

National Relief Care Matching Service Summary

Key points and referral pathway

- Personal assistance to access information about potential relief carers will be provided via **Carers NZ's helpline, 0800 777 797**, from Monday to Friday between the hours of 9am and 5.30pm.
- Carers NZ is working with MyCare Ltd to provide eligible MoH DSS service users with access to a national pool of relief carers who are seeking paid or voluntary work.
- Initially the matching process will be done via Carers NZ's 0800 service, with those seeking relief care providing information about their needs and the skills required by relief carers.
- Carers NZ will source up to five relief care candidates and provide their information and contact details to disabled people and families. Direct contact can then be made between the parties.
- If an eligible disabled person or family carer does not find a suitable match, they can contact the 0800 service to request more relief care candidates.
- An interface is being developed for eligible MoH DSS service users to give them direct access to the MyCare database of relief carers. We are currently working through eligibility processes to achieve this with the Ministry.
- Those seeking relief care will then be able to post jobs so available relief carers in their area can apply directly, and review local relief carer profiles, making contact with any that are of interest.
- We now welcome your organisation's referrals to the new National Relief Care Matching Service. Please provide them with our 0800 number so we can help those who meet eligibility criteria access relief carers.
- Those seeking relief care will be asked to provide the name of their NASC and the NHI number of the disabled person requiring relief care. We will work through the eligibility process with them to ensure those seeking relief care meet Ministry eligibility criteria.
- Relief carers who would like to promote their services at MyCare can pre-register for a free profile at www.mycare.co.nz They will be assisted to develop a full profile to showcase their skills and availability.
- Disabled people, family carers, and relief carers can ask questions or request assistance from Carers NZ's resource centre about the new service. Jude Dodson and Georgie Dooley are available during operating hours to respond promptly to 0800 and email queries for this service.

We look forward to working with you to support disabled people, family carers, and relief carers during the transition to the National Relief Care Matching Service. Please contact Carers NZ if you have questions about the new service, 0800 777 797, or email centre@carers.net.nz