

HAMILTON STROKE CLUB

"What's Next..."

A functional resource & support directory for individuals affected by stroke and their family / caregivers.

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Mobility Aids

Life Unlimited

This store provides a variety of equipment and products for mobility and daily living aids that support independent living.

- No referral needed.
- No funding.

0800 008 011

www.lifeunlimited.net.nz

20 Palmerston Street, Hamilton

Enable

Provides disability equipment mostly through the hospitals. They pick up and drop off equipment to your home, as well doing maintenance, modifications or replacing equipment. All equipment has an asset number, which should be quoted to service. They deliver a range of services.

- Self-referral is only for fixing/maintenance of equipment. New equipment allocation requires referral from medical practitioner.
- Funding options available.

0800 36 22 53

www.enable.co.nz

8 Clow Place, Melville, Hamilton

The Mobility Man

Provides a range of mobility scooters, scooter accessories, walkers, wheelchairs, showering equipment, walking sticks, electric lift out chairs, electric beds, oxygen concentrators, continence products.

- No referral needed.
- No funding, cost determent on product.

0800 00 3838

www.mobilityman.co.nz

543 Te Rapa Road, Hamilton

Heartway Mobility Scooters

They provide a range of mobility scooters and power chairs.

- No referral needed.
- No funding.

07 858 2246

www.heartwaynz.co.nz

No physical address, they visit you.

Seating to go (Wheel Chair Solutions)

A specialist wheelchair and seating assessment service, that works with only complex (level 2) wheelchair needs.

- Self-referral, or by an occupational therapist, physiotherapist or doctor.
- A funding application is made to the Ministry of Health.

07 848 1825

www.seatingtogo.co.nz

Address available on appointment.

Lottery Grant for individuals with a disability

This program funds the purchase of vehicles, vehicle modifications, scooters and other mobility equipment that will provide outdoor mobility. The maximum for a mobility scooter is usually \$4000. For a car it is between \$12,000 and \$15,000. Additional amounts can be approved for wheelchair hoists or vehicle modifications. Making an application: Fill out the application from website (see link below), get medical practitioner to complete the last section, attach letter of support from a health professional.

- No referral needed, advisor contact recommended on 0800 number below.
- Grants rarely exceed \$10,000.

0800 824 824

www.community matters.govt.nz/Funding-and-grants---Lottery-grants---Lottery-Individuals-with-Disabilities

No physical address

Trade Me

This is an internet auction site, which sells second hand and new mobility equipment, among other things.

- No referral needed.
- As priced, possibly no warranty, buy at own risk.

www.trademe.co.nz

No physical address, contact seller through ad, by email or phone.

Daily Living Aids

Life Unlimited - see above for contact details

Mobility Man - see above for contact details

Trade me - see above for contact details

Independent Living Services / Home Help / Personal Cares

Disability Support Link

Provides long-term support, for people with disabilities wanting to stay in their community. They have needs assessors, which access your needs, and identify suitable support services. This is reviewed annually. A community services card is needed for home help, but not needed for personal cares.

- Self or family referral
- No cost/funding available

0800 55 3399

www.waikatodhb.health.nz/directory-of-our-services/older-persons-and-rehabilitation/disability-support-link/

Level 2, BDO House, corner Rostrevor & Harwood St, Hamilton

OTRS (previously Occupational Therapy Rehab Service)

They provide assistive equipment and housing modification, rehab programs, and driving rehabilitation.

- No referral needed
- Funding options available, or at own cost

07 838 0153

www.otrs.co.nz

20 Palmerston Street, Hamilton

Access Homehealth

They provide urban and rural homecare services, which include home help, personal care, home nursing and meal preparation.

- Referral needed from your doctor if you want funding, otherwise self-referral.
- Funding dependent on your personal situation.

0800 284 663

www.access.org.nz

73 Seddon Road, Frankton, Hamilton

Home Instead

Private company that does one-to-one consultations to discuss care options and provides home help and transport services.

- No referral needed
- No funding, customized cost

07 834 2296

www.homeinstead.co.nz

56 Massey Street, Frankton, Hamilton

Age Concern

Charitable organisation dedicated solely to older New Zealanders, that provides information, activity workshops and support services in response to older people's (55+) needs.

- No referral needed
- No cost involved

07 838 2266

www.ageconcern.gen.nz

30 Victoria Street, Celebrating Age Centre, Hamilton

Caregiving Support/Respite Care

Carers NZ

A national registered charity that provides practical help for people caring for family or friends who are older or have ill health, a disability or a mental health issue. 0800 777 797

www.carers.net.nz

PO Box 47-385, Ponsonby, Auckland 1144

Ministry of Social Development

Provides information about caregiver allowances and support. 04 916 3300

www.msd.govt.nz/what-we-can-do/seniorcitizens/care-and-support/caregiver.html Postal address: P O Box 1556, Wellington 6140

Eldernet

This website provides a list of services that provide carer support and respite care. www.eldernet.co.nz/Facilities/Service/SearchResults/DHBLink/50/STID/Carer%20S upport%20allocation%20or%20other%20short%20stay?City=Hamilton&District=& Suburb=&IC%5B150%5D=

Ministry of Health (Moh)

This site has information about "getting respite services", the eligibility criteria, and how to be assessed.

www.health.govt.nz/your-health/services-and-support/disability-services/types-disability-support/respite-and-carer-support/respite-services

Rest Home Care

Eldernet

This link below is a vacancy status of Waikato rest home care/options, which is updated every few days.

www.eldernet.co.nz/Facilities/Service/VacancyReport/DiHBID/50/STID/10

Meals

Mobile Meals

Healthy meals prepared fresh weekly and frozen and delivered to your doorstep for your convenience.

- Self-referral
- At your own cost, e.g.: main meal = \$8.00.

07 838 2219 (extension 1)

www.hamilton.ywca.org.nz

No physical address

Methodist City Action - Community Outreach Service

The St Paul's Centre provides a range of cheap daily community meals (call number below for timetable)

07 839 3917

Website currently under construction

66 London Street, Hamilton

Medical Alarms

Bupa

Provide 24 hr. assistance, 7 days a week, to suit your personal needs. Hamilton Field Officers work from their car and come to you. Call to set up an appointment.

- No referral required
- Cost options available (leased or funded).

0800 60 80 99

www.bupa.co.nz

No physical address

St John

Provide medical alarms. Call to make an appointment.

- Referral can be from doctor, but not necessary.
- Funding may be available. Private cost = \$ 39.87 fortnightly.

0800 50 2323

www.stjohn.org.nz/Medical-Alarms/

No physical address, they visit you.

Home Alterations/Heating/Housing

Ministry of Health (MoH)

They can possibly provide funding, first step is to book an assessment with Disability Support Link (see above in Independent Living Services). See link below to review MoH criteria.

- Self-referral
- No cost

0800 855 066

www.health.govt.nz/your-health/services-and-support/disability-services/types-disability-support/equipment-and-modification-services

No physical address

Energywise (EECA) Free insulation

Healthy Homes projects provide free ceiling and under floor insulation for low-income households occupied by people with health needs related to cold, damp housing. Website provides 3 service providers for the Waikato region. Homeowners or tenants may be eligible if they have a Community Services Card and the house is occupied by someone under 17 years or over 65 years old.

- Self-referral
- Funding is limited in all areas and may need some contribution.

0800 749 782

www.energywise.govt.nz/funding-and-programmes/insulation-programme No physical address

Ministry of Social Development (Housing previously organised by Housing NZ) Provides New Zealanders with access to affordable homes (with subsidized rent). They do a screen over the phone, and if eligible they book an appointment. Due to personal mobility restrictions, they can do an assessment over the phone when needed. Documents can be sent to them. There is a wait list, and some homes are already modified, and some other homes can be.

- Self referral
- Income tested, and urgency relevant.

0800 673 468

www.housing.msd.govt.nz/

If mobile, the appointments are held at one of the work and income offices.

Keys Social Housing

They provide safe, healthy, affordable homes, and practical support.

- Self-referral or from a health practitioner
- Funding available

07 857 1203

www.keyssocialhousing.co.nz

Kakariki House, 293 Grey St, Hamilton

Ongoing Medical Costs/Delivery/Testing

Most pharmacies will deliver medication if you ask, some charge a fee, and some don't. Blister packs are a good way of getting things dispensed as it gives better control of taking medication. Daily medication doses can be snapped off and taken with you if you are heading out for the day.

Work and Income (WINZ)

Provides up to \$61.378 per week (disability allowance) for ongoing medical costs e.g.: prescriptions, medical alarms, and sometimes counselling. Depending on eligibility: Supported living payments, community services card, high user prescription card, help with gardening etc...

- Self or family referral
- No cost

0800 559009

www.workandincome.govt.nz/community/brochures/disability-allowance-allowable-costs.html#Allowablecosts2

Several locations, allocated when making an appointment over the phone. Home visits can be arranged if limited mobility.

Pharmacy 547

Delivers medication once a week, or monthly to peoples homes if they are unable to pick it up. Can even be delivered daily or as a once off if necessary. Robo packs have the day printed on them, and are generally \$5 more a month.

- Self-referral
- No extra cost for delivery, prescriptions \$5.

07-839-0795

www.pharmacy547.co.nz

533 Grey St, Hamilton East

Pathlab Hamilton

They test blood and bodily fluids. They also visit rest/residential homes.

- Referral is only from your Doctor, the hospital or your specialist.
- No cost

07 858 0799 extension 7809

www.pathlab.co.nz/

There are locations throughout the Waikato, although they will test from your home, but only if you are acute or chronically bed bound.

Transport Services

Hamilton Accessibility Map

This map is to assist people with disabilities to move around the central city. It has a list of some useful resources on the back. Available from most libraries or council related organizations.

www.hamiltonwaikato.com/system/uploaded_files/files/000/000/349/original/Hamilton_CBD_Accessible_Map.pdf

Total Mobility

This is a taxi voucher scheme for people with significant mobility impairments. These vouchers provide a discount of (usually) 50% off the normal taxi fare, and you pay the other half of the fare to the driver. Maximum discount \$15. Applying for total mobility taxi vouchers: See link below for more information. The Stroke Foundation Hamilton has two accredited assessors, who will complete the paperwork and submit it on your behalf. Or you can send your completed application form to the local regional council for approval. There is no cost when the Stroke Foundation assessors do the assessment. When booking taxis, let them know you are a total mobility user. Vehicles with a wheelchair hoist must be booked in advance.

www.busit.co.nz/Regional-services/Total-Mobility/

The assessors can come to you.

Hamilton Taxis

General taxi service that has several mobility vans capable of carrying two wheelchairs. Ideally book in advance.

- No referral needed.
- At your cost, total mobility vouchers accepted.

0800 477 477

www.hamiltontaxis.co.nz

No physical address, they will come to you.

Driving Miss Daisy

Privately owned companion transport service, which will pick you up from home and drive you to your destination, such as stores, and scenic drives etc... They provide whatever assistance you need, such as shopping or luggage handling. Folding wheelchair accepted. Book in advance.

- No referral needed.
- At your cost, total mobility vouchers accepted.

East Hamilton 07 856 8865, West Hamilton 07 856 0112, or 0800 948 432.

www.drivingmissdaisy.co.nz

No physical address, will come to you.

Red Cabs

This company can take wheelchairs, and accept total mobility. 07 839 3939

www.redcabs.co.nz

55 London Street, Hamilton

Trikiso Buses

This company can take wheelchairs, and accept total mobility. 07 847 2203 or 0800 874 5476

www.trikisobuses.co.nz

1 Lake Road, Frankton, Hamilton

Mobility Parking Permits

These allow you to park in mobility parking spaces anywhere in NZ, the scheme is administered by CCS Disability Action locally and nationally. When you first apply, your doctor needs the application confirming your disability. Permits are for five years if your disability is permanent, cost for long term (5 years) is \$50, short term permit (3-12 months) is \$35.

0800 227 2255

www.mobilityparking.org.nz

17 Claudelands Road, Hamilton

St John Health Shuttle

Provides transport to and from your home to medical appointments, if you have health or mobility difficulties.

- Self-referral.
- No cost, BUT donations welcome.

07 846 9992, or 0800 785 646

www.stjohn.org.nz/What-we-do/Community-programmes/Health-Shuttles No physical address, they will come to you.

Bus-it Hamilton Buses

All of these buses can kneel, and have space allocated for a wheelchair inside. 0800 4287 5463

www.busit.co.nz

Hamilton city bus terminal is on the corner of Bryce and Anglesea St.

Mental Health Support

Depression.org

Provides a depression help-line, and/or an online support journal to work through.

- Self-referral
- No cost

0800 111 757

www.depression.org.nz/

No physical address

Samaritans

They provide non-judgmental, confidential support to anyone in emotional distress and are available 24 hours a day.

- Self-referral
- No cost

0800 726 666

www.samaritans.org.nz

No physical address

Lifeline

A telephone counseling service which provides 24 hours a day, 7 days a week counseling and support.

- Self-referral
- No cost for phone counselling, and offer cheap face-to-face counselling. 0800 543 354 or 07 838 0715 for face to face counseling

www.lifeline.org.nz or www.lifelinewaikato.org.nz

Address on appointment

Vocational support

Workbridge

Is a professional employment service for people with all types of disability. They also administer support funds on behalf of the Ministry of Social Development. This is available to help with any additional costs directly relating to a person's disability when entering or retaining a job, entering training, or commencing self-employment.

- Self-referral
- No cost

07 957 3700

www.workbridge.co.nz

1110 Victoria Street, Hamilton

Career Moves

They are a supported employment service for people with permanent injuries or disabilities.

- Self-referral
- No cost

07 839 7367

www.careermoves.org.nz

Level 2, London Business Centre, 55 London St, Hamilton 3204

Advocacy service

Disabled Persons Assembly (DPA)

There is a local Waikato branch, who advocate on the behalf of people with disabilities.

04 801 9100

www.dpa.org.nz

No physical address

Access For All (CCS Disability Action Waikato)

They have sub group called "Access For All" which raise access and other disability related issues with local authorities, companies, building owners etc... on your behalf.

0800 227 2255

no webpage

17 Claudelands Road, Hamilton

Health & Disability Advocacy Service

They provide free advocates to assist you to resolve your complaint about a health or disability service. Call to make an appointment with an advocate.

- Self-referral
- No cost

07 834 3960 or 0800 555 050

www.advocacy.hdc.org.nz

Level 2, Clayton house, 109 Anglesea Street, Hamilton

Travel

Specialty Disability Travel Directory

The following link will connect you with six different accessible travel companies.

- Self-referral.
- Cost dependent on company.

www.attitudelive.com/directory/travel

Activity in Hamilton

Stroke Club Hamilton

This club meets monthly on the fourth Wednesday of each month. Tea is served in the morning, followed by a short exercise program, a raffle and bingo. If you would like to attend the stroke club please contact: Paul Burroughs: 07 849 2065.

Stroke Club Social Group

This club meets once a month on the third Thursday at the Hamilton Workingmen's Club on Commerce Street Frankton, at 11:00 for a get together, share times together lunch. Contact Paul Burroughs above or Paul Kurtich on 07 846 4412 if you would like to attend.

Arts For Health

A community based organisation operated by a small group of staff and volunteers providing arts and crafts activities at their centre, for adults recovering from illness, injury and disability.

- Referral or phone call needed from a doctor, nurse or occupational therapist.
- Cost = \$4 (includes tea/coffee & materials)

07 838 2271

www.artsforhealth.co.nz

Art Complex, Corner of Ward St & Seddon Road, Hamilton

Hamilton City Libraries – home bound service

If you are unable to visit the library due to illness or disability, the library comes to you. They select, deliver and pick up what you need.

- Self-referral
- No cost

07 959 9016

www.hamiltonlibraries.co.nz

Hamilton City Libraries

There are six libraries to choose from - the Garden Place Library housing the main reference and heritage collections, and five community libraries servicing the Chartwell, Dinsdale, Glenview, Hillcrest and St Andrews communities. Computers with free internet access available on each site. Assistance is available on how to use a computer.

07 838 6826

www.hamiltonlibraries.co.nz

9 Garden Place, Hamilton

Parafed Waikato (Sport Waikato)

They provide sport and recreation for people with physical disabilities in the Waikato. Fitness Revolution group exercise one-hour class. It is held on Tuesday mornings and Thursday afternoons – people work at their own pace.

- Self-referral
- Free

07 858 5388, or 027 494 5587

www.parafedwaikato.co.nz

INZONE Indoor Sports Stadium, 59 Sunshine Ave, Te Rapa, Hamilton

Volunteering Waikato

They believe older people have skills, patience, knowledge, understanding, experience and wisdom, which they believe is ideal for being a volunteer.

- Self-referral
- No cost

07 839 3191

www.volwai.org.nz

Level 2, Caro St Community Building, Corner of Caro and Anglesea St.

Methodist City Action - Community Outreach Service

The St Paul's Centre provides a range of activities, which include:

- 'Brain Gym Plus' to develop coordination skills for people with disabilities
- 'Arts and Crafts' classes:
- 'Indoor Team Sports', learning to participate in a variety of sports
- 'Fitness & Fun' to work on physical coordination
- 'Community Kitchen' for cooking classes

07 839 3917

website currently under construction

66 London Street, Hamilton

Other Helpful Resources

Community Stroke Advisor

Lynette Jones is employed by the Stroke Foundation of New Zealand to support and advocate on behalf of the stroke-affected person, their caregiver and family. She visits people in their homes. Contact her with any Stroke Foundation inquires. 07 856 1654 or 021 962 380

16 Von Tempsky Street, Hamilton East

"It's my Health" – Midlands Health Network

Medical services in the network offer funded services such as podiatry and allow direct email contact with your doctor and online access from home to all your personal medical records.

07 839 2888

www.midlandshn.health.nz/

Norris Ward McKinnon House, 711 Victoria St, Hamilton

Lottery Grant for individuals with a (communication) disability

This program funds the purchase equipment for communication disabilities (e.g. specialized computer equipment). <u>Making an application:</u> Fill out application from website (see link below), get medical practitioner to complete last section, attach letter of support from a health professional. Send or email to the Department of Internal Affairs.

- No referral needed, advisor contact recommended on 0800 number below.
- Grants rarely exceed \$10,000.

0800 824 824

www.communitymatters.govt.nz/Funding-and-grants---Lottery-grants---Lottery-Individuals-with-Disabilities

No physical address

Disability Support Service (DSS)

Advice and support help line for people with disabilities, to contact if you have a question about Ministry-funded disability services, or if you need to make a complaint.

0800 373 664

www.health.govt.nz/your-health/services-and-support/disability-services/more-information-disability-support/contact-disability-support-services

No physical address

Community Occupational Therapist

Therapists prioritise people who are experiencing multiple falls or need hoist transfers, over less urgent needs. If not urgent, the wait list can be from around 2-4 months. They issue Enable equipment (see under Mobility Aids). The occupational therapists also do support letters for lottery grants and for housing by the Ministry of Social Development (previously Housing NZ - see under Home Alterations/Heating/Housing).

- Referrals can be from any registered health professional: doctor, nurse, social worker, occupational therapist, physiotherapist, dietician etc.
- They fund items over \$50 only, under \$50 is self-funded.

www.waikatodhb.health.nz

No physical address

Attitude Live

Is led by people with the lived experience of disability and embraces the voice of the broader disability community, and is passionate about promoting possibilities. It has many resources and a directory page of several helpful organizations. Funded by ACC, Ministry of Social Development, and donations.

www.attitudelive.com/

Weka

A website directory of disability information for the use by disabled people, (their families, whanau, caregivers) and health professionals.

www.weka.net.nz

Web health

Provides an online directory that helps find a health or social service for your unique need.

www.linkage.co.nz/webhealth

Waikato Hospital

This website provides links to services under the Waikato district health board. www.waikatodhb.health.nz

Eldernet

The Eldernet site includes a nationwide database directory and information about services for older people in New Zealand on: community groups and organisations, retirement villages and lifestyle villages and living, home help services, respite care and short term options, aged care services, rest homes, residential care, private hospitals, dementia care, public hospitals and other third age services for seniors. www.eldernet.co.nz

CCS Disability Action

With sixteen branches around the country, they provide frontline support and services, and create local awareness and education around disability issues. They support people with disabilities to be 'in the driver's seat' of their life, to achieve their own dreams and aspirations - by having the skills, confidence and resources to influence family, friends, colleagues, society and government.

0800 227 2255 or 07 853 9761 www.ccsdisabilityaction.org.nz/

17 Claudelands Road, Hamilton

Citizens Advice Bureau (CAB)

Citizens Advice Bureau is a voluntary organisation providing free, confidential information and advice to anyone about any query or problem.

- No referral or appointment necessary
- No cost

07 839 0395 or 07 839 1083

cab.hamilton@xtra.co.nz

55 Victoria St, & Garden Place, Hamilton

Your Doctor

It is often possible to call and request a referral by the doctor or nurse, if you have already discussed specific concerns with your doctor. This can be done sometimes instead of booking and paying for another appointment. You can then just pick up the referral from nurse or reception.

If needed the Community Stroke Advisor can come to doctor appointments with you for support.

Acronyms

Health

DHB - District Health Board
OT- Occupational Therapist
PT - Physiotherapist
SW - Social worker
NASC - Needs assessment service co-ordinator

Occupational therapy

ADL – Activities of daily living IADL – Independent activities of daily living

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If you have any queries about this document please contact: Paul Burroughs at 07 849 2065 / 021 2688793, paulburr@xnet.co.nz

This document was created by Cinnamon Crane & Nathalie Ross, 3rd year occupational therapy students from Otago Polytechnic, 2014.