

## How do I claim Carer Support?

An initial claim form is sent to the full-time carer once a completed Carer Support authorisation has been lodged. Additional forms are generated as claims are processed throughout the year, as long as allocated days remain.

After the Carer Support service has been provided, a claim form must be completed and signed by both the full-time carer and the support carer, confirming the information on the form.

Record the dates and hours (if applicable) of service, and add up total days/half days claimed. Support carers must be aged 16 years and over. Complete support carer details including date of birth of support carer.

Choose applicable rate, ticking one box and completing any related instruction, and put that amount in the daily rate box. Daily rate times days claimed equals the total subsidy payable excluding GST.

If the support carer is not registered for GST then carry this total into the total claimed box.

If the support carer is registered for GST they must attach a tax invoice to the claim form. Record the amount of GST in the box indicated, then add this to the subtotal, putting the total in the total claimed box.

If the payment is to go directly to the support carer then proceed to first declaration and signature box.

If the payment is a reimbursement of the full-time carer who has already paid the support carer, then complete the "amount already paid to support carer" box and then proceed down to second declaration and signature box. The amount paid will be the lesser of total subsidy claimed and the amount paid by the full-time carer to the support carer.

**Payment** - Claim forms must be submitted within 90 days of the last day of care. Payment will be made within 10 working days of receipt of a correctly completed claim form. Payment will be made into the nominated bank account of either the support carer or the full-time carer (in the event that they have already paid the support carer).

## Exclusions from Carer Support

*(ask your NASC for complete details)*

### Excluded from being a Support Carer

Spouses, partners, and parents, including step-parents of a client cannot be paid to provide relief care for that client. Legal guardians and/or any other person(s) fulfilling the role of full-time caregiver are also not eligible to be paid to provide relief care. The above listed people cannot be paid Carer Support even if they do not live at the same address as the client. Support carers cannot live at the same address as the client.

### Ineligible for Carer Support:

- clients residing in residential care
- clients funded by ACC
- clients who pay privately for their full-time care
- clients not eligible for publicly funded healthcare in New Zealand
- clients with short-term convalescent needs (eg after discharge from hospital)

### Carer Support cannot be used:

- while the full-time carer is at work
- when the client is in hospital (unless otherwise approved by your funder. Your NASC will be able to advise you)
- if all days in the period have already been utilised
- for the purchasing of equipment or services other than relief care
- when another funder is responsible (eg medical care for a child at school is paid for by the Ministry of Education)



# How to Claim Carer Support

## General Information About Carer Support

Please refer to detailed guidelines available from any Ministry of Health office or your NASC for further information.

**Ministry of Health Contact Centre:**

**0800 281 222**

## What is Carer Support?

Carer Support is a subsidy funded by the Ministry of Health or a District Health Board. It assists the unpaid full-time carer of a person with a disability (also called the client) to take a break from caring for that person.

The full-time carer (also called the primary carer) is the person who provides a level of care that allows the client to continue to live in their home in the community.

This service offers the full-time carer a break by contributing to the cost of an alternative carer (the support carer) to support the client for a specific number of days per year based on the assessed need. This break enables the full-time carer to continue to provide the required support that allows the person with a disability to continue to live in the community for as long as practicable.

## How can I use Carer Support?

Carer Support is designed to be flexible. The client and full-time carer are able to choose and in most instances co-ordinate their relief care. Short periods of care can be combined and claimed in half and full days. Common options include:

- residential care facility for a pre-arranged number of days
- homecare or other agency caring for the client in their own home, or for activities outside the home
- friends or family members who are not full time carers of the client who are not excluded from providing relief care
- camps or other activities where the purpose is to provide relief care for the full time carer and provide a safe and stimulating environment for the client

If you are unclear about how you can use your Carer Support, please contact the person or agency who has allocated your Carer Support.

## How do I access Carer Support?

Carer Support is available for the full-time carers of clients who are entitled to Carer Support.

The client can be assessed by a Needs Assessment Service Co-ordination (NASC) Agency or, in some circumstances, by a doctor or social worker. If the client is assessed as eligible the person doing the needs assessment will then allocate the Carer Support days. Reviews are usually done annually.

## Definitions of Terms:

**Client** - The person with a disability. The allocation of Carer Support is attached to the client and remains with them should the full-time carer change.

**Full time Carer** - Also called the primary carer. The full-time carer is the person who provides the day-to-day care of the client.

**Support Carer** - This is the person who provides temporary care for the client, giving the full-time carer a break. Also called the relief carer or relief caregiver. A support carer can be an organisation or a person.

A support carer must be at least 16 years of age.

**Relief Care** - This is the care provided by the support carer to the client. Also called support care.

Relief care may take a number of forms. For example, the support carer may be a friend or relative. Alternatively, relief care may be provided in settings such as residential care or through non government organisations. Check the exclusions overleaf as some relatives are excluded from providing relief care.

**Needs Assessment** - Any full-time carer of a client may self refer or be referred to a Needs Assessment Service Co-ordination (NASC) Agency contracted by their regional District Health Board or Ministry of Health. Assessment of the carer's need for support will be considered in conjunction with the needs assessment of the client they support. In some circumstances your doctor or social worker can carry out the assessment and allocate days of Carer Support.

**Allocation** - This is expressed as the maximum number of days that the client has been allocated. The allocation is for a 12 month period commencing from the date of the authorisation. For example if your allocation is 20 days, with a start date of 1st January, the expiry date will be 31st December. Any unused days will expire on 31st December.

**Days** - Carer Support is a subsidy and can be claimed in units of:

- full day - over 8 hours up to 24 hours
- half day - 4 hours up to 8 hours

The minimum unit claimable is a half-day. Periods of care less than 4 hours can be combined to claim half-days and full days as per the example below:

Date(s) of service	Hour(s) if applicable	Half days	Full days
31/08/08	1.5 hrs	-	-
01/09/08	2 hrs	-	-
02/09/08	1.5 hrs	1	-
15-16/08/08		-	2
total days claimed			2.5

In the above example the applicable hours have been added up so a half day can be claimed.

**Rates** - The rates listed below are an example only. Your NASC will advise you of the correct rate of payment. All rates of payment are GST exclusive. GST registered providers must also attach a tax invoice to the claim form and GST will be added to the amount payable.

Total days claimed	2.5
Daily rate	\$75.00
Subtotal (days x rate)	\$187.50
GST (if any – tax invoice attached)	\$23.44
Total claimed	\$210.94

**Bank Account** - Payments are made by direct credit into the bank account of either support carer or full-time carer. For the first payment and any subsequent changes of bank account, we require bank verification of the bank account. All future payments will be made into this account unless a new verified bank account number is submitted.

**Formal/Informal Provider** - A formal provider is a person or organisation that is GST registered for Carer Support. Formal providers are eligible for the formal rate of payment. An informal provider is a person or organisation that is not GST registered for Carer Support. Informal providers are eligible for the informal rate of payment.