

# Kowhai Programme

## North Otago

Support for families, whānau & carers

### Navigating the system: Community and financial resources

#### Supportive and Financial Resources Oamaru Contacts

##### Otago Community Hospice

Community Care Coordinator 434 2179  
[bridget.mcatamney@otago Hospice.co.nz](mailto:bridget.mcatamney@otago Hospice.co.nz)  
24 hour telephone advice 03 4736005  
0800 473 6005

##### Community Health Services

District Nursing and MOW 433 0670  
Social Work (Medical) 433 0290 ext 9063

##### Needs Assessment & Service Coordination (NASC)

People with age-related disability  
North Otago (in same office as SW) 0800 627 236  
Disability Support (under 65)  
AccessAbility 477 6211  
Long Term support for chronic health  
Michelle Downey 0800 223 225  
Mental Health (under 65)  
Alcohol and Drug Service Miramare 434 1125  
[oamaru@miramare.co.nz](mailto:oamaru@miramare.co.nz)

##### Cancer Society

434 3284  
027 674 4200  
0800 226 237  
Support groups  
[www.cancernz.org.nz](http://www.cancernz.org.nz)

##### Volunteer drivers

Counselling for clients and/or family members  
Some equipment – call bells/baby monitors  
Accommodation for clients requiring  
treatment in Dunedin 03 477 7447

##### North Otago Asthma Society

434 3202  
[northotagoasthma@xtra.co.nz](mailto:northotagoasthma@xtra.co.nz)

##### Heart Foundation NZ

Otago Branch 477 3999  
[www.heartfoundation.org.nz](http://www.heartfoundation.org.nz)

##### Working for Families

Programme information 0800 257 777

##### Ministry of Health

Healthpac – Carer Support 0800 458 448  
National Travel Assistance 0800 281 222

##### Citizens Advice Bureau

434 9743  
[www.cab.northotago@xtra.co.nz](http://www.cab.northotago@xtra.co.nz)  
Confidential free information, advice, referrals. Have  
specialty services that assist with consumer matters,  
advocacy and JP availability.

##### St John

0800 785 646  
[www.stjohn.org.nz](http://www.stjohn.org.nz)  
Lifelink alarms 0800 50 23 23  
[enquiries@stjohn.org.nz](mailto:enquiries@stjohn.org.nz)

Caring caller 0800 780 780  
Supporter scheme:  
\$55 Individual, \$75 Joint, \$90 Household

##### Home Care Agencies

Healthcare NZ 477 7773  
Access 0800 284 663  
RDNZ NZ 0800 735 769

##### Mobility Assistance

- Mobility Parking Permit –  
Parking assistance available via CCS437 9005
- Total Mobility – taxi vouchers available via health  
support groups, e.g. Arthritis Foundation
- Cancer Society – volunteers may be available for  
transports to medical appointments
- Driving Miss Daisy – 434 8421/027 226 8347  
[oamaru@drivingmissdaisy.co.nz](mailto:oamaru@drivingmissdaisy.co.nz)
- Oamaru Tours – 434 9506/027 226 8347  
[aitcheson.holding@xtra.co.nz](mailto:aitcheson.holding@xtra.co.nz)  
Daily shuttle to Dunedin Hospital Mon-Fri
- Whitestone Taxis 434 1234  
Have two wheelchair taxis, operate a bus servicing  
north end of Oamaru, runs three times daily Mon-Fri

##### Meals – Home Delivery

Most supermarkets have a small range of fresh or frozen  
ready meals.

- Meals on wheels 470 9113  
Need a referral from GP or hospital, \$5.00
- Eat.co.nz 0800 328 333  
Meal packs of 5-6 meals with soup or dessert.  
Fresh and frozen options. Varied menu – check prices
- Couplands 434 2250  
Ready meals
- Whalan Lodge Rest Home 436 0578  
Meals on Wheels through Oamaru District Nurses  
Oamaru
- Four Square, Kurow 436 0720  
Some ready meals

- **BB Quick Meals** 03 453 1000  
<https://bbquick.co.nz/>  
Frozen meals bulk delivered

### Age Concern Waitaki

434 7008  
Information  
Wheelchair hire  
Accredited visiting service

- **North Otago Budget Advice** 434 6196  
Free confidential budgeting service.

- **Pet Care**  
Four Paws Home Sitting Service. 021 109 1344

### Justice of the Peace (JP)

This is a free service. JP's are able to:

- Witness your signature on documents
- Certify copies of documents
- Administer an affidavit
- Complete a declaration

You can find a JP that is close to you via the Yellow Pages in the phone book (under: Justices of the Peace) or [www.justiceofthepeace.org.nz](http://www.justiceofthepeace.org.nz)

### Kiwi Saver

You are eligible to withdraw your savings when you turn 65. You can access your savings earlier if you have a serious illness. Contact your kiwi saver provider to gain your savings.

### Life Insurance

Depending on your insurance provider and your policy agreement, you may be able to access your insurance funds on your diagnosis/prognosis.

### Funeral Homes

**Walls Oamaru Funeral Services**  
Slade and Shelley Pauley 434 8266  
[www.wallsfuneralservices.oamaru.net.nz](http://www.wallsfuneralservices.oamaru.net.nz)

**Whitestone Funerals** 434 8266  
[www.whitestonefuneralsoamaru.co.nz](http://www.whitestonefuneralsoamaru.co.nz)

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## Work and Income (WINZ) Benefits & Entitlements

**Work and Income (WINZ)** 0800 559 009  
[www.workandincome.govt.nz](http://www.workandincome.govt.nz)

NZ Superannuation 0800 552 002  
Community Services Card 0800 999 999  
DeafLink – Free Fax 0800 621 621

[MSD\\_Deaf\\_Service@msd.govt.nz](mailto:MSD_Deaf_Service@msd.govt.nz)

- Text 029 286 7170  
- Telephone Typewriter (TTY) 0800 111 113

### Appointment of an agent

- Can be helpful to appoint an agent for someone who is unwell, to act on behalf and communicate with WINZ
- Forms obtainable on the WINZ website

### Supported Living Payment

This benefit is for people who are severely restricted or unable to work on a long-term basis because of a health

condition or disability, and for people who are caring for someone who needs significant care.

**Health condition, injury or disability**, people must be:

- Permanently and severely restricted in their ability to work because of a health condition, injury or disability. This means people:
  - Have a condition affecting their capacity to work for more than two years, OR
  - Have a life expectancy of less than two years AND
  - Can't regularly work 15 hours or more a week in open employment
- Requires a medical certificate (from your GP)

**Full-time carer**, you need to be:

- Caring full time for someone at home who would otherwise be in residential or hospital level care
- The person must not be your husband, wife or partner
- Need medical information about the person you are caring for

### Accommodation Supplement

- Income tested
- Available to people on a benefit or low incomes. Provides assistance with the expenses of rent mortgage, rates, insurance, etc.
- Not available if you are renting a Housing New Zealand home

### Community Services Card

- Automatically given with benefits
- Income tested
- Cost reductions on:
  - Doctor's fees after hours
  - Visiting a doctor who is not your regular doctor
  - Prescription fees if you do not belong to a Primary Health Organisation
  - Glasses for children under 16
  - 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 at a public hospital outside your area when you have been referred (at least 80 km away for adults and 25 km for children)
- Home help eligibility

### Disability allowance

- Income tested
- WINZ will provide up to \$65.36 (as at April 2020) to cover expenses
- Disability duration of more than 6 months (medical certificate is required)
- Helps to cover GP fees, prescription costs, transport to the doctor, phone rental, medical alarms, lawns/gardening, home heating costs (power/gas/wood/coal), complementary medical treatments (chiropractor, osteopath, podiatrist, homeopathy, acupuncture), continence equipment, food and vets fees for guide dogs, printer ribbons & computer paper for the blind, hearing-aid batteries, day care for the elderly, special foods; rental equipment if not funded by the DHB or state-funded agency

### **Out of school care and recreation (OSCAR)**

- Children aged 5-13 are entitled to an OSCAR subsidy, which covers care before and after school and during school holidays, to enable you to attend paid work or training

### **New Zealand Superannuation and Veteran's Pension**

- For people over 65
- Under 65's can 'piggyback' on a partner's superannuation (income tested)
- Super gold card provides discounts from businesses, government concessions (free buses) and discounts from local council
- Veteran's pension provides a lump sum payment on death for both the veteran and the veteran's spouse
- Veteran's gold card which provides discounts as above and the same entitlements as a community services card

### **Change in living situation (for seniors)**

- An ongoing extra payment on top of NZ Superannuation or Veteran's Pension, when you maintain a household on your own
- For qualifying partner whose partner is in long term residential care
- In some situations when you are not living on your own

### **Residential Care Subsidy**

- Subsidises long term residential care for adults over 65, or 50-65 years if single with no dependents
- Requires a needs assessment and asset test

### **Special Disability Allowance**

Can be paid if:

- You are getting a benefit or pension
- Your partner is receiving a residential care subsidy or has been in a hospital or rest home for more than 13 weeks (\$40.77 as at April 2020)

### **Funeral Grant**

- Income and asset tested
- If you are a partner, spouse, child, parent or guardian of the deceased
- Arranging the funeral of someone with no spouse, partner or child
- Non-taxable lump sum payment that provides assistance towards funeral expenses (\$2,0128.10 as at April 2020)

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## **Hardship Assistance (WINZ)**

### **Advance payment of benefit**

- Are receiving a benefit
- Have an immediate and essential need

### **Recoverable Assistance Payment**

- Income and asset tested
- Have urgent and necessary needs and no other way to meet these costs
- Needs to be repaid – can be paid off in instalments

### **Special Needs Grant**

- As above
- May not have to be repaid
- May depend on how much you and your spouse or partner earn, and on any money or assets you and your spouse or partner have

### **Temporary Additional Support**

- A weekly payment which helps someone who cannot meet their essential living costs from what they earn or from other sources

## **Other financial supports available**

### **Needs Assessment & Service Coordination (NASC)**

Support services for people with:

- A disability lasting longer than 6 months; or
- An ongoing personal health problem that is physical, sensory, intellectual, psychiatric, neurological, age related, or caused through injury

### **Palliative Care funding for residential or home-based care**

- Funded by the Southern DHB
- Provides up to 6 months funding for home-based care, 6 weeks for residential care
- Full funding for residential care; limited funding for home-based care

### **Carer Support**

- Funded by the Ministry of Health (HealthPac)
- Provides 28 days a year relief care – residential or home-based
- Contact GP or Hospice Social Worker

### **Care Plus**

- For people enrolled in a PHO medical practice
- Have a significant chronic illness such as diabetes or heart disease, have acute medical or mental health needs, or a terminal illness
- Visit their GP often
- Services provided at a low or reduced cost

### **Palliative funding (GP)**

- Free or reduced cost GP visits
- Funding for six months

### **High User Card (GP)**

- Must have seen a GP 12 times within 12 months
- Gives you reduced GP and prescription charges just like a community services card but is not a family card
- Not income tested

### **Prescription Subsidy Card**

(Pharmaceutical Subsidy Card)

- Available from your pharmacy – ask your chemist for a card to keep a record of prescription charges
- You are eligible for the card once you have paid for 20 new prescription medicine items from the 1st February each year

- If you live with a partner or any dependent children under 18, you can combine your items to reach this total. Tell your regular chemist the names of all the people in your family, and the ages of your children to help them keep track of how many items you have paid for.
- If you go to a regular pharmacy, they will keep a prescription count for you and give you your card as soon as you reach 20 items. If you go to a different pharmacy from your usual one, or you go to a different pharmacy each time, keep your receipts. Take the receipts to your pharmacy once you have 20 items to gain your subsidy card

**Travel Assistance (Hospital)**

- Reimbursement for travel to hospital may be available
- Dependent on distance and number of trips

**Working for Families Tax Credits (IRD)**

Delivered by Work & Income and Inland Revenue; gives financial support to working families with dependent children aged 18 and under:

- Dependent on the number of children in the family and how much income earned

**Waitaki Council**

**Rates Rebate** – you are eligible if:

- you own the property and your name is on the rates invoice, and
- the total income of the owners of the property is within the range given.

The calculation use to determine your rates rebate takes into account your income, number of dependents, and the amount of rates you pay.

- The maximum rebate for the current rating year (1 July 2019 to 30 June 2020) is \$640.

**NOTES:**



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