



NATIONAL CARER MATCHING SERVICE

Are you supporting a friend or family member under the age of 65 who has a disability?

Do you need relief care to assist with daily tasks and respite?
Are you looking for relief carers?

If so, ask your needs assessor to refer you to the National Carer Matching Service, which allows you to search online to find relief carers in your area and make direct contact with them! *This is a free service with new features; it does not replace any of your previous respite services or arrangements.*

HOW DOES IT WORK?

The National Carer Matching Service can help you connect with relief carers in your area. It's one of the options available to help you use your disability-funded respite supports.

People need to be eligible for Disability Support Services to access the Matching Service. Eligibility is determined by Ministry of Health funded Needs Assessment Service Coordination organisations (NASCs).

Your NASC can send a completed referral form for the Matching Service to Carers NZ, which will authorise you to access MyCare's website. MyCare is an online space that links New Zealanders seeking or offering home-based help. You will need an email address to use this service.

Once eligibility has been confirmed, MyCare will be in touch so you can:

- List jobs seeking relief carers at MyCare
- View the profiles of available relief carers in your area
- Make direct, private contact with relief carers so you can decide whether to meet in person, and use their services
- It's up to you to choose possible relief carers, and how to pay them: you are in control!
- You can list jobs as often as you like and contact as many relief carers as you like
- You can contact Carers NZ's 0800 helpline if you have questions or need support to use the service

WHAT WILL IT COST?

If you receive Disability Support funding, accessing the MyCare database of available relief carers in your area is FREE! Ask your NASC to refer you to the service, and you will be emailed information to get you started with MyCare. If you have questions or don't have access to the internet or an email address, phone Carers NZ on 0800 777 797 for advice and support.

The National Carer Matching Service provides free access to MyCare's Match feature. MyCare offers other features that might be of interest:

Manage

- Online Care Diary
- Calendar
- Timesheeting, and more

Support Circles

Invite friends and family into your private Circle to share information and assist with care planning

If you qualify for the free Carers NZ Matching Service, you can request a free trial of MyCare's other features. If you like the features, an annual subscription of \$199 including GST will apply when your trial period finishes. If you use Individualised Funding to manage your supports, a MyCare upgrade following your free trial period is an authorised purchase!

To inquire about the extra features and free trial offer, contact MyCare on 0800 677 700, email hello@mycare.co.nz, or visit www.mycare.co.nz

The National Carer Matching Service is free and does not replace your existing respite or relief care funding, staffing, or other arrangements! It's a free new tool to help you find and manage relief care.

SERVICE FAQs

Will the Service help me find relief carers?

Yes, you will be able to see available relief carers in your area online at MyCare, but it's up to you to choose who to contact and whether you will use their services.

Do you train the relief carers?

No. You can see their experience and qualifications in their MyCare profiles, or ask them in person to decide whether they have the skills you want.

Have the relief carers been safety screened?

It is up to you to ask relief carers if they have a current background check or to organise one if you feel this is important. MyCare is providing relief carers with the option of a free Ministry of Justice background check; you can ask those you contact what checks they have, and to view these if you decide to meet in person.

How can I be sure the relief carers I contact are real people?

All relief carers who have a profile at MyCare have been asked to verify their email addresses, physical addresses, and phone numbers. These are all ways to confirm a relief carer is who they say they are. You can see how many of these identity verifications a relief carer has completed in their MyCare profile.

Who pays the relief carers?

It is your responsibility to negotiate and make pay arrangements (be it via Carer Support Subsidy, Individualised Funding, or other kinds of funding).

Who plans what days or hours the relief carers will work?

You will make these arrangements directly with the relief carer(s) you choose.

Can I access MyCare on any device (mobile phone, tablet, computer)?

Yes. MyCare works on all devices.

Does the Service cost anything?

If you receive Disability Support funding allocated by your NASC, the National Carer Matching Service is FREE. You can choose to purchase extra MyCare tools and features if you wish.

What if I can't access the Internet?

Contact Carers NZ on 0800 777 797 for guidance and support about how to access the Matching Service if you don't have a computer or use the internet at home.

I need to find a relief carer urgently. Is this an emergency service?

No. If you need relief care urgently, contact your NASC and ask for emergency help. It's a good idea to use this service to find relief carers in advance, who might be available to provide urgent help if needed in the future. You may also like to view Carers NZ's proactive respite planning guide, *Time Out*, at www.carers.net.nz At the website you can also download a carer infopack containing *Time Out* and other helpful tools and resources in one click!

PLANNING FOR RELIEF CARE

The National Carer Matching Service is a tool to help you find and access relief care more easily.

Funded by the Ministry of Health, the service is provided by Carers NZ and MyCare to help people with disabilities and family carers organise respite breaks.

Hundreds of Kiwi relief carers seeking work have created profiles at MyCare, and more are signing up every day!

If you have a disability, or are a family carer, the Matching Service might be a useful way to find relief carers!

If you're seeking work, you can set up a free profile at MyCare to find jobs and clients: visit www.mycare.co.nz

**Questions? Phone Carers NZ, 0800 777 797
or email centre@carers.net.nz**

