

18pt



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA

Disability Allowance

Adapted in 2026 by Accessible Formats Service,
Blind Low Vision NZ, Auckland

TN: The logo on the top of the page is Ministry of social development Te Manatū Whakahiato Ora. Work and Income Te Hiranga Tangata.

Note: Information about ways you can contact Work and Income are listed at the end of this information.

Disability Allowance

Disability Allowance (sometimes called DA) is a weekly payment for people who have regular, ongoing costs because of a disability. You don't have to be on a benefit to qualify for a Disability Allowance.

The Disability Allowance is available for both adults and children. You can apply on behalf of a child if they are aged 18 or under and are financially dependent on you.

Information for **Disability Allowance for Counselling or Medical Alarms** is also included in this guide.

Who can get it?

You may get a Disability Allowance if you or your child:

- have a disability that is likely to last at least 6 months
- have regular, ongoing costs because of your disability that are not fully covered by another agency
- aren't getting a Residential Care Subsidy
- are a New Zealand citizen or permanent resident

- normally live in New Zealand and intend to stay here.

It also depends on how much you and your partner earn.

How much can I get?

There is a capped maximum per week for Disability Allowance. This payment is not taxed. How much you get depends on the extra costs you have because of your disability. The maximum amount you can earn or you can get is located here www.workandincome.govt.nz/da

How it's paid

The Disability Allowance is usually paid straight into your bank account with any other payments you get from us. This could be weekly or fortnightly, it depends when you get paid any other payments from us.

If you don't get any payments from us, it will be paid to you weekly.

The types of costs that can be included.

There are certain types of costs that can be included for Disability Allowance. They must be extra, ongoing costs that you have because of the disability. Each of these costs also has certain criteria it needs to meet to be included.

Your health practitioner (for example your doctor) will also need to confirm you need them **because of your disability**. You will need to provide proof of your costs so keep all your receipts.

Some of the costs that can be included are:

- Alternative treatment such as physiotherapy or osteopathy
- Ambulance fees and subscriptions
- Authorised consumables such as sensors for diabetic monitors
- Clothing needs which are related to the disability
- Counselling, including travel
- Medical alarms or Medic-Alert costs
- Gardening, lawns, and outside window cleaning

- Gym and swimming pool fees for disability-related exercise
- Medical or prescription fees
- Special foods relating to a medically required special diet
- Telephone costs related to your disability
- Travel because of your disability
- Vitamins, supplements, herbal remedies, and minerals

Contact us if you are not sure whether a cost can be included for the Disability Allowance.

Applying for special food costs

If you're applying for special food costs, you can use Special Foods Information form located here

www.workandincome.govt.nz/da-sf to help you work out your extra costs. The form is available to help you identify categories and tell us what your extra costs are. You will still need to provide proof for the costs.

How to apply

There are three different options for applying for Disability Allowance, depending on your situation. These are:

1. If you are a new client or currently only getting childcare payments.
2. If you are an existing client
3. If you are applying for someone else.

In each situation you will need your doctor to complete a **Disability Allowance Certificate** (which is in the Disability Allowance Application form), **and** you will need to provide proof of the costs you are wanting help with.

1. Applying for Disability Allowance if you are a new client or only getting childcare payments.

Applying online

- a) You can apply online through MyMSD. We will check if you can get any other payments at the same time. Apply here www.workandincome.govt.nz/apply
- b) Get your doctor to complete the Disability Allowance medical certificate. Your GP should have this form at their office. If they don't, you can contact us, and we will send one out to you or you can download the form here www.workandincome.govt.nz/da-form.
- c) Provide proof of your costs. You can upload this to MyMSD as part of your online application (you will need to contact us first)

Applying using a paper-based option.

- a) You will need to print and complete the Extra Help Application form www.workandincome.govt.nz/extra-help
- b) If you can't print this form, contact us and we can send it to you or you can pick it up from your service centre.
- c) Get your doctor to complete the Disability Allowance medical certificate that is in the Extra Help application.
- d) Provide proof of your costs.

If you can't apply online or fill out the form, contact us to discuss other alternative options.

2. Applying for DA if you are an existing client

- a) You will need to print and complete the Disability Allowance application form available here www.workandincome.govt.nz/da-form
- b) If you can't print this form, contact us and we will send one to you.
- c) Get your doctor to complete the **Disability Allowance medical certificate** within the application form.
- d) Provide proof of your costs.

e) Post or drop the Disability Allowance application, medical certificate, and proof of costs to your nearest service centre.

f)

3. Applying for someone else

You can apply for a Disability Allowance on someone else's behalf, but only if they've filled out a form to appoint you as their agent. The same options apply as above, depending on whether the person you are applying on behalf of, is a new or current Work and Income client.

Next steps

After you have applied, we may book an appointment with you if we need more information. This could be a phone appointment or a face-to-face appointment.

Applying for Counselling under DA

Work and Income can help you with a limited number of counselling sessions. You will need to show that you cannot get these funded by anyone else. You will need to complete the specific Disability Allowance-Counselling form. You will also need:

1. your **doctor** to complete a Disability Allowance-Counselling form. Your doctor should have these forms at their office otherwise you can print the form here www.workandincome.govt.nz/da-counselling-form. You can also contact us, and we will send one out to you.
2. your **counsellor** to complete their part of the Disability Allowance-Counselling form confirming how many sessions you are needing.
3. to provide confirmation of the costs of the counsellor
- 4.

How many counselling sessions can I get?

If this is the first time you are applying for counselling, you can get up to 10 sessions. You can apply for up to 20 more if a health practitioner, for example your doctor, recommends them.

Applying for a Medical Alarm under DA

Work and Income can support you with the use of an "in-home" or an "anywhere" medical alarm. If you are applying

for medical alarm costs under the Disability Allowance, you will also need:

1. your **doctor** to complete a **Disability Allowance-Medical Alarm** form. Your doctor should have these forms at their office otherwise you can print the form here www.workandincome.govt.nz/da-alarm-form to take to your doctor or we can send one to you.
2. to provide the contract or receipt for the installation/rental of the medical alarm.

An MSD-accredited medical alarm supplier must supply the medical alarm. A list of these can be found at www.workandincome.govt.nz/da-medical-alarm

If the services you need are not available through an MSD-accredited supplier we might still be able to help. Contact us to discuss your situation.

Options for contacting Work and Income

You are always welcome to let us know if you have a specific communication need.

Phone call

Call our general enquiries team on 0800 559 009. Our phone line is open Monday to Friday 7am to 6pm and Saturday 8am to 1pm.

Text or Email

If **you** are deaf or disabled **and** your health condition or disability prevents you from calling us, you can text us on **4206** (charges may apply depending on your mobile provider) or email us at

MSD_Deaf_Services@msd.govt.nz More information about what Deaf Services can help you with is at www.workandincome.govt.nz/deaf-services

NZ Relay

If you are Deaf, hard of hearing, deafblind, or have speech communications difficulties you can also use NZ Relay to connect with Work and Income via their website located here [Use NZ Relay Service—www.nzrelay.co.nz](http://www.nzrelay.co.nz) or by using the free NZ Relay App.

Finding your nearest service centre

We have many service centres around New Zealand. You can find the physical address and the postal address of a service centre near you here

www.workandincome.govt.nz/service-centres

End of Disability Allowance