

Transfer of Home Support Services

Frequently asked questions

What is happening to my service?

NZCare Disability, an experienced provider of disability support services has come to an agreement with IDEA Services to take over their contract for home support for people with intellectual disabilities and their family/whānau. We will be offering to employ your support worker and they can continue to support you if you both agree.

Do I have to transfer over to NZCare Disability?

No, there are many other providers who provide home support. If you wish to transfer to one of these providers you should contact your NASC. You don't need to decide immediately, you can transfer to NZCare Disability and change your mind at any time.

What is NZCare Disability's expertise in disability support?

NZCare Disability is an experienced provider of disability support services in New Zealand and has been providing these services for over 25 years. We support over 2000 people nationally. We provide home support, community residential services, respite services, vocational services and self-directed support across New Zealand. This service will be delivered in partnership with our community support partner Healthcare NZ Community Health, which supports 18,000 people throughout New Zealand.

When will the change happen?

We will be transferring people and their support workers between IDEA Services and NZCare Disability one region at a time. We will be in touch with you directly to discuss the timing of your transition.

Regardless of when you are transferring, there will be no gap in your support, IDEA Services will continue to support you until you transfer.

Can I keep the support workers that I am used to?

Yes, as long as your support worker agrees to be employed by NZCare Disability. Your relationship with your support worker is very important to us. We will be offering all existing support workers employment and our goal is to ensure they continue to support you if you wish.

Will my service change or will it be the same?

Not if you do not want it to. We will be discussing your support with you to make sure it is working for you as part of introducing NZCare Disability. If you are happy with how things are

working then we will work to make sure they remain as close to the existing arrangements as possible.

Who do I talk to if I have questions?

If you have any queries or concerns you can contact us on 0800 000 630. You can also contact your IDEA Services Service Manager.