



Kia ora,
It's good to meet you



Our highly experienced staff are ready to welcome you home.

You can be confident that your Access team will have specialised training, skills and experience to support you in your own home.

Having an injury or impairment to your spinal cord will likely have a huge impact on you and your whānau. We endeavour to make your transition home and ongoing support as seamless as possible, as you reintegrate back into your community.

 0508 123 010

 referral_enquiry@access.org.nz

 Access Community Health

 www.access.org.nz



A better day, every day.

SR Refer


access
Uru Ātea

**Spinal Cord
Injury/
Impairment.** 

How we can help!

access 
Uru Ātea

About Access

More than 36,000 people of all ages and stages throughout Aotearoa | New Zealand trust in Access for high quality home and personal support services, injury support and specialised nursing services. We have been at the forefront of health care and support in homes and communities for generations.

By listening to you, and working alongside you, we strive to make a better day, every day.

How we do things

- * We meet you wherever you are and work alongside you to support your choices, providing you with services that are collaborative and responsive to your needs.
- * We believe that better support starts with being heard. That's why your voice shapes your service delivery, which includes your values and cultural, religious, social and ethnic needs and preferences.
- * We recognise a special relationship with Māori under Te Tiriti o Waitangi (Treaty of Waitangi).
- * We value life in all its phases.
- * We ask "How can we help?" because we care about you. Our goal is that we help you and that you have a better day, every day.

Working with you

Referral process

The team at Auckland Spinal Rehabilitation Unit, Burwood Spinal Unit or other referring services advise us of your upcoming discharge and what you may require. We will set up a meeting with you to discuss your needs and our services.

Finding the right team

When you choose Access, we work with you to find the right team for your specific needs. Support Workers may be readily available, or we may need to recruit - and you can be involved in this process. We will do our best to match support workers with your preferences and their skill level and availability.

Our staff are screened by the Police Vetting Service and undertake a thorough induction programme and specialist Spinal Cord Impairment training. You are welcome to have family, whānau or friends as part of your care team.

Discharge planning

A few days before you go home we will be available to attend training with you and your Rehab team. We can also travel home with you if required.

At home

We will be there to help you get settled, but also be mindful not to be too intrusive and allow you time to readjust. As it is important we train your key team members in your specific care needs, there may be extra people in your home as we get to know you.

Ongoing support

We can provide care 24 hours a day, 7 days a week. Informed of your care needs, we work alongside you to establish a routine at home that works for you and your whānau.

Here to help

The team at our National Communication Centre is available for everyone we work with, 7 days a week, from 7am to 10pm. We operate a priority line for our people we support with serious injuries.

We also have convenient digital tools for you to access your roster via a weblink or mobile app.



I'm very appreciative of the support and assistance that Access provide to me and my wife.

When I first came home, being a new spinal care client on their roster, it took time to settle down. Now I have 2 very good carers, who know my needs, and what I require. This allows some respite for my wife while they are here and confidence that I am being taken care of very well.

I would recommend Access to anyone who requires care as they have specialist spinal care back up.

Craig, Canterbury



Our values

