

Purpose of home help

Contact

Last review 07 Feb 2013

Next review 07 Feb 2014

Introduction

Home help helps a client manage domestic activities in their home after experiencing a personal injury. It aims to help the client achieve pre-injury independence in the home.

Rules

Definition of a home

A client's home refers to any residential premises that are owned, rented or otherwise lawfully occupied by the client, their parents, spouse or guardian. It excludes hospitals, hostels, motels, rest homes or other institutions.

Definition of domestic activities

[AC Act 2001, Schedule 1 Clause 12](#) defines domestic activities as "cleaning, laundry, meal preparation and associated shopping activities in relation to a client's home".

Proving home help without an assessment

If a client's need or injury is low in complexity, and likely to require home help on a short-term basis (less than 70 hours over 12 weeks), it may be provided without an external assessment.

See [Short-term Home and Community Support Services](#).

What is covered

ACC considers that domestic activities are limited to these standard, and usually weekly, duties:

- grocery shopping for food, cleaning products, and similar
- meal preparation and cooking or [Delivered meal services](#), if appropriate
- cleaning, including:
 - kitchen surfaces and dishes
 - bathroom and laundry
 - vacuuming and mopping floors
 - dusting
 - bedmaking
 - rubbish disposal.

ACC can consider funding interior cleaning tasks done less frequently, such as cleaning an oven, if they meet the criteria for infrequent domestic activities. See [When to provide home help](#).

Home help provided in another person's home

If the client is temporarily staying with relatives or friends after their injury, home help can be provided at this location.

Any home help assistance should only be provided for additional tasks required by the client, over and above the usual domestic duties carried out before the client came to stay, eg extra washing, room cleaning, meal preparation assistance.

What is not covered under home help

Under the AC Act 2001, ACC does not provide home help:

- in any hospital, hostel, rest home, hotel, motel or other institution
- for exterior home maintenance, lawn mowing and gardening. See [Lawn mowing and gardening](#).
- for interior cleaning tasks (where there is no risk to the client's health, safety or hygiene), such as spring cleaning or cleaning in preparation for interior decorating, packing and moving house
- to clients currently residing outside New Zealand.

Home help

Contact

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Next review 23 Dec 2014

Introduction

Home help is provided to help clients manage domestic activities in their home when they cannot perform these activities following a personal injury.

See also:

- [Purpose of home help](#)
- [When to provide home help.](#)

Who is this service for?

All other options to meet the client's needs should be explored before home help is provided. Other options may include:

- providing [aids and appliances](#)
- rehabilitation equipment, or
- training for independence services.

Home help can be provided along with attendant care or childcare provided to the client.

Key features

Home help can be provided for the following domestic activities:

- grocery shopping for food, cleaning products, and similar
- meal preparation and cooking or [delivered meal services](#), if appropriate
- cleaning, including:
 - kitchen surfaces and dishes
 - bathroom and laundry
 - vacuuming and mopping floors
 - dusting
 - bedmaking
 - rubbish disposal.

Service details

- [Non-contracted HCSS providers](#)
- [Paying for non-contracted HCSS](#)

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When to provide home help

Contact

Last review 07 Feb 2013

Next review 07 Feb 2014

Introduction

Home help is provided to help a client manage domestic activities in their home when they cannot perform these activities because of a personal injury.

Rules

Deciding whether to provide home help

Before home help is provided you must explore all other options to meet the client's needs. These may include, but are not limited to, providing [aids and appliances](#), [rehabilitation equipment](#), [housing modifications](#) or [Transport for Independence \(TI\) services](#).

Before providing home help consider:

- the rehabilitation outcome that would be achieved by providing the assistance
- whether family members or other [natural supports](#) might reasonably be expected to provide home help for the client
- the nature and extent of the injury, and the degree to which the injury impairs the client's ability to complete their own domestic activities
- the extent to which the client carried out the domestic activities before the injury, and the extent to which the client can do those things after the injury
- the number of household family members and their need for home help
- the extent to which the domestic activities were done by other household family members before the injury.

Clients who do not wish to be assessed

If a client doesn't want to be assessed, ask why. If their explanation is not reasonable, discuss this with your manager before deciding whether to decline to provide an entitlement for the period the client does not wish to have an assessment.

For the client's safety, it may be more appropriate to decline to provide a weekly compensation entitlement rather than home help. See [Decline to provide entitlement](#)

Infrequent domestic activities

Infrequent domestic activities are activities that aren't performed on a daily basis, such as cleaning a fridge or oven.

When considering whether to approve a request for home help for infrequent domestic activities, you must determine whether the:

- service meets the decision-making criteria as outlined in Deciding whether to provide home help above
- safety, health or hygiene of the client would be at risk if the service was not provided.