

A Guide for Carers

He Aratohu mā ngā Kaitiaki



Practical help for people caring for family or friends who are older or have ill health, a disability or a mental health, alcohol or other drug issue.

Are you a carer?



Are you one of the many New Zealanders caring for an older relative, a sick friend or a disabled family member? Do you often help 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 looking after a disabled child, an older person caring for a sick partner or a younger person looking after a friend who is experiencing mental health issues.

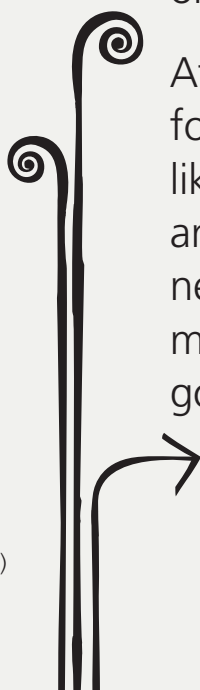
The care you give could be needed suddenly due to injury or illness, or gradually over time as you provide more support for, say, a parent or grandparent.

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.

First published September 2009
Updated May 2011

Ministry of Social Development
PO Box 1556, Wellington 6140
New Zealand
Telephone +64 4 916 3300
Facsimile +64 4 918 0099
Website www.msd.govt.nz

ISBN 978-0-478-32351-1 (Print)
ISBN 978-0-478-32352-8 (Online)



Foreword

E ngā mana, e ngā reo, e ngā kaiwhakahāpai o tēnei kaupapa whakahirahira, tēnā koutou.

It is my pleasure to introduce an updated version of *A Guide for Carers – He Aratohu mā ngā Kaitiaki*. The guide was launched in 2009, in response to requests for a single resource on the range of government support available to carers. Since it was first published the guide has been widely distributed across the country and I have received positive feedback about it.

Carers New Zealand, the Ministry of Social Development and other government agencies have worked together to update the guide. I want to thank those people who took time out from their busy lives to respond to surveys to tell us how to improve the guide. Your feedback has been taken into account to ensure that it continues to meet your needs and remains up-to-date. This guide would not have been possible without the input of the people who the guide is for – carers.

You'll find a range of information in here that you may need to help you care for a loved one. Feedback from those surveyed indicates that priority topics for carers continue to be financial help, help at home, respite care, information on needs assessment

and transport and travel, and what your rights are.

The guide helps to progress the Carers' Strategy (developed in partnership between the Government and the New Zealand Carers Alliance). The Strategy identifies actions needed to make sure that you are supported and recognised for the valuable contribution you make to New Zealand society. Carers, as much as anyone else, need to have choices and opportunities to participate in family life, social activities, employment and education.

We need to make sure that informal carers are visible and your needs are recognised and supported. This updated guide is one step the Government can take to make it easier for you to get the information you need.


On behalf of the Government, I want to thank you for the selfless dedication you continue to demonstrate every day, in your role as a carer.


Tariana Turia

Hon Tariana Turia,
Associate Minister for Social
Development and Employment



Contents

Money		Financial help	4
		Transport and travel	11

People		Assessing needs	14
		Having a break	16
		Help at home	18
		Children with special education needs	20
		Balancing your caring role with work and study	22
		Taking care of yourself	24
		Help with managing bladder or bowel control	25
		Contacts in time of mental health crisis	25
		Making and resolving complaints	26

Things		Equipment	30
		Housing and vehicle modifications	32
		Injury cover	34

Directory	36
------------------	-----------

Other contact details	38
------------------------------	-----------

Index	40
--------------	-----------





Money

In this section, you'll find information on financial help from Work and Income, Inland Revenue and other agencies.

Financial help

Transport
and travel



Financial help

This table lists different types of financial help that may be available.

Need	Financial help	Who to contact	See page
Income Support for carers	Domestic Purposes Benefit – Care of Sick or Infirm (DPB-CSI)	Work and Income	5
Income support for the person cared for	New Zealand Superannuation	Senior Services	6
	Veteran’s Pension	Senior Services	6
	Invalid’s Benefit, Sickness Benefit	Work and Income	6
Help with extra costs	Disability Allowance, Assistance for hardship	Work and Income	7
Extra help with medical costs	Community Services Card	Senior Services	7
	High Use Health Card	Family doctor	8
Help when someone has died	Funeral Grant	Work and Income	8
Help with housing costs	Accommodation Supplement	Work and Income	8
	Rates Rebate Scheme	Local council	8
Home help	Tax deductions	Inland Revenue	9
Extra help if you are caring for a child	Child Disability Allowance,	Work and Income	9
	Working for Families Tax Credits	Inland Revenue	9
	Tax deductions	Inland Revenue	10
Extra help for people over 65 years	SuperGold Card	Senior Services	10

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.

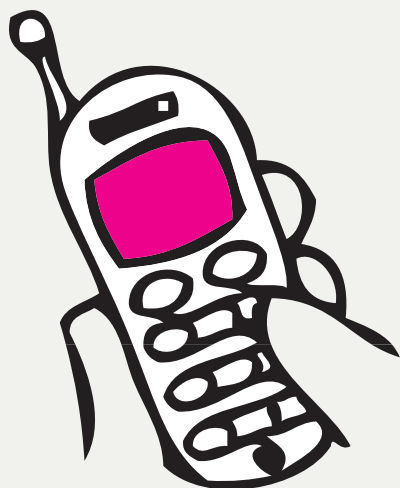
It’s important to stay in contact about any changes that might affect your payments,

like 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 34.

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 38 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
- Talk to an accountant or call Inland Revenue on **0800 227 773** for more information about Working for Families and other tax benefits. See page 35 for ways to get in touch with Inland Revenue. For more information about help from Inland Revenue go to www.ird.govt.nz
- Talk to your family doctor about subsidies if you have ongoing health issues 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 medical practitioner) may also be able to help. This section describes some types of support that may be available.

Income support for carers

● Domestic Purposes Benefit – Care of Sick or Infirm

The Domestic Purposes Benefit – Care of Sick or Infirm is for people who are caring full-time at home for a person who has a serious illness or disability and:

- needs full-time care
- is not your spouse 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 Domestic Purposes Benefit – Care of Sick or Infirm

Talk to Work and Income – for contact details, see page 37.

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 five of those years since turning 50).

You can apply online for New Zealand Superannuation at www.seniors.msd.govt.nz

Who to contact about New Zealand Superannuation

Talk to Senior Services – for contact details, see page 37.

● **Veteran's Pension**

This is for people who have a disability that is due to 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 37.

● **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.

● **Invalid's Benefit**

Invalid's Benefit helps people who are permanently and severely limited in how much work they can do because they have an ongoing sickness, injury or disability.

It can also mean the illness is terminal and the person is not expected to live more than two years. The person can't work regularly for 15 hours or more a week.

People who are totally blind can receive this benefit.

A medical certificate is required to confirm the condition. The Invalid's Benefit has an income test.

Who to contact about the Invalid's Benefit

Talk to Work and Income – for contact details, see page 37.

● **Sickness Benefit**

The Sickness Benefit helps people who are willing to work, but aren't currently working, or are working less hours, because they are sick, injured, disabled or pregnant.

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.

The Sickness Benefit also has an income test.

Who to contact about the Sickness Benefit

Talk to Work and Income – for contact details, see page 37.



Help with extra costs

● Disability Allowance

The Disability Allowance is a weekly payment for people who have regular, ongoing costs because of a disability, medical condition or illness. 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 ill health 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 and over, talk to Senior Services. For contact details, see page 37.

● 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 and over, talk to Senior Services. For contact details, see page 17.

Extra help with medical costs

● 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. There is an income limit to get this card.

How it can be used

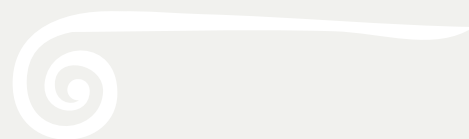
The Community Services Card can reduce the cost of:

- 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
- 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 37.



● **High Use Health Card**

The High Use Health Card helps people who do not have a Community Services Card, but 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 also gives 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

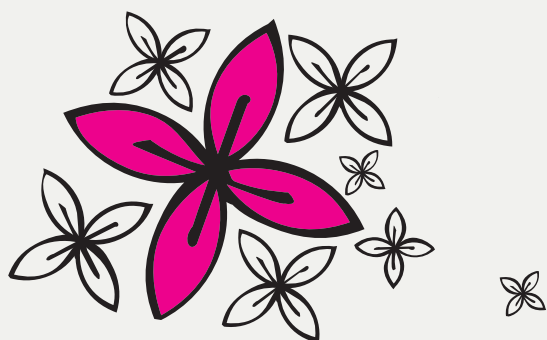
Visit a doctor to apply for this card.

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 limit for this grant which is based on the financial 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 and over. For contact details, see page 37.

ACC and Veterans' Affairs also pay funeral grants (see pages 35 and 37).

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 another 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 and over, talk to Senior Services. See page 37.

● **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

Who to contact about the Rates Rebate Scheme

Talk to your local council to apply for the Rates Rebate Scheme.

Home help

● Tax deductions

A tax credit may be available for a housekeeper if a person or their partner is disabled or physically unable to do housework.

Go to www.ird.govt.nz or call **0800 227 773** to find out more.

For information on home help services, see page 18.

Who to contact about tax deductions

Talk to Inland Revenue – for contact details, see page 36.

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 and over. For contact details, see page 37.

● 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 disabled children)

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 37.

● 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.

Payment type	Description
Family tax credit	Paid to families with dependent children.
In-work tax credit	Paid to families with dependent children who work a certain number of hours each week.
Minimum family tax credit	A top-up paid to make sure the annual income of a family with dependent children does not fall below a certain amount.
Parental tax credit	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.

Who to contact about Working for Families Tax Credits

Inland Revenue, unless applying for a benefit. (Work and Income will assess whether a person gets tax credits as part of their benefit application.)

Working for Families calculators

www.workingforfamilies.govt.nz has calculators you can use to check the amount of Working for Families Tax Credits, Accommodation Supplement and Childcare Assistance you may get.

● Tax deductions

If you paid for childcare during the last tax year, you may be able to get a refund.

Who to contact about tax deductions

Talk to Inland Revenue – for contact details, see page 36.

Extra help for people over 65 years

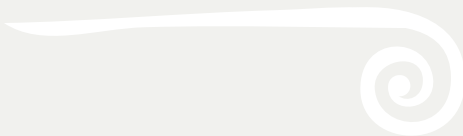
SuperGold Card

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 get New Zealand Superannuation or a Veteran's Pension, or if they are aged 65 years or over and are getting some other form of help from the Ministry of Social Development. 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 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

The National Travel Assistance (NTA) Scheme helps with travel costs for people who need to travel often or for long distances to get specialist health or disability services. Sometimes it can help with accommodation costs too.

Who may receive this?

To get this service, you need to be referred by your 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. Getting this service also depends on how far you have to travel and how often. The rules are different for children and adults and for those holding a Community Services Card. Sometimes a support person can get help too.

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.

Who to contact about NTA

- Talk to your local hospital travel co-ordinator, a hospital social worker or your specialist.
- Visit the NTA website www.moh.govt.nz/travelassistance or call 0800 281 222.

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 that give a 50 per cent discount on normal taxi fares. The purpose of the scheme is to assist eligible people with impairments to access appropriate transport to enhance their community participation. 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). It's available nationally (mainly in cities), and how it works differs slightly depending on where you live. For example, Auckland and Wellington are now using electronic cards, rather than vouchers.

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
- 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 talk to your doctor or NASC organisation (see page 37). Your local Disability Information Centre may also be able to help (see page 36).

● **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 who:

- are unable to walk and rely on a wheelchair for mobility, or
- rely on mobility aids like crutches, walking sticks, splints or walking frames, or
- are unable to walk 200 metres unaided because of the nature/severity of their health condition.

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

Talk to your doctor (who will need to certify your application).

You can get an application form from your doctor or CCS Disability Action www.ccsdisabilityaction.org.nz and from many Disability Information Centres (see page 36).

● **Vehicle modifications**

Some people may be able to get help with vehicle modifications (see page 32).



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

Help with managing bladder or bowel control

Contacts in times of mental health crisis

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 34.

The Assessment Process

The best way to find out what disability support services may be available to you is to contact a Needs Assessment and Service Co-ordination (NASC) organisation – see page 14. A NASC organisation will work with the person you are caring for 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 18)
- Carers Support Subsidy and formal out-of-home services (respite care or having a break - see page 16)
- 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 16)
- other services depending on the needs of the person you support and the area 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 yourself or a health professional may refer someone 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 organisation, 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 other drug issues. In other DHBs, there are separate NASC organisations or mental health case managers who just look after the needs of people with mental health, alcohol or other drug issues.

Getting in touch

Younger people (under 65 years)

You can find a list of NASC organisations for younger people at the Ministry of Health website www.moh.govt.nz/disability or phone the Ministry of Health's disability number **0800 DSD MOH (0800 373 664)**.

Older people (aged over 65 years and people aged 50–64 years who have similar needs)

You can find a list of NASC organisations for older people at www.moh.govt.nz/olderpeople 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

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 on residential care services on the Carers New Zealand website www.carers.net.nz/help_and_advice/residential_care

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 Advocacy Service at the Health and Disability Commissioner's office (see page 26)
- Disability Support Services for younger disabled people, **0800 DSD MOH (0800 373 664)**
- the Ministry of Health (see page 37 for contact numbers).

Having a break

This section describes the help funded by the Ministry of Health and District Health Boards (DHBs) to help you have a break.

ACC may also help you have a break if the person you care for has an injury (see page 34).

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.carers.net.nz

What help is available?

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

- formal out-of-home care (while this is often called respite care, “respite” is now a term that is often used to cover both types of 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.

● Formal out-of-home services

Formal out-of-home services are services like rest homes, respite houses and school camps. These services are contracted by the Ministry of Health and District Health Boards and are free. Generally, you will be able to contact the rest home or other service to make a booking and agree on times and dates that suit you and them. 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.

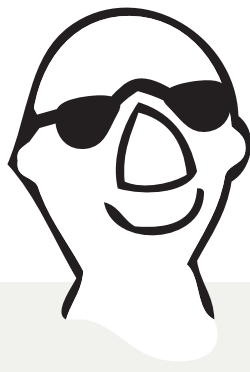
Carer Support can be paid to:

- 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 main 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. 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.

Type of need/disability	Who to ask
Younger person with a chronic health condition and high ongoing health needs (cancer, emphysema, diabetes, cystic fibrosis etc)	<ul style="list-style-type: none">• In the first instance, talk to your family doctor who may refer you to another agency.
Younger person with a disability	<ul style="list-style-type: none">• Contact a Needs Assessment and Service Co-ordination (NASC) organisation – see page 37• Visit www.moh.govt.nz/disability.
Older person, aged 65 years and over, or person aged 50–64 years who has similar needs	<ul style="list-style-type: none">• Contact a NASC organisation – see page 37.
A person with mental health, alcohol or other drug issues	<ul style="list-style-type: none">• Talk to your family doctor. In some places, a NASC organisation may be able to help you (see page 37)• Contact your local DHB mental health service case manager (if you have one).
A person with an injury	<ul style="list-style-type: none">• Contact ACC – see page 36.

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 37). 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 Advocacy Service at the Health and Disability Commissioner's office (see page 36)
- Disability Support Services for younger disabled people, **0800 DSD MOH (0800 373 664)**
- the Ministry of Health (see page 37 for contact numbers).

Help at home

The person you care for 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 34.

Who may receive this service?

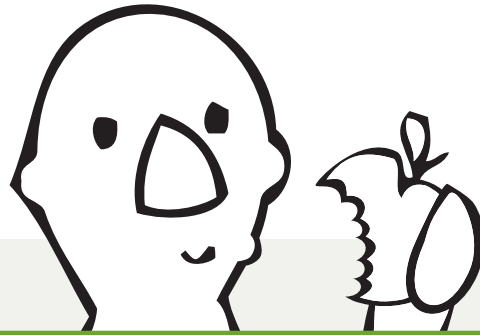
The person you care for must be unable to do these things due to their disability or health needs. They must also have no reasonably available support to help with the tasks (friends or family members etc).

A Community Services Card is needed to get funded home help (cleaning etc). You can read about the Community Services Card on page 7. 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.





Type of need/disability	Who to ask
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	<ul style="list-style-type: none"> • Contact a Needs Assessment and Service Co-ordination (NASC) organisation – see page 37.
Younger person (usually under age 65 years) with chronic health needs (like cancer, diabetes etc)	<ul style="list-style-type: none"> • Talk to your family doctor who may refer you to a NASC organisation.
Older person, aged 65 years and over, or person aged 50–64 years who has similar needs	<ul style="list-style-type: none"> • Contact a NASC organisation – see page 37.
A person with mental health, alcohol or other drug issues	<ul style="list-style-type: none"> • Talk to your family doctor. In some places, a NASC organisation may be able to help you (see page 18). • Contact your DHB mental health service case manager (if you have one).
A person with an injury	<ul style="list-style-type: none"> • Contact ACC – see page 36.

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 Advocacy Service at the Health and Disability Commissioner's office (see page 36)
- Disability Support Services for younger people **0800 DSD MOH (0800 373 664)**
- the Ministry of Health (see page 37 for contact numbers).



Children with special education needs

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. Ministry of Education, Special Education 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 Kohanga 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, Special Education. 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 and Reviewable Resourcing Schemes (ORRS), which provide resources for students with severe disabilities in the areas of learning, vision, hearing, mobility or language use and social communication. ORRS funding can be 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 at Special Education if this happens to you – call and ask to speak to the district manager at your nearest Ministry of Education Special Education district office.

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 Department of Labour's website has an online tool called the Employment Agreement Builder, available at: www.ers.dol.govt.nz

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 three months. They can say

no to your request, but only on the grounds provided by the Act. Learn more at the Department of Labour's website www.dol.govt.nz/worklife.

Who qualifies?

You need to have been with the employer for at least six 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.

● **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.ers.govt.nz/holidays_act_2003/sick_leave

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.

● Career Services

Career Services is a government organisation that provides independent career information, advice and guidance. They help anyone at any stage of their career. 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, having a gap year or who have left school early and are unsure about their career plans
- job seekers, 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.

Career Services employs Māori and Pasifika consultants who regularly run hui and fono designed to provide customised career planning assistance to Māori and Pasifika.

Who to contact

Free information and assistance is 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 37 for ways to contact Work and Income.

● StudyLink

StudyLink is a service of the Ministry of Social Development. StudyLink connects people with the information they need to make informed decisions about student finances and other study-related issues, and provide financial support to students.

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 free fax: **0800 621 621**

Visit one of the StudyLink Outreach offices listed on the website.

Taking care of yourself

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 16 for more information about help funded by the Ministry of Health and District Health Boards 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.carers.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 caring for has increased caring needs.

If you are finding your thoughts and emotions overwhelming, you may need extra support. Options include:

- 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**
- Supporting Families New Zealand, in some areas called 'SF' or Schizophrenia Fellowship, for families of people who have a mental health disorder.

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 (click on Continence Service Providers).

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.



Making and resolving complaints

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. The HDC 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.

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

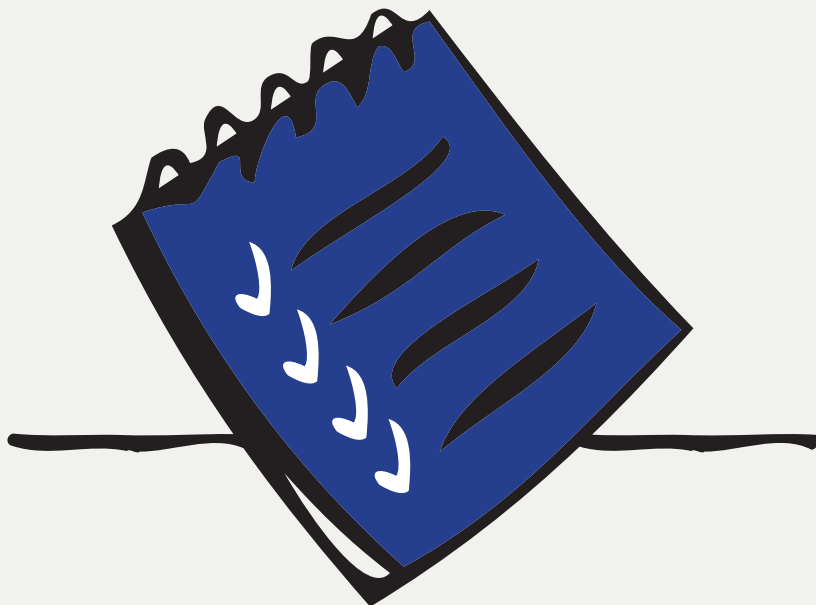
- In the first instance, think about making your complaint directly to the service you are complaining about. The advocacy section of HDC's website www.hdc.org.nz has some tips as well as a sample letter and complaint form.
- Alternatively, contact the Nationwide Health and Disability Advocacy Service. See page 36 for contact details.

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 hdc@hdc.org.nz.

● Human Rights Commission

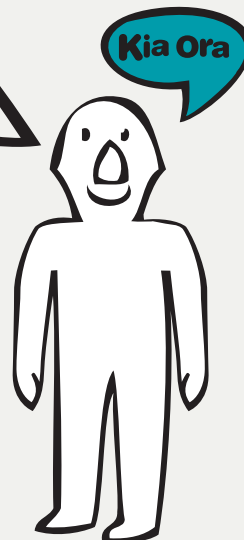
The Human Rights Commission works to protect and promote human rights in New Zealand. Of particular interest to carers is its advocacy work for people with disabilities and mental illness. The Human Rights Commission offers a free, confidential service for members of the public with human rights enquiries 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 etc).

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

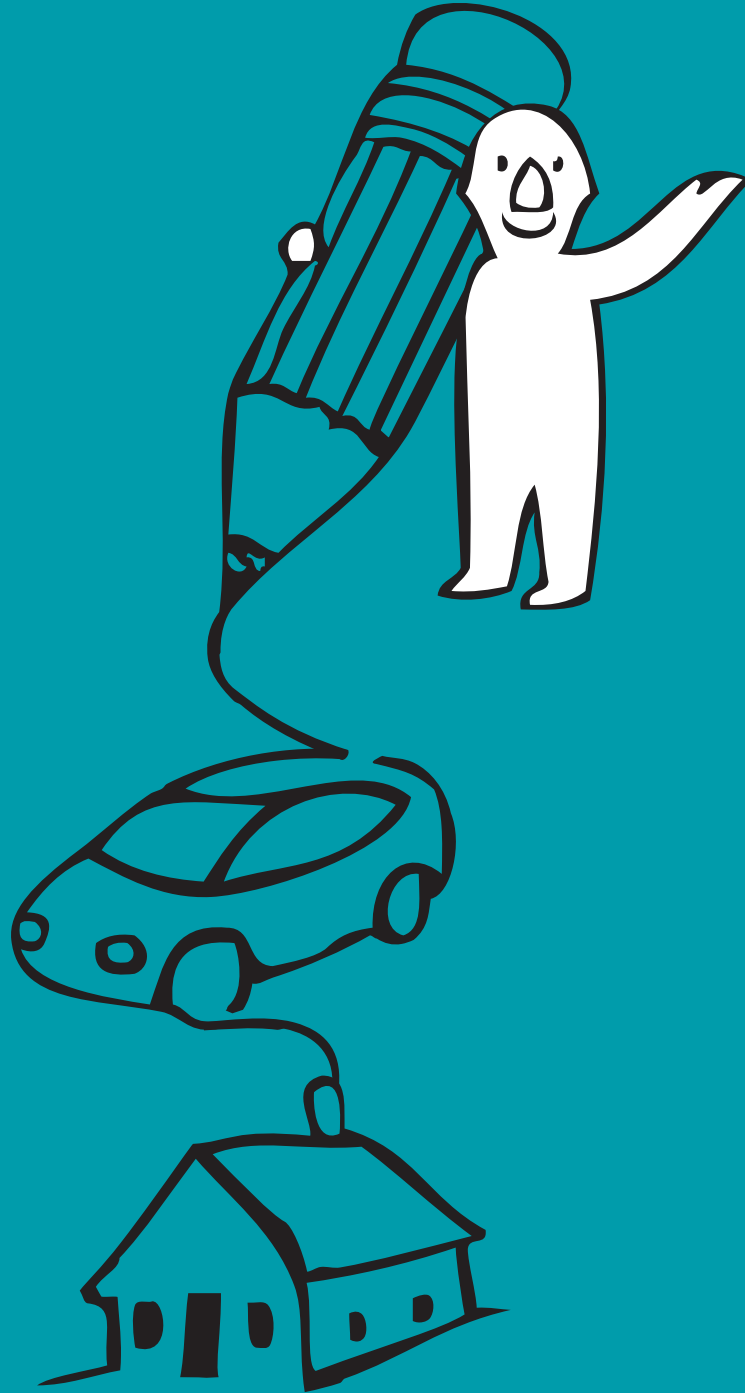
Call 0800 559 009





Things

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



Equipment

Housing and vehicle
modifications

Injury cover



Equipment

This section is about help for equipment modifications funded by the Ministry of Health.



For equipment funded by the Ministry of Health, visit the Ministry of Health website at www.moh.govt.nz/moh.nsf/indexmh/disability-fundedservices-equipmentmodifications 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 20.

ACC may also help with these things if the person you care for has an injury – see page 34.

See page 11 for more information on travel and transport options.

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. Equipment is generally provided at no charge, although part charges for some items may apply.

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 hearing aids, listening devices and alarms)
- vision (such as magnifiers, mobility canes, computer screen reading software and glasses).

● Subsidy for glasses/spectacles

Children with vision problems, aged 16 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 1981** 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 tester 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 Enable on **0800 17 1981** or see <http://www.moh.govt.nz/>

● Hearing therapy services

The Ministry of Health funds hearing therapy services, and these are provided free of charge. Hearing therapists can assess 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**.

Adults who meet certain criteria may be eligible for additional funding help for hearing aids.

Equipment needed for less than six months

If you need equipment for a short time, you can hire it (either from a pharmacy or ask your local Disability Resource Centre). 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.

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 "Who can help you get equipment or home or vehicle modifications?" section on page 33.

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 claim the cost back.



Housing and vehicle modifications

If the person you support has a long-term disability, you might be able to get help from the Ministry of Health with housing or vehicle modifications (a wheelchair carrier or hoist, for example).

People under 65 years with chronic health conditions and similar 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 34).

What help is available?

● Housing modifications

Housing modifications might include:

- 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 single-storey house that will be easier for you to live in, getting equipment to help you (see page 31) or help in the home (see page 18) before planning expensive housing modifications.

If you are renting your home, you will need to get approval from the owner for any government-funded modifications.

You'll find tips about staying safe at home on the ACC website at www.acc.co.nz

● Vehicle modifications

Access to vehicle modification funding is quite restricted. 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.

How to get help

An assessor (usually an occupational therapist) will assess the needs of the person you support. If you are eligible for 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. You cannot claim the cost back for modifications already done without funding approval.

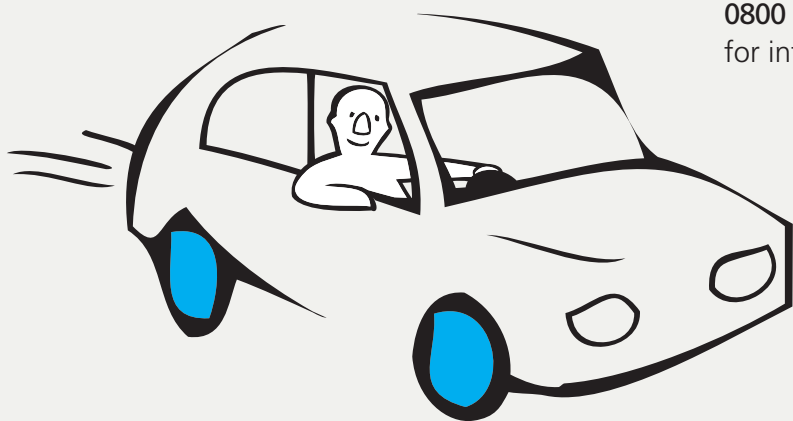
Who can help you get equipment or home or vehicle modifications?

- Contact one of the two agencies that manage applications for equipment and modifications on behalf of the Ministry of Health. Accessable processes applications from Auckland and Northland (phone Accessable on **0508 001 002**), and Enable New Zealand looks after the rest of New Zealand (phone Enable New Zealand on **0800 17 1981**).
- Call your local hospital and ask for Community Health Services (most assessors are usually based there).

* If you get stuck

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

- contact your local Disability Resource Centre – phone **0800 NZFDIC (0800 693 342)** to find the one nearest you
- visit Enable New Zealand's disability information website at www.weka.net.nz or call **0800 17 1981**.



Contact the Ministry of Health to get more information or if you want to make a complaint:

- For general enquiries, phone **0800 373 664** (press option 1) or email disability@moh.govt.nz.
- For complaints, phone **0800 373 664** (press option 2) or email dscdcomplaints@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.

Injury cover

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 recent survey of carers found that 42% 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 also 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
- **Smart tips** – if you're playing sport, these can help you stay safe www.acc.co.nz/preventing-injuries/playing-sport/sport-smart-tips/PI00103
- **Home safety** – tips to keep safe at home and a room-by-room checklist to identify hazards 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.
- ACC also funds some Tai Chi programmes for fall prevention in older people. To find out more, go to www.acc.co.nz/taichi or call **0800 844 657**.

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 36 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 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.

● Accessable

Accessable provides equipment and modifications throughout Auckland and Northland, on behalf of the Ministry of Health.

- Visit <http://www.accessable.co.nz>
- Call **0508 001 002**

● Carers New Zealand

Carers New Zealand is a national charitable trust that provides information and support to family, whānau and aiga carers. It is also the secretariat for the New Zealand Carers Alliance.

- Visit www.carers.net.nz
- Call **0800 777 797**

● Department of Labour

For general queries on employment, pay, holidays and leave:

- Visit www.ers.govt.nz
- Call **0800 20 90 20**
- Email info@dol.govt.nz

● Disability Information 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)** to find the one nearest you

● 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 17 1981**

● Family Services National Directory

The Family Services National 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 HDC 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
- PO Box 1791, Auckland

● Nationwide Advocacy Service

(Through Health and Disability Commissioner's Office.)

- Call **0800 555 050**
- Free fax **0800 2787 7678**
- Email advocacy@hdc.org.nz

● Inland Revenue

Information about Working for Families and other tax benefits: Visit the "individuals and families" section of www.ird.govt.nz

- Call **0800 227 773**
- Deaf Link free fax **0800 447 755**

● Ministry of Education, Special Education

Information about Ministry of Education, Special Education funding and services:

- Talk to your child's teacher or principal
- Visit www.minedu.govt.nz
- Call your nearest Ministry of Education, Special Education office (listed on the above website)
- 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

- Visit www.moh.govt.nz
- Auckland – Call (09) 580 9000
- Hamilton – Call (07) 858 7000
- Wellington – Call (04) 496 2000
- Christchurch – Call (03) 364 6640
- Dunedin – Call (03) 474 8040

● Needs Assessment and Service Co-ordination (NASC) Organisations

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

Younger people (under 65 years)

You can find a list of NASC organisations for younger people at the Ministry of Health website www.moh.govt.nz/disability or phone the Ministry of Health's disability number **0800 DSD MOH (0800 373 664)**.

Older people (aged over 65 years and people aged 50–64 years who have similar needs)

You can find a list of NASC organisations for older people at www.moh.govt.nz/olderpeople 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 45 national non-profit organisations seeking progress for family carers. Contact through Carers NZ.

● Senior Services

New Zealand Superannuation

For information on New Zealand Superannuation and other support available for older people.

- Visit www.seniors.msd.govt.nz
- Call **0800 552 002**

If you are deaf or find it hard to communicate by phone, you can send a message to our Deaf Link free-fax on **0800 621 621** or email MSD_Deaf_Services@msd.govt.nz



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 or call **0800 25 45 65**.

● Veterans' Affairs New Zealand

- Visit 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, Maori, Samoan, Somali). Please ask if you want to speak to someone in another language.

- Call **0800 559 009**
- Visit www.workandincome.govt.nz
- If you are deaf or find it hard to talk on the phone, you can send a message to the Deaf Link free fax on **0800 621 621** or email MSD_Deaf_Services@msd.govt.nz



Other contact details

Assistance for people who are deaf



If you are deaf or find it hard to talk on the phone, you can send 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.

Language		Phone
نحن نتكلم لغتكم	Arabic	0800 668 008
我們說廣東話	Cantonese	0800 664 004
Ma Ba Lisani Shoma Suhbat Mee Numayeem	Farsi	0800 996 006
हम हिंदी में बोलते हैं	Hindi	0800 993 003
我们说普通话	Mandarin	0800 661 001
Ka taea e matou te korero i te reo Māori	Māori	0800 662 002
ਅਸੀ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹਾਂ	Punjabi	0800 995 005
Matou te tautala i lau gagana	Samoan	0800 663 003
Anagu afkaaga waanu ku hadalnaa	Somali	0800 997 007
Oku lava ke tau talanoa 'i ho'o lea	Tongan	0800 669 009



● 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.language.govt.nz

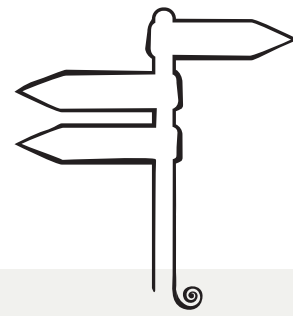
Language Line spoken languages

Māori Tongan Samoan Niuean Tokelauan
Tuvaluan Cook Island Maori Myanmar
Lao Thai Khmer Korean Vietnamese
Nepali Cantonese Mandarin Japanese
Croatian Bosnian Serbian Russian
Ukrainian Spanish French Portuguese
Kurdish Assyrian Farsi Dari Pashto Arabic
Somali Amharic Tamil Sinhalese Gujarati
Urdu Bengali Punjabi Hindi



Index

ACC		Education	
About	34	Ministry of Education, Special Education	20
Code of ACC Claimants' Rights	35	Ongoing and Reviewable Resourcing Schemes (ORRS)	21
Contact details	36	Preschool	20
Injury Cover	34	Primary and secondary school	21
Injury prevention and wellbeing programmes	35		
Accommodation Supplement 8		Employment	
		Career Services	23
Assistance for hardship 7		Employment Relations (Flexible Working Arrangements) Amendment Act 2007	22
		Negotiating employment agreements	22
Career Services 23			
		Family Services National Directory 36	
Carer Support Subsidy 16			
		Flexible work hours 22	
Carers New Zealand 36			
		Funeral Grant 8	
Childcare 9			
		Glasses/spectacles subsidy 31	
Child Disability Allowance 9			
		Health and Disability Commissioner	
Community Services Card 7		About	26
		Contact details	36
Contacts in time of mental health crisis 25		Nationwide Advocacy Service	26
Continence		Health, Ministry 37	
Managing bladder and/or bowel control	25		
NZ Continence Association	25	Hearing aids for adults 31	
Department of Labour 36		Hearing aids for children 31	
Disability Allowance 7		Hearing therapy services 31	
Disability Information Centres 36		High Use Health Card 8	
District Health Board (DHB)		Home and Community Support Services 18	
Contact details (see local phone book)			
		Home help 18	
Domestic Purposes Benefit			
– Care of Sick or Infirm	5		



Housing modifications	32	Respite care	16
Human Rights Commission	37	Senior Services	
Inland Revenue		– Ministry of Social Development	
Contact details	36	Community Services Card	7
Tax deductions	9	New Zealand Superannuation	6
Working for Families Tax Credits	9	SuperGold Card	10
		Veteran's Pension	6
Invalid's Benefit	6	Sickness Benefit	6
Lottery grants	33	StudyLink	23
Ministry of Education, Special Education		SuperGold Card	10
Contact details	37	Taking care of yourself	24
Services available	20–21	Tax deductions	9
Ministry of Health	37	Total Mobility Scheme	11
Mobility Parking Permit Scheme	12	Vehicle modifications	32
National Travel Assistance (NTA) Scheme	11	Veteran's Pension	6
Nationwide Advocacy Service		Work and Income	
(Health and Disability Commissioner)	26	About	4
Contact details	36	Accommodation Supplement	8
Needs Assessment and Service		Assistance for hardship	7
Co-ordination (NASC) Organisation		Community Services Card	7
Assessment process	14	Contact details	37
Contact details	37	Disability Allowance	7
For older people (generally over 65 years)	15	Domestic Purposes Benefit	
For people with mental health and/or		– Care of Sick or Infirm	5
alcohol and drug issues	15	Funeral Grant	8
For younger people (under 65 years)	15	Invalid's Benefit	6
		Sickness Benefit	6
New Zealand Superannuation	6	Working for Families Tax Credits	9
Personal care	18		
Rates Rebate Scheme	8		



Help and support for carers

The **New Zealand Carers Alliance** is a coalition of 45 national non-profit organisations seeking progress for family carers.

Carers New Zealand is a national charitable trust that provides information and support to family, whānau and aiga carers. It is also the Secretariat for the New Zealand Carers Alliance.



Go to **www.carers.net.nz** for more information or call



**0800
777
797**

This booklet is also available from Work and Income **0800 559 009**



MINISTRY OF
SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora



CARERS NEWZEALAND

NEW ZEALAND
CARERS
ALLIANCE