

Summary

Objective

IHCS Contracted Suppliers are the preferred option for home help. Only when a client requests a private care arrangement should non-contracted home help be considered.

Owner Name Withheld

Expert Name Withheld

Procedure

1.0 Non-contracted providers

- a** Home help can be provided by non-contracted providers including:
 - family caregivers
 - privately engaged carers
 - agencies with no contract with ACC.

2.0 If a client chooses an agency that does not have a contract with ACC

- a** The Recovery Team Member must advise the client about the implications of choosing a non-contracted provider.

ACC pays a lower rate to non-contracted providers because we can't ensure they'll meet the same contractual requirements of our IHCS Contracted Suppliers.

This rate may not cover the full fee charged by the non-contracted provider and the client may be asked to pay the difference.

 [Paying For Non-contracted HCSS Service Page](#)

3.0 Family members as caregivers


- a** We don't expect family members to become part of the care team – this can actually have a negative impact on their relationship to the client.

However, in certain situations, eg for young children or in some cultural settings, care provided by a family member may be the most appropriate option.

Family household members will only be paid for care if it occurs outside their normal family responsibilities. Refer to Using Natural Supports Policy.

Family members can become a member of the agency care team. They would be paid by the contracted agency.

Family members who choose to become an agency employee will be bound by the same conditions as other agency employees, such as pre-employment screening and monitoring.

 [Using Natural Supports Policy](#)

4.0 Employment relationship between client and non-contracted caregivers

- a** If the client decides to employ a private non-contracted provider, the client or their representative must decide whether a caregiver is an employee or a contractor.

The client should contact Inland Revenue and the Department of Labour to clarify their status and responsibilities as an employer. This includes considering their employment obligations such as:

- source deduction payments
- ACC premiums
- annual leave
- holiday pay
- sick pay.