



16 April 2020

Kia ora Parents, Caregivers and Whanau,

I have just had information about the use of carer support days from the Ministry of Health and what these can be used for during this lockdown time.

If you are not able to use your carer support days for care during this lockdown you can use these differently including purchasing a device for your child or young person.

The information from the Ministry of Health is below:

Ministry of Health funded Carer Support clients are able use to their Carer Support flexibly.

We have removed certain Carer Support rules so resident family members (excluding parents of the client) can be paid as support carers, Carer Support can be used whilst at work (even when working from home) and people can use their Carer Support allocations to purchase items that will provide respite to them.

Key points of accessing Ministry of Health funded Carer Support to buy items that will provide respite during the COVID-19 lockdown period.

- At this stage there are no restrictions on what items can be purchased to provide respite to the Full Time Carer during the COVID-19 lockdown period.
- The Full Time Carer must complete a Carer Support Claim Form which must be signed by the Full Time Carer. Please provide a very good description of what was purchased or what you are intending to purchase. Please provide a receipt/tax invoice or quote where possible. Furthermore, a bank account number is required for the Full Time Carer. If Ministry of Health doesn't have one on record, then you will need to provide one with your claim form.
- Cash advance or reimbursement for items will be made to the Full Time Carer only. We are unable to make payment to any retailers/providers of goods etc.
- We will make payment for the items to the closest half day by adjustment to the actual amount spent, or the value of the allocation left, whichever is the lesser
- We can advance you payment to enable you to purchase items that will provide respite during COVID-19 however receipts for what you have purchased must be kept as Audit and Compliance may require them to review at a later date.
- During the COVID-19 lock down period, we are accepting claim forms via email.

Please email these to 'csclaims@health.govt.nz'. Please note that we are still accepting claims via post as well.

Ngā mihi
Maureen Poulter
Principal ~ Tumuaki