

Paid Family Care Frequently Asked Questions

Who is eligible to receive Paid Family Care?

A person is eligible for paid family care if they are:

- 18 years and older
- eligible for publicly funded health and disability (Health of Older People (HOP), Mental Health and Addiction (MH & A) and Long Term Supports Chronic Health Conditions (LTS-CHC)) services and
- eligible for Southern District Health Board (DHB) funded Home and Community Support Services i.e. Household Management (such as cleaning) and Personal Care (such as assistance with showering) services and
- has been assessed as high or very high need (receiving not less than 14 hours per week)

Who can provide Paid Family Care?

A parent, step-parent, grandparent, guardian, child, stepchild, grandchild, sister, half-sister, stepsister, brother, half-brother, stepbrother, aunt, uncle, nephew, niece; or first cousin is eligible to be assessed for suitability for providing paid family care to an eligible member of their family if they are:

- aged 18 or over
- not the person's spouse, civil union or de facto partner
- eligible for employment by the Southern DHB contracted provider.

Does the Paid Family Carer have to live with me?

The family member may live with you or at a different address.

What if I already have a paid family carer?

Where the Southern DHB has existing arrangements in place prior to 21 May 2014 relating to funding of family carers via the Health of Older People Individualised Funding contract or employment of family carers via DHB contracted Home and Community Support Service (HCSS) providers (Access, Healthcare of NZ or Royal District Nursing Service NZ), then those arrangements may remain in place after 21 May 2014 as long as you meet the eligibility requirements as outlined above.

Where the eligibility requirements above are not met by any existing paid family carer arrangements the Southern DHB will work with you to transition to an alternative arrangement.

How do I access Paid Family Care?

You can access paid family care through self-referral or a referral from a health practitioner to a Southern DHB funded NASC service.

Who employs the Paid Family Care?

The Southern DHB requires that the paid family care arrangement is managed by a Southern DHB contracted HCSS provider who will employ eligible paid family carers. Or in the case of Health of Older People Individualised Funding meet the requirements for Individualised Funding.

How much money will my Paid Family Carer receive?

The actual rate of pay to be agreed between the Family Carer and the HCSS provider must be at least as high as the minimum wage.

Can I still get other support services while I get Paid Family Care?

You can be allocated other support services when you are getting Paid Family Care. You may also be able to get some respite care and/or carer support days while you are getting Paid Family Care. When you get these services, family or whānau carers can have a break from caring duties that they are not paid for.

Your NASC service will assess whether you can be allocated any respite care and/or carer support days in addition to the supports funded under Paid Family Care.

Will my Paid Family Care arrangement be reviewed?

The Southern DHB will monitor, audit and review the delivery, safety and quality of the paid family care. Reviews will be undertaken at 3 months and then 6 monthly thereafter.

If I want to stop getting Paid Family Care, what do I do?

If you decide not to continue with Paid Family Care, you, your advocate or authorised representative can tell your NASC service at any time. Your NASC service can then work with you to support your needs.

Who do I contact if I need help with Funded Family Care?

For general information on Paid Family Care, please see the Southern DHB policy on www.southerndhb.govt.nz (Patients & Consumers/ Community Services/ Otago or Southland), contact your NASC service or the Care Coordination Centre (CCC) Single Point of Entry (SPOE) on 0800 627 236

*NASC = Needs Assessment and Service Coordination services work with disabled people to help identify their needs and outline what disability support services are available to them. They allocate support services and assist with accessing other support.