



# Living with Dementia

## Information and Community Resources

An online version of this document and further information regarding local health services can be found on the 'Home as my First Choice' pages on the Te Whatu Ora Southern website:

[www.southernhealth.nz/dementia](http://www.southernhealth.nz/dementia)

[www.southernhealth.nz/home-as-my-first-choice](http://www.southernhealth.nz/home-as-my-first-choice)

We will update this resource with any information we receive about available support in particular areas/communities.

Please email [CNAAdmin@southerndhb.govt.nz](mailto:CNAAdmin@southerndhb.govt.nz) or call 0800 627 236 if you have information or updates for your area.

## HOME as my FIRST CHOICE

The Home as My First Choice programme is committed to helping you, or members of your family, maintain health and independence in your community and home.

**Health New Zealand**  
Te Whatu Ora

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The information supplied in this document is provided as a resource and for information purposes only. Te Whatu Ora does not endorse or recommend any particular service or services and accepts no responsibility for any loss or injury that may arise through use of any of the services or for any inaccuracy in the content in any service provider's information. Consumers should contact the service providers directly for the most up to date information about the provision of services from that supplier.



*Living for today planning for tomorrow. Liz and Marrylln look over an Advance Care Plan.*

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## Advance Care Planning

Advance Care Planning (ACP) is a process of thinking about, discussing and writing down a plan about the type of medical care and treatment you would want to receive in the future.

It helps to make sure that your needs and wishes are known, and your personal beliefs and values are respected about your own future health care decisions. It helps guide doctors and other health professionals in their decisions about treatment if you become too sick to speak for yourself or are incapable of making decisions for yourself.

If you have an Advance Care Plan which you have shared with your family, healthcare decision-making is also less stressful for them and your loved ones.

A good place to start to make an Advance Care Plan:

<https://www.hqsc.govt.nz/our-work/advance-care-planning/>

The Te Hokinga ā Wairua End of Life Service website *Covers advance care planning as well as a practical guide for people facing the loss of someone close to them.*

[www.endoflife.services.govt.nz/welcome](http://www.endoflife.services.govt.nz/welcome)



## Alzheimer's Society

Alzheimer's Society supports people with dementia and their family/whānau across the southern region.

They offer carer support groups, one to one contact via telephone, email or face to face, socialisation groups, education about living well with dementia and some excellent written resources.

Referrals are made through GP's, specialists, needs assessors, social workers or the family making contact themselves. The core service is free and you can become a member by paying an annual subscription fee of \$25. Donations are always welcome.

[www.alzheimers.org.nz](http://www.alzheimers.org.nz)

### Central Otago

Phone: (03) 448 9056, 027 441 4077

Address: 14-20 Centennial Avenue Alexandra

Email: [central@alzheimersotago.org.nz](mailto:central@alzheimersotago.org.nz)

[www.facebook.com/alzheimersotago](https://www.facebook.com/alzheimersotago)

### Dunedin/South and West Otago

Phone: (03) 471 6154

Address: Community House 301 Moray Place Dunedin

Email: [admin@alzheimersotago.org.nz](mailto:admin@alzheimersotago.org.nz)

### North Otago

Phone: (03) 434 9090, 027 441 4022

Address: 27 Coquet Street Oamaru, 9444

Email: [north@alzheimersotago.org.nz](mailto:north@alzheimersotago.org.nz)

### Queenstown

Phone: (03) 441 4955 or 027 441 4960

Address: Suite 129 c, Aurum House, Frankton, Queenstown

[queenstown@alzheimersotago.org.nz](mailto:queenstown@alzheimersotago.org.nz)

### Southland

Phone: (03) 214 0984

Physical Address: 135 Yarrow Street Invercargill 9810

Postal Address: PO Box 980 Invercargill 9840

Email: [office@alzheimerssocietyouthland.org.nz](mailto:office@alzheimerssocietyouthland.org.nz)



## Carer Support

Carer Support is a subsidy funded by the Ministry of Health or the District Health Board. It can assist the unpaid full-time carer of a person with a disability to take a break from caring for that person.

Carer Support is designed to be flexible. The client and the full-time carer can choose to coordinate their relief care, and this can be claimed for in either half or full days.

Common options may include:

Residential care in a facility for a pre-arranged number of days, support for the client within their own home or for activities outside of the home. The client can be assessed by a Needs Assessment Service Coordination (NASC) Agency or in some circumstances, by a doctor or social worker. If eligible, then the Assessor will allocate Carer Support days. Reviews are usually done annually.



## Companionship Services

Volunteer Visitors: Supporting people living alone or unable to drive. Visit people in their homes for a chat over a cup of tea, to play a game of cards, help with shopping, or share an outing. Regular contact and company.

Age Concern

Age Concern Otago (03) 477 1040

Age Concern Otago (Central Otago) (03) 448 7075

Age Concern Otago (North Otago) (03) 448 7075

Age Concern Southland (03) 218 6351

Email: [agecon@ageconcernotago.co.nz](mailto:agecon@ageconcernotago.co.nz)

<http://www.ageconcernotago.com>

Enliven, Presbyterian Support Otago

<https://psotago.org.nz/services/in-your-community/visiting-volunteers>

Or phone (03) 477 7115



## Enduring Power of Attorney

An Enduring Power of Attorney (EPOA) will give you peace of mind that someone you trust will make decisions for you, if you can't decide for yourself. Your EPOA will save your family the cost and stress of getting a court order to make decisions about you.

There are two types of EPOA – one covering your property and the other covering your personal care and welfare.

It's important for everyone to get an EPOA.

For useful information go to:

[www.superseniors.msd.govt.nz/finance-planning/enduring-power-of-attorney](http://www.superseniors.msd.govt.nz/finance-planning/enduring-power-of-attorney)



## Home Support Services

There are a range of private and funded options for help at home and community activities including household chores, showering and dressing, skin care, managing medication, shopping, helping to ensure safety and security at home.

### Access Community Health

Providing nursing, personal care, rehabilitation and household assistance to people in their own homes.

Ph 0800 284 663

[info@access.org.nz](mailto:info@access.org.nz)

<https://www.access.org.nz/>

### Florence Nightingale

Provider of a wide range of in-home care from short term help through to long term 24 hour care for people with serious injuries

Otago: (03) 470 1588

Southland: (03) 214 0666

[www.florence2care.co.nz](http://www.florence2care.co.nz)

### Footsteps Podiatry Invercargill

(03) 215 4666

[www.footstepspodiatry.co.nz](http://www.footstepspodiatry.co.nz)

### Good Partners

Homecare & nursing organisation which specialises in home and community based services. Services range from domestic and personal support through to specialist and complex care.

Ph: 0800 262 301

<http://www.goodpartners.co.nz/>

### Gore Foot Clinic

53 Irk Street, Gore 9710

[03-208 3664](tel:03-2083664)

### Health Care NZ

Provide in-home and community-based health, rehabilitation, nursing, mental health and disability support.

Ph: 0800 002 722

[www.healthcarenz.co.nz](http://www.healthcarenz.co.nz)

### My Care

[www.mycare.co.nz](http://www.mycare.co.nz)

Online website to find in private home support

### Royal District Nursing Service

Provide home nursing and home support services to people of all ages and cultures in their own homes.

0800 736 769

[www.rdns.org.nz](http://www.rdns.org.nz)

### The Good Companion

In home respite care, 24 hr live in care, Post hospitalisation recovery support, Palliative Care, Home based support, Companionship

[www.thegoodcompanion.co.nz](http://www.thegoodcompanion.co.nz)

Phone: 021717884

[info@thegoodcompanion.co.nz](mailto:info@thegoodcompanion.co.nz)

### Mobile Dental Service

A Dunedin company providing specialised at-home dental service.

<http://www.zaara.co.nz>

0274323101



## Hospice and end of life services

(For those with or without Dementia)

People who have dementia who require specialist palliative care access this through their GP, hospital doctor or district nurse who can make a referral to Hospice.

The Aged Residential Care (ARC) Cancer Nurse Specialist service is available to provide regular generalist palliative care support to facilities providing hospital level care.

People who live in ARC and have specialist palliative care needs can be referred to Hospice by their GP in the same way as people who live in their own homes.

Information about services and contact numbers are available on: <https://www.hospice.co.nz/>

### Otago Community Hospice

293 North Road, North East Valley,

Dunedin 9010, New Zealand

[www.otagohospice.co.nz](http://www.otagohospice.co.nz)

[contact@otagohospice.co.nz](mailto:contact@otagohospice.co.nz)

Phone 03 473 6005 or 0800 473 6005

### Hospice Southland:

Gate 1, Southland Hospital Grounds, Elles Road, Strathern, Invercargill 9812

Phone: (03) 211 3081

Phone: 0800 211 3081

[www.hospicesouthland.org.nz](http://www.hospicesouthland.org.nz)



## Learning Opportunities

For those wishing to engage in their own further study in Dementia, there are some on-line study courses available.

Free on-line Dementia Training Courses  
<https://dta.com.au/>

Wicking Dementia Research and Education Centre offers two free online courses:  
MOOC Understanding Dementia Course  
MOOC Preventing Dementia Course

[www.utas.edu.au/wicking](http://www.utas.edu.au/wicking)

*MOOC stands for 'Massive Open Online Course' which means studying free online with people from all around the world. These courses are available at different times throughout the year and are suitable for families, carer's and professionals.*



## Meal Services

There are a range of options for help with meals.

### Dunedin Meal Services:

- Home of St Barnabas Meals on Wheels (03) 455 8298 Taieri Court (03) 489 6044
- Portobello Penguin Cafe (03) 478 1055
- Outram 4 Square (03) 4861723
- Port Chalmers 4 Square (03) 472 8746
- BBQQuick : [www.bbquick.co.nz](http://www.bbquick.co.nz) (03) 453 1000
- Eat L8R (Eat Later) [www.eatl8r.co.nz](http://www.eatl8r.co.nz)
- EAT Unlimited [www.eat.co.nz](http://www.eat.co.nz)
- MADE by Foodbag: [www.getmade.co.nz](http://www.getmade.co.nz)

### Southland Meal Services:

- **Adagio Café (Winton)** (03) 2367272
- **Country Manor Catering (Winton)**  
[www.countrymanor.co.nz](http://www.countrymanor.co.nz)  
Ph (03) 236 8226
- **Age Concern meals**  
Eat in dining Tuesday to Friday. Also have takeaway meals and soup available.
- **Forth Street Invercargill** (03) 2186549  
Luvlee home cooked meals and takeaways.  
Ph (03) 217 0854
- **Dinner Club Invercargill**  
Email [julie.macdonald8@gmail.com](mailto:julie.macdonald8@gmail.com)  
Ph (03) 216 2988 Mob 0274 906 174
- **Koha Kai**  
Meals available from 'The Pantry' in Grace Street, South city
- **Timaru Roast**  
33 Tay Street Invercargill  
Ph (03) 218 8988

- **Muffintops**  
255 Elles Road, Invercargill  
Ph (03) 214 0532
- **Parata Gore**  
Meals delivered hot weekdays - 03-208 6303

### Queenstown Meal Services:

Arctic Kitchen, provide frozen meals, ready-to-go meals, delivery and fresh-to-go meals. This is the link to the website for the information that she would like included:

[www.arctickitchen.co.nz](http://www.arctickitchen.co.nz)

Most supermarkets also have hot and frozen cooked meals available.



## Personal Safety Devices

Do you worry that your loved one will go out alone, or go out for a walk and get lost? Safer Walking NZ has a website offering advice and solutions to enable a person the freedom to go walking and be part of the community, while balancing that with ways to keep people safe.

Visit: <https://saferwalking.nz/>

Phone: 027 2822510 or email:

[saferwalking@landsar.org.nz05](mailto:saferwalking@landsar.org.nz05)

### Wandering alarms and tracking systems:

- **Alzheimer's Otago** - [www.alzheimers.org.nz](http://www.alzheimers.org.nz)
- **Wandersearch** - <https://wandersearchnz.org.nz/>
- **Trackimo** – [www.trackimo.nz](http://www.trackimo.nz)
- **St Johns also have an alarm option with GPS**

Consumer New Zealand list five Accredited Suppliers of Personal Alarms that the Ministry of Social Development have approved for its accredited supplier list. You may be able to access financial assistance from Work and Income to contribute to the cost of these devices. The following suppliers are available in the South Island:

- **St Johns Medical Alarms:**  
[www.stjohn.org.nz/medical-alarms](http://www.stjohn.org.nz/medical-alarms)
- **Vital Call (Chub):**  
[www.vitalcall.co.nz](http://www.vitalcall.co.nz)
- **ADT Security Neva Alone:**  
[www.adt.com/medical-alarm](http://www.adt.com/medical-alarm)

*Hardware Stores also sell door/gate alarms which sound when opened.*

### Your Local Fire Brigade:

Your local fire brigade will install smoke alarms and change batteries if you are unable to do this. Look in your phone book and ring them directly (do not dial 111)

Free home fire safety visit - If you, or someone you know, is elderly, disabled or has a Community Services Card, you may qualify for a free home fire safety check. Call 0800 693 473 to see if you're eligible. You may qualify to have a free long-life, photoelectric alarm installed.

### ADT Monitored fire alarms:

<https://www.adt.com/>

24/7 monitored smoke and heat detection.

### Ellieapp -

A new mobile app that supports independence for people living with cognitive impairment and dementia and provides peace of mind to families.

<https://www.elliapp.co>



## Respite Care

As part of a clinical needs assessment, you may be offered respite care to be used in an urgent situation or for carer relief. Usually, a phone call to your Needs Assessment service is all that is needed to put respite care in place.

Discuss a referral for Needs Assessment with your GP. If you are eligible for a Needs Assessment and respite care, your Needs Assessor will discuss with you when and how this might be used. Your Needs Assessor will provide you with information about this and their contact details so you know who to contact if the need arises.

To find your local Needs Assessment Service Coordinator

Or discuss how to be referred for a Needs Assessment, contact the:

Care Coordination Centre

Phone 0800 627 236 (03) 470 9300 (Internal 59300)

Postal Address: Private Bag 1921, Dunedin Email: [carecoordinationcentre@southernhb.govt.nz](mailto:carecoordinationcentre@southernhb.govt.nz)





## Shopping Services

There are a range of options for you to have help to get your groceries. You can catch the Shoppers Bus, receive 1:1 help from a companion driving service, have your groceries delivered, or you can taxi to the supermarket and have the staff help you while you are there.

Contact your local supermarket to see what assistance they can offer. If you receive support from a home support agency, they may be able to take you to the supermarket.

### Age Concern Southland

A van is available to assist with shopping every Wednesday. Pick up and drop off for a gold coin donation.  
(03) 218 6351

### Countdown Delivery

Delivers anywhere from Milton to Palmerston, Invercargill City and Queenstown. Delivery charges can vary from \$9 - \$20 depending on the cost of groceries. 0800 40 40 40  
[Onlineshop@countdown.co.nz](mailto:Onlineshop@countdown.co.nz)  
[www.shop.countdown.co.nz](http://www.shop.countdown.co.nz)

### Driving Miss Daisy (Dunedin)

Charging is based on time and requirements of individual's needs. Covers Regions from Waikouaiti – Outram. Accepts total mobility taxi vouchers.  
Dunedin Head Office: 0800 948 432  
Dunedin South: (03) 486 2033 or 021 503 498

Dunedin North: (03) 467 5017 or 021 503 298  
Driving Miss Daisy (Invercargill) Rachel Goodall:  
(03) 216 7763 or 021 503 334  
[www.drivingmissdaisy.co.nz/franchise/invercargill](http://www.drivingmissdaisy.co.nz/franchise/invercargill)

### Four Square Delivery

Four Square stores may also provide a delivery service – contact the 4-square store in your area.  
Kaikorai Valley: (03) 453 5742  
Palmerston: (03) 465 1164  
St Clair: (03) 455 7658  
Four Square Dunedin: (03) 455 7427 Port  
Chalmers: (03) 472 8746

### Fresh Choice Green Island Delivery

Order by email or phone. \$5 to deliver anywhere between South Dunedin, Wakari through to Brighton. Internet banking or cash. (03) 488 2317 extn line 8  
[grocery@moyles.co.nz](mailto:grocery@moyles.co.nz)

### Naphtali – Shopping Service

A service provided by Naphtali Activity Centre (North East Valley Dunedin) for adults with intellectual disabilities as part of their community outreach. (03) 473 9104,  
[andrea.mckenzie@packgroup.co.nz](mailto:andrea.mckenzie@packgroup.co.nz)

### New World Delivery

<https://www.newworld.co.nz/shop>

**Plus Bus Shopping Service (Dunedin)** Tues-Fri door-to-door services to the supermarket, ring them to find the best run for your area. They can assist with carrying groceries, assist in the aisles if

needed, at the same time as having a social outing - all to help maintain independence and wellbeing. \$10-\$14 return per person, area dependent. Different suburbs on different days.  
03 455 4050 [plusbusshops@gmail.com](mailto:plusbusshops@gmail.com)

### Veggie Boys Delivery Dunedin

Delivers from Mosgiel to Port Chalmers Monday to Saturday between 2pm-6pm. Order online or by phone, delivery fee \$3-\$5. (03) 477 7987  
[www.veggieboys.net](http://www.veggieboys.net)



## Social Opportunities

There is a long list of social opportunities for people wanting to connect with peers and engage in social and recreational activities. These cater for people with a range of abilities. These are some that we know about. Also see [www.eldernet.co.nz](http://www.eldernet.co.nz) which has information about other community resources throughout NZ.

### Alzheimers Society Groups (see page 4 for details)

### Dementia Friendly Reading Groups

Dunedin Libraries in partnership with Alzheimers Otago is hosting Dementia Friendly Reading Groups at their libraries.  
To register interest to attend, contact [library@dcc.govt.nz](mailto:library@dcc.govt.nz) or (03) 474 3690.

## Age Concern

[www.ageconcernotago.com/services](http://www.ageconcernotago.com/services) - this has links to the following services:

- Accredited visiting service
  - Independent living seminars
  - Senior Chef
  - English for elders
  - Active aging centres and groups:
  - The Octagon Club
  - South Dunedin Seniors
  - Mosgiel Seniors
- Regular Bus Trips and annual five day holiday adventure, monthly book chat, variety concert, monthly outings, gym class, walking group, social art and crafts, line dancing, bowls, body-beat, Tai Chi, lunch and food share.

## Enliven SupportLink

This is a free service that matches trained volunteers with older people living in their own home. Offer different types of assistance depending on an individual's needs e.g. transport to appointments, help with shopping or groceries, or regular friendship etc.

- Dunedin: (03) 477 7115, [enliven@psotago.org.nz](mailto:enliven@psotago.org.nz)
- Invercargill: (03) 216 9099, [tui-susan.hill@pss.org.nz](mailto:tui-susan.hill@pss.org.nz)
- Gore: (03) 208 0864, [POfficerYoung@enlivensld.nz](mailto:POfficerYoung@enlivensld.nz)
- Wakatipu: (03) 442 4408, [SCoulson@enlivensld.nz](mailto:SCoulson@enlivensld.nz)



## Groups and social opportunities

### Alzheimers Otago (Wanaka):

Contact [robyn@alzheimersotago.org.nz](mailto:robyn@alzheimersotago.org.nz) for further details. Phone: 027 441 4001

- **Aspiring Wanderers Day Club**  
For people with mild to moderate dementia. Weekly sessions every Thursday in Albert Town, Wanaka, \$40 per session.
- **Music & Movement for Dementia – 6-week programme**, 10 to 11.30 am, cost \$20 per session, for people with dementia. Please contact Robyn for programme dates.
- **Monthly coffee morning** – last Thurs of every month, 10-11.30am, no charge, for people with dementia and their care partners
- **Monthly Carer Support Group** – Second Friday of every month, contact Robyn for time (changing over next few months), no charge, for carers of people with dementia or memory loss

### Alzheimers Otago (Dunedin)

- **Minds in Motion** is a **Cognitive Stimulation Therapy** (CST) which is a structured small group programme specifically designed for people with mild to moderate dementia.

The Programme runs twice a week for seven weeks and includes activities tailored to the

interests of the group.

CST is an internationally recognised programme that has been shown to improve mood, improve memory and improve quality of life.

The part of Minds in Motion that people enjoy the most is the connections and friendships they make with others who are in the same situation. It is a place where people feel safe to be themselves.

If you are interested in attending a 'Minds in Motion' program in your region please contact 03 471 6154 or [morgan@alzheimersotago.org.nz](mailto:morgan@alzheimersotago.org.nz)

### Alzheimers Otago Queenstown

Contact Gayle on 03 441 4955 or [queenstown@alzheimersotago.org.nz](mailto:queenstown@alzheimersotago.org.nz)

### Cognitive Stimulation maintenance programme Oamaru

For people with early onset of dementia – weekly sessions.

Private provider:

Susie Sinclair

021 448 602

[susieandbob@xtra.co.nz](mailto:susieandbob@xtra.co.nz)

## Day Programs

Some facilities or private groups offer Day Programs. Day programs are usually set up within a facility or may be run by a private group/trust in the community. They offer a range of interesting activities and entertainment for their members which allow carers and family members an opportunity to have a break, or those living alone an opportunity to engage with others.

These may not be specifically set up for those with Dementia but check with your Needs Assessor as it may be appropriate for your family member to attend.

Day Care can be funded in some instances by the District Health Board or WINZ may also fund using a Disability Allowance. Check with your local Needs Assessment service or GP.

- **Gaius Cottage - Invercargill**  
Day care for people with dementia to give full time carers a break.  
Phone: 0800 26 23 01
- **Leslie Groves - Dunedin**  
Phone: (03) 474 1082  
[www.lesliegroves.co.nz/facilities/day-activities-programme](http://www.lesliegroves.co.nz/facilities/day-activities-programme)
- **Club Enliven**  
Dunedin, Mosgiel (03) 489 0075  
Ranui, Alexandra (03) 4777115  
[www.psotago.org.nz/services/in-your-community/club-enliven](http://www.psotago.org.nz/services/in-your-community/club-enliven)

- **Senior Link - South Dunedin**  
Phone: (03) 456 4249.  
[www.senior-link.org](http://www.senior-link.org)
- **Waikiwi Gardens - Invercargill**  
Phone: (03) 2157200 [www.waikiwigardens.co.nz](http://www.waikiwigardens.co.nz)
- **Parata Day Group - Gore**  
Phone: (03) 208 3810



## Support and Advice

There are many agencies available who offer valuable support, advice and equipment or aids. Day Programs:

### Age Concern NZ

Age Concern is a charitable organisation dedicated solely to people over 65. Age Concerns offer expertise and knowledge of all available services for older people as well as social activities.  
[www.ageconcern.org.nz](http://www.ageconcern.org.nz)

### Carers' Society Otago

Supports family/whānau carers with one on one support and with six support groups throughout Otago. [www.carersotago.org.nz](http://www.carersotago.org.nz)

### Connections Eastern Southland

A community house where members of the public

can get support, advice, information or connection to the right service for their needs (including free Lawyer). There is printing, scanning and copying, help filling out forms, along with print resources on a range of community and social support groups and organisations in Eastern Southland.  
<https://www.cnt.org.nz/>

### Living Well Disability Resource Centre (Dunedin)

Free information and advice, assistive equipment, continence product service, Total Mobility (disability parking permit) Provider.  
Ground Floor, Burns House, Cnr George and Bath Streets, 10 George Street, Dunedin  
0800 115 891 or (03) 471 6152  
[www.livingwellcentre.nz](http://www.livingwellcentre.nz)

### Disabilities Resource Centre Southland

Free information service; disability equipment; Total Mobility assessor  
60 Windsor street, Invercargill  
03 214 5000 or 0800 100 531  
[info@drcsouth.co.nz](mailto:info@drcsouth.co.nz) [www.drcsouth.co.nz](http://www.drcsouth.co.nz)

### Dunedin Budget Advisory Service

Community House 283-301 Moray Pl, Dunedin  
[www.budgetingdunedin.co.nz](http://www.budgetingdunedin.co.nz)

### Eldernet

To access information about bed availability/information about residential facilities and services in your area. [www.eldernet.co.nz](http://www.eldernet.co.nz)

### **Ready for Living – Eastern Southland**

Ready for Living coordinator can help with advocacy for older people, help connect people with social groups or volunteer opportunities and provide other information. Help with applications for Free over 80 parking, Strength and balance classes, assess for Total Mobility and lobby for bigger change in the Gore District.

[kylireadyforliving@goredc.govt.nz](mailto:kylireadyforliving@goredc.govt.nz)

<https://readyforliving.co.nz/>

Phone: 021 198 0480

### **Senior Line**

Helping older people navigate the health system.

0800 725463 [www.seniorline.org.nz](http://www.seniorline.org.nz)



## **Transport Services**

People may be able to access discounted taxi fares if they are no longer able to drive. In addition to public transport and taxi services there are some transport services for health related appointments.

### **Big Johns Transport Service Dunedin**

Taxi service including specializing in transport for people in wheelchairs and requiring flotation chairs. Accepts Total Mobility vouchers and ACC registered. Phone 0800 566 893, 022 524 4564

### **Disability Resource Centre Southland**

Free transport to attend hospital based appointments

(03) 214 5000 or 0800 100 531

### **Driver Assessment**

Your clinician may refer you for a driver assessment. It may be suggested that you have this with an Occupational Therapist. The following fact sheet outlines what this may involve. You may also choose to have your assessment with the AA or a Registered Driving School.

[www.nzta.govt.nz/assets/resources/factsheets/51/docs/51-ot-assessments.pdf](http://www.nzta.govt.nz/assets/resources/factsheets/51/docs/51-ot-assessments.pdf)

*You may also choose to have your assessment with the AA or a Registered Driving School*

### **Driving Miss Daisy (Dunedin)**

Charges are based on time and requirements of individual's needs. Covers regions from Waikouaiti – Outram. Accepts total mobility taxi vouchers.

<https://drivingmissdaisy.co.nz/>

Dunedin Head Office: 0800 948 432

Dunedin South: (03) 486 2033 or 021 503 498

<https://drivingmissdaisy.co.nz/franchise/dunedin-south/?far=0>

Dunedin North: (03) 467 5017 or 021 503 298

<https://drivingmissdaisy.co.nz/franchise/dunedin-north/>

### **Driving Miss Daisy (Invercargill)**

Rachel Goodall: (03) 216 7763 or 021 503 334

[www.drivingmissdaisy.co.nz/franchise/invercargill](http://www.drivingmissdaisy.co.nz/franchise/invercargill)

### **Freedom Drivers**

Driving and Companion Services

[www.freedomdrivers.co.nz/](http://www.freedomdrivers.co.nz/)

Dunedin

Driver: Sally McArthur

Phone: (03) 471 8177

Invercargill

Driver: Stephen Pont

Phone: (03) 217 0932

### **NZ Red Cross Community Transport**

Free transport to and from doctor hospital or community appointment (03) 4771527

### **Staying Safe**

A refresher workshop for senior road users.

Contact NZ Transport. A Self assessment quiz is available online.

0800 822 422

[www.nzta.govt.nz/safety/driving-safely/senior-drivers](http://www.nzta.govt.nz/safety/driving-safely/senior-drivers)

### **St John Health Shuttles**

0800 103 046

[www.stjohn.org.nz](http://www.stjohn.org.nz)

A koha (donation) based community service that transports people to health-related visits, and then brings them home again.

Provides transport within Dunedin for medical and health related appointments. The service operates Monday to Friday, excluding public holidays.

Health Shuttles between areas and towns:

Central Otago to Dunedin

Northern Southland to Invercargill or Dunedin

Western Southland Area

### **Total Mobility Card**

Half price taxi fare for people unable to drive and unable to use public transport. There are 15 supporting agencies across Otago to help people who have difficulty accessing public transport, assessing them for eligibility to access subsidised taxi transport. This is a 50% subsidy (up to \$25) on eligible door-to-door transport with one of 16 approved transport operators, including taxi companies and private hire companies.

Otago:

For more information about Total Mobility contact Otago Regional Council. 0800 474 082 [www.orc.govt.nz/public-transport/total-mobility](http://www.orc.govt.nz/public-transport/total-mobility)

Southland:

[www.icc.govt.nz/community/total-mobility](http://www.icc.govt.nz/community/total-mobility)  
Vouchers are available for subsidized travel from various services e.g. Age Concern and Enliven. These can be used with services such as: - Good Partners (golden ride) 0800 262 301 - Driving Miss Daisy.



## Feedback for Te Whatu Ora Services

You are encouraged to give feedback at any time you feel you would like to. You can do this in a number of ways, by:

- Talking to any member of staff
- Phone: Patient Affairs Office (03) 470 9533
- E-mail: [feedback@southernhb.govt.nz](mailto:feedback@southernhb.govt.nz)
- Website: [www.southernhealth.nz](http://www.southernhealth.nz)

Patients can contact the Health and Disability Advocacy Service for free independent advice and support on 0800 555 050.

Look out for a copy of this brochure around the hospital. You can record your compliments, complaints or suggestions directly onto it and Freepost back to the Southern DHB.





### Doctor

Diagnoses and recommends treatment for your conditions



### Occupational Therapist

Promotes your safety and independence with every-day tasks within your home



### Pharmacist

Ensures that your medicines are right for you and your conditions



### Cultural Support

Supports you and your family/whānau with any cultural needs



### Physiotherapist

Helps you to get moving safely and improve your breathing



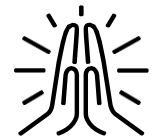
### Speech Language Therapist

Supports you with communication and swallowing disorders



### Clinical Nurse Specialist

Provides you and your whānau with education and information around specific health needs - diabetes, respiratory and/or cardiac



### Chaplaincy Services

Provides you and your family/whānau with emotional and spiritual support



### Social Worker

Discusses your situation and can advise and educate on a number of practical and legal matters



### Clinical Needs Assessor

Helps you to better understand the support that is required, and to ensure the right care and support is in place



### Dietician

Assess and gives advice to make sure that you are eating the right foods



### Nursing Team

Assists with your care, promotes wellbeing and independence



**Health New Zealand**  
Te Whatu Ora

[www.southernhealth.nz](http://www.southernhealth.nz)