

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 phone line for our people we support with serious injuries.

We also have convenient digital tools for you to access your roster.

“

I have 2 very good carers, who know my needs, and what I require. This allows some respite for my wife 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

After a decade, I wouldn't go anywhere else. Access truly gets the complexity of high-needs care, keeps you central in the process, and shows genuine respect and professionalism every day.

They've helped me live confidently and independently at home"

Ian, Waikato

”



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.



Spinal Cord Injury/ Impairment.

How we can help!

A400A/1000/07/25



About Access

More than 40,000 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 are a multi-disciplinary health care team. That means you can easily access clinical services and therapies that you may need on your journey, all within the Access team. Our support workers work alongside our:

- * Specialist nursing team - experts in catheter care and wound management
- * Physiotherapists
- * Occupational therapists
- * Psychologists

You won't need to navigate the health system on your own – we will be right here alongside you.

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.

Our values



Kaitiakitanga
Care for our communities



Kotahitanga
Work together



Tū Tika
Do the right thing



Manaakitanga
Look after each other

Working with you

1 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.

2 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.

3 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.

4 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. It is important we train your key team members in your specific care needs, so there may be extra people in your home as we get to know you.

5 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.

