

Home-based support



Supporting dignity and quality of life

We offer a wide variety of community-based services, delivered in the home, that enable people to improve or maintain their independence, retain a good quality of life, and resume their participation in their community. We strive to provide a personalised service adapted to meet each client's needs, lifestyle, cultural values and beliefs. We believe all our clients have the right to be treated with dignity and respect, and expect nothing less from our staff.



Home support

As the largest provider of home support services in New Zealand, we offer all the advantages of a national organisation coupled with local knowledge gained through our network of 32 branches, from Auckland to Invercargill, including in many rural areas.

We offer services such as:

- housework
- meal preparation
- assistance with shopping
- personal care and grooming
- advanced personal care such as colostomy care
- accompanying clients to appointments
- support with mobility such as passive exercises and accompanying people to exercise classes such as swimming and Tai Chi
- medication management.

Home-based support (cont)



The Healthcare of New Zealand difference

- As an organisation we are committed to ongoing training and all of our support workers have their own personal learning journey which keeps them up to the minute with techniques to provide the best possible support.
- Because of our extensive nursing expertise we are able to provide the full spectrum of healthcare to clients.
- Our services are available to people of all ages - for example, those with a lifelong disability.
- We are certified to home-based sector standards.
- We consistently seek solutions for our clients and demonstrate this with a 'can do' attitude.
- We keep electronic client records through our sophisticated CMS system.
- Our services can be accessed after hours on an on-call basis.
- Contracting with funders is on a transparent basis so we always deliver 'best value'.
- Our cultural competence is assured through the services of a Kaumātua and our cultural training programme Awhi te Tangata. We also have memorandums of understanding with iwi.
- As an organisation we invest in research to help improve the way our support is delivered.