

## 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...

We have Offices in Kerikeri and Whangarei, as well as a team of visiting Nurse Co-ordinators in Kaitia, to provide you with local service and support covering the whole of Northland.



Contact us on 0800 832 383 to check if we provide support in your neighbourhood

## Contact Details...

### Mid/Far North Office

(covering the Mid and Far North)  
19 Homestead Road, Kerikeri 0230  
Phone: 09 401 6657 Fax: 09 401 6658  
Freephone: 0800 832 383  
email: ReceptionKK@homesupport.co.nz

### Whangarei Office

(covering Whangarei District)  
7a First Avenue, Whangarei 0110  
Phone: 09 430 2090 Fax: 09 430 2091  
email: ReceptionWHG@homesupport.co.nz

[www.homesupport.co.nz](http://www.homesupport.co.nz)



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



Member of the New Zealand Home and Community Health Association ~ "Our vision is for New Zealanders to have access to safe, compassionate, quality home and community health services".

Do you need help at home?



HOME  
SUPPORT  
NORTH

Charitable Trust  
a non-profit community organisation

Your local, 100% Northland  
Home Support Service

Providing a range of support for older and disabled people at home and in their Community.

# About Us...

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

We maintain Offices in Kerikeri and Whangarei and have visiting Co-ordinators in Kaitiaki 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 sub-contracted 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.

**100% Northland owned and operated since 1994.**

# Do you need help at home?

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

Phone your local office or 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.

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.

## WHY CHOOSE US

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