## Support is FREE to eligible clients and may include...

- Household management
- Laundry and ironing •
- Shopping •
- Meal preparation
- Feeding •
- Showering and toileting •
- Dressing and undressing •
- Support and assistance with everyday tasks •
- Support to access activities in the community •
- Personal care supervision

### Area of service

<u>\_\_\_</u>

Kaitaia

We have offices in Kerikeri and Whangarei, as well as visiting Nurse Coordinators in Kaitaia, to provide you with local service and support covering the whole of Northland.



Whangarei

Kerikeri

## Contact us

phone: 09 430 2090 or 0800 832 383

email: IF@homesupport.co.nz

## www.homesupport.co.nz



Member of the New Zealand Home and Community Health Association – "Our vision: High quality, sustainable, home and community health services."

**Health New Zealand** Te Whatu Ora





He Kaupare. He Manaak He Whakaora.

Funded by the Ministry of Health (NorthAble), Northland DHB and ACC

acc



# Empowering independence at home



Care + Connection + Community



## We are Northland's largest Home Support Service Provider and have been operating since 1994.

We have offices in Kerikeri and Whangarei and have a visiting co-ordinator in Kaitaia to maintain a local service in conjunction with our Far North Support Workers.

We are an approved provider of home support services and are funded by the Ministry of Health, the Northland District Health Board and are subcontracted to provide ACC support.

We are a non-profit, community-based service.

We are certified to the Home and Community Support Sector Standards, and meet requirements of ACC's Workplace Safety Management Practices Certification.

We also provide Private Care – please contact your local office for more information.

## Do you need support at home?

YES I'm disabled or older and need help at home and in the community

**Contact your GP** to arrange a Needs Assessment

An independent Needs Assessor (from the District Health Board or NorthAble) will contact you to discuss your support requirements.

If you are not eligible for funded support we can offer Private Care.

#### Why choose us?

- You will receive regular Nurse Co-ordinator contact
- We will screen, monitor and train your Support Workers
- Our Nurse Co-ordinators are available to discuss any concerns
- We liaise with any Health Professionals involved in your care
- We will monitor the relationship between you and your Support Worker, and the quality of support you receive.

#### YES

**I've had an accident** and need help at home and in the community

You will need to be **registered and approved by ACC** to be eligible for assistance. An ACC Assessor will contact you to discuss your options.

When you choose Home Support North as your support provider one of our qualified Nurse Co-ordinators will visit to discuss your Support Plan with you.

We will then arrange for a suitable Support Worker to be allocated to you.

#### Our commitment to you

We will continue to monitor your support on a regular and personal basis. If you are not happy with your Support Worker for any reason, we will arrange a "no questions asked" replacement.