

Full time caregiving is only a part of the greater requirements demanded by New Zealand Laws and comes with a myriad of obligations and forms. Then there is the usual business that needs to be taken care of.



Our Agency handles all employment matters:-

- Receipt of weekly entitlements
- Calculation of PAYE
- Payment of caregivers
- Payment of PAYE & GST to Inland Revenue Department
- IRD enquiries
- Accident compensation covers and claims
- Holiday pay
- Sick pay
- Statutory holidays
- Disputes and dismissals
- Respite care
- Kiwisaver

Other areas of help:-

- Tax returns
- Wills
- Trusts
- Budgeting advice

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

www.mcisaac.co.nz

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



Specialised homebased care for spinal and traumatic brain injured persons



RE-ISSUED 09/08

McIsaac Caregiving Agency

LIMITED

Contracted to ACC for supply of home based services



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When you are dealing with round the clock care - it is vital you get the best service from people who understand

As an agency we believe that a spinal injured person is the best person to know how their body responds to illness and other life experiences and what is right and acceptable to them.

An Agency should aim at the spinal injured person continuing to make decisions regarding their health and caring for themselves with the appropriate assistance and support.

We therefore assist you to interview and select your caregivers in the belief that your involvement will result in a better understanding between you and giving the caregivers a more permanent and feeling relationship.

After the job interview, by agreement between yourselves and our Agency the caregiver is employed by McIsaac Caregiving Agency who retain responsibility for all employment training and disciplinary matters.

DEALING WITH YOUR CAREGIVERS

We supply:

- Guidelines for home help and attendant care
- Guidelines on disputes
- Guidelines on dismissals
- Health and Safety matters

Training

We are responsible for the overseeing and appropriate training for caregivers.

Fees

Our fees are included in the Agency Rates where these are paid by A.C.C. under our contract with them.

Protocols for Standards of Care

We have adopted the A.C.C. guidelines for Home Help and attendant care.

Quality Control

We have regular contact with the spinal injured person to gauge satisfaction and regularly check on the maintenance of caregiver standards.

Obtaining the right balance between care and support can only come with understanding



PROCEDURES

Initial

1. Complete Agency Service Agreement.
2. Have all employees:-
 - fill in IRD Employment form
 - employees sign employment contract
 - employees provide bank deposit slip
 - employees complete Police Check forms
3. We obtain a copy of your latest ACC assessment.
4. Our supervisors will help guide you through the paperwork.

Weekly

Fax time sheets to us and keep original in a safe place in case ACC request it.

Payment

All wage payments are made by electronic transfer to the caregivers bank accounts. Payments are made normally on Wednesday each week, so as to be in bank accounts on Thursday. With holidays and statutory days please forward in writing the week before.

Disputes

There are serious ramifications if the relevant statutory requirements are not met. In case of any problem contact our office immediately. Remember the caregivers are our employees.

Accidents

Our experience of claims is minimal as caregivers are usually accident free. In case of any accident immediately notify our office. Hours 8.30am - 6.00pm call 09-4144 530. After hours leave a message or 0274 445177. An incident report must be provided immediately.

Problems & Queries

Our staff are always available for you to phone with these.