

# Kowhai Programme

Support for patients, families & carers

## Navigating the system: Community and financial resources

### Supportive and Financial Resources available in Dunedin

#### Otago Community Hospice

473 6005 (Free phone: 0800 473 6005)

#### Dunedin Hospital Community Health Services

District Nurses 476 6044  
Meals on Wheels 470 9113  
Short term loan equipment 470 9197

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

Care Coordination Centre (over 65) 470 9300  
Disability Support (under 65)  
AccessAbility 477 6211  
Mental Health (under 65) Miramare 474 5552

#### Cancer Society 477 7447

[www.cancernz.org.nz](http://www.cancernz.org.nz)

Volunteer visitor service

Transport to hospital appointments

Support groups

#### Otago Asthma Society (COPD) 471 6167

[otagoasthma@xtra.co.nz](mailto:otagoasthma@xtra.co.nz)

#### Heart Foundation NZ

Otago Branch 477 3999

[www.heartfoundation.org.nz](http://www.heartfoundation.org.nz)

#### MND Association

Kate Moulson – Sth Is Fieldworker 029 777 9944  
[southisfieldwork@mnda.org.nz](mailto:southisfieldwork@mnda.org.nz)

#### Ministry of Health 0800 281 222

Carer Support & National Travel Assistance

#### Working for Families

Programme information 0800 257 777

[www.ird.govt.nz/familyassistance](http://www.ird.govt.nz/familyassistance)

#### Citizens Advice Bureau 471 6166

[www.cab.org.nz](http://www.cab.org.nz)

Confidential free information, advice, referrals. Have specialty services that assist with consumer matters, advocacy and JP availability.

#### Dunedin RSA Welfare Trust 466 4888

[welfare@dn-rsa.org.nz](mailto:welfare@dn-rsa.org.nz)

Assistance to the service and ex-service community

#### St John 0800 785 646

[www.stjohn.org.nz](http://www.stjohn.org.nz)

Lifeline alarms 0800 50 23 23

[enquiries@stjohn.org.nz](mailto:enquiries@stjohn.org.nz)

Caring caller 0800 780 780

Supporter scheme:

\$50 Individ. \$65 Joint, \$80 Household

#### Māori Cancer Kaiārahi Service

Arai te Uru Whare Hauora 471 9960

Winnie Matahaere [winnie@araiteuru.co.nz](mailto:winnie@araiteuru.co.nz)

25 College Street, Caversham, Dunedin

### 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 \$62.37 (as at February 2018) 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

### **Childcare Assistance**

- Income tested (depends on number of children and your income level)

### **Childcare subsidy**

- For children under 5 (or 6, if you receive a Child Disability Allowance)
- Able to subsidise up to 9 hours of child care per week, or in some cases up to 50 hours a week if working, training or ill
- Child must attend an eligible service for at least 3 days a week

### **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 (\$38.90 as at February 2018)

### **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 (\$2,030.91 as at February 2018)

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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

### Dunedin City Council

Rates Rebate – you are eligible if:

- Total gross household income (including spouse) is less than \$24,790
- Total household gross income exceeds \$24,790, depending on the number of dependents and the amount of your rates
- The maximum 2017/2018 rebate is \$620.00. The rebate is credited to your rate account

### Electricity Fund

- Grant towards an electricity account
- Need to see a Budget Advisor (they are available through: Anglican Family Care, Presbyterian Support Services, Salvation Army, Budget Advisory Service, Catholic Social Services)

### Free cremation

- Application form on the DCC website [www.dcc.govt.nz/facilities/cemeteries](http://www.dcc.govt.nz/facilities/cemeteries)
- Assets must be less than cremation fee (approx. \$900)

## General information

### 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 CCS Disability Action (short term 3-12 months \$35; long term 5 years \$50) ph. 0800 227 2255 [www.MobilityParking.org.nz](http://www.MobilityParking.org.nz)
- Total Mobility – taxi vouchers available via health support groups, e.g. Arthritis Foundation, or referral direct to CCS Disability Action
- Driving Miss Daisy – also accept mobility vouchers.
  - Dunedin North: Kerri, ph. 467 5017/021 503 298
  - Dunedin South: Lyn, ph. 486 2033/021 503 498
- Cancer Society (volunteers who will take you to hospital appointments) ph. 4777447
- Mornington Health Centre – provide a courtesy van to and from appointments
- Mobility Scooters Otago, Tony McCarthy, 455 2875 211 King Edward St, Dunedin
  - Free home demonstrations & delivery. Rentals available
- Mobility Solutions Centre, 455 1201, 245 King Edward St, Dunedin
  - Provision of household aids/equipment to assist with daily living, such as mobility scooters, continence products, long handled reachers, built up utensils, shower chairs
- 75+ Parking Permit: allows drivers aged 75 years and over to park for free in pay & display areas up to the maximum stay

### Meals – Home Delivery

- Meals on wheels 470 9113 \$5.00  
main and dessert Mon - Fri
- St Barnabas 455 8298 \$2-\$10.50
  - Mon-Sat various meal options (soups, hot, frozen, sandwiches). Delivered or can be picked up.
- Red Poppy (RSA) Mosgiel 489 7182 \$8.00  
frozen delivery in Mosgiel
- Taieri Court, Mosgiel 489 6044 \$6 main,  
\$2.80 dessert; delivery \$0.50 in Mosgiel
- Eat.co.nz 0800 328 333  
From \$8.80 + delivery charge
- BBQuick Meals 453 1000  
[info@bbcatering.co.nz](mailto:info@bbcatering.co.nz) from \$48 - \$63.90 for 8 pack  
meals, free pick-up, delivery extra
- Eat18r 03 420 0722  
[eat18r@yahoo.com](mailto:eat18r@yahoo.com)  
Meals \$9 - \$11 each. Deliver on a Friday to  
Dunedin/Mosgiel, have a delivery charge
- Your Pro Chef 473 1680  
[karl@yourprochef.nz](mailto:karl@yourprochef.nz)  
\$4.50 - \$15.90 frozen meals delivery charge,  
free pick up from North East Valley

### Grocery shopping Information

#### Countdown Andersons Bay

Delivery \$10 - \$20 dependent on amount & area

[www.countdown.co.nz](http://www.countdown.co.nz)

#### Moyles Fresh Choice (Green Island)

488 2317 \$5 delivery (Mon – Fri Green Is/Abbotsford,  
Tues: Mosgiel, Wed: Brighton/Ocean View, Thurs: Sth  
Dn, Fri: Wakari/Pine Hill)

#### New World Gardens

Have some shopping services.

473 8754 to arrange have charges

#### Port Chalmers 4 Square

Delivery locally (free) 472 8746

### Pet Care

Pet Guardian Network 487 8850  
Laura McNeil 021 296 4249

[petguardiannetwork@gmail.com](mailto:petguardiannetwork@gmail.com)

Provide emergency foster care, pet feeding, dog care &  
walking, adoptions (rehoming). This is a free service  
provided by volunteers for the elderly and terminally ill.

### 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.

### NOTES: