

Carer Support claim form changes

Kia ora,

We're letting you know about a change to how Carer Support claim forms are provided to you.

From July 2025 we will stop sending claim forms out by post to Carer Support claimants. You will no longer receive paper forms in the mail unless you request them. By using the electronic form, you can access this documentation and send them in for processing in a faster way.

The process for submitting claim forms hasn't changed - you can still email or post your completed Carer Support claim forms. The details for this are included on the claim form.

How to get a Carer Support claim form

You can:

Download a blank claim form from:

Disability Support Services website <https://www.disabilitysupport.govt.nz/carers/what-is-carer-support#how-do-you-get-a-form>

Health New Zealand website <https://www.tewhatauora.govt.nz/for-health-providers/claims-provider-payments-and-entitlements/carers-support-subsidy#who-can-get-carer-support>

Call us on 0800 855 066 or email carer_support@health.govt.nz to request that we continue post forms to you.

Write on your next claim application that you send us in the mail, that you would still like to receive claim forms by mail.

Why we are making this change

Many of our Carer Support claimants now submit their Carer Support claim forms by email. Physical posting is less popular than it used to be, and it is often faster to claim, query, and receive payment online.

We also receive large volumes of returned mail, and postal delivery times are less certain than they used to be.

However, if you would prefer a paper claim form mailed to you, we continue to offer this option. Please follow the process we have outlined if you prefer to post your claim forms and receive claim forms by post rather than downloading them online.

We apologise that this change was not communicated to you sooner.

Further support

If you have any questions about this change or for more information about your Carer Support allocation details (number of days remaining and date range), please contact us on 0800 855 066 or email carer_support@health.govt.nz. We are here to help.

We do encourage full-time carers to keep records of their claiming.

Please note we also offer a call back service if you find wait times too long.

[TeWhatuOra.govt.nz](https://www.tewhatauora.govt.nz)

PO Box 1942, Dunedin, 9054

Waea pūkoro: 0800 855 066