

Needs Assessment and Service Coordination (NASC)

NASC provides support in managing disabilities and health conditions to maximise your independence and help maintain quality of life. We coordinate the delivery of personal care, home support and ensure that allocated services address your needs.

Who can use this service?

New Zealand citizens or residents who are:

- 65 years and older with an identified long-term health need, who need additional support due to health concerns and/or disability, either at home or in a care facility
- under 65 years old with assessed long-term services chronic health conditions (LTS-CHC)

The health condition needs to be persistent for at least six months, impact your ability to be independent and support is needed on an on-going basis.

Who are not eligible to use our service?

People who are:

- on ACC cover (contact your ACC case manager for more information)
- receiving support funded by another NASC service
- receiving support services through Taikura Trust (not-for-profit organisation contracted by the Ministry of Health to provide assistance to disabled people across the greater Auckland region).

How can I get NASC services?

A referral to NASC is required. You can ask for a referral from a:

- Doctor or other health professional
- Disability group (such as Taikura Trust)
- Community organisations (such as Age Concern)

**All referrals to NASC should be by e-Referral through Regional clinical portal on Auckland DHB website.*



What happens next?

Depending on your needs and the information provided in the referral, we may connect you directly to one of our provider agencies for assessment and provision of services. Or, if your support needs are greater, we may contact you directly to organise an assessment by one of our Needs Assessors.

At the assessment we will:

- Assess your health condition and daily functioning
- Discuss your current support including family, friends and community groups, and
- Discuss what you feel your support needs are moving forward.

After your assessment

We will provide you with a plan or options based on your needs. Your plan or options may include:

If you need home support services	If you can manage your daily life with the support of your family members	If you cannot manage at home.
<ul style="list-style-type: none"> • We will create a plan for all the care you need, and we will coordinate with a service provider to provide the care. • The service provider will contact you directly to meet with you and commence care. 	<ul style="list-style-type: none"> • We will provide your carers with respite care options to support them to continue caring for you at home. • Respite care can be in your own home or short stays in a residential care facility. 	<ul style="list-style-type: none"> • We will discuss options for residential care with you. • Once you've agreed, then you will choose a rest home or hospital facility that meets your needs. • If you are entitled to financial support, the Service Coordinator from NASC will provide you a Residential Care Subsidy application form.

Home care provider agencies contracted with Te Whatu Ora | Te Toka Tumai Auckland

The four external home care agencies contracted with us are:

- Enliven (Presbyterian Support) - Phone: 09 622 4788
- Lifewise - Phone: 09 623 7631
- Healthcare New Zealand - Phone: 0800 002 722
- Royal District Nursing Service NZ - Phone: 09 589 8900

**For clients who are assessed under our Long-Term Health Conditions criteria please contact Te Toka Tumai Auckland NASC for information regarding external care agencies.*

What if my needs change?

If your needs change, we can reassess your level of care at any time. We review your health condition and the supports at least once a year. We will contact you by telephone or arrange a face-to-face visit.

Please contact us if you:

- Need more information about what services are available to support your needs.
- Are not sure what services you are entitled to or how to access the available services.

How to contact us

Phone 0800 631 1234

- 7:30 AM – 4:30 PM
- Monday to Friday

In an emergency or afterhours, contact:

- Your doctor
- An afterhours medical facility
- Emergency services (ambulance, police)

Feedback, compliments or complaints

We appreciate any feedback about our services. Please contact us to discuss any concerns or share compliments by:

- Phone 0800 631 1234, or
- Email: feedback@adhb.govt.nz
- Phone: 09 375 7048
- Post: Consumer Liaison Team, Auckland DHB, Private Bag 92024, Auckland Mail Centre, Auckland 1142

Health and Disability Advocacy

- For any further support you can contact a patient advocate at Nationwide Health and Disability Advocacy Services
- Website: www.hdc.org.nz
- Phone: 0800 555 050 or 09 273 9549
- Email: advocacy@advocacy.org.nz