Practical help for people supporting family or friends who are older and need assistance, or who have a health condition, a disability or a mental health, alcohol or drug issue.
Do you often assist a family, whānau or aiga member or friend with the activities involved in everyday living?

You may not see yourself as a “carer” – perhaps it’s just a part of who you are and what you do. You could be a parent of a disabled child, an older person caring for a sick partner or a younger person supporting a friend with a mental health condition.

The care you give could be needed suddenly due to injury or illness, or gradually over time as you provide more support for, say, a parent or grandparent who needs assistance.

At some stage in our lives, most of us will care for or be supported by someone. If this sounds like you, then chances are there are services and support on hand to help. Whether you’re new to caring or have supported someone for many years, this guide will show you what government help is available.
It is with great pleasure that I introduce an updated A Guide for Carers – He Aratohu mā ngā Kaitiaki. Carers are New Zealand’s largest health workforce and are an essential part of New Zealand’s health and social care systems. Carers make a valued contribution to the wellbeing of families and to the success of New Zealand society as a whole.

I want to thank carers for all the wonderful work you are doing in supporting others with their daily living. These might be friends or family with an illness or disability, or older people in need of assistance. I want to acknowledge your commitment and the generosity of spirit you demonstrate, every day, as carers.

A Guide for Carers provides a single resource on the range of government support available to you in your caring role, including information on topics such as financial help, help at home, respite care, needs assessment, transport and travel, and what your rights are.

A Guide for Carers helps to progress the New Zealand Carers’ Strategy, which was launched by the Government and the New Zealand Carers Alliance in 2008. The Strategy identifies actions needed to make sure that as carers, you are supported and recognised for the very real difference you make in people’s lives. Carers, as much as anyone else, need to have choices and opportunities to participate in family life, social activities, employment and education. Keeping A Guide for Carers up to date and relevant is one step the Government can take to make it easier for you to get the information and support you need.

Since it was first published in 2009, A Guide for Carers has been widely distributed across New Zealand and I continue to receive positive feedback about it being a practical and accessible source of information on the government-funded services and supports available for carers. The Ministry of Social Development has worked with other agencies and Carers New Zealand to produce this 2013 edition, which provides new information about these supports.

On behalf of the Government, I thank you for the commitment and invaluable contribution you make in helping others to have a good quality of life.

Hon Jo Goodhew
Minister for Senior Citizens
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Money

In this section, you’ll find information on financial help from Work and Income, Inland Revenue and other agencies.
This table lists different types of financial help that may be available.

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**Work and Income** provides financial support for people in need. With its help, you or the person you support can move towards a more independent lifestyle and/or become more active in your community. Work and Income can help you plan for and move into training or paid work when you’re ready.

It’s important to stay in contact about any changes that might affect your payments, say, if you start paid work or your family situation changes. This will help us to make sure you’re getting the right amount of money and you don’t miss out on any extra help.

ACC may help with weekly payments for loss of earnings for people unable to work because of an injury. This may affect the financial help available from Work and Income. Read more about ACC injury cover on page 36.
How to get financial help

- Information about help available from Work and Income can be found online at www.workandincome.govt.nz. You can apply online for many benefits and make an appointment online to see a case manager. You can also see current benefit rates and income limits. For further help from Work and Income call 0800 559 009. See page 41 for how to speak to Work and Income in one of ten other languages.

- Call Senior Services (Ministry of Social Development) on 0800 552 002 for more information on financial help for people who are 65 and over, or visit www.seniors.msd.govt.nz

- Call Inland Revenue on 0800 227 774 for more information about Working for Families. See page 38 for ways to get in touch with Inland Revenue. For more information about help from Inland Revenue go to www.ird.govt.nz

- If you or someone you support has ongoing health issues, talk to your family doctor about subsidies and visit a doctor or health practitioner often.

Types of financial help

There are different types of financial help available, depending on your situation. Talk to Work and Income, or Senior Services if you are 65 and over, to find out what types of support you may be able to receive. Inland Revenue (or, in some cases, a doctor or other registered health practitioner) may also be able to help. This section describes some types of support that may be available.

Income support for carers

- Supported Living Payment

The Supported Living Payment helps people who are caring full time at home for a person who has a serious health condition or disability and:

- needs full-time care
- is not your husband, wife or partner
- would otherwise need hospital care, rest home care, residential disability care, extended care services for severely disabled children and young people, or care of a similar kind.

If you’re a parent who needs to provide full-time care and attention at home for your dependent child with high needs, you may be able to get this benefit.

A doctor will need to complete a medical certificate advising whether the person you are caring for meets the medical criteria – this is usually the doctor of the person you are caring for.

There is an income limit for this benefit and you do not have to be single to receive it.

Who to contact about the Supported Living Payment

Talk to Work and Income – for contact details, see page 40.
Income support for the person cared for

- **New Zealand Superannuation**
  This is for people who are 65 years or over and have lived in New Zealand for at least a total of 10 years since turning 20 (and 5 of those years since turning 50).

  You can apply online for New Zealand Superannuation at [www.seniors.msd.govt.nz](http://www.seniors.msd.govt.nz)

  **Who to contact about New Zealand Superannuation**
  Talk to Senior Services – for contact details, see page 40.

- **Veteran's Pension**
  This is for people who have a disability as a result of their service as a member of the New Zealand Armed Forces. It is paid at the same rate as New Zealand Superannuation.

  **Who to contact about Veteran’s Pension**
  Talk to Senior Services – for contact details, see page 40.

- **Extra financial assistance for people 65 and over is available from Senior Services at the Ministry of Social Development**
  This includes Accommodation Supplement, Disability Allowance, assistance for hardship and Funeral Grant.

- **Supported Living Payment**
  The Supported Living Payment is for people who are permanently and severely restricted in their capacity to work because of a health condition or disability. A medical certificate is required to confirm the condition.

  Supported Living Payment also includes full-time carers of people needing hospital-level (or equivalent) care.

  People who are totally blind can receive this benefit.

  The Supported Living Payment has an income test.

  **Who to contact about the Supported Living Payment**
  Talk to Work and Income – for contact details, see page 40.

- **Jobseeker Support**
  Jobseeker Support helps people who are willing to work, but aren’t currently working, or are working fewer hours, because of a health condition, injury or disability.

  A person may get this benefit if, because of their sickness, injury, disability or pregnancy, they:
  - have had to reduce their hours
  - have had to stop working
  - are not working or are working part time and find it hard to look for and do full-time work.

  A Work Capacity Medical Certificate (or medical certificate with the same information) is required. A person may have to look for work if they are able to work part time.

  Jobseeker Support also has an income test.

  **Who to contact about Jobseeker Support**
  Talk to Work and Income – for contact details, see page 40.
Help with extra costs

- **Disability Allowance**

  The Disability Allowance is a weekly payment for people who have regular, ongoing costs because of a disability, health condition. It can help pay for things like hearing aid batteries, regular visits to the doctor, prescriptions or some travel costs. These extra costs must be because of a health condition or disability.

  This allowance can be paid for both adults and children. There is an income limit for this allowance.

  **Who to contact about the Disability Allowance**

  Talk to Work and Income or, if the person you are caring for is 65 or over, talk to Senior Services – for contact details, see page 40.

- **Assistance for hardship**

  There are a number of types of help available from Work and Income if a person can’t pay for essential items. You don’t have to be on a benefit to get some of this help. Work and Income will look at your circumstances to see what help may be available.

  **Who to contact about hardship assistance**

  Talk to Work and Income or, if the person you are caring for is 65 or over, talk to Senior Services – for contact details, see page 40.

Extra help with medical costs

- **Pharmaceutical Subsidy Card**

  Once a person and their family have collected 20 prescription items in a year they can get a Pharmaceutical Subsidy Card. All further prescriptions of fully subsidised pharmaceuticals are free for the rest of that year. The year starts on 1 February.

  A small co-payment will still be charged for a prescription from a private clinician, such as a specialist or optometrist, although if you have a High Use Health Card in addition to the Pharmaceutical Subsidy Card there will be no co-payment.

  To get the Pharmaceutical Subsidy Card, you must keep a record of the prescriptions you get. The pharmacist may keep a record for you. Ask your pharmacist about this.

  For further information about prescription charges visit: [www.health.govt.nz](http://www.health.govt.nz) and search on ‘subsidy card’.
Community Services Card

The Community Services Card can help with the costs of health care. You’ll pay less on some health services and prescriptions when you present your card. There is an income limit to get this card.

How it can be used

The Community Services Card can reduce the cost of:

- prescription fees
- fees for after-hours doctor visits
- visits to a doctor who is not your regular doctor
- glasses, vision tests and eye patches for children under 16 years
- hearing aids, if you are working more than 30 hours per week, studying full time or caring for a dependent person
- emergency dental care provided by hospitals and approved dental contractors (ask the dental provider if they are an approved contractor)
- travel and accommodation for treatment by a specialist at a public hospital outside your area – see page 11.

You can also use the card for your dependent children aged under 18 years.

Who to contact about the Community Services Card

Talk to Senior Services – for contact details, see page 40.

High Use Health Card

The High Use Health Card helps people who have ongoing health problems that mean they visit a doctor often. The card can be used to get a subsidy for a doctor’s visit at a practice that is not the one usually used or for after-hours medical care. This card can also give you a subsidy on some prescription charges.

Who qualifies?

A High Use Health Card is for a person that has made 12 or more visits to a doctor in the previous 12 months. The card is free, and there is no income limit. It can only be used by the cardholder and does not give benefits to the rest of the family.

Who to contact about the High Use Health Card

Visit a doctor to apply for this card.

Help when someone has died

Funeral Grant

A Funeral Grant helps with some of the funeral costs for someone who has died. Generally, the person looking after the funeral arrangements will apply for this.

There is an income and asset test for this grant, which is based on the circumstances of the deceased person at the time they passed away.

Who to contact about the Funeral Grant

Talk to Work and Income, or Senior Services if the person you cared for was 65 or over – for contact details, see page 40.

ACC and Veterans’ Affairs also pay funeral grants (see pages 37 and 40).
Help with housing costs

- **Accommodation Supplement**
  This payment can help with rent, board or the cost of owning a home. A person doesn’t have to be getting a benefit to receive an Accommodation Supplement. There is an income and cash asset limit for this help.

  The Accommodation Supplement is not for people who are renting a property from Housing New Zealand.

  **Who to contact about the Accommodation Supplement**
  Talk to Work and Income or if the person you are caring for is 65 or over, talk to Senior Services – see page 40.

- **Rates Rebate Scheme**
  Ratepayers on a low income may be able to get money off their rates. For more information about the scheme see [www.dia.govt.nz/Services-Rates-Rebate-Scheme-Index](http://www.dia.govt.nz/Services-Rates-Rebate-Scheme-Index)

  **Who to contact about the Rates Rebate Scheme**
  Talk to your local council to apply for the Rates Rebate Scheme.

Extra help if you are caring for a child

- **Child Disability Allowance**
  Child Disability Allowance is a payment made to the main carer of a child or young person with a serious disability. It is paid in recognition of the extra care and attention needed for that child.

  There is no income or asset test for the Child Disability Allowance. Carers of dependent children may be able to get both the Child Disability Allowance and the Disability Allowance.

  **Who to contact about the Child Disability Allowance**
  Talk to Work and Income, or Senior Services if you are 65 or over. For contact details, see page 40.

- **Childcare Assistance**
  You may be able to get financial help toward childcare:
  - Childcare Subsidy for preschool children
  - OSCAR Subsidy for older children (it usually stops when the child turns 14, or 18 for children with a disability).

  Both of these subsidies are income tested.

  **Who to contact about the Childcare Subsidy or OSCAR Subsidy**
  Talk to Work and Income – for contact details, see page 40.
Working for Families Tax Credits

Working for Families Tax Credits are for families with dependent children aged 18 or younger. Payments vary according to income and how many children are in the family.

What help is available?

There are four different types of payments (tax credits), and families may be entitled to more than one type.

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<th>Payment type</th>
<th>Description</th>
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<td>In-work tax credit</td>
<td>Paid to families with dependent children who work a certain number of hours each week</td>
</tr>
<tr>
<td>Minimum family tax credit</td>
<td>A top-up paid to make sure the annual income of a family with dependent children does not fall below a certain amount</td>
</tr>
<tr>
<td>Parental tax credit</td>
<td>Paid to families with a newborn baby. You can’t get this payment if you’re on paid parental leave or receiving an income-tested benefit</td>
</tr>
</tbody>
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Extra help for people 65 and over

SuperGold Card

The SuperGold Card is a discount and concession card issued free to seniors and veterans. It gives cardholders discounts from a wide range of businesses nationwide, and access to local council services and government concessions such as free off-peak public transport.

The card is sent automatically to all New Zealand residents who are granted New Zealand Superannuation, a Veteran’s Pension, or a main benefit at age 65 or over. Those who do not currently receive any of this assistance will need to apply for a card.

Who to contact about the SuperGold Card

More information about how to get the SuperGold Card and the businesses that offer discounts to SuperGold Card holders is available from www.supergold.govt.nz. Call 0800 25 45 65 if you have a question about the SuperGold Card.
Transport and travel

Funding may be available to help with transport and travel costs if you or the person you support has a lot of difficulty getting around.

- **National Travel Assistance (NTA) Scheme for Health Services**

  People who are eligible under the NTA Scheme may receive assistance with travel and accommodation costs when they need to travel often or for long distances, need to stay in or near hospital for long periods (for example, to be close to a neonatal baby), or are young or need a supporter when using publicly funded specialist health or disability services.

- **Services covered under the Scheme**

  To get this service, you need to be referred by a specialist (not your family doctor) to see another specialist or to receive specialist services. Both the specialists must be part of a service funded by government. For example, this could be a renal dialysis centre, a specialist cancer service, a needs assessment and service co-ordination organisation, or a child development service.

- **Who to contact about NTA**

  Eligibility for this service can depend on a number of factors, such as how far you have to travel and how often, or if you have a Community Services Card. It is important that you get NTA advice at the time you are informed that you will be requiring specialist health and disability services.

  For information and assistance on the NTA please:
  - contact your local District Health Board’s (DHB’s) travel co-ordinator, a relevant outpatient clinic, ward administrator, a hospital social worker or your specialist, or
  - visit the NTA web page at [www.health.govt.nz](http://www.health.govt.nz) and click on ‘your health’ then select ‘travel assistance’, or
  - call 0800 281 222.

  You may not be able to get help from this scheme if you already get – or could get – help with travel costs from somewhere else. For example, you may be able to get help from ACC.

- **If you or the person you support is a client of ACC**

  Talk to ACC. They may be able to help with some costs if you travel a long way to get treatment or rehabilitation services, or if your travel costs are very high. Contact your ACC case manager, if you have one, or call 0800 101 996.

- **Total Mobility Scheme**

  The Total Mobility Scheme is a subsidised taxi service. It works using vouchers or electronic cards that give a 50 per cent discount on normal taxi fares, up to a specified level. The purpose of the scheme is to assist eligible people with impairments to access appropriate transport to enhance their community participation.

  This assistance is provided in the form of subsidised, door-to-door transport services wherever scheme transport providers operate. It is not intended to be a substitute for transport services that are the funding responsibility of other agencies. The scheme is part funded by the New Zealand Transport Agency and part funded and managed by local authorities (usually regional councils).

- **Who qualifies?**

  The scheme is available to people who are unable to use public transport due to the nature of their disability. This includes:
  - getting to the place where the transport departs

A Guide for Carers – Money
• getting onto the transport
• riding securely
• getting off the transport
• getting to the destination.

Who to contact about the Total Mobility Scheme

Find out how the scheme works in your area by contacting the total mobility co-ordinator at your regional council, or Auckland Transport.

For further information visit www.nzta.govt.nz and search on ‘total mobility’.

Mobility Parking Permit Scheme

With a Mobility Parking Permit (a card you put in the window of your car), you can use mobility carparks provided by councils, hospitals, supermarkets and other organisations. Most councils offer additional discounts on standard carparks. The permit is registered to an individual and can only be used when the permit holder is using the vehicle.

Who qualifies?
The Scheme is open to people of all ages, and you qualify if:
• you are unable to walk and always rely on the use of a wheelchair, or
• your ability to walk distances is severely restricted by a health condition or disability – for example, you require the use of mobility aids, experience severe pain or breathlessness, or
• you have a health condition or disability that requires you to have physical contact or close supervision to safely get around and cannot be left unattended – for example, you experience disorientation, confusion or severe anxiety.

People with a short-term disability through an accident or illness may apply for a short-term permit.

There is a one-off fee for each permit. Short-term permits are valid for up to 12 months. Long-term permits last for five years.

Who to contact about the Mobility Parking Scheme

CCS Disability Action’s mobility parking website www.mobilityparking.org.nz has information about the Scheme and how to apply.

You can also talk to your doctor (who will need to certify your application).

If you wish to talk to or visit a CCS Disability Action branch about the Scheme, call 0800 227 2255 or visit their website for the location of branches www.ccsdisabilityaction.org.nz/regions

The Carers NZ infopack includes mobility parking brochures. You can also get a brochure at www.mobilityparking.org.nz and go to ‘about mobility parking permits’.

You can get an application form from your doctor, CCS Disability Action’s mobility parking website www.mobilityparking.org.nz or from many Disability Information Centres – see page 38.

Vehicle modifications

Some people may be able to get help with vehicle modifications – see page 34.
People

In this section, you’ll find a range of people support available to carers or the person you care for.

Assessing needs

Having a break

Help at home

Children with special education needs

Balancing your caring role with work and study

Taking care of yourself

Contacts in times of mental health crisis

Help with managing bladder or bowel control

Making and resolving complaints
Assessing needs

An assessment is needed to get most health and disability support services funded by the Ministry of Health or a District Health Board (DHB). If you or the person you are caring for is recovering from an injury you need to read the section about ACC on page 36.

The Assessment Process

The best way to find out what support services may be available to you is to contact a Needs Assessment and Service Co-ordination (NASC) organisation – see page 16. A NASC organisation or NASC equivalent will work with the person you are supporting and where appropriate you as their carer, to identify the person’s needs. Some NASC organisations will assess your needs as a carer separately.

The NASC organisation will tell you what kinds of support and services are available and help you co-ordinate these services.

The person you support should have regular reviews (often this happens once a year). You can ask for another assessment at any time if your needs or the needs of the person you are supporting change. Make sure you let the NASC organisation know if you need a new assessment done urgently.
What support services are available?

A wide range of services may be available for the person you support.

Examples of these are:

- home and community support (such as help with housework or personal care – see page 20)
- Carer Support Subsidy and formal out-of-home services (respite care or having a break – see page 18)
- day activity services (for example, day care programmes for older people)
- residential care (living away from home, for example, a community residential home for people with a disability, or a rest home or long-stay hospital care for older people – see page 18)
- other services depending on the needs of the person you support and the area where you live.

Not all health-funded services need a NASC assessment. You can, of course, get emergency services, GP services and district nursing directly if you need them.
Who may get help?
You can contact a NASC organisation or its equivalent or a health professional may refer you to one. The first thing the NASC organisation will do is check whether the person you support is eligible for services or if you, as a carer, can get support services. There are two main types of NASC organisations, depending on your need.

- For younger people (under 65 years) with a physical, intellectual or sensory disability (that is likely to last for at least six months), or younger people with chronic health conditions and high ongoing needs.
- For older people (aged 65 years and over) and people aged 50–64 years who have similar needs.

The NASC organisations in some DHBs assess the needs of people across a range of services, including people with mental health, or alcohol or drug issues. In other DHBs, there are separate NASCs or mental health case managers who just look after the needs of people with mental health, alcohol or drug issues. There may also be DHB care coordination services that assess the needs of, and look after people, with chronic health needs.

Getting in touch

**Younger people with disabilities (under 65 years)**
For a list of NASCs for younger people with disabilities, visit the Ministry of Health website www.health.govt.nz and search ‘needs assessment and coordination service’ or phone the Ministry of Health’s disability number 0800 DSD MOH (0800 373 664).

**Older people (aged 65 years and over and people aged 50–64 years who have similar needs)**
For a list of NASCs for older people, visit www.health.govt.nz and search ‘access support services older people’ or call your local DHB or your local hospital and ask to talk to the NASC team for older people.

**Younger people with chronic health needs**
For a list of NASCs for younger people with disabilities, visit the Ministry of Health website www.health.govt.nz and search ‘needs assessment and coordination service’ or phone the Ministry of Health’s disability number 0800 DSD MOH (0800 373 664).
People with mental health, alcohol or other drug issues
Most people should consult their GP in the first instance. Your GP may refer you to your local DHB mental health and addiction service, who can assess your need for specialist treatment and/or support services.

If you already receive services from DHB mental health and addiction services, contact your DHB case manager if you think your need for support services may have changed.

Residential care services for people of all ages and people with mental health, alcohol or other drug issues
You can find information at the Ministry of Health website www.health.govt.nz. Click on ‘your health’, then ‘service and support’ and select ‘mental health conditions’ and on that page the link for ‘mental health services in your area’ contains links to DHBs that fund mental health services.

You can also visit www.hdc.org.nz and click on ‘about us’, then click on ‘mental health and addictions’ and select ‘help and support’. Also visit www.carers.net.nz and go to ‘help and advice’.

If you get stuck
In the first instance, you should talk to your local NASC organisation, your doctor (if you have an illness-related need), your local DHB mental health service case manager (if you have one) or ACC (if you or the person you support has had an injury).

If this doesn’t work, you can contact:
• the Nationwide Health and Disability Consumer Advocacy Service (see page 28)
• Disability Support Services for younger disabled people, 0800 DSD MOH (0800 373 664)
• the Ministry of Health (see page 39 for contact numbers).
This section describes the help funded by the Ministry of Health and District Health Boards (DHBs) to help you have a break from providing care.

ACC may also help you have a break if the person you care for has an injury – see page 36.

Sometimes, you may feel like you need a break from caring. Having a break gives you the chance to “recharge your batteries” and follow your own interests. The person you care for may benefit from a break too.

Breaks can be planned in advance, but at times of crisis or emergency need (say, if you become ill or someone else in the family requires help) you may have to organise a break urgently. It may be useful if you have a family emergency plan so you know who to call and how to get support in an emergency. Carers NZ has a free emergency planning tool to help you – visit www.carersair.net.nz

**What help is available?**

The two options for support to help you take a break are:

- formal out-of-home care
- the Carer Support Subsidy.

You may get both of these types of help, depending on your needs and the services that are in your area. Your break can be for a short period (half a day or longer, including overnight) or for several weeks, depending on your circumstances.

**Formal out-of-home services**

Formal out-of-home services are services like rest homes, respite homes and school camps. These services are contracted by the Ministry of Health and District Health Boards and are free. Sometimes you will have to wait until a space is available. An assessment determines the number of days’ break that will be paid for.

**Carer Support Subsidy**

Carer Support is a subsidy towards the daily cost of your breaks. Usually, you are given a certain number of days a year through an assessment process. You choose how you want to take a break and pay for it with the subsidy. You will usually have to pay a “top-up” for the service.

Carer Support can be paid to:

- friends and some family members
- neighbours or other people who provide relief care
- formal services (a rest home, school camp and so on).

**Who qualifies?**

To get formal out-of-home services or the Carer Support Subsidy, you must be the full-time carer for the person you support, caring more than four hours a day. You don’t have to live with the person you support, as long as you are their main carer and responsible for their ongoing care and wellbeing.

If a person receives services from a DHB mental health and addiction service, they may be eligible for home-based or residential respite services, which will help the person avoid a crisis. Respite also enables you, as a carer, to have a break. In some circumstances, respite services may be available even if the person is largely caring for themselves.
Who to ask

How to get a break is different depending on the needs of the person you support. The table below shows who to contact depending on your situation.

<table>
<thead>
<tr>
<th>Type of need/disability</th>
<th>Who to ask</th>
</tr>
</thead>
<tbody>
<tr>
<td>Younger person with a chronic health condition and very high ongoing health needs (cancer, emphysema, diabetes, cystic fibrosis etc)</td>
<td>• Contact a Needs Assessment and Service Co-ordination (NASC) organisation – see page 39</td>
</tr>
<tr>
<td>Younger person with a disability</td>
<td>• Contact a NASC organisation – see page 39</td>
</tr>
<tr>
<td>• Visit <a href="http://www.health.govt.nz">www.health.govt.nz</a> and click on ‘your health’, then ‘service and support’ and select ‘disability support services’</td>
<td></td>
</tr>
<tr>
<td>Older person, aged 65 years and over, or person aged 50–64 years who has similar needs</td>
<td>• Contact a NASC organisation – see page 39</td>
</tr>
<tr>
<td>A person with mental health, alcohol or drug issue</td>
<td>• Talk to your family doctor. In some places, a NASC organisation may be able to help you – see page 39</td>
</tr>
<tr>
<td></td>
<td>• Contact your local DHB mental health service case manager (if you have one)</td>
</tr>
<tr>
<td>A person with an injury</td>
<td>• Contact ACC – see page 38</td>
</tr>
</tbody>
</table>

Reviewing your needs

The needs of the person you support and your needs as a carer will be regularly reviewed (often this happens once a year). You or the person you care for can ask for a review sooner if you feel your needs have changed. Talk to your doctor or, for most people, your local NASC organisation (see page 39). If you need this to be done urgently, make this clear when asking for a new assessment.

If you have a question about making a Carer Support claim

If you already receive Carer Support, the forms you get will tell you how to make a claim. You can also call the Carer Support Subsidy helpline on 0800 281 222 (press 1) if you have a question or to follow up on subsidy payments.

If you get stuck

In the first instance, you should talk to your local NASC organisation, your doctor (if you have an illness-related need), your local DHB mental health service case manager (if you have one) or ACC (if you or the person you support has had an injury).

If this doesn’t work, you can contact:

- the Nationwide Health and Disability Consumer Advocacy Service (see page 39)
- Disability Support Services for younger disabled people, 0800 DSD MOH (0800 373 664)
- the Ministry of Health (see page 39 for contact numbers).
The person you support may need home help or help with personal care. Examples include essential cleaning, laundry or making a meal (home help), or helping with showering, eating, getting in or out of bed and dressing (personal care). This is sometimes called home and community support.

This section describes home help and personal care services funded by the Ministry of Health and District Health Boards (DHBs). If the person you support is a client of ACC, they also may receive ACC-funded home help and personal care services – see page 36.

**Who may receive this service?**

The person you support must be unable to do these things due to their disability or health condition. They must also have no reasonably available support to help with the tasks (friends or family members etc).

A Community Services Card is needed to get funded home help (cleaning etc). You can read about the Community Services Card on pages 7 and 8. The person you support does not need a Community Services Card to get personal care (showering, eating, dressing etc).

**How the person you support gets help**

The needs of the person you support will have to be assessed to get funded help at home. How you get this help differs slightly depending on your situation.
<table>
<thead>
<tr>
<th>Type of need/disability</th>
<th>Who to ask</th>
</tr>
</thead>
<tbody>
<tr>
<td>Younger person (usually under age 65 years) with a physical, intellectual or sensory (vision or hearing) disability that is likely to last for at least six months</td>
<td>• Contact a Needs Assessment and Service Co-ordination (NASC) organisation – see page 39</td>
</tr>
<tr>
<td>Younger person with a chronic health condition and very high ongoing health needs (cancer, emphysema, diabetes, cystic fibrosis etc)</td>
<td>• Contact a NASC organisation – see page 39</td>
</tr>
<tr>
<td>Older person, aged 65 years and over, or person aged 50–64 years who has similar needs</td>
<td>• Contact a NASC organisation – see page 39</td>
</tr>
<tr>
<td>A person with mental health, alcohol or other drug issues</td>
<td>• Talk to your family doctor. In some places, a NASC organisation may be able to help you – see page 20 • Contact your DHB mental health service case manager (if you have one)</td>
</tr>
<tr>
<td>A person with an injury</td>
<td>• Contact ACC – see page 38</td>
</tr>
</tbody>
</table>

If you get stuck

In the first instance, you should talk to your local NASC organisation, your doctor (if you have an illness-related need), your local DHB mental health service case manager (if you have one) or ACC (if you or the person you support has had an injury).

If this doesn’t work, you can contact:

• the Nationwide Health and Disability Consumer Advocacy Service – see page 39
• Disability Support Services for younger people 0800 DSD MOH (0800 373 664)
• the Ministry of Health – see page 39 for contact numbers.
Help is available if your child has education needs related to their disability.

The need may be a physical disability, a vision or hearing difficulty, issues with communication, learning or behaviour, or a combination of these.

All services are free if your child is eligible to receive them. Alternatively, you may choose to pay for them yourself by going directly to a speech therapist, physiotherapist, occupational therapist etc.

**Before your child starts school**

Support is available for children from the time they are born. The Ministry of Education's special education services' staff or service providers work with children with moderate to severe special education needs at home or in kindergartens, early childhood education and care centres, and Kōhanga Reo.

**What help is available?**

Services can include:

- advice for teachers and parents
- information about play techniques to teach the child new skills (drawing, blocks etc)
- ways to improve social and learning skills and manage behaviour (how to reinforce good behaviour, language to use when talking with your child etc)
- speech language therapy (helping your child learn to swallow better, gain language skills etc)
- education support workers (helping your child one-to-one at their early childhood education centre)
- developing special resources such as communication aids (special picture-based communication boards to help your child communicate if they can’t speak etc)
- co-ordinating physiotherapy, occupational therapy and equipment (working with your health and disability therapists if required).
If your child is at school

Most children with special education needs receive support and services from their school. If necessary, schools can arrange for specialist teachers to provide services or make a referral to the Ministry of Education’s special education services. An assessment of your child may be needed to:

- determine whether they have mild, moderate or high special education needs
- identify whether they need special teaching in order to learn, or special equipment to help them see, hear or move around and be safe at school.

Assessment is carried out by the class teacher, school staff and specialists from appropriate agencies, and you should be involved in the process. The information gained will be used to tailor a plan for your child (called an Individual Education Plan or IEP).

Students with high special education needs

A very small number (3 per cent) of children are defined as having high needs and meet the criteria for specialist help through a number of schemes and services available through the Ministry of Education. These include:

- the Ongoing Resourcing Schemes (ORS), which provide resources for students with severe disabilities in the areas of learning, vision, hearing, mobility or language use and social communication. ORS funding is for extra teacher time, specialist programmes and therapies, and teacher aide support
- the Communication Service to support children who have difficulties with talking, listening and understanding language
- the Severe Behaviour Service to assist children experiencing behaviour difficulties
- the School High Health Needs Fund to support children with serious medical conditions that require specialist care.

For information about these services see the parent information kit on the Ministry of Education website www.minedu.govt.nz

Who to contact

If you are concerned about your child’s learning:

- talk to your Plunket nurse, Parents as First Teachers educator, Iwi Health Authority or early childhood education service (for preschoolers)
- talk to the classroom or form teacher or the school principal (for children at primary or secondary school), or the school’s Special Education Needs Co-ordinator if the school has one
- talk to your family doctor
- contact the Ministry of Education’s special education information line 0800 622 222.

If you get stuck

All schools are expected to be open and welcoming to every child whatever their ability. If you feel a school is being unwelcoming or is reluctant to enrol your child because they have special education needs, then this is of concern to the Ministry of Education. Please let them know if this happens to you – call and ask to speak to the district manager at your nearest Ministry of Education district office. To find a list of contact details for each office visit www.minedu.govt.nz and search for ‘contact special education’.

A Guide for Carers – People 23
Balancing your caring role with work and study

Your rights at work

If you have significant caring responsibilities, you will need support at work. This section gives you information on what you can expect from your employer.

- **Negotiating employment agreements**
  Every employee must have a written employment agreement. This can be a collective agreement or an individual agreement. You can negotiate a variation to your terms and conditions of employment in this agreement. The Ministry of Business, Innovation and Employment’s website has an online tool called the Employment Agreement Builder available. Go to [www.dol.govt.nz](http://www.dol.govt.nz) and search for ‘employment agreement’.

  It includes draft clauses about hours and days of work, which can be modified to reflect your caring situation and the individual flexibility you negotiate with your employer.

- **The right to request flexible hours**
  The Employment Relations (Flexible Working Arrangements) Amendment Act 2007 gives carers the right to ask for changes to their working arrangements. Working arrangements cover hours of work, days of work and/or place of work. Flexibility in the arrangements could include part-time work, compressed hours, shift work, working from home, more time off in school holidays and adjusted starting and finishing times for the work day.

  Make a time to talk to your employer to work through your request for flexible work and any questions or concerns your employer may have. You need to make your request in writing. Employers are required to consider and respond to requests within 3 months. They can say no to your request, but only on the grounds provided by the Act. Learn more at the Ministry of Business, Innovation and Employment’s website: [www.dol.govt.nz](http://www.dol.govt.nz) and search for ‘flexible work’.

- **Sick leave entitlements**
  If you are employed, you can use your own sick leave to care for your spouse or a dependent person (such as a child or elderly parent) if they are sick or injured and need care. You can find out more about sick leave entitlements at [www.dol.govt.nz](http://www.dol.govt.nz) and search for ‘holidays and leave’.

Who qualifies?

You need to have been with the employer for at least 6 months before making the request. You can only make one formal request in any 12-month period, but you can talk to your employer informally at any time about varying your working arrangements.

Who to talk to

Make a time to talk to your employer about your caring situation (or your manager or human resources manager if you work for a larger organisation). They should be aware that you may sometimes need time out to attend medical appointments or cope with unexpected situations, or need their understanding if the person you support is unwell or in hospital.

It might also be helpful for colleagues to know that you have a caring role, so they can help at difficult times.

If you have no luck talking with your manager, then talk to their manager, the person who leads the organisation or someone from Human Resources. If you are a member of a union, seek its advice.
Employment and study

Balancing your carer role with work or study can be challenging. Here are some sources of help available to you.

● Careers New Zealand

Careers New Zealand is a government organisation that helps people match their talents and aspirations with the needs of employers and the economy. This includes free information and advice for:

- young people (and their parents, families, whānau and mentors) who may be at school, about to leave school, in tertiary training, be having a gap year or who have left school early and are unsure about their career plans
- jobseekers, including people who are currently out of work, in between work, actively looking for a job or returning to work, for example, after raising a family or returning from overseas
- people looking to improve their skills or change their career path.

Who to contact

Free information and interactive tools are available online at www.careers.govt.nz or by talking in confidence to a careers advisor – call 0800 222 733.

● Work and Income

Work and Income can help you plan for or move into paid work or training.

If you want help with your job search, they will work with you to identify your needs, match you to appropriate vacancies, and support you with your search for work.

They may be able to help you with some of the costs of looking for work and attending interviews.

If you can’t find work straight away, you may like to consider gaining work experience and learning new skills by doing voluntary work. Work and Income can also offer you opportunities and put you in touch with suitable projects.

See page 40 for ways to contact Work and Income.

● StudyLink

StudyLink is a service of the Ministry of Social Development. StudyLink seeks to ensure that students get the finance and support they are entitled to so they can complete their study.

Who to contact

Visit www.studylink.govt.nz for information about StudyLink help. You can also apply online for a Student Allowance, Student Loan or course-related costs.

Other ways to get in touch:

- phone 0800 88 99 00
- fax free 0800 88 33 88
- Deaf Link fax free 0800 621 621.

If you need to visit one of the StudyLink Outreach offices listed on the website, please call StudyLink to make an appointment.
It’s easy to become isolated and stressed when you’re a carer.

It is important to take care of yourself – looking after your own physical and emotional wellbeing will help to keep you going.

**Getting out and keeping healthy**

The demands of caring may make it difficult for you to have time for yourself and have your own interests.

Taking time out for yourself, even if it is for a few hours a week, can make a big difference. Having time to relax, catch up with friends and family or learn a new skill can be beneficial to your wellbeing.

See page 18 for more information about funding by the Ministry of Health and District Health Boards (DHBs) to help you to have a break.

**Talking to someone**

If you are feeling worried or anxious, talking to someone about your situation can help. You may want to talk to family, friends or neighbours. In many areas carer support groups can keep you in touch with other people who share similar experiences. See [www.carersair.net.nz](http://www.carersair.net.nz) or call **0800 777 797** to find your nearest carer support group.

It’s normal for people to get stressed at different stages in life. This can particularly be the case when your caring role changes – whether you are new to a caring role and unsure of the supports available, or the person you are supporting has increased caring needs.

If you are finding your thoughts and emotions overwhelming, you may need extra support. Some options are to:

- talk to your doctor or another health professional about how you are feeling
- call Lifeline **0800 543 354**
- call Youthline **0800 376 633**
- call Healthline **0800 611 116**
- call the Depression Helpline on **0800 111 757**
- call Alcohol Drug Helpline **0800 787 797**
- call Gambling Helpline **0800 654 655**
- go to [www.addictionshelp.org.nz](http://www.addictionshelp.org.nz) for a regionalised database of publicly funded addiction treatment and advice services throughout New Zealand
- go to [www.supporting-familiesnz.org.nz](http://www.supporting-familiesnz.org.nz) Supporting Families New Zealand (in some areas called “SF” or Schizophrenia Fellowship) is for families of people who have a mental health disorder.
Contacts in times of mental health crisis

If you or someone you know has reached a mental health crisis point which requires urgent action, you should contact one of the following services.

- Your local mental health crisis intervention service. The phone number for this service is in the front of your phone book – refer to the section called ‘Hospitals & other health service providers’.
- Your local hospital emergency department.
- Call emergency services on 111 and ask for help depending on the situation.

Help with managing bladder or bowel control

Incontinence is loss of bladder and/or bowel control.

What help is available?

Continence advisors are available to help people with more serious problems that they are finding difficult to manage at home (often as a result of other medical conditions). They can help you or the person you support with ways to manage bladder and/or bowel control and advise which products are best for your needs.

A thorough assessment will determine the type and level of incontinence. Assessment services (and some continence products) are available nationwide. An assessment is required to see if a person qualifies for free continence products.

Who to contact?

You can ask your doctor to refer the person you support to a continence advisor, or you can refer yourself. For free information pamphlets and a referral to your local continence service, phone the NZ Continence Association helpline on 0800 650 659. You can also find the nationwide list of continence services at the Association’s website – www.continence.org.nz and click on ‘Continence Service Providers’.
Everyone using a health or disability service has rights as outlined in the code of health and disability services consumers’ rights.

An independent Commissioner – called the Health and Disability Commissioner – is responsible for promoting and protecting these rights. The code covers all public and private providers offering any form of health or disability service, including hospitals, rest homes, disability homes, ambulance services, doctors, nurses, complementary health therapists and services for people with impairments.

Making and resolving complaints

You have the right to make a complaint if you are unhappy with a health or disability service you have received.

Making a complaint to the service directly

If possible, it is usually best to make a complaint to the service directly, at least in the first instance. Make your complaint to the person or people you are complaining about, their manager or the person in the organisation responsible for receiving complaints (this might be the manager or nurse manager, CEO, quality manager or, in a hospital or other large organisation, the complaints officer). Usually, a large organisation will have a brochure or website telling you who this person is, or call and ask them if they have a complaints person.

Making a complaint to a health and disability advocate

If you aren’t satisfied with how your complaint was handled by the provider, or don’t feel comfortable making a complaint directly to them, talk to your nearest health and disability advocate.

An advocate from the Nationwide Advocacy Service will listen to your concerns and explain the options available to you to resolve your complaint. The advocate works for you and will help you in the actions you choose to take to resolve your concerns.

Advocacy is a very successful way of resolving complaints. The service is free, confidential and independent of service providers such as hospitals, government agencies and the Health and Disability Commissioner. Deaf and refugee advocates are available to assist people from these communities.

Making a complaint to the Health and Disability Commissioner’s office

You can also make a complaint directly to the Health and Disability Commissioner about the quality of a health or disability service you received. The Commissioner will assess the complaint and decide the most appropriate way to resolve it. In a very small number of cases, the Commissioner may formally investigate the matter.

Who to contact

- In the first instance, think about making your complaint directly to the service you are complaining about. The advocacy section of Health and Disability Commissioner’s website www.hdc.org.nz has some self-advocacy tips as well as a sample letter and complaint form.
- Alternatively, contact the Nationwide Health and Disability Advocacy Service on 0800 555 050 or email advocacy@hdc.org.nz
If you get stuck

• You can make a complaint to the agency which funds the service, like ACC or the Ministry of Health.

• If you are not happy with the service from your independent advocate, you can discuss your concerns with their manager or make a complaint to the Director of Advocacy – email advocacy@hdc.org.nz

**Human Rights Commission**

The Human Rights Commission works to protect and promote human rights in New Zealand. Of particular interest to carers is its advocacy work for people with disabilities and mental illness. The Human Rights Commission offers a free, confidential service for members of the public with human rights enquiries and complaints of unlawful discrimination. Read more at www.hrc.co.nz or call the Commission on 0800 496 877.
Work and Income can talk with you in different languages – Arabic, Cantonese, Farsi, Hindi, Mandarin, Māori, Punjabi, Samoan, Somali, Tongan and more…

Please ask if you want to speak to someone in a language other than English.

Call 0800 559 009
Things

In this section, you’ll find a range of help for equipment, housing and vehicle modifications available to carers or the person you support.

Equipment

Housing and vehicle modifications

Injury cover
This section is about help for equipment and modifications (housing and vehicle) funded by the Ministry of Health.

For equipment funded by the Ministry of Health, visit the Ministry of Health website at www.health.govt.nz and search ‘equipment and modification services’ to read more about the kinds of equipment and modifications available. Print off the pamphlets you are most interested in. Your local Disability Resource Centre will also have copies of these pamphlets.

The Ministry of Education funds equipment for primary and secondary students to support their learning and activities at school – see page 22.

ACC may also help with these things if the person you care for has an injury – see page 36.

For more information on travel and transport options – see page 11.

**Equipment**

The Ministry of Health may be able to help if the person you support needs equipment to live safely at home. Equipment may be available for people with physical, intellectual, sensory (vision or hearing) and/or age-related disability needs. People with chronic health conditions and high ongoing support needs under 65 years may also be able to access equipment.

**What help is available?**

Equipment might include items to help with:

- personal care, such as eating, going to the toilet and showering (a shower stool or a hoist, for example) and household tasks (such as a kitchen trolley)
- mobility, standing and/or postural support (a walking frame or wheelchair, for example) speaking, understanding, writing and making sense of information (such as a communication board, speaking device or software to make it easier to use a computer)
• hearing (such as personal listening systems and alarms)
• vision (such as magnifiers, mobility canes, computer screen reading software and, for some people with severe vision impairment, glasses).

Subsidy for glasses/spectacles
Children with vision problems, aged 15 years or under, may be able to get help with the cost of vision tests, glasses (frames, lenses or repairs) or eye patches, if the family or child has a Community Services Card or a High Use Health Card. Your child will need to be assessed by an optometrist or eye specialist. Call 0800 17 19 81 for more information.

Hearing aids for children
The Ministry of Health provides funding for hearing aids and FM (frequency modulated) systems for preschoolers and hearing aids for children and young people 20 years and under who are studying at school to tertiary level. A hospital audiologist or a vision/hearing technician who visits preschools or schools can tell you more about the help available.

Hearing aids for adults
The Ministry of Health provides funding for hearing aids for adults who have complex needs and for those who meet criteria, such as having a Community Services Card and working more than 30 hours per week or studying full time. If you need a hearing aid, but do not have a Community Services Card or meet the other criteria, you may be able to get help with the cost of a hearing aid through a subsidy. An audiologist (hearing specialist) can help you apply. For more information call accessible on 0508 001 002 or see www.health.govt.nz and search ‘guide hearing aids’.

Hearing therapy services
The Ministry of Health funds hearing therapy services, and these are provided free of charge. Hearing therapists can assess a person’s hearing needs, provide information about hearing aids and other equipment, teach people how to manage their hearing loss and advise them on the equipment that might help them. Go to www.life.nzl.org or call 0800 008 011.

How to get help
The needs of the person you support will have to be assessed before they can get help with equipment. Assessors can be occupational therapists, physiotherapists, speech language therapists, audiologists and other hearing and vision professionals. For who to contact, see the ‘Who can help you get equipment or home or vehicle modifications?’ section on page 35.

Important: To get this help, you need to follow the assessment process. Don’t choose and buy equipment hoping to reclaim the money – if you’ve already paid for equipment yourself, you can’t generally claim the cost back.

Equipment needed for short term use
If you need equipment for a short time, you can hire it (either from a pharmacy or ask your local Disability Resource Centre) or it may be provided through your local District Health Board. If someone is being discharged from hospital, the hospital should arrange the equipment you need at home. Talk to your social worker, discharge nurse or occupational therapist.
If the person you support has a long-term disability, you might be able to get help from the Ministry of Health with housing modifications (such as level access shower, handrails or a ramp) or vehicle modifications (a wheelchair carrier or hoist, for example).

People under 65 years with chronic health conditions and high support needs may also be able to get this help.

ACC may help with housing or vehicle modifications if the person you support is an ACC client (see page 36).

What help is available?

- **Housing modifications**
  - handrails to make it safer to use the steps into the house
  - ramps and/or widening of doors to improve access into the house
  - level access shower and other bathroom alterations so a person can use the bathroom safely
  - fencing to protect someone who is at risk of injury because of their disability.

You will not get funding for housing modifications costing less than $200, soft furnishings, general maintenance or modifications to your home for work, social or financial reasons.

For housing modifications above a set limit, Work and Income will work out if you have to pay part of these costs. You will not have to contribute to the cost of housing modifications for children 15 years and under.

Getting housing modifications through the Ministry of Health can take a long time. In most cases, you can only get funding for modifications once, so think carefully about what you need now and in the future. For example, you could think about moving to a house that will be easier for you to live in, getting equipment to help you (see page 33) or help in the home (see page 20) before planning expensive housing modifications.

- **Vehicle modifications**

Access to vehicle modification funding is quite limited and is dependent upon your personal situation. Vehicle modifications may include:

  - for drivers – hand controls, seating, ramps, hoists and wheelchair carriers
  - for passengers – special seating, safety restraints, ramps, hoists and wheelchair carriers.

In some situations, funding may be available to support the purchase of a vehicle.

How to get help

An Equipment and Modification Services (EMS) Assessor (usually an occupational therapist) will assess the needs of the person you support. If you are eligible for housing or vehicle modifications funded by the Ministry of Health, the assessor will forward an application to the appropriate funding agency.

You need to follow the assessment process.
Who can help you get equipment or housing or vehicle modifications?

- Call your local hospital and ask for Community Health Services (most EMS Assessors are usually based there) or talk to your GP.
- To find out more, visit www.health.govt.nz and search ‘equipment and modification services’.

If you get stuck

If you want further information about particular equipment, services or advice on the assessment process:

- contact your local Disability Resource Centre – phone 0800 NZFDIC (0800 693 342), or visit www.nzfdic.org.nz/centres to find the one nearest you
- visit Enable New Zealand’s disability information website at www.weka.net.nz or call 0800 17 19 81.

Contact the Ministry of Health to get more information.

- For general enquiries – phone 0800 373 664 or email disability@moh.govt.nz
- For complaints – phone 0800 373 664 or email dsdcomplaints@moh.govt.nz

Lottery grants

The Lottery Individuals With Disabilities Committee considers applications from people throughout New Zealand who have significant mobility and communication-related disabilities.

The committee approves grants for vehicles, vehicle modifications, mobility scooters and mobility equipment so people with mobility-related disabilities can get out and about to everyday activities such as shopping, visiting friends or family, sporting events, the library etc. The committee also makes grants to people with communication-related disabilities for equipment to facilitate interactive communication with other people.

Applications can be made at any time. You can download an information sheet and application form at www.cdgo.govt.nz. Phone 0800 824 824 or email grantsonline@dia.govt.nz for information or advice.
The Accident Compensation Corporation (ACC) provides 24 hour, seven day a week no-fault personal injury cover for all New Zealanders.

ACC can help if you are injured yourself or support someone who has been injured and needs short- or long-term care.

- **If you are injured as a carer**
  A survey of carers found that 42 per cent had received an injury in their caring role. If you are injured, ACC can assist with your recovery and help you get back on track.

- **If you are supporting someone recovering from an injury**
  If the person you support is a client of ACC, their ongoing needs will be managed by an appointed ACC case manager. If you feel they need more help from ACC than they are getting, feel free to contact their case manager to see if they can get additional support.

**What help is available?**

Following an injury, ACC will organise an assessment and may co-ordinate a range of help, depending on the injury and your situation. The types of help provided by ACC could include the following.

- **Treatment** – ACC can contribute to a wide range of medical and related costs, including doctor’s visits, treatment from various other health professionals, surgery, X-rays, prescription costs etc.

- **Managing at home** – if you’re having trouble managing at home following your injury, ACC may pay for various types of home help (cleaning, laundry etc) and personal care (like showering, eating, getting in or out of bed or dressing). ACC may also pay for childcare if there is no one else reasonably available to help you.

- **Your work situation** – ACC can help with weekly payments for loss of earnings if you are unable to work because of your injury.
If necessary, they can also arrange a rehabilitation plan to help you get back to work.

- **Getting to and from the places you need to be** – if you need to travel to work or to receive treatment, ACC can help cover the costs of transport and, in some cases, overnight accommodation.

- **Serious injury** – if your injury is more serious, ACC may be able to pay a lump sum amount and fund things like car and home modifications.

- **When someone dies as a result of an injury** – various grants are available from ACC if you or a family member dies as a result of injury. ACC understands this is a very difficult time so they’ll do everything they can to make it easy for you to deal with ACC.

### Injury prevention and wellbeing programmes

ACC supports the view that regular exercise within recommended limits, helps prevent injury and promotes wellbeing. ACC has a range of programmes and information of interest to carers.

- **ActiveSmart** – a free online personal training tool that tailors exercise programmes for walking, running and cycling [www.activesmart.co.nz](http://www.activesmart.co.nz)

- **Smart tips** – if you’re playing sport, these can help you stay safe [www.acc.co.nz/preventing-injuries/playing-sport/index.htm](http://www.acc.co.nz/preventing-injuries/playing-sport/index.htm)

- **Home safety** – tips to keep safe at home and a room-by-room checklist to identify hazards [www.homesafety.co.nz](http://www.homesafety.co.nz)

- **Preventing discomfort, pain and injury** – even though you probably don’t work in a traditional office, these self-help tips may be useful [www.habitatwork.co.nz](http://www.habitatwork.co.nz)

### Who to contact

- **If you’re injured, get treatment as soon as possible.** Your health professional will help you fill out an ACC claim form. After receiving this, ACC will contact you by phone or letter to let you know if your claim is approved.

- **If you need further treatment, talk to your health professional first.** They’ll work out what treatment you need and, if it’s for the injury ACC has approved cover for, apply to ACC for help to meet the cost.

- **For all other types of help, talk to ACC about your needs.** They can give you more information about their services, including how to apply. Call **0800 101 996** or see page 38 for more ways to get in touch.

### If you get stuck

The Code of ACC Claimants’ Rights (or ‘Code’) helps guide how ACC works with people making claims. It sets out what you can expect in your dealings with ACC and specifies your right to:

- be treated with dignity and respect
- be treated fairly and have your views considered
- have your culture, values and beliefs respected
- a support person or persons
- effective communication
- be fully informed
- have your privacy respected
- make a complaint.

Contact ACC if you feel your rights have been breached or if you’d like more information about the Code. Visit [www.acc.co.nz](http://www.acc.co.nz) or call **0800 101 996**.
**Directory**

Contact information for some organisations talked about in this guide.

- **ACC**
  ACC can help you if you are injured or support someone who has been injured and needs short- or long-term care. Information about ACC can be found at www.acc.co.nz in a range of languages. Some of ACC’s printed information is also available in languages other than English.
  - Visit www.acc.co.nz
  - Call 0800 101 996. ACC has interpreters who can help you.
  - If you’re deaf, you can contact ACC on deaf@acc.co.nz or fax 0800 332 354
  - ACC branches are listed in the ‘Government department contacts’ section of the phone book.

- **Enable New Zealand**
  Enable New Zealand provides equipment and modifications throughout New Zealand (with the exception of Auckland and Northland), on behalf of the Ministry of Health.
  - Visit www.enable.co.nz
  - Call 0800 171 981

- **Family Services Directory**
  The Family Services Directory is an online tool that connects people with help and support. As a carer, you will find this directory useful for local support, advice or networks.
  - Visit www.familyservices.govt.nz/directory to see what’s available in your region.

- **Health and Disability Commissioner**
  The Health and Disability Commissioner’s role is to promote and protect the rights of those using health and disability services.
  The Health and Disability Commissioner’s website has information in a range of languages.
  - Visit www.hdc.org.nz
  - Auckland – call TTY (09) 373 1060
  - Wellington – call (04) 494 7900
  - Other areas – call TTY 0800 11 22 33
  - Fax (09) 373 1061
  - Email hdc@hdc.org.nz
  - Write to PO Box 1791, Auckland

- **Inland Revenue**
  Information about Working for Families.
  - Visit the ‘individuals and families’ section of www.ird.govt.nz
  - Call 0800 227 773
  - Deaf Link free fax 0800 447 755

- **accessable**
  accessible provides equipment and modifications throughout Auckland and Northland, on behalf of the Ministry of Health.
  - Visit www.accessable.co.nz
  - Call 0508 001 002

- **Carers New Zealand**
  Carers New Zealand is a national not for profit that provides information, learning, advice and support to family, whānau and aiga carers. It is also the Secretariat for the New Zealand Carers Alliance of over 40 national not for profits, all of whom support and provide services for family carers.
  - Visit www.carersair.net.nz or www.carers.net.nz
  - Call 0800 777 797

- **Disability Resource Centres**
  Disability Information Centres are locally based. They offer advice, information and referral services.
  - Visit www.weka.net.nz
  - Call 0800 NZFDIC (0800 693 342)
  - Visit www.nzfdic.org.nz/centres to find the centre nearest you.
Ministry of Business, Innovation and Employment

General queries on employment, pay, holidays and leave.
- Visit www.dol.govt.nz/er
- Call 0800 20 90 20
- Email info@dol.govt.nz

Ministry of Education

Information about Ministry of Education funding and services:
- Talk to your child’s teacher or principal
- Visit www.minedu.govt.nz
- Call your nearest Ministry of Education office go to www.minedu.govt.nz and search on ‘contact special education’
- Call the special education information line 0800 622 222
- Email special.education@minedu.govt.nz

If you already have a relationship with a Needs Assessment and Service Co-ordination (NASC) organisation, you can also talk to them.

Ministry of Health

For information visit www.moh.govt.nz
- Auckland – call (09) 580 9000
- Hamilton – call (07) 929 3600
- Wellington – call (04) 496 2000
- Christchurch – call (03) 974 2040
- Dunedin – call (03) 474 8040

Nationwide Health and Disability Consumer Advocacy Service
- Call 0800 555 050
- Free fax 0800 2787 7678
- Email advocacy@hdc.org.nz

Needs Assessment and Service Co-ordination (NASC) Organisations or equivalent

You need an assessment from a NASC organisation or equivalent to get most health and disability support services funded by the Ministry of Health or a District Health Board.

Younger people with disabilities (under 65 years)
You can find a list of NASC organisations for younger people with disabilities at the Ministry of Health website www.health.govt.nz and search on ‘needs assessment and coordination service’ or phone the Ministry of Health’s disability number 0800 DSD MOH (0800 373 664).

Younger people with chronic health conditions
You can find a list of NASC organisations for younger people with disabilities at the Ministry of Health website www.health.govt.nz and search ‘needs assessment and coordination service’ or phone the Ministry of Health’s disability number 0800 DSD MOH (0800 373 664).

Older people (aged 65 years and over and people aged 50–64 years who have similar needs)
You can find a list of NASC organisations for older people at www.health.govt.nz and search ‘access support services older people’ or call your local District Health Board or your local hospital and ask to talk to the NASC team for older people.

People with mental health, alcohol or other drug issues
Call your local mental health service at your local District Health Board. Your doctor or another health professional can also tell you how to contact a NASC organisation.
● **New Zealand Carers Alliance**
The New Zealand Carers Alliance is a coalition of more than 40 national non-profit organisations seeking progress for family carers. Contact through Carers NZ – see page 38.

● **Senior Services**

**New Zealand Superannuation**
For information on New Zealand Superannuation and other support available for older people.
- Visit [www.seniors.msd.govt.nz](http://www.seniors.msd.govt.nz)
- Call 0800 552 002

**Community Services Card**
- Call 0800 999 999

**Veteran’s Pension**
- Call 0800 650 656

**SuperGold Card**
- Visit the SuperGold Card website [www.supergold.govt.nz](http://www.supergold.govt.nz)
- Call 0800 25 45 65

● **StudyLink**
Visit [www.studylink.govt.nz](http://www.studylink.govt.nz) for information about StudyLink help. You can also apply online for a Student Allowance, Student Loan or course-related costs.

Other ways to get in touch:
- Phone 0800 88 99 00
- Free fax 0800 88 33 88
- Deaf Link free fax 0800 621 621

If you need to visit one of the StudyLink Outreach offices listed on the website, please call StudyLink to make an appointment.

● **Veterans’ Affairs New Zealand**
  - Visit [www.veteransaffairs.mil.nz](http://www.veteransaffairs.mil.nz)
  - Call 0800 483 8372

● **Work and Income**
Often the financial support available to carers or the person you care for is provided by Work and Income. You can also apply online and/or make an appointment to see us online.

Work and Income can talk with you in different languages (including Arabic, Cantonese, Hindi, Mandarin, Māori, Samoan, Somali). Please ask if you want to speak to someone in another language.
- Call 0800 559 009
- Visit [www.workandincome.govt.nz](http://www.workandincome.govt.nz)
Assistance for people who are deaf

If you are deaf or find it hard to talk on the phone, contact Senior Services, StudyLink or Work and Income by sending a message to the Deaf Link free fax on 0800 621 621 or email MSD_Deaf_Services@msd.govt.nz

For help in languages other than English

- Help from Work and Income

For help in languages other than English you can call Work and Income's Multilingual Lines and speak to someone in one of ten other languages.

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<td>0800 664 004</td>
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<tr>
<td>Farsi</td>
<td>0800 996 006</td>
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<td>Hindi</td>
<td>0800 993 003</td>
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<td>Mandarin</td>
<td>0800 661 001</td>
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<td>0800 662 002</td>
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<td>Samoan</td>
<td>0800 663 003</td>
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<tr>
<td>Somali</td>
<td>0800 997 007</td>
</tr>
<tr>
<td>Tongan</td>
<td>0800 669 009</td>
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</table>
Help from other Government agencies: Language Line

Language Line is a free telephone interpreting service to help you communicate with Government agencies. Language Line allows clients with little or no English to ask for a telephone interpreter. The interpreter is available only on the telephone.

To access Language Line call or visit the desired agency, ask for the language you want and wait. An interpreter is usually available within two minutes to help you talk to the agency.

For current information on agencies and more about the service: **www.languagesline.govt.nz**
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Go to www.carersair.net.nz or www.carers.net.nz for more information or call 0800 777 797.

This booklet is also available from Work and Income 0800 559 009, or Carers New Zealand 0800 777 797.