

Claiming for 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.

1. Record the dates and hours (if applicable) of service, and enter the total days/half days claimed in the 'Total days' box. Short periods of care (under 4 hours) can be combined and claimed in half and full days.
2. Enter the appropriate daily rate, in the 'Daily rate' box.
3. Calculate the total subsidy: Daily rate x days claimed = Total subsidy payable excluding GST.
4. If the support carer is not registered for GST then enter the 'Total subsidy payable excluding GST' into the 'Total claimed' box.
5. 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, then add this to the total subsidy, putting the total amount plus GST in the 'Total claimed' box.
6. Fill in the support carer details, including date of birth and address details of support carer. Support carers must be aged 16 years and over.
7. If the payment is to go directly to the support carer then go to 'Box 1: Payment direct to support carer' and sign and date the declaration.

8. If the payment is to reimburse the full-time carer who has already paid the support carer, then complete the 'Amount already paid to support carer if any' box and then go to 'Box 2: Reimburse the full-time carer' and sign and date the declaration.

The amount paid will be the lesser of 'Total 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 form. Payment will be made into the nominated bank account of either the support carer or the full-time carer if they have already paid the support carer.

Verification of the bank account is needed for the first payment or if the bank account changes.

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, 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 in residential care
- clients funded by ACC
- clients who pay privately for their full-time care
- clients not eligible for publicly funded health care 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. Check with your NASC
- if all allocated days have already been used
- for buying 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.

For further information

Detailed guidelines on Carer Support are available from your Needs Assessment Service Coordination (NASC) Agency or The Ministry of Health website www.health.govt.nz

Ministry of Health Contact Centre 0800 855 066
– Disability Support Services

New Zealand Government



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How to claim Carer Support

General information about Carer Support



Released 2018

What is Carer Support?

Carer Support is a subsidy that helps you take time out for yourself. It reimburses some of the costs of using a support person to care and support a disabled person while you have a break.

Carer Support is available for 'full-time carers'. A full-time carer is the person who provides more than 4 hours per day unpaid care to a disabled person, for example, the parent of a disabled child.

The number of hours or days that Carer Support is funded depends on your needs and those of the person you care for. Carer Support for people with age-related support needs, mental health and long-term medical conditions is funded by District Health Boards.

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, coordinate their relief care. Short periods of care can be combined and claimed in half and full days. Common options include:

- residential care for a pre-arranged number of days
- homecare or other agency care 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, and who are not excluded from providing relief care
- camps or activities where the purpose is to provide relief care for the full-time carer and 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.

Accessing Carer Support

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

You can be assessed by a Needs Assessment Service Coordinator (NASC) Agency or, in some circumstances, by a doctor. If eligible, the person doing the needs assessment will then allocate your Carer Support days and undertake a review with you, usually after a year.

Definitions of terms

Client – The person with a disability. The allocation of Carer Support is attached to the client and remains with them even if the full-time carer changes.

Full-time carer – Also called the primary carer. The person who provides day-to-day care to the client, allowing the client to continue to live in their home in the community for as long as practical.

Support carer – 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-governmental organisations. Check the Exclusions from Carer Support section, 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 Coordinator (NASC) Agency contracted by their 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 starting from the date of the authorisation. For example, if your allocation is 20 days, with a start date of 1 January, any unused days will expire on 31 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 under 4 hours can be combined to claim half days and full days as shown in the example below.

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

Date(s) of service	Hour(s) if applicable	Half days	Full days
31/08/18	1.5 hours	} 1	
01/09/18	3.5 hours		
02/09/18	7 hours	1	
15-16/08/18		-	2
Total days claimed			3

Rates – The rates listed 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	3
Daily rate	\$75.00
Subtotal (days x rate)	\$225.00
GST (if any – tax invoice attached)	\$33.75
Total claimed	\$258.75

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 need 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.

Taxation of carer support payments

Carer Support payments may be subject to income tax. This will depend on your individual circumstances. You may wish to seek advice regarding tax issues from the Inland Revenue Department or, if you receive a benefit, from Work and Income New Zealand.