

Assistance

- The level and types of help may vary between centres and communities
- Qualifying for some types of help depends on an assessment of income/assets/circumstances
- Some services are provided at a charge to the user
- Procedures for obtaining help may vary, between centres or with changing regulations.

- Be clear about what help you would like: discuss with the family, plan ahead
- Find out what help is available, where to apply and what assessment is necessary.

Ask:

- hospital staff (social worker, therapists, chaplain)
- family doctor
- Stroke Foundation
- Citizens' Advice Bureau
- help agencies, e.g. Work and Income (WINZ)

If you cannot find what you need, search further, e.g. talk to the minister of your church, look in the Yellow Pages of the telephone directory under headings such as:

- community services
- disability aids and services
- welfare organisations.

The information given below is general. Refer to the telephone directory for local numbers of services and organisations listed.

Stroke Foundation of New Zealand

PO Box 12482 Wellington

The Stroke Foundation is a charitable organisation which provides free assistance to people with a stroke, caregivers and families.

Community Stroke Advisors give information, advice and support, work with therapists to optimise recovery and help with any problems which arise as a result of stroke.

The Stroke Foundation does not provide therapy services e.g. Physiotherapy, Occupational Therapy and Speech Therapy, but can advise on and help you to access such services.

Phone your local branch for details (under Stroke Foundation in telephone directory). If there is no local branch, call **0800 787 653** or *stroke.org.nz*.

Citizens' Advice Bureau

Contact your local Citizens' Advice Bureau for a wide range of general information on what services are available, what these services offer and how to apply.

0800 FOR CAB (0800 367 222)

www.cab.org.nz

NZ Federation of Disability Information Centres

The Federation promotes and supports the local provision of disability information and referral services that are community integrated and needs driven.

Phone **0800 693 343**

www.nzfdic.org.nz

Enable New Zealand

Enable New Zealand helps provide access to resources for people with identified health and disability support needs. It is the biggest provider of equipment and housing modification services for the health and disability sector in New Zealand.

Phone **0800 362 253**

www.enable.co.nz

Needs assessment and service coordination

Information about the following can be obtained directly from district health boards (DHBs), or through your family doctor:

- assessment and service coordinator
- continence nurse
- district nurse
- community occupational therapist
- community physiotherapist
- home help (short term)
- meals on wheels
- ostomy nurse
- podiatrist
- social worker
- speech-language therapist

Financial support: Government-funded benefits and subsidies

- Accommodation supplement
- Carer support
- Community services card
- Disability allowance
- Domestic purposes benefit / carer's benefit

- High user's card (medication expenses)
- Invalid's benefit
- Living alone allowance
- Mobility vouchers (half-price taxi fares)
- National superannuation
- Residential care subsidy
- Respite care
- Sickness benefit
- Special grant
- Special needs grant
- Travel costs.

Home help

- Domestic assistance (housework, shopping, laundry)
- Personal care
- Meals on wheels (delivered hot daily during week)
- Frozen meals delivered in bulk.

Patient rights

Information is obtainable from the office of the Health and Disability Commissioner, or phone **0800 11 22 33**.

In making any comments, suggestions or complaints about health care services you are entitled to be assisted by the Customer Relations Coordinator.

Suppliers of special aids

- Ask your therapist for details

- Suppliers are listed in the Yellow Pages of the telephone directory under **Disability Aids and Services**.

Support groups, practical help, organisations for older or disabled people

- Stroke Clubs (phone regional Stroke Foundation office or **0800 787 653**)
- Seniors Card customer care line
- Age Concern www.ageconcern.org.nz
- CCS Disability Action
www.ccsdisabilityaction.org.nz, **0800 227 2255**
- Weka Disability Information
www.weka.net.nz, **0800 17 19 81**
- Disabled Persons Assembly, www.dpa.org.nz
- Presbyterian Support (social service provider)
ps.org.nz, **04 473 5025**
- New Zealand Red Cross (provider of community programmes)
www.redcross.org.nz, **0800 RED CROSS (0800 733 276)**
- Salvation Army, salvationarmy.org.nz
- Church groups, exercise groups, fitness programmes.

Transport

- Travel costs subsidy (may vary in different areas)
- Total Mobility subsidised taxi cards
- Driving by volunteers
- Personal driving services (paid).