

Setting up and managing your private care

A resource pack to help you manage your day-to-day support



Getting set up with a private carer

Having someone you know provide some or all of your care is what's known as "**private care**". If you've chosen a private carer, there are a few things you can do to make sure things run smoothly. The following information is designed to support you and your carer to work through the finer details of your care.

If you're still at the stage of making a decision about who will provide your care, talk to your case owner or ask for a copy of 'ACC7023 *Deciding who'll care for you*'.



Setting up a care overview – your plan for what you need and when

One of the most useful things you can do to get started is to set up your care plan. Your “Care Overview” is a plan that makes sure that everyone involved in your care knows what you need and when. It also allows you to keep track of who’s providing your day-to-day care.

There’s a blank care overview at the back of this booklet so you can see what it might look like. Your case owner can assist you to fill in the form if you feel it will be helpful, and they can help make sure you get the most out of your care overview.

Some things to think about are;

- Who will be providing your care, and on what days of the week should they be around?
- What tasks you will need help doing and when?
- Who will perform your carer’s duties if they aren’t available?
- How do you prefer tasks to be done?
- Do you have any food allergies, religious or cultural preferences?
- What medications you are on, if any?
- Is there anything else your carers should know about you?

How we can help you in an emergency

When you set up your care overview, you'll need to think about who'll provide your care if your carer(s) take time off or are away unexpectedly.

This is particularly important if you've chosen to have a private care arrangement.

If your carer is away unexpectedly, your case owner can help arrange alternative care from one of our contracted agencies or a residential facility.

It's best to decide on an emergency plan now (just in case) and include this information in your care overview. It's also important as your case owner won't be available 24/7 to assist you.

Carers New Zealand has a free emergency planning tool you can use.

Visit <http://carers.net.nz/planning-emergencies> to see what's available.

Changing your care arrangement

You can change your care arrangement at any time

If you feel that your needs have changed or things aren't working, we can take another look at the type and amount of help you need. Contact your case owner to discuss this if necessary on 0800 101 996.

Setting up your key contacts & safety plan

A useful thing you can do when you're getting started is to put the details of all the people you'll need to contact in one handy place. We've attached a key contacts sheet for you near the back of this booklet.

You might want to take the sheet with you when you visit your GP, specialist or hospital so they have all the information they need without having to ask you.

You may want to give a copy to your family or carer(s) and your case manager will be able to help you with this.

When you're putting your contacts together you may want to think about the following:

Personal

- family and whānau members
- friends and safe contacts
- neighbours
- primary carer(s)
- ACC case owner
- lawyer or advocate
- religious minister or priest.

Healthcare

- doctor or GP, district nurse, or specialist(s)
- physiotherapist, occupational therapist or other allied health professionals
- local hospital
- pharmacy
- dentist
- equipment provider.

We've also attached a handy form near the back of this booklet to help you put together a safety plan. You may want to think about adding information like:

- details of your medication (if any)
- safety information such as where the fire exits are in your home and what you would do in an emergency
- any allergies you may have.

Deciding who'll get paid

Because you've decided to use a private carer, there are some tax and ACC levy obligations you'll need to fulfil. Inland Revenue will consider any payments we make to be income.

There are two options you can choose from,

ACC pays your carer(s) directly

or

ACC pays you, so that you can pay your carer(s).

With either option, both you and your carer(s) will have different responsibilities.

If you haven't already we'd recommend reviewing the 'HCSISo1 - Tax and payment information for clients and carers' information sheet which explains this in more detail. You can ask your case owner for a copy.

If you or your carer needs advice about tax or GST, please get in touch with Inland Revenue. If you'd like to find out more you can call them on 0800 224 476 or visit www.ird.govt.nz. To speed up the process we recommend having your IRD number ready when you call.

You're welcome to call us on 0800 101 996 for more information during the hours of 7am and 7pm, Monday to Friday.

What you need to know about ACC forms

You may have already received the 'How would you like us to pay for your care?' (ACC84) and 'Weekly care summary' (ACC86) forms. If you haven't received these, talk to your case owner about having some sent out to you.

How would you like us to pay for your care? –ACC 84

The 'How would you like us to pay for your care?' form lets us know who you'd like us to pay – you or your carer?

We'll need this completed before we can pay anyone. You'll need to complete;

- a form for yourself if we pay you directly, or

- a form for each one of your carers if we pay them directly. You'll need to fill in a new form for every carer who starts working with you.

My weekly care summary – ACC 86

The 'Weekly care summary' form lets us know what care has been provided and by whom, so we can pay your carer(s) appropriately. You and your carer(s) can fill this in together each week.

Sending your care summary form in at the same time each week should ensure that payments are regular, taking into account public holidays.

You can send the forms to us by either:

- scanning and emailing it to us at AucklandACC86@acc.co.nz
- posting it to "ACC, Provider Service Centre, PO Box 90341, Victoria Street West, Auckland 1142"

Resources to support your carer

It's important to make sure your carer has the support they need. Remember, support is available if things aren't working or if you're worried about the care you're getting. If you think your carer might not be coping, just get in touch with your case owner and they can talk it through with you.

There's also a range of resources available that you and your carer may find useful, including community groups that offer support and advice.

The resources on the following pages have been put together by various groups and government agencies to help make sure carers get the support they need. You can order them directly from each group or website. While these are not ACC resources, some of our clients have found them useful.

Getting help from books, DVDs and printed resources

Head Space: brain injury and stroke handbook

When a person is recovering from a brain injury, they and their families/whānau need access to a wide range of information and resources. This handbook is the first step in providing that information in a format that is easy to understand.

Available in hard copy only.

Published by the New Zealand Spinal Trust.

Order Head Space from <https://nzspinaltrust.org.nz/shop/>

Back on Track: spinal injury rehabilitation handbook

Back on Track is a unique patient handbook developed by the New Zealand Spinal Trust and the Burwood Spinal Unit. The handbook is designed to be used as the 'Course Curriculum' for patients in their early rehabilitation phase as well as for their carers, families and friends.

Available on DVD and CD ROM and as an E-Book.

Published by the New Zealand Spinal Trust.

Order Back on Track from <https://nzspinaltrust.org.nz/shop/>

Supporting people to move at home – practical tips and techniques for carers and support workers

The purpose of this guide is to provide information for home carers on how to reduce the risks of injury to themselves and the person being cared for, when moving or transferring people in home environments.

This can be found on the ACC website by searching for 'ACC 7116' and either be downloaded as a pdf or ordered as a hard copy.

Getting help from the community

There are several community websites and organisations that can help connect carers, parents and providers together to share experiences and information.

Carers NZ

Carers New Zealand is a national not-for-profit that provides information, learning, advice and support to family, whānau and aiga carers. It's also the Secretariat for the New Zealand Carers Alliance of over 40 national not-for-profits, all of whom support and provide services for family carers.

There's practical help in the form of a booklet called "A guide for Carers" which can be downloaded at www.msd.govt.nz/what-we-can-do/community/carers/

Request a hard copy for free by emailing centre@carers.net.nz

Website: www.carers.net.nz

Phone: 0800 777 797

Email centre@carers.net.nz

MyCare

MyCare is a website for Kiwis who want to connect with people and organisations offering all kinds of support. You can find a private carer here or talk to agencies outside of ACC contracts.

It's a good way for all parties to learn about each other before spending time in interviews and meetings.

MyCare will also provide great planning tools and resources. You can upload job postings, references, CVs, photos, videos, background check details, current driver's licence information, testimonials, and more. You'll also be able to pay your carers and manage payroll and tax compliance directly from MyCare.

There is a subscription cost to access the services under MyCare.

Website: www.mycare.co.nz

Phone: 0800 677 700

Email: hello@mycare.co.nz

Care Matters – Learning and Wellbeing

Care matters is a ground-breaking learning and wellbeing resource service, designed in New Zealand, by carers, specifically for carers in the disability community.

Website: www.carematters.org.nz

Free phone: 0508 236 236

Parent to Parent New Zealand

Parent to Parent is an organisation that can put you and your carer in touch with other families who are in a similar situation to you.

“Connecting parents together, providing valid research and information, education and other services.”

Website: www.parent2parent.org.nz

Phone: Toll free 0508 236 236

Health and Safety at Work Act

If you decide to arrange Private Care, you'll have responsibilities under the Health and Safety at Work Act. These can include providing a safe working environment for your private carers, and doing whatever you can to prevent injuries or accidents happening while they're caring for you. For more information visit www.worksafe.govt.nz and search for 'getting started.'