

Service Client



FACT SHEET

EMPLOYER, march -09

or Complete Client

When you have been granted the right for personal assistance there are more than one way to handle your situation. At NÄRA you can choose between being a **Service Client** or a **Complete Client**.

As a **Service Client** you choose to become the employer of your assistants and you will purchase any service you need from us.

As a **Complete Client** you will assign us, at NÄRA, the handling of the practical and administrative work concerning your assistance.

Together we will find a solution and working distribution that you feel comfortable with. One thing goes without saying – no matter what solution you choose you are always participating and you always have a great influence.

Being a Service Client simplifies!

If you like you can be the employer of your assistants yourself. This task can be both fun and developing. But it is important to know that the role of being an employer is comprehensive and demanding for responsibility as well as knowledge and time.

We will of course help you get started and provide you with counselling and support as soon as you need it.

As a **Service Client** you will let us at NÄRA handle the everyday work with wages, taxes and other administration and accounting. Furthermore you can always hire us for other services such as

- help to recruit assistants, interviewing of applicants and establishing employing contracts.
- education for ex. in work environmental issues, employing issues, or special educational issues according to your wishes.
- support at possible conflicts within the assistance, contacts with the community authorities or Insurance Bureau /Försäkringskassan/, etc.

We are always available for you for telephone counselling and support, so that you may feel secure in your role as an employer.

The choice and level of services will always be your own.

A Complete Client – with your participation!

If you think that the employer's responsibilities will take too much time, will become too difficult or that it will

"Through the co-operation with NÄRA my everyday life has become so much easier for me and my family!"

Ante, a client of NÄRA since 1997, took the step of becoming his own employer in 2004.



not work out of some reason or other you can always transfer this employer's responsibility to NÄRA.

We call this **The Complete Client** relationship.

A **Complete Client** relationship means that you transfer a lot of the practical work about your assistance and your assistants. We employ your assistants, we educate them and mentor them, we handle any wage- and tax issues, we arrange for the working hour time tables and substitutes as well as anything else that may be needed. We will help you in any conflict or other problems that may occur during the assistance.

Within the group of people that surround the person who has been granted the right for assistance there is one who is assigned to, together with the client, co-ordinating and directing the daily work. This will be accompanied by continuous education and by the use of all experience we have gathered to improve and develop our work.

You decide who you want to assign as your assistants and, of course, in what manner you want your assistance designed and carried out. Our part is to simplify and improve your everyday life in different ways and according to your wishes and personal capacity.

You are free to change your mind!

You are never stuck in a choice between a Service or a Complete Client relationship. You can always adjust your wishes and needs if you feel that something is not working out, if your personal conditions change or if any other reason occurs.

We always aim to keep an open dialogue with you. Most important for us is that we, in different ways, can help you simplify and improve your everyday life.

"Good morning, boss!"

NÄRA