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

WORK AND INCOME
TE HIRANGA TANGATA

Supported Living Payment

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

Transcriber's Note: At the top of the page are two logos: Ministry of Social Development — Te Manatū Whakahiato Ora, and Work and Income — Te Hiranga Tangata.

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

Supported Living Payment

Supported Living Payment (sometimes called SLP) is for people who are **permanently and severely** restricted in their ability to work because of a health condition, injury, or disability, and / or people who are totally blind.

- **Severely:** This means that you can't continually work 15 hours or more a week.
- **Permanently:** This means your ability to work is limited for the next 2 years, **and/or** you are not expected to live for 2 years due to your health condition or disability.

Supported Living Payment (Carer) is for people who are caring for a person at home who would otherwise need hospital-level, rest home or residential care (or the equivalent).

Who can get it?

To get Supported Living Payment you generally must:

- be 16 years or older and

- be a New Zealand citizen or permanent resident and
- normally live in New Zealand and intend to stay here.

How much can you get?

How much you get depends on the reason you are applying.

If you are applying **because you have a health condition, injury, or disability**, how much you get depends on your situation and how much you and your partner earn (in some cases we may not count all your income).

If you are applying **because you are caring for someone full-time**, how much you get depends on your situation and how much you and your partner (if you have one) earn.

If you get the Supported Living Payment, you will also automatically get a Winter Energy Payment. We will pay you this during the Winter months.

Understanding work capacity limitations

Work and Income know that there are lots of good reasons to work. We can provide support to help you find a job that works for you and any accommodations or adaptations that you need in the workplace.

You need to have a conversation with your usual doctor or a medical specialist about whether you can work and for how many hours each week. This may include thinking about new types of jobs if you can no longer do the job you were doing before, reducing hours or days of work, or looking at the supports you might need in the workplace.

If you are unable to work more than 15 hours a week, for the next two years, then you can apply for Supported Living Payment.

How to apply

There are two ways to apply for Supported Living Payment, based on whether you are already getting a benefit from us such as Jobseeker Support.

1. I am not on a benefit at all and want to apply for SLP.

- a. You can apply online through MyMSD www.workandincome.govt.nz/apply
- b. MyMSD will tell you what you need to provide, including a **Work Capacity Medical Certificate** from your health practitioner.

2. I am already on a benefit and want to apply for SLP.

If you are already getting another benefit, we will already have some of your information. You can contact us, and we will let you know what you need to do.

Proof of work capacity

We will need to see proof in the form of medical information that will tell us about your long-term health condition or disability and the impact it has on your ability to work, which is the reason you are applying.

You can provide this using one or more of the following:

Proof of your work capacity from your usual doctor.

Your usual doctor or a medical specialist will need to complete an online form called a **Work Capacity Medical Certificate**. They tell us whether they think that you can work, and if so, for how many hours per week. This form is usually sent to Work and Income directly from your doctor or they may give you the completed form to give to us.

Other proof of the impact of your health condition or disability.

Sometimes we need more medical information that will help us decide about the impact of your health condition or disability. The more information you provide with your application, the less likely it is that we might need to ask for other documents or proof. Some documents it is useful for you to provide are listed below. Don't worry if you don't have these types of documents, just provide what you can.

- Your most recent letters from your specialist(s) about your condition (s) and their impact
- A current Needs Assessment Service Coordination (NASC) report if you have had an assessment

- A Special Education or ORS (ongoing resource schemes) assessment if you one.
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What happens next?

Once you have submitted your online form, we will contact you if there is anything else you need to do. We will also check to see if you can get any other help from us, based on the answers you give in your application.

If your application is approved

We will let you know when your payments will start.

We will send you www.workandincome.govt.nz/csc to help with the cost of healthcare and public transport.

Working while on Supported Living Payment

You can still work while you are getting a Supported Living Payment, up to a maximum of 15 hours per week. If you constantly work more than this, then you may need to be moved to a different benefit type.

What impact does working have on what I can get?

If you are working, you can get paid a certain amount before it impacts your benefit. Information about this is here www.workandincome.govt.nz/slp-deductions

Meeting your obligations

There are things you may need to do when you are getting a Supported Living Payment benefit, depending on how many hours you can work, if any. If you don't do them, your benefit could reduce or stop. This includes things like:

- telling us if something changes
- preparing for work
- taking part in work ability assessments.

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

More information about your obligations are provided at www.workandincome.govt.nz/slp-obligations

Ongoing reviews

There are a couple of regular reviews you will need to do while on SLP.

Reviewing your circumstances

Each year we may ask you to **review your circumstances**. This means you will need to tell us if anything has changed related to your living situation (e.g. your expenses, your rent, your health, and disability costs). If you are working part-time, we may also do a review of your income. More information is [here](#)

Reviewing your health condition or disability

We know that sometimes your work ability can change—it may increase, or decrease based on your current health condition or disability. Every 2 years we will ask you for updated medical information. This is to check how your health condition or disability currently impacts on your capacity to work.

More information on these reviews is available at www.workandincome.govt.nz/your-review

Supported Living Payment— Carer

You may be able to get a Supported Living Payment if you are caring for a person at home who would otherwise need hospital-level, rest home or residential care (or the equivalent). This includes caring for your own child but not your partner.

The person you are caring for can be on or apply for a Supported Living Payment.

Who can get it?

If you're applying because you're caring full-time for someone, you must also be:

- giving full-time care at home to someone other than your partner, and
- aged either:
 - 18 years or older and do not have a dependent child, or
 - 20 years or older and have a dependent child.

The person you're caring for must otherwise need to receive hospital or residential-level care. Examples of this level of care are:

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

How much can I get?

If you're applying because you're caring full-time for someone, how much you get depends on:

- your situation, and
- how much you and your partner (if you have one) earn.

How to apply for SLP-Carer

You will need to complete the main part of the normal Supported Living Payment application yourself.

However, rather than including your own medical information, you will need to provide the **Supported Living Payment medical certificate** completed by the health practitioner who is the normal clinician for the person being cared for, which is also in the application form.

The health practitioner of the person being cared for will determine the level of care they need and for what period the care is needed.

- You can apply online through MyMSD at www.workandincome.govt.nz/apply or contact us and we can send you the forms you need.
- If you cannot apply online, contact us and we will send the Supported Living Payment application for to you or you can pick one up from your Work and Income service centre.

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 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 Supported Living Payment