

## Disability Allowance – Medical Alarms

DISABILITY ALLOWANCE IS FOR PEOPLE WHO HAVE A DISABILITY AND NEED HELP WITH EVERYDAY TASKS OR ONGOING MEDICAL CARE. IT HELPS WITH THINGS LIKE REGULAR VISITS TO THE DOCTOR OR HOSPITAL, PHARMACEUTICALS AND MEDICAL ALARMS.

### ***Medical alarm costs***

The rental and monitoring of a medical alarm can be included in the Disability Allowance if:

- the need for it is ongoing and an additional cost
- your doctor tells us you need it because of your disability or personal health need.

Disability Allowance cannot be paid to cover the costs of:

- buying medical alarms, because this is a one-off cost, not an ongoing cost
- smoke alarms or alarms installed for security reasons as this is not a cost directly related your disability
- an alarm cost that is included in the standard service fee for living in a retirement village or complex, unless you were receiving Disability Allowance for the cost of a medical alarm prior to moving and the same cost still exists in the retirement village.

There are other qualifying criteria to be considered for Disability Allowance. You can talk about this with us.

### ***Choosing a medical alarm supplier***

We can provide you with a list of accredited medical alarm suppliers. All of these suppliers are required to comply with the Ministry of Social Development Code of Professional Conduct for Accredited Suppliers of Monitored Medical Alarms.

Each accredited medical alarm supplier will have agreed service standards, including a complaints process.

When you sign up to the service, you should be given a copy of any agreement you have made, including the complaints process and a copy of the Ministry of Social Development Code of Professional Conduct for Accredited Suppliers of Monitored Medical Alarms.

# Factsheet

## **What you need to do**

If you already get a Disability Allowance:

- you'll need to take a medical alarm certificate to your doctor; the medical certificate is available from Work and Income
- your doctor needs to complete the medical alarm certificate confirming the medical alarm is needed and directly related to your disability/personal health need
- we need to see a copy of the contract or receipt for the installation/rental of the medical alarm.

If you are applying for a Disability Allowance for the first time:

- we need you to complete a Disability Allowance application form
- we need to see a copy of the contract or receipt for the installation/rental of the medical alarm
- your doctor will need to complete the application and an additional medical alarm certificate.

If you want to make an appointment with us you can do this on our website. You can also call us on 0800 559 009 and we can make an appointment for you.

Senior clients will need to make an appointment by calling 0800 552 002.

### for more information:

- Visit our website [www.workandincome.govt.nz](http://www.workandincome.govt.nz)
- Call us on **0800 559 009**. Seniors can call **0800 552 002**