

Summary

Objective

ACC prefers Home and Community Support Services (HCSS) to be provided by a contracted provider. However, if this isn't appropriate or the client prefers, HCSS may be provided by a non-contracted provider, which includes:

- family caregivers
- privately engaged carers
- agencies with no contract with ACC.

Owner [Name withheld]

Expert [Name withheld]

Procedure

1.0 Family members as caregivers

- a** We don't expect family members to become part of the care team (ie provide these types of services) as this can actually have a negative impact on their relationship with the client and their ability to provide family support to the rest of the family. 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 members will only be paid for care if it occurs outside their normal family responsibilities.

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

- a** The claims management staff member involved must advise the client about the implications of choosing a non-contracted provider, friend or family member

A higher hourly rate is paid to contracted providers because their contract requires them to meet certain requirements. Refer to Non-contracted HCSS hourly rates.

ACC pays a lower rate to non-contracted providers and carers because we can't ensure they'll meet the contracted requirements. This rate is a contribution to these services and may not cover the full fee charged by the provider so they may ask the client to pay the difference.


3.0 Employment relationship between client and non-contracted caregivers

- a** It's important to remember that family/whānau members and private individuals who provide HCSS are not 'employees' of the client or ACC. Instead, the carer is working under what is called a 'contract for services' and receives 'schedular payments'. This means the carer is responsible for managing their own annual leave or sick leave and is accountable for their own income tax and ACC levies.

More information about tax and payment information can be found:

- in the HCSIS01 Tax and payment information for clients and carers - client information sheet

- on the IRD website.

 HCSIS01 Tax and payment information for clients and carers - client information sheet

4.0 A family member can choose to become a contracted agency employee

- a** Family members can choose to become a member of the agency care team and be paid by the contracted agency. This will alleviate the need for the family member to coordinate the carers and enable them to link into any professional supervision or training that the agency can offer.


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.


5.0 Non-contracted carer suddenly unavailable

- a** Clients requiring high levels of care due to complex or serious injuries rely on their carer to be available to carry out their care plan. Unfortunately, from time to time issues come up that prevent carers from being with the client such as illness, injury, or other unexpected commitments.

In order to ensure clients have access to the care they need, we can offer them the Emergency Backup Service/ Urgent Support so they can have peace of mind their needs will be met in the event their regular carer is suddenly unavailable. refer to IHCS - Urgent Support Service Page for more details.

Note: Clients must meet the specified criteria and sign the ACC7409 Authority for care agencies to share your medical and other records form in order to be eligible for this service.

 IHCS – Urgent Support Service Page

 ACC7409 Authority for care agencies to share your medical and other records