

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## Geneva Healthcare

Contact	Veronica Manion	Address	Level 2, 139 Quay Street, Auckland
Phone	0800 GENEVA   0800 436 382		PO Box 106 339
Email	homecareemails@genevahealth.com		Auckland 1143
Website	www.genevahealth.com		
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	Personal care, home help, companionship, respite care, dementia and palliative care. Disability support and rehabilitation, post-surgical and 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.		
	Contracts with Ministry of Health, ACC, Counties Manukau and Waitemata District Health Board for home based support services.		

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## Giving Time Ltd

Contact	Kaye Davies	Address	PO Box 42223
Phone	021 759 731 / 578 3759		Orakei
Email	kaye@givingtime.nz		Auckland
Website	www.givingtime.nz		
Area	Auckland wide, including Waiheke		
Hours	24 hours, 7 days per week		
Additional	24/7 on call emergency support. Gerontology nurse specialist in-home assessments, reports and recommendations. Regular monitoring by registered nurses and care staff. Four care levels available from convalescent / home support to end of life care.		

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## Graceful Care Limited

Contact	Rose Cooper	Address	P O Box 28188
Phone	0800 767 343 / 021 108 3854		Remuera
Email	rose@gracefulcare.co.nz		Auckland 1541
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 care at home and support for those living in retirement villages also.		

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## Healthcare of New Zealand

Contact	Trish Mongo	Address	PO Box 9604
Phone	0800 300 114		Newmarket
Email	auckland.office@healthcarenz.co.nz		Auckland 1149
Website	www.healthcarenz.co.nz		
Area	Auckland-wide		
Hours	7 days, 24 hours, minimum visit time 15 minutes		
Additional	Home support services including: personal care, home management, respite and overnight care. Nursing services. Contracts with Ministry of Health, ACC, Auckland and Counties Manukau District Health Board for home based support services.		

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## Healthvision (NZ) Ltd

Contact	Louise Hussey	Address	PO Box 109 638
Phone	522 5012 / 0508 733 377		Newmarket
Email	service@healthvision.co.nz		Auckland 1149
Website	www.healthvision.co.nz		
Area	Auckland-wide		
Hours	7 days, 24 hours		
Additional	Spinal cord injury, traumatic brain injury, complex and serious injuries. Cerebral palsy, Autism, palliative, burn and wound care, registered nursing care and assessment. Comprehensive services for ACC clients. Home care services under contract and to privately paying clients.		
	Contract with Counties Manukau District Health Board for home based support services.		

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## Kate McLean Homecare Ltd

Contact	Aimee McLean	Address	Suite 11/333 Remuera Road
Phone	579 1212 / 0274 390 871		Remuera
Email	office@katemcleanhomecare.co.nz		Auckland 1050
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.		

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## Life Plus

Contact	Michelle Batchelor	Address	Level 1, 96 New North Rd
Phone	09 354 3202 / 0508 543 369 (freephone)		Eden Terrace
Email	michelle.batchelor@lifeplus.co.nz		Auckland
Website	www.lifeplus.co.nz		
Area	Auckland-wide		
Hours	24 hours, 7 days. On-call care available from one hour to 24 / 7		
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.		

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## Medacs Healthcare

Contact	Storm Roth	Address	Level 3, Tower 2 (DLA Piper Tower)
Phone	0800 633 227		205 Queen Street
Email	storm.roth@medacs.co.nz		Auckland 1010
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.		

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## Medcall Health Personnel

Contact	Jessie Shaw	Address	PO Box 9522
Phone	529 5810 or 0800 314 314		Newmarket
Email	query@medcall.co.nz		Auckland 1149
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. Private homecare provider.		

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## Miranda Smith Home Care Ltd

Contact	Alex Steele	Address	PO Box 74 127
Phone	522 8604		Greenlane
Email	info@mshomecare.co.nz		Auckland 1546
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 3 hours.		
Additional	Personal care, short or long term care, cooking, companionship, light housework, nursing, rehabilitation, palliative care, clinical case management, falls prevention and risk assessment. No additional charges on weekends.		

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## My Right Hand

Contact	Jenny Bratty (NZ registered nurse)	Address	11 Watene Rd
Phone	09 216 8068 or 021 055 8242		Mt Wellington
Email	info@myrighthand.co.nz		Auckland 1060
Website	www.myrighthand.co.nz		
Area	Central, East and Counties Manukau preferred		
Hours	7 days, 24 hours		
Additional	An individualised service for clients wanting to maintain their independence, but need occasional support, e.g. recovery from illness or an operation, attending appointments, or enjoy regular companionship and mental stimulation. 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.		

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## Mycare

Contact	Amy Stone	Address	PO Box 300 491
Phone	0800 677 700		Albany
Email	hello@mycare.co.nz		Auckland 0752
Website	www.mycare.co.nz		
Area	Auckland wide		
Hours	Monday - Friday, 8am - 6pm		
Additional	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. MyCare staff can help with set-up.  All workers are police checked and their identity verified. Mycare provides confidential reporting, public liability and professional indemnity insurance for workers.		

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## Royal District Nursing Service NZ Ltd (RDNS NZ)

Contact	Jill Iiti	Address	Level 1, 8 Hugo Johnston Drive
Phone	0800 736 769		Penrose
Email	getinfonz@rdns.org.nz		Auckland 1061
Website	www.rdns.org.nz		
Area	Auckland-wide including Waiheke Island		
Hours	24 hours, 7 days a week		
Additional	Home support services include personal care, housework, companionship, meal preparation, shopping, respite, sleep-overs, nursing, rehabilitation, medication prompts and palliative care. Downsizing, decluttering, hoarding and squalor cleans.  RDNS is a not-for-profit organisation and holds contracts with Auckland District Health Board, Ministry of Health and ACC. Tailored private services by nurses and carers available, work with traumatic brain injury clients a specialty.		

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## The Good Companion TGC

Contact	Pam Hewison	Address	PO Box 28546
Phone	021 717 884		Remuera
Email	info@thegoodcompanion.co.nz		Auckland 1541
Website	www.thegoodcompanion.co.nz		
Area	Auckland-wide		
Hours	24 hours, 7 days. Care arranged at short notice		
Additional	Home care up to 24/7, post hospital discharge support, palliative care, live-in care, dementia care, disability, nursing and rehabilitation.  Carers experienced in working with older people and disabled, focus on supporting clients live the life they want. Nursing oversight service. One off, ad hoc or ongoing care.		

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## Central Auckland and Gulf Islands

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### Enliven Auckland - Presbyterian Support Northern

Contact	Michelle McDonald	Address	77 Grey St
Phone	622 4788		Onehunga
Email	EnlivenAuckland.Info@psn.org.nz		Auckland 1061
Website	www.psn.org.nz		
Area	Central Auckland (ADHB boundaries)		
Hours	7 days		
Additional	Restorative, home based support services for eligible over 65 year olds. Contract with Auckland District Health Board. Clients of all ages: long term conditions and clients with disability, including individualised funding. Private services on request.		

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## Lifewise Health & Disability Services

Contact	Grant Taylor	Address	PO Box 5104
Phone	623 7631		Victoria St West
Email	homecareservices@lifewise.org.nz		Auckland 1142
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.		

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## Waiheke Health Trust - Home Support Services

Contact	Christina Patterson and Judi Barrett	Address	5 Belgium St
Phone	372 6195		Ostend
Email	hss@waihekehealthtrust.nz		Waiheke Island 1081
Website	www.waihekehealthtrust.nz		
Area	Waiheke Island		
Hours	8am until 7pm		
Additional	Short term, post hospital discharge, privately paid services and ACC subcontracted through Geneva Health.		

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## Counties Manukau

### Counties Manukau Homecare Trust

Contact	Trudy Biggelaar	Address	Professional House
Phone	(09) 238 8567		PO Box 113
Email	hss@cmht.co.nz		Pukekohe 2340
Website	www.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. Contracts with Counties Manukau District Health Board for home based support services.		



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## Enliven Manukau - Presbyterian Support Northern

Contact Michelle McDonald - Manager Address PO Box 88 022  
Phone 269 0112 Clendon Park  
Email EnlivenCounties.Info@psn.org.nz Auckland 2242  
Website www.psn.org.nz  
Area Counties Manukau  
Hours Office hours: 7.30am to 4.30pm, weekdays. Service hours: 7 days, 24 hours  
Additional Home based support services working to maximise independence for people aged 65 plus, ACC injury related support and disability support.  
Contracts with Counties Manukau District Health Board, Ministry of Health and ACC.  
Services to privately funded clients also.

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## Huakina Homecare Service

Contact Danielle Oakes, Moetu Taua Address PO Box 319  
Phone 022 123 9958 (Danielle) Pukekohe 2320  
Email danielle@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. Contracts with Counties Manukau District Health Board for home based support services.

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## Pacific Homecare

Contact Hamish Crooks / Louise Uluakiola Address P O Box 23 071  
Phone 274 9153 Papatoetoe  
Email info@pacifichomecare.org.nz Auckland 2155  
Website www.pacifichomecare.org.nz  
Area Counties Manukau and Central Auckland  
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. 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.  
Contracts with Counties Manukau District Health Board for home based support services.

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## Whaiora Homecare Services Inc

Contact Monica Tate Address PO Box 200 081  
Phone 263 7792 Papatoetoe  
Email Monica.t@whcs.org.nz Auckland 2156  
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 Contracts with Counties Manukau District Health Board for home based support services. After-hour calls divert to GM mobile: 021 215 2520  
Physical address: 16 Ryan Place, Manukau.

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## Waitemata

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### **Enliven Waitemata - Presbyterian Support Northern**

Contact Michelle McDonald Address Postal: 77 Grey Street  
Phone 622 4788 Onehunga  
Email EnlivenAuckland.info@psn.org.nz Auckland 1061  
Website www.enlivennorthern.org.nz  
Area North Shore, Rodney and Waitakere  
Hours 7 days, 24 hours  
Additional Private clients welcome. Contracts with ACC as a subcontractor to Geneva, Ministry of Health for under 65 year olds and Waitemata District Health Board Chronic Health Conditions clients.

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### **VisionWest Home Healthcare**

Contact Fatima Juson Address PO Box 20 406  
Phone 813 0133 or 818 0720 Glen Eden  
Email Fatima.Juson@visionwest.org.nz Auckland 0641  
Website www.VisionWest.org.nz  
Area Waitakere / North Shore  
Hours Office hours: 8.30am to 5pm, Monday to Friday. Service hours: 7 days, 7am to 9pm  
Additional Respite and private care. Contract with Ministry of Health, ACC and Waitemata District Health Board for home based support services.