



We work with you to make sure that you and your whanau understand and are fully informed about the services that we deliver.

How do you become a Pacific Homecare client?

- **DIRECT:** if you would like help from **Pacific Homecare**, you or a family member, or a friend, should contact your Doctor (or the hospital) and tell them you need help to stay in your home. They will then contact a Needs Assessment and Service Coordination agency (**NASC**) to visit you in your home to access your needs
- **REFERRAL:** clients are referred via **NASC** who are funded by the Ministry of Health, the District Health Board and the Accident Compensation Corporation
- **ASSESSMENT:** once referred, within 24 hours a Pacific Homecare Coordinator will meet the client and family in their home, assessing needs with reference to the **NASC** referral
- **PLACEMENT:** once assessed we do our best to place clients wherever possible with Support Workers of their own ethnicity and culture and whose skill sets match the client's needs
- **REVIEWS:** a review is conducted at least every three months, determining client satisfaction and making sure services are being delivered to required standards



Pacific Homecare

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Pacific Homecare is a certified Home Health Care Service Provider affiliated to and funded by the Counties Manukau District Health Board (CMDHB), the Ministry of Health (MOH) and the Accident Compensation Corporation (ACC).



Pacific Homecare
LOVE + CARE + PROFESSIONALISM



Meeting client needs with Love, Care and Professionalism

Pacific Homecare is a charitable Trust that provides home-based health care services throughout South Auckland to the disabled and elderly Pacific communities.

With humble beginnings in 1988 three Cook Island Mama's voluntarily raised funds by making and selling tivaivai (Cook Island bedspreads) in response to a growing demand

for care from elderly Pacific people in Otara. Today PHC is a growing organisation employing 265 staff who assist the elderly and disabled to remain living in their own homes.

At the heart of the organisation is the vision of "healthier communities through **love, care and professionalism**".



As a **certified** Home Health Care Service Provider, we encourage a **holistic approach to health** and work in accordance with the Treaty of Waitangi's three core principles of protection, partnership and participation.

Services offered

- **PERSONAL CARE** including assistance with showering / bathing, meal preparation and feeding
- **HOUSEHOLD MANAGEMENT** including assistance with housework and cleaning
- **SOCIAL SUPPORT** including assistance with transportation and learning aids
- **COMPLEX LONG-TERM CARE** for people with serious conditions or injuries



How is Pacific Homecare different?

- **CULTURAL APPROPRIATENESS AND RESPONSIVENESS** underpin all Pacific Homecare activities and planning. Wherever possible Clients are matched with Support Workers who can provide their cultural, language, dietary and faith based requirements, as well as the required skills and experience to meet their needs
- **HOLISTIC HEALTH** – we encourage a holistic approach to health that encompasses physical, mental, cultural, social and spiritual wellbeing
- **TRAINING AND DEVELOPMENT** – an emphasis on employee training and skills development ensures we continually improve and evolve our service to meet changing client needs and the challenges within the health sector



Our Support Workers come from every Pacific background – Samoan, Tongan, Niuean, Maori, Fijian, Indian, European, Nauruan, Cook Island, Tokelauan, Tuvaluan and others – so we can meet your cultural needs.