

Useful Websites

Services for older people

These organisations provide information, services, support and advocacy for older people.

Age Concern NZ works to promote the rights, quality of life and well-being of older people around New Zealand. www.ageconcern.org.nz

Agewell promotes the quality of life and well-being of older people and advocates positive healthy ageing for people of all ages. www.agewell.org.nz

Alzheimers NZ is a support and advocacy organisation for people with dementia, their carers, family, whānau and community. www.alzheimers.org.nz

Carers New Zealand is a national information centre for family carers who support frail aged family members or friends. www.carers.net.nz

Citizens Advice Bureau provides information on a wide range of topics as well as specialist consumer advocacy services, and free legal and budget advice. www.cab.org.nz

Community Net Aotearoa is an information sharing resource for NZ community and voluntary groups, providing guides and news of local clubs, groups, charities, trusts, hapū and iwi. www.community.net.nz

Eldernet New Zealand provides comprehensive, up-to-date information about services available for older people such as home help services, respite care, residential care, dementia care and community groups. www.eldernet.co.nz

Grey Power NZ is an association for all New Zealanders aged 50 years and over. It acts as a public voice to represent the views and issues of its members. www.greypower.co.nz

MSD Seniors website provides older people with information relating to superannuation, entitlements, work and income, financial means assessment and gold cards. www.msd.govt.nz/what-we-can-do/seniorcitizens

New Zealand Home Health Association provides information on available home health care services. www.nzhha.org.nz

Residential Care Line provides information for older people, their family/whānau, or carers to make decisions about staying at home, retirement villages, homecare, day care and rest homes. www.adhb.govt.nz/SeniorLine

Sorted provides information on managing your money and moving into a rest home or retirement village. www.sorted.org.nz

60plus provides you with information in your semi-retired/retired years and how best to manage your nest egg. www.sorted.org.nz/life-events/living-in-retirement

Seniorline is a national service that aims to help older people who are considering rest home or long stay hospital care, or who are already in care. www.adhb.govt.nz/SeniorLine

Super Gold Card is a discounts and concessions card issued free to all eligible seniors and veterans. www.supergold.govt.nz

Source: Ministry of Health

Contact us



Southern District Health Board Care Coordination Centre

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www.southerndhb.govt.nz



Access, a not-for-profit organisation, is one of New Zealand's leading healthcare providers, specialising in home-based support. Access has been supporting New Zealanders since 1927 as part of the Women's Division Federated Farmers (WDF). WDF has since become Rural Women New Zealand, and the homecare service they pioneered has grown into Access. We have provided flexible, client focused support in the Southern district for over six decades, and our skilled nurses and support workers continue to help people maintain their independence.

0800 ATHOME or 0800 284663 www.access.org.nz



Healthcare of New Zealand - For over 20 years Healthcare of New Zealand has been working with and supporting people in the Southern district to enjoy greater independence and quality of life. We are a part of your community, employing 567 local Support Workers in 45 towns and cities around the Southern district. Our dedicated and highly trained staff are here 24/7 with our Registered Nurses available at all times for advice and support. We can quickly adapt our services if your support needs or goals should change.

0800 002 731 www.healthcarenz.co.nz



Royal District Nursing Service New Zealand (RDNS NZ) - Royal District Nursing Service New Zealand Limited (RDNS NZ) is a New Zealand not-for-profit company and a registered charity. RDNS NZ provides local support services with respect, empathy, compassion, dignity and kindness. RDNS NZ has been delivering client centred, goal orientated care in New Zealand since 2009. We are delighted to be offering this new approach to care to people living in Otago and Southland.

0800 736 769 www.rdns.org.nz

Disclaimer: While every endeavour is made to ensure that the information contained in this publication is accurate, the Southern District Health Board reserves the right to amend, alter or withdraw any of this information at any time.



Care Coordination Centre

Supporting you to live
independently

**BETTER HEALTH, BETTER LIVES,
WHĀNAU ORA**

Introduction

The Southern District Health Board is committed to helping you, or members of your family/whānau, maintain health and independence in your community and home. Support services are arranged by the Southern DHB's Care Coordination Centre (CCC).

How does the Care Coordination Centre work?

Your doctor, the hospital treating you or another health professional, will send a referral to the CCC. You may refer yourself. Providing your referral meets the eligibility criteria for services, the CCC will assess and then arrange support for you.

What is a needs-based assessment?

After you have been referred for assessment, either a Southern DHB staff member or a Home and Community Support Service (HCSS) Provider (Access Homehealth, Healthcare NZ, Royal District Nursing Service NZ) will contact you. An assessment can take up to two hours. The assessments are an opportunity to discuss with you and your family/whānau the level of support needed and determine any urgent needs.

You are encouraged to have a family/whānau member present with you during the assessment to better meet your health needs and help you achieve your goals.

What happens during the assessment?

The assessments are carried out by either a DHB Clinical Needs Assessor (CNA) or HCSS Clinical Coordinator (CC). CNAs and CCs are qualified health professionals. They will use a laptop computer during the assessment to record information.

CNAs and CCs will work with you and your family/whānau to identify your health needs and your goals.

Your goals will be personal and individual to you, and could include managing your pain, being able to prepare a meal, or being able to regularly attend a community social group.

Your Clinical Needs Assessor or Care Coordinator will ensure your Support (care) Workers have the training they need to help you, which could include assistance to do housework or exercise.

What happens next?

After the assessment the Southern DHB Care Coordination Centre will arrange the services you need to help you achieve your health and independence goals. You will be advised as to what services will be provided.

There will be ongoing reviews of your care plan to make sure it is appropriately supporting you to live self-sufficiently and enjoy life.

What support services are available?

Support services are available to people over 65 years who need assistance to live comfortably in their own home. Support services are also available to people needing post hospital discharge care and palliative care. Residential care is available to those who meet the criteria for this level of care.

These services are available to anyone living in the Southern DHB district.

These are some of the health services the Southern DHB can coordinate:

- Domestic assistance (home help) and personal assistance
- Carer support
- Respite care
- Community/District nursing
- Rehabilitation services
- Social work
- Community activities
- Meals on Wheels
- Equipment to help support you in your home
- Residential care.

All these support services are provided by organisations within the community and are managed by the Southern DHB.

For more information you can visit:

www.southerndhb.govt.nz

Your privacy and rights

The Southern DHB acts in accordance with the Health Information Privacy Code 1994 and the Code of Health and Disability Services Consumer Rights.