

Summary

Objective

The AC Act 2001, Section 81 requires ACC to pay for the home help, attendant care and childcare services needed for a client. The amount we pay must be sufficient for the client to engage or purchase the necessary services. Home help, attendant or child care tasks may occur at the same time. They can be combined with other rehabilitation tasks, but only one type of care is paid for.

All Social Rehabilitation funded by ACC needs to be assessed and be for the injury need.

ACC does not pay for these services in advance.

Owner [Name withheld]

Expert [Name withheld]


Procedure

1.0 Set up Home and Community Support Services -non-contracted (private contractors and family)

- Set Up Home & Community Support Services - Non-contracted

2.0 Payment rates

- Communicate clients responsibilities when taking ownership of their private non-contracted care arrangements
 - Give your client the ACC84 How would you like us to pay for your care? Section 5 in this form details what they need to know about getting paid.
 - Any payments made will have tax deductions taken out of them prior to the client or carer receiving the payment
 - Payments are exclusive of GST. ACC will only pay GST if the non-contracted provider:
 - is GST registered
 - provides ACC with a valid tax certificate
- Historical IHCS non-contracted rate from 2017
 - the historical rates are to be used when needing to calculate retrospective non-contracted cares

 HCS Prices Historical.xlsx

 HCSS Non-Contracted Pricing Increases 2023 SharePoint Page

3.0 Co-payments

- If there are suitable contracted agencies available within the client's area but the client chooses a non-contracted provider, they may be required to pay a co-payment to the agency/provider if their rate is higher than the rate ACC pays.

4.0 Exceptions for paying a higher rate to non-contracted providers

- Where scheduled payment rates are not sufficient for the client to purchase the required attendant care services, ACC may pay a higher rate. This will be considered on a case by case basis.

Consider why the rate is not sufficient to meet the client's needs. Ask:

- what is the reason for requesting a higher rate?
- has the client considered contracted provider care?
- if so, what is their experience?
- if they are not willing to consider a contracted provider, what are their reasons?
- is there a shortage or unavailability of contracted providers in the geographical region?
- does the client have complex needs requiring a higher rate for necessary services?
- if they employ a private care team, could these carers become employees of a contracted provider? This allows the client to retain control while the contracted provider takes over responsibility for training, payment, administration.

- if they have requested a specific rate, how did they calculate it?
- what are the private rates paid to workers for comparable support in the client's geographical area? Check local papers, community notice boards etc.

5.0 The process for paying a higher hourly rate to a non-contracted provider

- If you decide that it may be appropriate to pay a higher rate to a non-contracted provider, Technical Services will need to be consulted via written guidance.


6.0 Payment only for care provided

- ACC only pays for home help that is actually provided. This means that we are not required to pay any member of the client's normal care team (contracted or non-contracted) while the client is not receiving care from them.

7.0 Complex Personal Injury and grandparented clients

- In relation to attendant care, the provisions of the AC Act 2001 do not apply to:
 - Complex Personal Injury (CPI) clients
 - grandparented attendant care clients.

Refer to Complex Personal Injury and grandparented clients policy for more information.

-  Complex Personal Injury and Grandparented Clients Policy