

Deciding who'll provide your paid care and support



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The decision on who'll provide your paid home and community support is up to you. Before you decide it's important to understand what options are available and what they'll mean for you, your carer and your whānau/family. The following information is designed to help you work through your decision, and includes some useful questions to ask if you're thinking about getting someone you know involved in your care.

Getting started

The first step in choosing a carer is to think about what support you'll need. If they haven't been already, your needs will be assessed, which helps us to work out what kinds of tasks you'll need help with and how many hours of care you'll need. The person(s) you choose will need to be able to do these things.

The choice is yours – you get to choose who provides your care. The best option for you may be a mix of getting someone you know and someone from an agency.



You have two main options to choose from.

1. Getting all or some of your paid care from a home support provider

Either through an agency that holds a contract with ACC

ACC has relationships with a number of contracted agencies that we can put you in contact with. The choice of who you go with is yours. You can also choose your carers within the agency.

What this means for you

Choosing a carer from one of our contracted agencies means:

- the agency will be responsible for ensuring that you always have the support you need
- you won't have to worry about what to do if your carer gets sick or goes on holiday
- ACC will pay the contracted agency directly
- you won't have to worry about payroll paperwork. The agency will sort out getting your carer paid and deal with tax, GST and ACC levies
- ACC can look at the quality of care that you receive in a greater way to make sure that you continue to get the support you need
- if after you've chosen a carer you change your mind, the agency can organise a different carer for you.

2. Getting all or some of your paid care from someone you know

Or through an agency that doesn't hold a contract with ACC

Whānau/family or friends

You can choose to have your care provided by someone you know and trust or a carer who doesn't work for an agency with an ACC contract.

What this means for you

Choosing someone who doesn't hold a contract with us means:

- you won't have a stranger in your home. Some people feel uncomfortable and shy around people they don't know. Going with a carer you know means you can be yourself in your own home
- you'll already have a trusting relationship
- you may have a carer that goes above and beyond the call of duty. Some people prefer carers whom they know and trust who will go the extra mile and provide care that's not just compassionate, but loving
- your carer may be able to be more flexible with when you want things done. You'll be responsible for arranging the care and support you need
- you and your carer may have obligations when it comes to income tax, GST, ACC levies and other legal matters
- you'll need to decide whether you want ACC to pay your carer directly or you'd prefer to be paid so that you can pay them directly. Either way ACC is legally obliged to take withholding tax from those payments
- you and your carer will be responsible for writing down and sending us the information we need to help pay for your care.

Deciding whether support from whānau/family or friends is right

Although it may seem like a natural choice, there are a few things to think about if you're considering choosing a close friend or whānau/family member to provide your care.

Depending on the support you'll need, you may want to have someone you know providing all or part of your care. This kind of support is important, but equally so is making sure that your choice to include them in your care works for them, those around you, and of course you. And that they'll be able to provide the support you need, when you need it. Carers NZ can provide advice and support to help decide if this is the right choice for them. They can be contacted on their toll free helpline 0800 777 797 or by visiting www.carersair.net.nz

Here are some things to think about:

Would you be comfortable with someone you know providing your personal care?	Some tasks can be pretty personal (like getting help with showering or using the toilet). This can change your relationship with your carer.
Will your care needs be long term?	It's important to think about how your arrangements will work in the long run. Some friends or whānau/family may want to help if you're likely to have a short-term recovery, but may not be able to provide longer-term support.
Will your carer have enough time to care for you?	Your carer may have responsibilities to look after their own family. Providing your care may put extra pressure on your carer or the people who rely on them.
Will they be able to do everything that needs to be done?	Your carer may need to change catheters, handle your medication or be physically strong enough to do heavy lifting. Many of these things require special training, which someone you know may not have.
Who'll care for you when they're on holiday, sick or need a break?	You'll need to make sure that other care options are available for situations when your carer isn't available – either planned or at short notice.
Will the arrangement still work if your needs change?	It's important that you talk through what will happen if you no longer need the level of support they're providing and how this could affect the choices they make (eg. giving up their job).
Will your relationship change with your chosen carer?	If you decide to have someone you know to provide care, consider how this might change the relationship you have with them.

After considering these things, you may decide that it's not practical to ask whānau/family or friends to meet all of your care needs. If that's the case you can choose to have part or all of your care provided by a home support provider.

Need help deciding?

The final decision about who provides your care is up to you. If you're thinking about choosing someone you know (or someone who doesn't hold a contract with ACC), it's important to understand your income tax, GST, ACC levy and other legal obligations. If you need help we recommend talking to an accountant or tax adviser.

It's a big decision and we appreciate that it can be daunting, especially if you don't know what to expect. While we can't make the decision for you, our staff can assist by helping you to understand what's involved.

Your case owner is the best person at ACC to talk to. If you'd feel more comfortable speaking with someone in another language, ask your case owner about talking to a Cultural Case Advisor. They may be able to put you in touch with someone who can interpret and explain the process in your language.

If you can't find your case owner's details, give us a call on 0800 101 996 any time between 8am and 5:30pm Monday to Friday.

Once you've made your decision

ACC will support you whichever choice you make. Once you've decided on the option that suits you and your whānau/family best, just let us know. We can meet with you in person or speak with you over the phone to talk through what happens next to ensure you get the care you need as soon as possible. We'll also write to you and let you know how much care you'll receive and who you've chosen to provide it.

You can change the arrangement any time

Even after deciding, you'll still have the opportunity to change your mind if your needs change or if things aren't working out. If your needs change we can re-assess the type and amount of help you need.

Once you've decided on the option that suits you and your whānau/family best, just let us know.



What next?

If you choose someone who has a contract with ACC for all or part of your care

Let your case owner know and they'll help you with all the necessary arrangements. Your case owner will ask you if you'd like to select the care agency yourself. We can give you a list of agencies to choose from and you can also choose carers within the agency. If you'd prefer to talk to the agencies yourself before making a decision, your case owner can put you in touch and check in with you later to make sure that everything's sorted.

If you choose a mix of someone you know and a contracted agency for your care

Let your case owner know and they'll help you with all the necessary arrangements. We can give you a list of agencies to choose from and you can also choose carers within the agency. If you'd prefer to talk to the agencies yourself before making a decision, your case owner can put you in touch and check in with you later to make sure that everything's sorted with the agency. To find out how to get set up with a carer you know, take a look at the next section on "if you choose someone you know for all or part of your care".

If you choose someone you know for all or part of your care

Let your case owner know and they'll help you with all the necessary arrangements.

The first step is an assessment of your needs. If you haven't been contacted about this already, ask your case owner to get in touch about getting your needs assessed.

This is done in a number of ways depending on your circumstances. It can even be done over the phone. Once you've been assessed we'll be able to calculate what kinds of task you'll need help with and how many hours of care you'll require.

We'll also send you some information about working with a carer you know, including information on getting set up with private care, useful resources for you and your carer, and where to get advice on your tax and other obligations.

For more information, give
us a call on 0800 101 996.



www.acc.co.nz
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