

Living well with Access

Choose the care and support
you want.



📞 0800 566 566

✉ independence@access.org.nz



access 
Ururua

Kia ora, how are you today?



*We ask, because we
genuinely care.*

We hope you're enjoying the independence of village life.

When you need a little extra support - whether for a few weeks or longer - Access is here for you.

Having a helping hand can be a real boost for your wellbeing and confidence. It's all about supporting you to stay well and to be as independent as possible, on your own terms and in your own space.

As your needs change, so can the services we provide.

Within the Access group we have highly skilled nurses, physiotherapists and occupational therapists, making it easier for you to get the services you need, when you need them.

Trust us to be part of your journey and discover a better day, every day.

“

My Support Worker helps me shower every day and does a couple of hours housework every week. She is very respectful, gentle and empathetic.

GJ, Auckland

To get support in your retirement village, ask your Village or Wellness Coordinator, or contact Access directly.



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www.access.org.nz



Welcome to Access

Access Community Health | Uru Ātea partners with retirement villages throughout New Zealand. We provide a full range of government funded and private care services to suit your circumstances.

Founded in 1925 by visionary women from the Women's Division of the Farmer's Union, Access was born out of a need for health resources in rural communities. Today our team of almost 4,000 health professionals and support workers provide in-home care for more than 40,000 people.

Our purpose is to create a better day, every day for the people we support. We listen to you, to understand how we can best meet your needs and deliver truly personalised care.



Uru Ātea means

“To enter space”, your space, which we do with respect and compassion, always with the intent of creating a better day, every day.

Our Values



Kaitiakitanga
Care for our communities



Kotahitanga
Work together



Tū Tika
Do the right thing



Manaakitanga
Look after each other

We meet you, wherever you are



3.8 million
home visits each year



3000+
Support workers



22
regional offices



40,000
clients

200+
nurses



Our services

Services are free if they are government funded. You can also top-up any funded services with privately-paid hours.



Personal care



Household help and meals



Respite care



Wellness check-ins



Medication management



Wound care



Companionship



Rehabilitation



Injury support



Nurse health assessments



Your helping hand

As one of the few organisations providing government funded and private support, we can offer flexibility to add on extra hours as you need them, and you will see the same support workers and nursing staff.

Getting your services started

Your local Needs Assessment and Service Coordination (NASC) agency assess whether you are eligible for funded services.

You will need a referral to your local NASC from your GP. The process can take a few weeks. In the meantime you can call Access if you need support sooner.

Free* community nursing services may be available without a GP referral if:

- * You have a wound resulting from an accident which needs care and
- * It is challenging to get to your GP in a timely way e.g. no appointments or transport/mobility issues.

**Treatment is free if it is approved by ACC*

“

Brilliant service provided...showering, dressing, meals and home help. Beautiful support staff who ‘work with their hearts’ and love their work.”

Deborah, Waikato

Your health is our priority

Access is much more than just home help. When you need it, our team of support workers, nurses, physiotherapists and other clinicians can work together to make sure you get the right support.

We can liaise with your GP clinic and other care providers with your permission. Being proactive about your health helps you to stay independent.



“

I had been getting some help with personal care - showering mainly - from Access for a few months.

When I fell in my kitchen and injured my arm, I was able to get an Access nurse to dress my wound in my home with the cost covered under ACC. She also referred me to a physiotherapist who helped me regain mobility so I could do my cooking and washing again.

Access made it so much easier for me. I have recovered well and now add on a couple of hours care a week that I pay for to help with changing the bed and washing the sheets. I wouldn't be without them.”

Making support easy



Navigation assistance through funding and the services available



Flexibility to add on hours as you need them



Family Portal – a free, easy to use online tool so you can see your scheduled visits



Dedicated contact centre team for village residents



All staff are police vetted and fully trained in the services you need



“

We have been getting consistently good feedback about Access. Thank you to all your support workers who are doing the mahi taking care of our residents”.

*Camilla, Wellness Coordinator,
Metlifecare Edgewater Village*

We are ready to help create a better day, every day with you.

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Notes



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A better day, every day.