

Welcome to Mycare

A getting started guide for new Care Organisers



Kia ora, and welcome.

If someone in your life needs a bit of extra support at home, a parent, a partner or another family member, you're in exactly the right place. This guide walks you through what Mycare is, why organisers like you choose us and exactly how to get started, from setting up your account through to finding the best care worker and booking your first visit.

What is Mycare?

Mycare is New Zealand's online marketplace for in-home care. We connect you directly with independent, police-vetted care workers, then step back so you can build the relationship that works for you and the person you're caring for. We're not a care agency, and

that difference matters more than it might sound. Nobody gets rostered on and sent your way. You choose who joins your family, agree the rate and schedule together, and then manage everything from one place, on your phone or your computer, whenever it suits you.

Welcome aboard, we're glad you're here.



Live chat: click this bubble at mycare.co.nz



SCAN TO JOIN

Why organisers choose Mycare

Here's what organisers tell us matters most once they make the move to Mycare.



Choose the right person

Browse verified profiles, then pick who joins your family, not whoever's rostered on that day.



Vetted clean background, always

Every care worker has a clean background check, is legally entitled to work in New Zealand and qualifications validated.



You set the rate

Agree an hourly rate together, generally \$29 to \$40, plus a transparent 10% platform fee. No agency mark-up.



Clear digital contracts

A contract between you and your care worker is generated for you, terms are transparent and there's no confusion later.



Runs from your phone

Bookings, messages, schedules and payments, all handled in one place, wherever you are.



Works with government funding

Use Individualised Funding or other support such as ACC to help pay for the care you arrange.



Easy to add more support

It is easy to book more than 1 care worker, creating a safety net if your person is unwell or needs to take leave.



Support that doesn't stop at sign-up

Our team is on hand by phone, email or live chat, whenever you need a hand, not just when you're joining.

“ When our mother needed help, Mycare was there. We appreciated how transparent the finances were, and we liked that we could interview carers before making a decision.

— Dawn McCallum, Mycare organiser

Getting started, step by step

BEFORE YOU START, YOU'LL NEED

- ✓ Access to the internet, on a computer, tablet or phone
- ✓ An email address
- ✓ About 10 minutes to set up your account and post your first listing



1 Set up your account

Go to mycare.co.nz and click **Sign Up**. You'll be asked for your name, an email address, a password and a few basic details so we can get you to the right place - that's it.

Note: the sign-up screen may ask whether you're looking for care or looking for work, choose 'looking for care'. It's free to join and takes about two minutes.

2 Create your care listing

Once you're signed in, create a listing describing the support you're after, personal care, home help, companionship, transport, or something else entirely.

- Be specific about the type of care needed, rather than just 'help at home'
- Include your general location and the days or hours you need covered
- Mention anything important upfront, such as a health condition, mobility needs or a language preference
- The more detail you add, the easier it is for the right person to find you, and for you to find them

Our support team is here to help at any stage, not just at sign-up.

Email: hello@mycare.co.nz

Phone: 09 887 9777 (8am to 4.30pm,
Monday to Friday)



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3 Browse potential care workers

Once your listing is live, use **Find Workers** to **browse profiles of independent care workers in your area** or wait for workers to apply directly to your listing.

- **Every profile shows a local vetted care worker**, so start by comparing experience, qualifications and specialties against what you need
- **Check availability** lines up with the schedule you need, before you get too attached to a profile
- **Shortlist two or three people** rather than just one, so you have a genuine choice



• **Need help?** We have guides on our website to help you with interviews and reference checks, or **call us** for help or advice on 09 887 9777

4 Interview potential workers

Message anyone you're interested in through Mycare's secure messaging, ask questions and arrange a phone call, video chat or in-person meeting before you commit to anyone.

- **Ask about their experience** with the specific condition or needs involved
- **Talk through what a typical visit would look like**, so expectations are clear on both sides
- **Ask how they handle an emergency**, or what happens if a visit needs to be missed
- **Trust your instincts** as much as their answers, this is the person who'll be in your family member's home.

5 Agree the details

Once you've found the right match, agree the rate, schedule and any specific needs together. Mycare creates a digital contract between you and your care worker, so everything is clear from day one, no awkward conversations needed later.

6 Manage everything in one place

From here, use Mycare to book visits, message your care worker, keep track of what's happened, and pay securely, all in one place. No cash, no paperwork, no chasing invoices.

How payment works

You agree an hourly, or per-visit, rate directly with your care worker. As a guide, typical current rates are:

TYPE OF CARE	TYPICAL RATE
Personal care	\$35 – \$45 per hour
Home help	\$32 – \$40 per hour
Companionship	\$32 – \$35 per hour
Overnight care	\$200 – \$280+ per night

Rates are set directly between you and your care worker and may vary with experience and level of care needed.

The platform fee

On top of the agreed rate, Mycare adds a transparent 10% platform fee.

This covers: Access to our pool of qualified and vetted workers; secure payment processing; Digital contracts; Personal liability and indemnity insurance for workers to give you that extra peace of mind; Upkeep of the Mycare platform; and Access to our support team, so you're not funding an office or a call centre you'll never see.

Using government funding

If you're arranging care through Individualised Funding (IF), Mycare has arrangements with most major IF hosts. Once you approve your care worker's hours, Mycare pays your worker and your funder pays Mycare directly in arrears each fortnight.

If you're using ACC, a disability allowance or another supported living payment, you pay your care worker through Mycare as usual, then claim back through your funder's own process.

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Why Mycare isn't an agency

It is worth being upfront about this, because most organisers come to Mycare having already looked at a traditional care agency, it's the option most people know, so it's naturally the one we get compared to.

With a traditional agency, the agency employs the care worker, sets the price and decides who turns up. If your usual carer is sick or moves on, you get whoever's sent next and often start rebuilding trust from scratch.

With Mycare, you're in charge from day one.

You choose who joins your family, agree the rate directly so there's no agency mark-up sitting quietly in the overhead, and build a relationship with the same person over time, if that's what your family needs.



TRADITIONAL AGENCY		MYCARE
Who picks your care worker	Agency assigns whoever's rostered on	You browse verified profiles and choose
Consistency	Can change as staff rosters rotate	Build an ongoing relationship with the same person
Pricing	Rate includes agency overheads and margin	You agree the rate directly, plus a transparent 10% platform fee
Vetting and safety	Standards vary between providers	Every care worker is police vetted and legally entitled to work in NZ



What stays the same: every care worker is still vetted and legally entitled to work in New Zealand, your agreement is still set out clearly in a digital contract, and our support team is still there whenever you need a hand, not a call centre script.

What our customers say about Mycare

"Getting the right support is simple with Mycare. The team works alongside you to match you with the right carer, and managing bookings and payments is a breeze."



"Mycare connects you with professional, kind carers who truly make a difference. The service is outstanding!"



"I'm so happy with the carer I found through Mycare. Approving their hours is easy, and Mycare handles the payments directly, so I don't have to worry about timesheets or contracts!"



"I truly appreciated my time using Mycare. The team was always friendly and helpful, and the carer I hired went above and beyond to meet my needs. I highly recommend this service to others"