



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

**WORK AND INCOME**  
TE HIRANGA TANGATA



# Supported Living Payment



**Published: May 2026**

# What is in this document

## Page number:



About this Easy Read .....3



About Supported Living  
Payment.....5



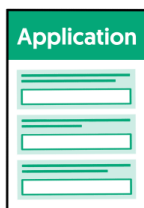
How to apply for Supported Living  
Payment.....11



Rules for being on Supported  
Living Payment .....18



About Supported Living  
Payment – Carer.....23



|                                                            |    |
|------------------------------------------------------------|----|
| How to apply for Supported Living<br>Payment – Carer ..... | 27 |
|------------------------------------------------------------|----|



|                         |    |
|-------------------------|----|
| How to contact us ..... | 29 |
|-------------------------|----|

# About this Easy Read



This Easy Read is from the  
Ministry of Social Development.



The Ministry of Social Development  
is sometimes called **MSD** for short.

WORK AND INCOME  
TE HIRANGA TANGATA

Work and Income is part of MSD.



In this document the words **we / us**  
mean MSD.

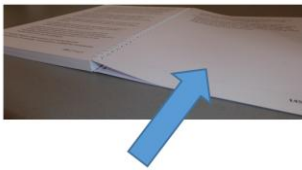


This Easy Read document is about  
**Supported Living Payment.**



**Supported Living Payment** is for people who are unable to work because of a:

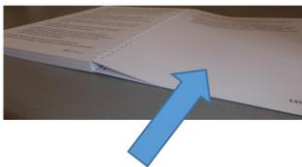
- health condition
- injury
- disability.



You can find more about Supported Living Payment on **pages 5 to 10**.



There is also Supported Living Payment – Carer which is for people who care for someone at home.



You can find more about Supported Living Payment – Carer on **pages 23 to 26**.

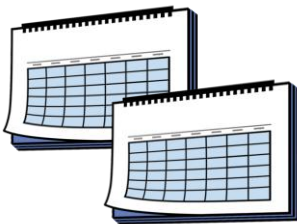
# About Supported Living Payment



Supported Living Payment is for someone who is **permanently and severely restricted** from working because they:



- have a health condition
- are injured
- are disabled
- are totally blind.



Here **permanently restricted** means you:

- will not be able to work for the next 2 years
- are not expected to live for 2 years.





Here **severely restricted** means you cannot work for more than 15 hours or more a week because of your:

- health condition
- disability.



To get Supported Living Payment you must:

- be 16 years or older
- be an Aotearoa New Zealand **citizen**
- be an Aotearoa New Zealand **permanent resident**
- keep living in Aotearoa New Zealand.





An Aotearoa New Zealand **citizen** is someone who can get an Aotearoa New Zealand passport.



Many Aotearoa New Zealand citizens are born in Aotearoa New Zealand.



Some people who come to live in New Zealand from overseas also become New Zealand citizens.



An Aotearoa New Zealand **permanent resident** is someone who:

- was not born in Aotearoa New Zealand
- has been told by the Government they can live in Aotearoa New Zealand all the time.



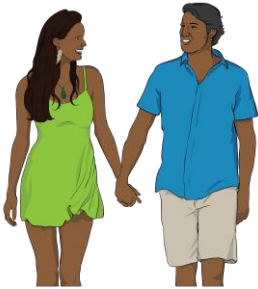


## How much you can get



Getting the Supported Living Payment depends on how much money:

- you earn
- your partner earns if you have one.



You will also get the **Winter Energy Payment** if you get the Supported Living Payment.



The **Winter Energy Payment** is extra money you get to pay for your heating bills during winter.

## Figuring out how much you can work



You can work a little bit on the Supported Living Payment if you want to.

We can support you:



- to find a job that is good for you
- with any changes you might need at the workplace.



You need to talk to your doctor about:

- if you can work
- what kind of work you could do
- how many hours a week you could work.





You can still work while getting Supported Living Payment.



You can work up to 15 hours each week.



You will need to go on to a different benefit if you work more than 15 hours a week all the time.



You can get paid some money for work before we start taking money off your benefit.



More information about how much money you can get from working is at this **website**:

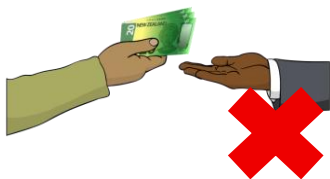
**[www.workandincome.govt.nz/slp-deductions](http://www.workandincome.govt.nz/slp-deductions)**



This website is **not** in Easy Read.

# How to apply for Supported Living Payment

There are different ways to apply if you are:



- not getting a benefit / support from us
- getting a benefit / support from us.



## Not getting a benefit



You can apply online for Supported Living Payment through **MyMSD** at:

[www.workandincome.govt.nz/apply](http://www.workandincome.govt.nz/apply)



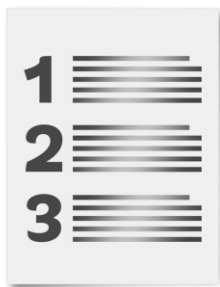
This website is **not** in Easy Read.



**MyMSD** is a way to stay in touch with MSD online.



MyMSD will tell you what information you need to give us including a medical certificate from your health practitioner / doctor.



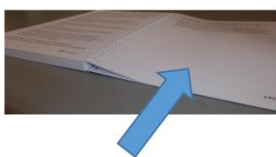
## Getting a benefit

We will have some of your information if you are getting a benefit from us.



You can contact us to talk about Supported Living Payment.

We will let you know what to do.



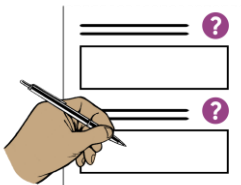
Information on how to contact us is on **pages 29 to 32**.

## Showing us the reason why you are applying



When you apply for Supported Living Payment you need to show us the reason you are applying.

You need to give us:



- a **Work Capacity Medical Certificate** from your doctor
- other information about:
  - your health condition
  - how your health condition is stopping you from working.





## A Work Capacity Medical

**Certificate** is a document from your doctor that tells us:

- if you can work
- how many hours each week you can work.

Your doctor can:

- send a Work Capacity Medical Certificate to us

or

- give you a Work Capacity Medical Certificate to give to us.



Other information you can give us can be:

- letters from your **medical specialist** about your condition
- a Needs Assessment Service Coordination / NASC report if you have one
- a Special Education report if you have one
- an Ongoing Resourcing Scheme / ORS report if you have one.



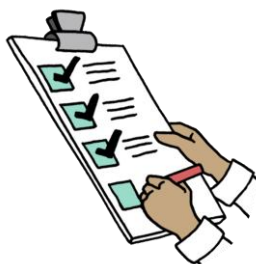
A **medical specialist** is a doctor who looks after 1 kind of health need.



## What happens next

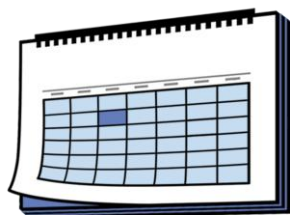


We will contact you if there is anything else you need to do after you have applied.



We will also check if you can get any other support from us.

## If your application is approved



We will let you know when your payments will start if you can get Supported Living Payment.



We will send you a Community Services Card to support you with paying for:

- healthcare
- public transport like buses.





You can find out more about the Community Services Card at this **website:**

**[www.workandincome.govt.nz/csc](http://www.workandincome.govt.nz/csc)**



This website is **not** in Easy Read.

# Rules for being on Supported Living Payment



There are some rules you must follow to get the Supported Living Payment.

If you do not follow these rules:



- your Supported Living Payment could stop

or

- you will get less money from Supported Living Payment.





You must:

- tell us if something changes
- get ready for work if you can
- take part in **work ability assessments**.



A **work ability assessment** is where you answer questions about:

- what work you can do
- what support you might need to:
  - find work
  - stay in a job.

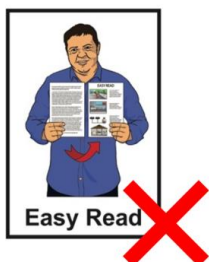


If you have a partner there are things they will need to do as well.



More information about the rules is available on our **website** here:

[www.workandincome.govt.nz/slp-obligations](http://www.workandincome.govt.nz/slp-obligations)



This information is **not** in Easy Read.

## Reviews



Each year we may ask you to tell us if anything has changed in your life.



These changes could be things like how much money you spend on:

- food
- medicine.





We know that sometimes your ability to work can change.



You might:

- be able to do more work

or

- need to do less work.



Every 2 years we may ask you to give us more medical information.



This is to check how your health condition / disability is stopping you from working.



You can find more information about these reviews at this **website**:

**[www.workandincome.govt.nz/your-review](http://www.workandincome.govt.nz/your-review)**



This website is **not** in Easy Read.

# About the Supported Living Payment – Carer



To get Supported Living  
Payment – Carer you must be caring  
for someone at home.



The person you are caring for:

- must not be your partner
- can be your child.



The carer must be aged either:

- 18 years old or older without a **dependent child**

or

- 20 years old or older with a dependent child.







Here a **dependent child** means your:

- own child
- stepchild
- adopted child
- grandchild.



The person being cared for must need a level of care that is usually given by:

- hospital care
- residential level care.





Some examples of this kind of care are:

- rest home care
- residential disability care
- inpatient / residential hospital care
- extended care services for severely disabled:
  - children
  - young people.



## How much you can get

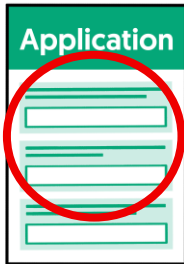


Getting the Supported Living Payment – Carer depends on how much money:

- you earn
- your partner earns if you have one.



# How to apply for Supported Living Payment – Carer



You will need to fill in the main part of the Supported Living Payment application if you are a carer.



You will need to get a medical certificate from the doctor of the person being cared for.



The doctor of the person being cared for will figure out:

- how much care the person needs
- how long the person needs to be cared for.



You can apply through MyMSD at this **website**:

**[www.workandincome.govt.nz/apply](http://www.workandincome.govt.nz/apply)**



This website is **not** in Easy Read.



If you cannot apply online you can contact us.



We will send the form to you.



You can also pick up the form at your Work and Income service centre.

## How to contact us



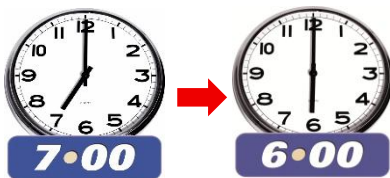
You can contact us by calling:

**0800 559 009**

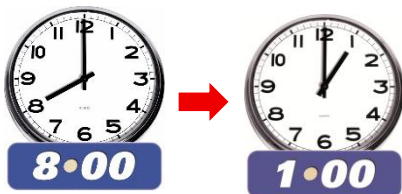


This number does not cost money to call.

You can call this number on:



- Monday to Friday:
  - from 7 am to 6 pm



- Saturday:
  - from 8 am to 1 pm.



If you find it hard to use the phone  
you can:

- **text** us on:

**4206**



- **email** us:

**MSD\_Deaf\_Services@msd.govt.nz**



You can find more information about  
our Deaf Services at this **website**:

**[www.workandincome.govt.nz/deaf-services](http://www.workandincome.govt.nz/deaf-services)**



This website is **not** in Easy Read.



You can also contact us using the New Zealand Relay service.

The **New Zealand Relay** service is for people who are:



- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

**[www.nzrelay.co.nz](http://www.nzrelay.co.nz)**





You can find information about the Work and Income service centre nearest you at this **website**:

**[www.workandincome.govt.nz/service-centres](http://www.workandincome.govt.nz/service-centres)**



This website is **not** in Easy Read.



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIAO ORA

WORK AND INCOME  
TE HIRANGA TANGATA

This information has been written by the Ministry of Social Development.

**Make it Easy**  
Kia Māmā Mai



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

**People First NZ**  
Ngā Tāngata Tuatahi



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



All images used in this Easy Read document are subject to copyright rules and cannot be used without permission.

**PHOTO  
SYMBOLS®**



**STUDIO  
REBEKO.**

Make it Easy uses images from:

- Photosymbols
- Change Images
- Huriana Kopeke-Te Aho
- SGC Image Works
- T Wood
- Studio Rebeko
- Inga Kramer.