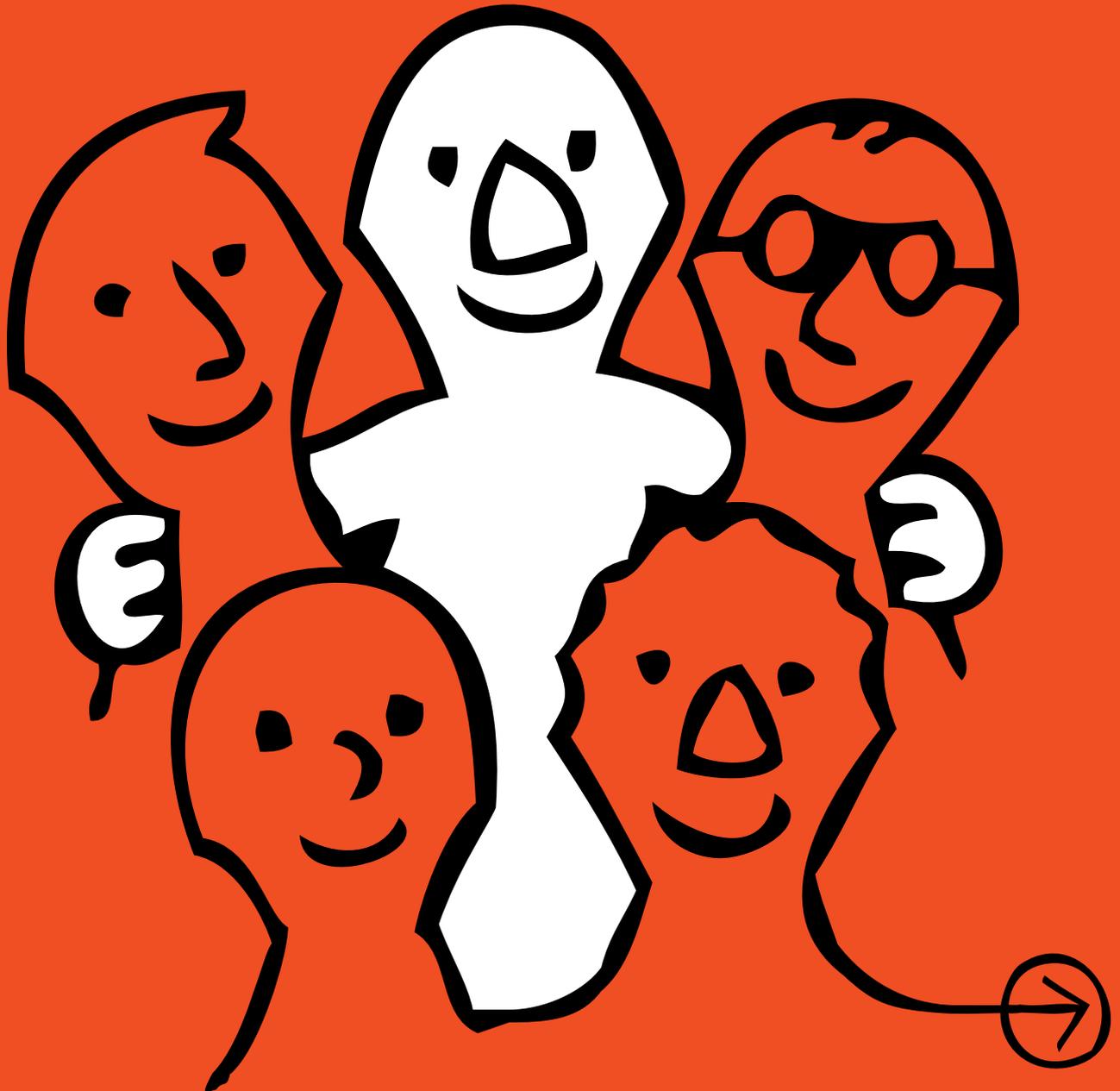




A Guide for Carers

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.

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Foreword

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

It is my pleasure to introduce *A Guide for Carers* – He Aratohu mā ngā Kaitiaki. I'm proud of all the hard work that has gone into collecting and collating this information and organising it in a way that makes sense for the people who need it most – carers. Your role in providing support is an absolutely vital investment in the wellbeing of our families and communities.

You'll find everything in here that you need to help you care for a loved one – including financial help, help at home, information on needs assessment, where to go for equipment and modifications, and what your rights are.

Carers New Zealand, the New Zealand Carers Alliance, the Ministry of Social Development and other government agencies have worked together to develop this guide. Carers told us what they need to know most through surveys and focus groups.

The guide builds on the Carers' Strategy developed in partnership between the government and the New Zealand Carers Alliance. The strategy helps to identify 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.

It is the right time for informal carers to become visible and your needs to be recognised and supported. This guide is one step the Government can take to make it easier for you to get the information you need.

Caring for a loved one is a commitment that can be challenging and can continue for years, or even for decades. Your caring role is worth a great deal to the person you care for and to your community. You are doing New Zealand a great service by supporting this person in their daily life and enabling them to stay a part of their family and community.

This guide, and the other information that goes along with it, is a reflection of our commitment to the thousands of unsung heroes who care for family or friends who need help.

On behalf of the Government,
I extend my thanks to you.



**Hon Tariana Turia,
Associate Minister for Social
Development and Employment**



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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
Financial help for carers	Domestic Purposes Benefit – Care of Sick or Infirm (DPB-CSI)	Work and Income	5
Financial help for the person cared for	New Zealand Superannuation, Invalid's Benefit, Sickness Benefit	Work and Income	6
Help with extra costs	Disability Allowance, Assistance for hardship	Work and Income	6
Extra help with medical costs	Community Services Card	Work and Income	7
	High Use Health Card	Family doctor	7
Help when someone has died	Funeral Grant	Work and Income	7
Help with housing costs	Accommodation Supplement	Work and Income	8
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Home help	Tax deductions	Inland Revenue	8
Extra help if you are caring for a child	Child Disability Allowance, Disability Allowance	Work and Income	8
	Working for Families Tax Credits	Inland Revenue	8
	Tax deductions	Inland Revenue	9
Extra help for people over 65 years	SuperGold Card	www.supergold.govt.nz	9

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 32.

Who to contact for financial help

- Call **0800 559 009** for more information about help from Work and Income or to make an appointment with a case manager. See page 35 for other ways to get in touch if you are deaf or speak a language other than English.
- 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 34 for ways to get in touch with Inland Revenue.
- Talk to your family doctor about subsidies if you have ongoing health issues and visit a doctor often.

About Work and Income

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 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.

If you are caring for someone else's child who does not have a serious illness or disability, you may be able to get other financial assistance from Work and Income. Contact Work and Income to discuss your situation.

Stay in contact with Work and Income

It's important to tell Work and Income about any changes that might affect your payments, like if you start paid work or your family situation changes. Work and Income can then make sure you're getting the right amount of money and you don't miss out on any extra help.

Types of financial help

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

Financial help 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. The person can be a:

- child (including your own child)
- family member (other than your partner or spouse)
- member of your community.

The carer does not need to be single.

You will also need to see a doctor – usually the doctor of the person you are caring for. A doctor needs to advise whether the person meets the medical criteria.

There is an income limit for this benefit.

Who to contact about the Domestic Purposes Benefit – Care of Sick or Infirm

Talk to Work and Income – for contact details, see page 35.



Financial help 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).

Who to contact about New Zealand Superannuation

Talk to Work and Income – for contact details, see page 35.

● **Invalid's Benefit**

This benefit is for people who have a permanent and severe sickness, injury or disability that stops them working or makes it difficult to work.

This means the sickness, injury or disability is expected to continue for at least two years. 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 also receive this benefit.

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 35.

● **Sickness Benefit**

The Sickness Benefit helps people who aren't working at the moment, or are working fewer 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.

The Sickness Benefit has an income test.

Who to contact about the Sickness Benefit

Talk to Work and Income – for contact details, see page 35.

Help with extra costs

● **Disability Allowance**

The Disability Allowance is for people who have ongoing extra costs because of a disability or illness. This allowance can be paid for both adults and children under 18 years.

This allowance can help pay for things like regular visits to the doctor, prescriptions or some travel costs. These extra costs must be because of ill health or disability.

There is an income limit for this allowance.

Who to contact about the Disability Allowance

Talk to Work and Income – for contact details, see page 35.

● **Assistance for hardship**

There are a number of payments or advances 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 the financial situation to see what help is available.

Who to contact about hardship assistance

Talk to Work and Income – for contact details, see page 35.



Extra help with medical costs

● **Community Services Card**

The Community Services Card can help with the costs of healthcare. 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 10).

Who to contact about the Community Services Card

Talk to Work and Income – for contact details, see page 35.

● **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 whensomeone has died

● **Funeral Grant**

A Funeral Grant helps towards funeral costs. Generally, the person looking after the funeral arrangements will apply for this.

There is an income limit for this grant. The income limit 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 – for contact details, see page 35.

ACC and Veterans' Affairs also pay funeral grants (see pages 34 and 35).



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 payment.

The accommodation supplement is not for people who are renting a property owned or managed by Housing New Zealand.

Who to contact about the Accommodation Supplement

Talk to Work and Income – for contact details, see page 35.

● Rates Rebate Scheme

Ratepayers on a low income may be able to get money off their rates. Talk to your local council to apply for the Rates Rebate Scheme.

Who to contact about the Rates Rebate Scheme

Talk to your local council.

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 16.

Who to contact about tax deductions

Talk to Inland Revenue – for contact details, see page 35.

Extra help if you are caring for a child

● Child Disability Allowance

This allowance is for the main carer of a child or young person under 18 years who has a serious illness or disability and needs constant care and attention. Usually the allowance stops when the child turns 18 years (unless the young person starts to receive the Invalid's Benefit). Children can apply for the Invalid's Benefit when they turn 16 years old.

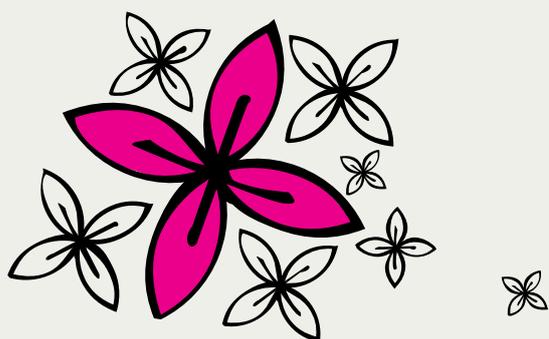
There is no income or asset test for the Child Disability Allowance. A child may be able to get both the Child Disability Allowance and the Disability Allowance.

Who to contact about the Child Disability Allowance

Talk to Work and Income – for contact details, see page 35.

● 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 of payment.

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 34.

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 access to discounts from a wide range of businesses nationwide. It also makes it easier for you to get government entitlements and local authority services and concessions.

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 Work and Income.

Who to contact about the SuperGold Card

More information about government help for seniors and businesses that offer discounts and concessions 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 the government. For example, this could be a renal dialysis centre, a specialist cancer service 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% discount on normal taxi fares. 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.

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 your local council, or talk to your doctor or NASC needs assessor (see page 35). Your local Disability Information Centre may also be able to help (see page 34).

● **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.

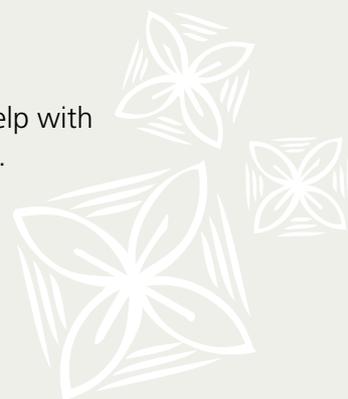
There is a one-off fee for each permit. Short-term permits are valid for up to 12 months. Long-term permits last for five years.

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 34).

● **Vehicle modifications**

Some people may be able to get help with vehicle modifications (see page 30).





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**



People

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



Having a break

Help at home

Assessing needs

Children with special education needs

Balancing your caring role with work and study

Health and disability rights

Help with managing bladder or bowel control

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 32).

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

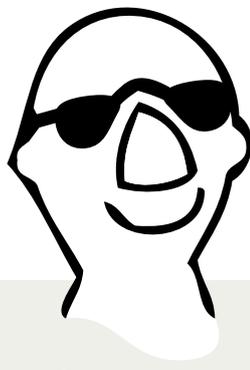
Carer Support is a subsidy towards the daily cost of your breaks. Usually, you are given a certain number of days a year through an assessment process. You choose how you want to take a break and pay for it with the subsidy. You will usually have to pay a “top-up” for the service.

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.



There are different rules around respite care for a person with mental health, alcohol or other drug issues. Respite funding 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.

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 35). 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 24)
- Disability Support Services for younger disabled people, **0800 DSD MOH (0800 373 664)**
- the Ministry of Health (see page 35 for contact numbers).

Who to contact

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)	In the first instance, talk to your family doctor who may refer you to another agency.
Younger person with a disability	Contact a Needs Assessment and Service Co-ordination (NASC) organisation – see page 35 or visit www.moh.govt.nz/disability .
Older person, aged 65 years and over, or person aged 50–64 years who has similar needs	Contact a NASC – see page 35.
A person with mental health, alcohol or other drug issues	Talk to your family doctor. In some places, a NASC may be able to help you (see page 18), or contact your local DHB mental health service case manager (if you have one).
A person with an injury	Contact ACC – see page 34.

Help at home

You may need home help or help with personal care for the person you support.

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). Home help is sometimes called home and community support services.

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 32.

Who may receive this service?

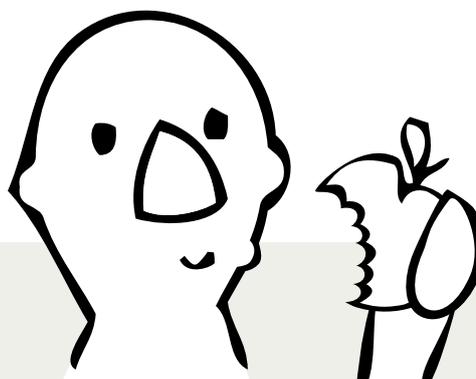
The person you care for must be unable to do these things due to their disability or health needs. They must also have no reasonably available support to help with the tasks (friends or family members etc).

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.





Who to contact

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	Contact a Needs Assessment and Service Co-ordination (NASC) organisation – see page 35.
Younger person (usually under age 65 years) with chronic health needs (like cancer, diabetes etc)	Talk to your family doctor who may refer you to a NASC.
Older person, aged 65 years and over, or person aged 50–64 years who has similar needs	Contact a NASC – see page 35.
A person with mental health, alcohol or other drug issues	Talk to your family doctor. In some places, a NASC organisation may be able to help you (see page 18) or contact your DHB mental health service case manager (if you have one).
A person with an injury	Contact ACC – see page 34.

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).

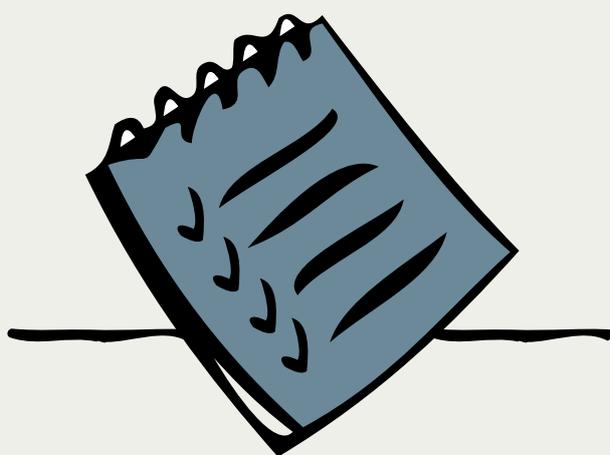
If this doesn't work, you can contact:

- the Nationwide Advocacy Service at the Health and Disability Commissioner's office (see page 24)
- Disability Support Services for younger disabled people, **0800 DSD MOH (0800 373 664)**
- the Ministry of Health (see page 35 for contact numbers).



Assessing needs

An assessment process is needed to get most health and disability support services funded by the Ministry of Health or a District Health Board (DHB).



Read the section about ACC (see page 32) if you or the person you support is recovering from an injury.

How the assessment process works

The assessment is done by a Needs Assessment and Service Co-ordination (NASC) organisation. A NASC assessor will work with the person you support and, where appropriate, you as their carer to identify the person's needs. Some NASCs will assess your needs as a carer separately.

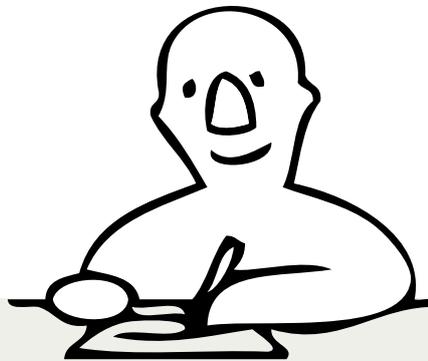
The NASC co-ordinator will tell you what kinds of support and services are available and help you co-ordinate these services.

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 know if you need a new assessment done urgently.

What help is available?

A wide range of services may be available for the person you support. Examples of these are:

- help at home/home and community support (such as help with housework or personal care – see page 16)
- Carers Support Subsidy and formal out-of-home services (respite care or having a break) – see page 14
- 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)
- other support services depending on the needs of the person you support and the area you live in.



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?

A health professional may refer someone to a NASC organisation or you can contact them yourself. The first thing the NASC 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, depending on your need:

- NASC 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 support needs.
- NASC for older people (aged 65 years and over) and people aged 50–64 years who have similar needs.

The NASCs 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 NASCs 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 NASCs 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 NASCs 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

For mental health NASCs (or a similar type of service), call your local mental health service at your local District Health Board.

Your doctor or other health professional should also be able to help you contact a NASC.

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 24)
- Disability Support Services for younger disabled people, **0800 DSD MOH (0800 373 664)**
- the Ministry of Health (see page 35 for contact numbers).

Children with special education needs

Help is available if your child has special education needs.

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.

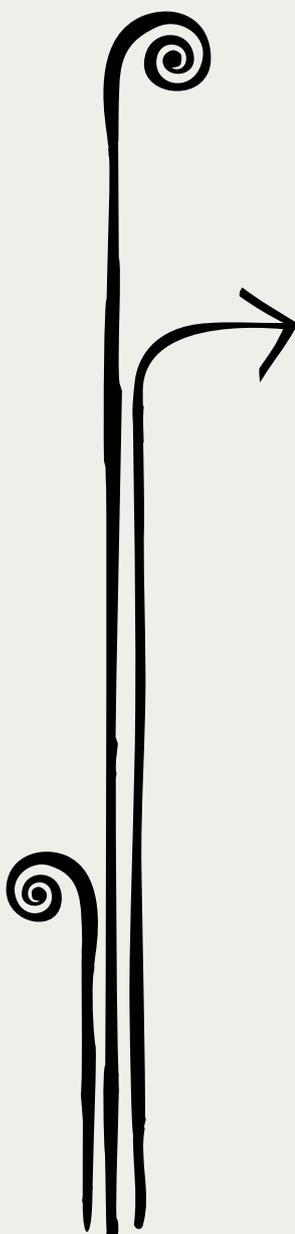
● Before your child starts school

Support is available for children from the time they are born. Ministry of Education, Special Education (GSE) 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, Special Education (GSE). 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 Programme or IEP).

● **Students with high special education needs**

A very small number (3%) of children are defined as having high needs and meet the criteria for specialist help, usually through individual programmes and specialist support at school.

Education services and funding are available through schemes managed either by GSE district offices or schools approved as Accredited Special Education Service Providers (sometimes called “fundholders”). An example is 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 Ministry of Education website www.minedu.govt.nz lists the services and funding available for students with high special education needs.

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 centre (for preschoolers)
- talk to the classroom or form teacher or the school principal (for children at primary or secondary school)
- talk to your family doctor
- contact the Ministry of Education’s Special Education Information Line **0800 622 222**.

If you get stuck ✱

The Ministry of Education has information about the steps you can take if you feel your child’s special education needs are not being met at school. Visit www.minedu.govt.nz or call **0800 622 222**.

The Ministry of Education also has Special Education Facilitators whose role is to help resolve problems between schools and caregivers/ families and whānau of children with special education needs. It is important you talk with your child’s teacher and the school principal before approaching a facilitator for help. To contact a facilitator, phone your nearest Ministry of Education, Special Education (GSE) office and ask for the contact details of your local Ministry of Education National Operations Student Support manager. They will refer you on to a facilitator. You can also phone **0800 622 222** or email special.education@minedu.govt.nz.

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.

● **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. Examples of “flexible work” 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.

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. It includes

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

Who to contact

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 get stuck ✱

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 and move into training or paid work. See page 35 for ways to contact Work and Income.

● StudyLink

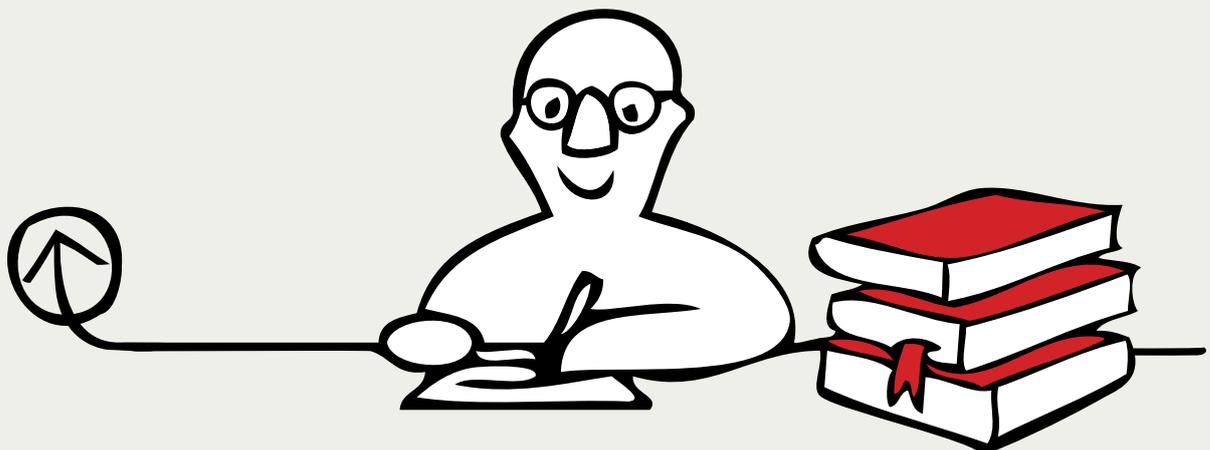
StudyLink is a service of the Ministry of Social Development. StudyLink helps make sure students get the finance and support they are entitled to so they can complete their study.

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 free fax: **0800 621 621**
- Visit one of the StudyLink Outreach offices listed on the website.



Health and disability rights

Everyone using a health or disability service is protected by a code of rights.

An independent Commissioner – called the Health and Disability Commissioner (HDC) – is responsible for promoting and protecting these rights. The code covers a very broad range of services such as hospitals, rest homes, ambulance services, doctors and health therapists.

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 support and 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, organisations that fund services, 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 if you are unhappy with the quality of a health or disability service you have received. The Commissioner will decide the most appropriate way to resolve it. In a small number of cases, the Commissioner may start a formal investigation.

Who to contact

- In the first instance, make 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 you can use.
- Alternatively, contact the Health and Disability Commissioner's Nationwide Advocacy Service. See page 34 for contact details.

If you get stuck ✱

- You can make a complaint to the agency who funds the service, like ACC or the Ministry of Health.
- If you are not happy with the service from your independent advocate, you can make a complaint to the HDC.

● 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**.



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?

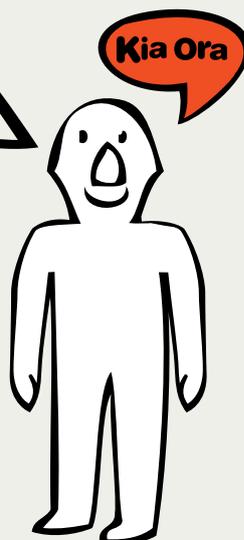
You can ask your doctor to refer the person you support to a continence advisor, or you can refer yourself. For free information pamphlets and a referral to your local continence service, phone the NZ Continence Association helpline on **0800 650 659**. You can also find the nationwide list of continence services at the Association's website www.continence.org.nz (click on Continence Service Providers).



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.**

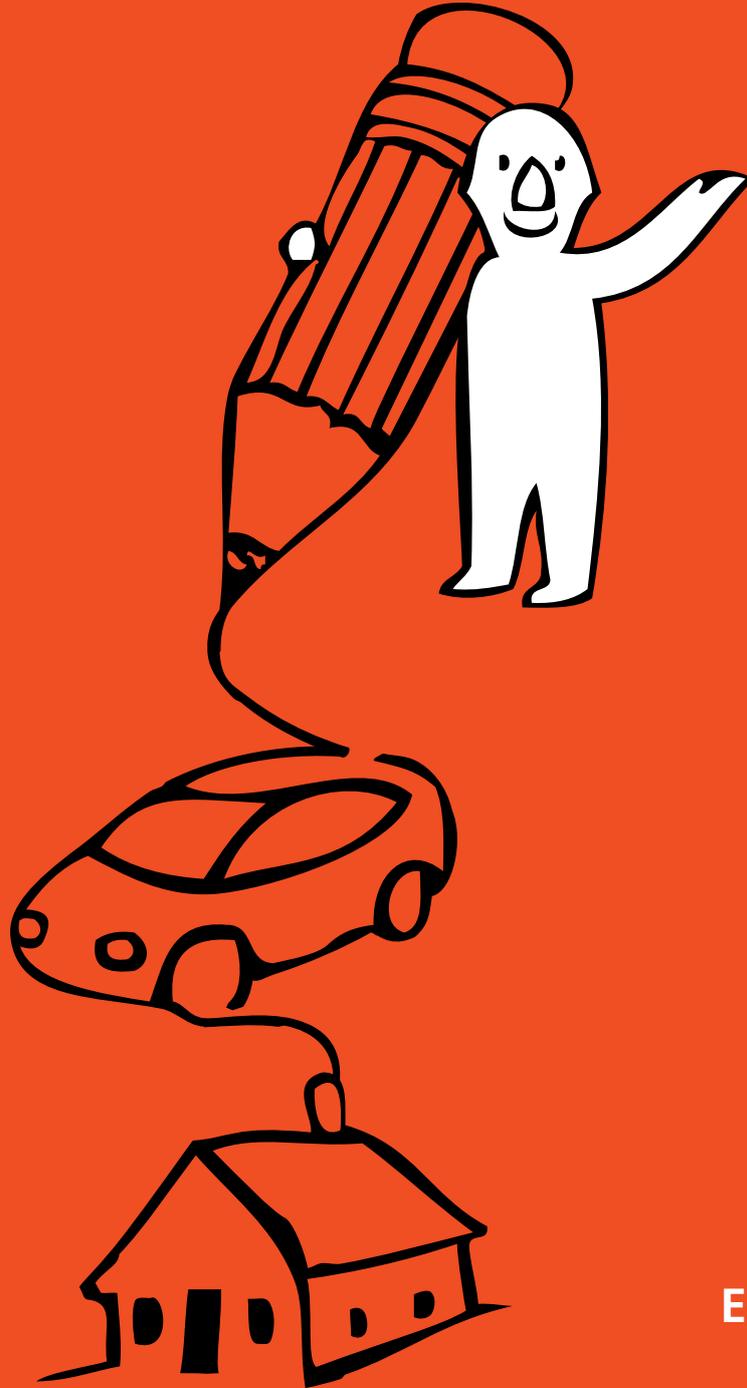
Call 0800 559 009





Things

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



Equipment and
modifications

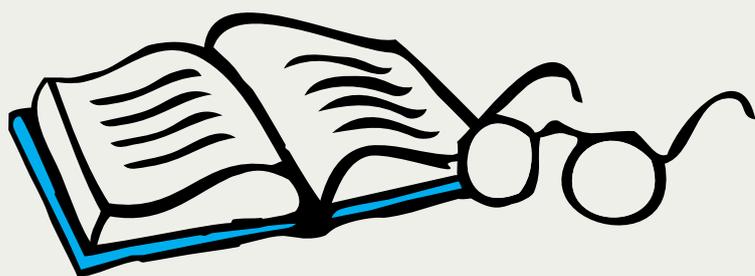
Housing and vehicle
modifications

Injury cover



Equipment and modifications

This section is about help for equipment and home and vehicle 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 21).

ACC may also help with these things if the person you care for has an injury (see page 32).

See page 10 for more information on travel and transport options.

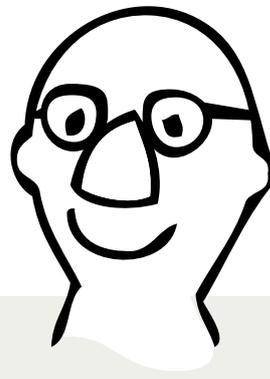
Equipment

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 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 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**

A Hearing Aid Subsidy (HAS) is available for people who need a hearing aid. Two levels of subsidy are available – one for people under 65 years and a higher level for people 65 years and over who have a SuperGold Card. An audiologist (hearing specialist) can help you apply. Call **0800 17 1981** for more information.

● **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 31.

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 32).

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 the person you support 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 28) or help in the home (see page 16) 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.

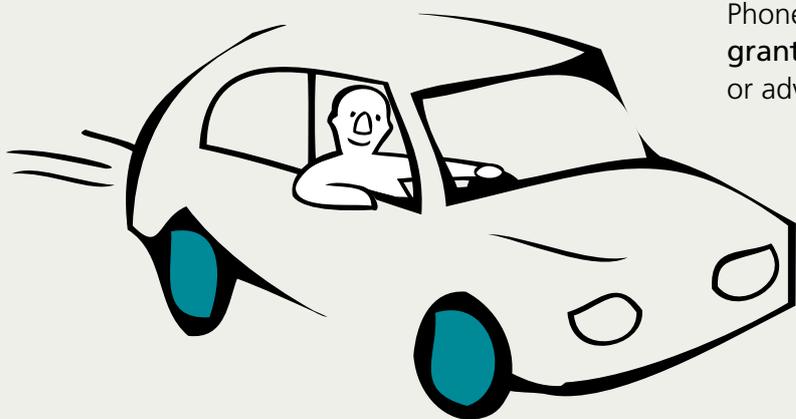
Who can help you get equipment or home or vehicle modifications?

- 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

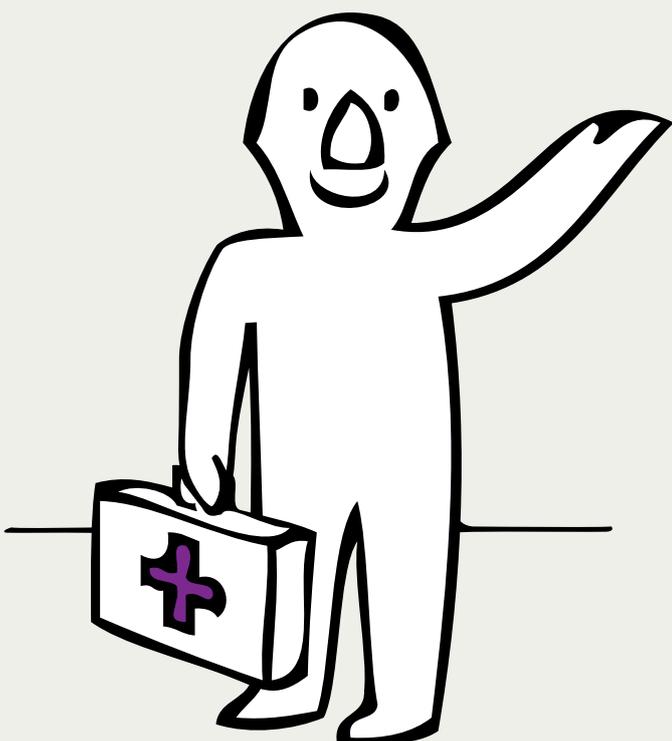
The Lottery Individuals With Disabilities Committee considers applications from people throughout New Zealand who have significant mobility and communication-related disabilities.

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 34 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 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 when you need local support, advice or networks. Visit the website to see what's available in your region.

- Visit www.familyservices.govt.nz/directory

● 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 the 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 621 621**

● Ministry of Education, Special Education

Information about Ministry of Education, Special Education (GSE) funding and services:

- Talk to your child's teacher or principal
- Visit www.minedu.govt.nz/NZEducation/EducationPolicies/SpecialEducation/ForParents
- 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 (see page 18 for information about NASC)

● Ministry of Health

Information about 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 NASCs 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 NASCs 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

For mental health NASCs (or a similar type of service), 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 New Zealand.

● Veterans' Affairs New Zealand

- Visit www.veteransaffairs.mil.nz
- Call **0800 483 8372**

● Work and Income

Often the financial support available to you as a carer or to the person you care for is provided by Work and Income.

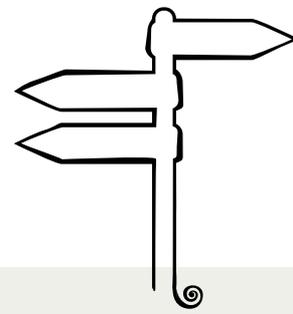
Work and Income can talk with you in different languages (Arabic, Cantonese, Farsi, Hindi, Mandarin, Māori, Punjabi, Samoan, Somali, Tongan etc). Please ask if you want to speak to someone in a language other than English.

- Call **0800 559 009**
- Visit www.workandincome.govt.nz for more information – including 0800 phone numbers in other languages
- 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



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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**



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SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora



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