



Residential Report

JULY 2024

**Centralised Services Whangarei
Residential Subsidy Unit**

**Residential CARE Subsidy
Phone: 0800 999 727**

**Residential SUPPORT Subsidy
Phone: 0800 999 779**

Kia ora!

Due to the recent change in tax (announced by the Government earlier this year) details of the new rates commencing **31 July 2024**, are set out below:

New Rates effective from - 31 July 2024					
Payment	Old Rate	New Rate	Payment	Old Rate	New Rate
All rates are weekly	Net	Net	All rates are weekly	Net	Net
<u>New Zealand Superannuation / Veterans Pension</u>			<u>Jobseeker Support</u>		
Single	\$479.51	\$481.66	18-24 years old	\$294.18	\$307.87
Married	\$399.59	\$401.74	25 years and older	\$337.74	\$353.46
One Partner Not Qualified	\$379.82	\$381.97	Married (each)	\$287.35	\$300.73
<u>Contribution to Rest Home</u>			Sole Parent	\$472.79	\$494.80
Single	\$424.16	\$426.13	<u>Supported Living Payment</u>		
Married	\$344.24	\$346.39	16-17 years old	\$322.61	\$337.63
One Partner Not Qualified	\$324.47	\$326.62	18 years and older	\$384.92	\$402.84
<u>Personal Allowance</u>			Married (each)	\$327.02	\$342.24
Age Related	\$ 55.35	\$ 55.35	Sole Parent	\$527.58	\$552.14
Psychiatric/Intellectual / Drug or Alcohol	\$ 80.67	\$ 80.67	<u>Clothing Allowance</u>		
Physical or Sensory	\$131.07	\$131.07	A Clothing Allowance of \$347.17 will be paid during the first week in April to those clients who are currently receiving or are eligible for Residential Care Subsidy as of 1 April 2024.		

IMPORTANT - Please let the Residential Subsidy Units know within 24 hours when a client:

Enters care	Passes Away	Is discharged to public hospital	Is discharged home	Transfers to another rest home	Has a change of address (internal)
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This is important to avoid overpayments or underpayments to the client, and to ensure they are receiving their full and correct benefit entitlement.

For RESIDENTIAL CARE SUBSIDY (RCS) clients –

Please use the webform link:

<https://www.workandincome.govt.nz/online-services/providers/residential-care/index.html>

If a mistake is made on the webform, please contact us with the confirmation number (PID), this number is required to enable us to locate the notification.

Application forms for Residential Care Subsidy are obtained from the Needs Assessment Team with the District Health Board. The medical assessment must be completed by a Needs Assessor to make the application valid, therefore we do not hold copies of these forms at Work and Income offices.

For RESIDENTIAL SUPPORT SUBSIDY (RSS) clients –

Authorisation form and Resident's Details Notification are available on our website (please ensure the copies you use are the current editions):

<https://www.workandincome.govt.nz/products/forms/index.html>

All relevant sections must be completed, including: client legal name, date of birth and, client number (if known), and the form signed. When a client leaves your care or transfers to another facility it is also important that we have a forwarding address.

! We are currently trialling a new e-mail management process and appreciate your patience as we work through the changes. If you have any concerns or questions about a specific e-mail, please contact us on 0800 999 779. We will need to know the details of the e-mail (date, sender, subject).

CONTACT US

For Age Related Care –

Residential Care Subsidy Unit

For Residential Care Subsidy queries or changes regarding residents/clients and ordering brochures:

Email: msd_rcs@msd.govt.nz

Ph: 0800 999 727

For changes in relation to aged care **provider** or **facility** eg: change of ownership, address or bank account, email:

rsuproviders@msd.govt.nz

Courier Address:

Centralised Processing Services
Level 2, Rathbone Business Centre
49-53 James Street
Whangarei 0110

For Disability or Drug and Alcohol Related Care –

Residential Support Subsidy Unit

For all Residential Support Subsidy queries:

Email: msd_rss@msd.govt.nz

Ph: 0800 999 779

Postal Address:

Centralised Processing Services
Residential Subsidy Unit
Private Bag 9032
Whangarei 0148

More information about Residential Care can be found on these websites:

Ministry of Health

www.health.govt.nz

Senior Services

www.seniors.msd.govt.nz

Work and Income

www.workandincome.govt.nz

FREQUENTLY ASKED QUESTIONS

Do we need to advise clients of the Increase of Territorial Local Authority Rate?

When there is an increase of Territorial Local Authority rate that leads to an increase of fees to clients, please only send advice of this increase to **private payers**. Those client's receiving the Residential Care Subsidy will not be impacted by this change.

Why do we need information on transfers, entries, discharges, and deaths?

It is important that we keep client records up to date. We use this information to make sure that the client's New Zealand Superannuation record is up to date and their rate of payment is correct. You must advise us within 24 hours of any changes in a client's circumstances.

Why isn't the client's benefit or pension being paid to us?

Some clients prefer that we don't pay their benefit or pension contribution direct to the rest home or hospital. They may wish to pay this themselves. In certain circumstances, we are unable to pay the contribution to the provider even if requested by the client, e.g. if the client receives an overseas pension, or if they have a special tax code (other than M).

When there is a general adjustment of the benefit or pension rates, you need to let the client know of the change in the amount they need to pay you. If you don't, you will not receive the correct contribution amount.

We haven't received payments from Ministry of Health.

If you have received a letter from us advising that the client is eligible for a Residential Care Subsidy or Loan and no payments have been received from Ministry of Health, they may still be waiting for the Needs Assessment Certificate. Please check with the Ministry of Health **before** calling the Residential Subsidy 0800 number.

Service Providers caring for disability related clients:

Clients may be funded by **Residential Support Subsidy (RSS)** if they need support due to:

- long-term chronic health disability (LTS-CHC)
- physical disability
- intellectual disability
- psychiatric disability
- drug and alcohol rehabilitation

If your client receives a benefit through Work and Income, the RSS Authorisation form must be completed.

If you are unsure what is required for these clients, please phone us on 0800 999 779 or email: msd_rss@msd.govt.nz
We are happy to assist.

If your client does not receive a benefit, then the RSS Authorisation form is not required (we just need a notification of their entry to care). However, without a fully completed form, we are prohibited by the Privacy Act from releasing information about your client to the Ministry of Health. Clients who are not currently receiving a benefit should contact Work and Income on 0800 559 009 to check if they are eligible to receive one.