



### Our vision

To provide consistent, quality care to achieve as far as possible, the maximum independence and quality of life for people with spinal or traumatic brain injury.

### Our mission

To obtain the right balance between care and support with understanding, compassion and professionalism.

### Our values

- We are responsive to clients and individuals needs.
- We involve whanau/family wherever possible.
- We support our staff.
- We provide best service possible, based on best practice initiatives.
- We have consultative and collaborative work practices.
- We encourage innovation.

### Office hours

Monday to Friday  
8am to 5pm

We provide caregiver teams throughout the North Island and upper South Island



For further information:

### McIsaac Caregiving Agency Limited

2B William Pickering Drive  
North Harbour, Albany  
North Shore City 0632  
Auckland

PO Box 302 437  
North Harbour  
North Shore City 0751  
Auckland

Call Toll Free: 0800 621 222  
Phone: 09-4144 530  
Fax: 09-4144 570

email: [caregiving@mcisaac.co.nz](mailto:caregiving@mcisaac.co.nz)  
[www.mcisaac.co.nz](http://www.mcisaac.co.nz)

### Agency Accreditation

McIsaac Caregiving Agency Limited has been awarded Accreditation and Certification by IANZ.



RE-ISSUED 09/08



# An Introduction to the Agency

## Specialised care for spinal and traumatic brain injured persons



## What we do

As an ACC contracted and certified agency:

- We provide service to people who have a spinal or traumatic brain injury.
- We develop individualised service-, in conjunction with our clients.
- We work collaboratively with clients to ensure we meet their needs.
- We provide initial and on-going specialised training to caregivers.
- We continually review our service offering -updating and refining as required.
- We maintain all of the functions of an employer, taking responsibility for management of staff. We pride ourselves on never letting our clients down.
- We provide access to advice on trust development.

## What makes us different to other care agencies?

- We only work with spinal and brain injured people.
- Our caregivers are selected in conjunction with our clients.
- We work in partnership with our clients in the development of their unique service plan.
- Our caregiving staff are employed full-time, specifically for a client. We do not operate as a bureau.
- We provide local area supervisor support to ensure timely and responsive management to care staff and clients.
- Our employee training.

## Joining the agency

- We will meet with you at your choice of venue and discuss our service and answer questions you may have.
- We will generally require a lead in time of 4-6 weeks to provide us with adequate time to advertise and recruit staff.
- If you already have an existing care team then we can offer services more immediately.
- We ask you to sign a service agreement once there is mutual agreement that service provision will start.
- Once the agency receives written approval from ACC, our service can begin. We complete a service care plan within the first week of service (this guides our service provision and is reviewed periodically with you, adjusting as your needs change).

There is no charge at all for our provision of service to you, this is included in our contract with ACC.

Your equipment and consumables are supplied by ACC.

## Recruiting caregivers

We encourage you to participate in the interviewing and selection of caregivers.

- Interviews can either be held at your home or we can hire a room locally, the choice of venue and time for interviews is up to you.
- We follow a standardised interview questionnaire in all interviewing of staff.
- The Area Supervisor will complete all of the necessary paperwork including police and reference checks.
- All caregivers are then employed by the agency and are subject to agency rules and regulations.



## The Robert McIsaac Charitable Trust

On Robert's passing, Harold and Mary McIsaac set up the Robert McIsaac Trust to support people with spinal injuries and establish respite centres.

If you would like to know more about the work of the trust or to make a donation, please contact:

Harold McIsaac

Trustee for the Robert McIsaac Charitable Trust

Phone: 09 4144 530

Email: [harold@mcisaac.co.nz](mailto:harold@mcisaac.co.nz)

