

# Services for Seniors



## In this brochure:

New Zealand Superannuation

Veteran's Pension

Extra financial help you may need

Help from other organisations

Help from community groups

# Welcome

## A range of information and help is available to you if you're 65 years or over.

This guide will help you find out what's out there and point you in the right direction if you want to know more.

It includes information about New Zealand Superannuation (NZ Super), Veteran's Pension and other help you may be able to get from us.

We've also provided contact details for other organisations so you can find out about the services they offer.

In this brochure if we say partner, we also mean your husband or wife. This only applies if you have one.

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# New Zealand Superannuation and Veteran's Pension

## New Zealand Superannuation

To be able to get NZ Super you need to be:

- 65 years or over
- a New Zealand citizen or permanent resident
- living in New Zealand, the Cook Islands, Niue or Tokelau at the time you apply.

You must also have lived in New Zealand (or a country New Zealand has a Social Security Agreement with) for a specific period of time. There's more information about this on page 6 under **Residence Requirements**.

You don't have to be retired from work to get NZ Super as it's not income tested. (See pages 6–10 for other information on NZ Super).

For more information about  
**NZ Super** and to apply online:

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

or phone us on  
**0800 552 002.**



## Veteran's Pension

The Veteran's Pension is a payment for New Zealand veterans. It's paid at the same rate and has most of the same rules as NZ Super, with some added benefits for the veteran.

If you're a veteran and have reached the qualifying age for NZ Super, you may be able to get a Veteran's Pension if you have qualifying service that's confirmed by Veterans' Affairs.

If you're eligible for Veteran's Pension you have automatic entitlement to a SuperGold Card/Community Services Card. If Veterans' Affairs have assessed you as having a disablement rating of 52% or more, you and your partner may be entitled to extra support including:

- a lump sum payment when either you or your partner die
- no change to your Veteran's Pension payments if you need long-term hospital care.

Veterans under 65 years who are disabled as a result of a service-related injury or illness may qualify for Weekly Income Compensation from Veterans' Affairs (see page 27 for Veterans' Affairs contact details).

## Residence requirements

You must have lived in New Zealand for a total of 10 years since you turned 20. You also need to have lived in New Zealand (or the Cook Islands, Niue and/or Tokelau) for at least five years since you turned 50.

**Note:** New Zealand and Australian Pension qualifying ages are different.

If you're applying for NZ Super/Veteran's Pension and you need to use time living in Australia towards meeting the residence qualification, you'll need to meet the age criteria for the Australian Age Pension. See our website for more information.

## Your finances and NZ Super/Veteran's Pension

NZ Super/Veteran's Pension isn't income or asset tested if you've reached the qualifying age. This means you can continue to work, earn other income or have assets and still get your NZ Super/Veteran's Pension payments.

Other income you earn can affect any extra financial help you might get from us, over and above NZ Super/Veteran's Pension. It might also affect the tax code you use for your payments.

For more information about  
**Veteran's Pension:**

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

or phone us on  
**0800 650 656.**

For other help available for veterans from Veterans' Affairs  
**See page 27.**

## Partner under 65 years

If you have a partner who doesn't already qualify for their own NZ Super/Veteran's Pension you can decide whether to include them in your payments. If you choose to have them included, you'll both get paid but any other income either of you earn may affect how much you get. We can help you work out the best option.

## Accident Compensation Corporation payments

If you get weekly compensation payments through the Accident Compensation Corporation (ACC) you can't get NZ Super unless ACC has confirmed:

- you can get both payments for a period of time *or*
- the date your ACC payment stopped.

To understand more about compensation payments, phone ACC on **0800 101 996**.

## NZ Super/Veteran's Pension payment

NZ Super/Veteran's Pension payments are made directly to your bank account every two weeks.

The guide on the next page tells you the maximum fortnightly payments you may be able to get. It shows the amount you get before and after tax at the 'M' rate if you have no other income.

Need help with  
**selecting your tax code?**

Use the online calculator  
**ird.govt.nz**

or phone Inland Revenue  
**0800 227 774** (have your IRD number handy).

Fortnightly payments		Before tax	Taxed at 'M' (if you have no other income)
Single people	Living alone	\$950.84	\$822.30
	Sharing accommodation	\$874.28	\$759.04
People with partners	Both people qualify	\$720.84 each	\$632.54 each
	One person qualifies (you don't include your partner)	\$720.84	\$632.54
	One person qualifies (you include your partner)*	\$682.86 each	\$601.22 each

*\* This amount may be affected by other income you get.*

*Rates at 1 April 2019 (adjusted 1 April each year)*

## Living situation

If you live alone, you may qualify for an extra amount that recognises the costs of running a household on your own.

You may also get this rate of payment if you have a partner who's in residential care, hospital or prison, or in some situations if you're not living on your own.

Living alone doesn't mean you can't have someone to come and stay for a while. You can have visitors for up to 13 weeks and still continue to get a single living alone rate.

## Applying for NZ Super

The quickest and easiest way to apply for NZ Super is online. There are some circumstances when you should contact us first about applying, for example if you're already included in your partner's NZ Super or you already get another benefit.



The date you apply is important because it will affect when your payments start. You should apply at least two to three weeks before you turn 65 to avoid missing payments. If you apply after you turn 65, and you qualify, your payments will only start from the date you apply.

For more information go to [workandincome.govt.nz](https://workandincome.govt.nz) or you can call us on **0800 552 002**.

## Going overseas

If you want to travel or live overseas you may still be able to get all or some of your NZ Super/Veteran's Pension payments.

### Travelling for 26 week or less

You can go overseas for 26 weeks or less and if you already get NZ Super/Veteran's Pension your payments may be able to continue as normal. **Note:** If you don't return within 30 weeks you may need to repay all payments made to you since you left.

If you get extra help from us such as Winter Energy Payment, Disability Allowance or Accommodation Supplement you may be able to get this for the first 28 days you're out of New Zealand.

Tell us about your overseas travel if you:

- will be away for more than 28 days (four weeks)
- don't know how long you'll be away for
- intend to have more than one overseas trip within the next 12 months.

We can explain how your payments might be affected.

To tell us about your travel dates go to [workandincome.govt.nz/overseastravel](https://workandincome.govt.nz/overseastravel) or phone us on **0800 552 002**.

## Travelling for more than 26 weeks

You may be able to get all or some of your payments while you're away. You need to contact us at least six weeks before you travel to apply to get payments overseas. The payment you'll get depends on where you go and how long you've lived in New Zealand.

## Going overseas to live

If you go overseas to live you may be able to take all or some of your payments with you, or get payments from the country you move to. Make sure you talk with us about your plans before you leave New Zealand.

## Overseas pensions

If you weren't born in New Zealand, or have lived or worked overseas, you may be entitled to an overseas pension. It's up to the pension agency of the country involved to decide this.

You and your partner must apply for any overseas pension you may be able to get. If you don't you could lose your entitlement to a New Zealand benefit or pension. We can help you work out what overseas pensions you may be entitled to.

**Important:** If you already get overseas pension payments, you must let us know as it may affect any payment you get from us.

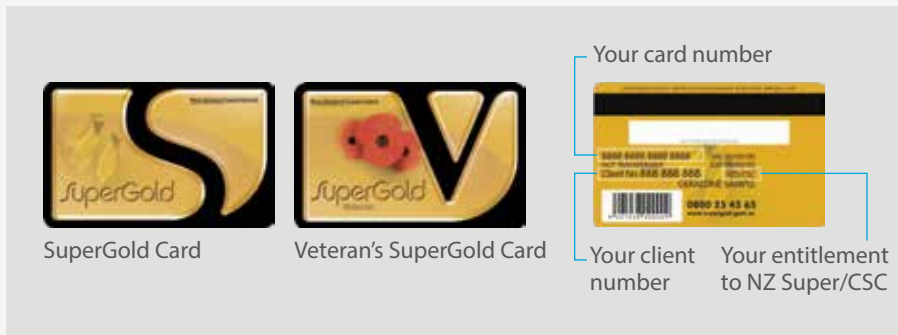
For more information on going overseas and overseas pensions visit [workandincome.govt.nz/overseas](https://workandincome.govt.nz/overseas) or phone us on **0800 777 227**.

## SuperGold Card

The SuperGold Card gives you access to a wide range of discounts from businesses around the country and government/local council services. This includes the free off-peak public transport operating in many regions around the country.

The card is sent to you automatically soon after your NZ Super/Veteran's Pension is granted. If you have a partner included in your pension, they'll also get a card.

The SuperGold Card is for life and doesn't have an expiry date (unless you have a combined SuperGold Card/Community Services Card). There's more information about how the Community Services Card works with the SuperGold Card on page 14.



The back of the SuperGold Card shows if you have entitlement to NZ Super, Veteran's Pension and/or a Community Services Card.

New Zealand's SuperGold and Australia's Seniors Card holders can now use their cards when visiting Australia and New Zealand.

**Note:** Free off-peak public transport concession in New Zealand doesn't apply to Australian Seniors Card holders.

For more information on the **SuperGold Card** visit [supergold.govt.nz](https://supergold.govt.nz) or phone **0800 25 45 65**.

# Extra financial help you may need

Here's a quick guide to extra financial help you may be able to get from us. Most extra help is income tested and some is also asset tested. For more information on extra help in this section, visit [workandincome.govt.nz](http://workandincome.govt.nz) or phone us on **0800 552 002**.

## Help with housing costs

### Accommodation Supplement

If your income and cash assets\* are below a certain amount, you may be able to get an Accommodation Supplement. This is to help with the costs of renting, boarding or owning your own home.

The rate we pay depends on where you live, your family situation (single/married/children) and the amount of your accommodation costs. To find out what you might be able to get visit [workandincome.govt.nz](http://workandincome.govt.nz) and click on *Check what you might get* or phone us.

See page 26 for help with paying your rates.

*\* Assets that can easily be changed to cash.*

## Help with health costs

### Community Services Card

The Community Services Card gives you and your family discounts on doctors' visits and prescriptions. It may also help towards the costs of services such as emergency dental care or home help. You may be able to get a card if you're on a low-to-middle income, even if you work. Check if your income is under the limit on the table opposite to see if you may be eligible for a card.



### You may be eligible...

If you're:	And your yearly income (before tax) is under:
NZ Super single – sharing accommodation	\$28,174
NZ Super single – living alone	\$29,943
NZ Super married, civil union or de facto relationship – no children	\$44,877
2-person family – 1 adult, 1 child	\$52,605
3-person family	\$64,752
4-person family	\$74,703
5-person family	\$84,478
6-person family	\$95,236

*For families of seven or more, the income limit increases by \$9,651 for each additional child.*

*By family, we mean parents (including sole parents) and children living together. Once a child's aged 18 years they can't use your card any more, but they can apply for their own.*

## **How the Community Services Card works with the SuperGold Card**

If you have a current Community Services Card at the time you're granted NZ Super, your current Community Services Card can be used to its expiry date. You'll need to reapply when it expires. This is because NZ Super is counted as income and we need you to update your income details.

If you're successful when you reapply for a Community Services Card, we'll send you a new 'combo card'. The card will have the initials 'CSC' on the back. The expiry date on the back of your card can range from one to three years, depending on your personal financial circumstances.

Your new 'combo card' replaces your Community Services Card and can be used for both health subsidies and SuperGold Card discounts.

### **Combo card expiry**

When your 'combo card' is due to expire, we'll automatically reissue a new card in most cases. However, if you're on NZ Super and your income is close to the limit to get a Community Services Card, we'll send you a renewal application before your current card expires. You'll need to complete and return the application so we can send you the appropriate new card.

**Note:** If you get a Veteran's Pension you get a new 'combo card' automatically.

For more information on the **SuperGold Card** visit [supergold.govt.nz](https://supergold.govt.nz) or phone **0800 25 45 65**.

## Disability Allowance

The Disability Allowance can help towards the extra costs you have due to a disability or medical condition. It can help pay for a range of things like regular visits to the doctor, medicines, lawn mowing or a medical alarm. Your doctor will need to tell us you need them because of your disability.

To qualify you need to have a doctor certify that your disability is likely to last at least six months and your income must be under a certain limit.

You'll also need to give proof of your costs, such as receipts or invoices.

For more information visit [workandincome.govt.nz](http://workandincome.govt.nz)

You can also use our online eligibility guide *Check what you might get* to see if you're eligible. Go to [check.msd.govt.nz](http://check.msd.govt.nz) or you can phone us on **0800 552 002**.

## Winter Energy Payment

The Winter Energy Payment helps with the cost of heating homes. From 1 May to 1 October each year we'll automatically pay you an extra amount along with your NZ Super/Veterans' Pension. You don't have to apply to get the payment and you don't have to pay the money back.

If you don't want to get the Winter Energy Payment, you'll need to let us know and we'll stop it.

For more information visit [workandincome.govt.nz](http://workandincome.govt.nz) and search on *Winter Energy Payment*.

**See page 22** for other help with health costs provided by the Ministry of Health.

## Help with emergency or unforeseen costs

### **Advance Payment**

If you urgently need something you can't afford to pay for right now, you may be able to get some of your NZ Super/Veteran's Pension payment paid ahead of time. For example essential house repairs, dental treatment or household appliances.

**Note:** This is income and asset tested and the money you're given will need to be paid back.

### **Special Needs Grant**

This is a one-off payment to help with urgent things you've no other way to pay for, like food, bedding and emergency medical care. You won't usually have to pay this grant back. There are other conditions so talk with us if you'd like to know more.

### **Temporary Additional Support**

If you're finding it hard to cope financially, you may be able to get a temporary payment for up to 13 weeks, to help meet your essential living costs.

To get this payment your cash assets need to be below a certain level.

### **Funeral Grant**

This can help with some of the funeral costs for someone who's died.

The amount we pay depends on what money or assets the deceased person had. If you're their partner, parent or guardian it also depends on how much you earn and any money or assets you have.



## Help to care for children

If you're the main caregiver of a dependent child you may be able to get the following extra help.

**Note:** Financial help to care for a child won't affect your NZ Super/Veteran's Pension but could affect any extra help you're receiving.

### **Unsupported Child's Benefit/Orphan's Benefit**

You may be able to get one of these payments if you're caring for someone else's child in your home.

If you qualify other payments are available to help with your costs, for example the costs to help a child settle into your home (such as bedding or clothing) and school-related costs.

### **Child Disability Allowance**

If you're the caregiver of a child who has a serious disability, you could get this allowance to help with the cost of their care.

### **Childcare Subsidy/OSCAR Subsidy**

Extra help available for childcare costs.

### **Working for Families assistance**

You could qualify for tax credits from Inland Revenue depending on your income.

For more information

Visit

**[workandincome.govt.nz](https://workandincome.govt.nz)**

or phone us on

**0800 559 009.**

## Help with residential care costs

### Residential Care Subsidy

If you need long-term residential care in a rest home or hospital, you may be able to get a Residential Care Subsidy to help with the cost of your care. It's paid directly to the rest home or hospital.

To qualify the value of your assets need to be under a certain amount. If they're under this amount, we'll look at the income you get to help us work out the amount you'll need to pay towards the cost of your care. People who are 50 to 64 years have slightly different rules from those who are over 65. These are explained in our Residential Care Subsidy and Residential Care Loan brochure.

### Asset limits\*

- If the person has a partner who isn't in care, they can choose an asset limit of EITHER \$227,125 including their home (principal place of residence) and a car, OR \$124,379 excluding their home and car.
- If the person doesn't have a partner in the community, or has a partner who is also in care, then the asset limit is \$227,125.
- All assets are included except for personal belongings, eg jewellery.
- Up to \$10,000 of pre-paid funeral expenses for each partner is exempt if they are held in a recognised funeral plan.

*\* Rates adjusted at 1 July each year.*

If you or your partner give away assets, they still may be counted in your financial means assessment.

Visit **[workandincome.govt.nz](http://workandincome.govt.nz)** for information about gifting.

**Note:** Gifting limits for the Residential Care Subsidy are different from those used by Inland Revenue for tax purposes.

**The Ministry of Social Development** is responsible for assessing the assets and income of those who apply for the subsidy. This is called a financial means assessment.

**The Ministry of Health** is responsible for assessing all other aspects of eligibility, including the start date of the Subsidy payments.

To apply for the Subsidy you'll need to contact a needs assessor in your area. For contact details visit the Ministry of Health's website: **[health.govt.nz/our-work/life-stages/health-older-people/needs-assessment](https://health.govt.nz/our-work/life-stages/health-older-people/needs-assessment)** or phone the Health Seniorline on **0800 725 463**.

### **Residential Care Loan**

Residential Care Loans help older people who can't get a Residential Care Subsidy to pay for the cost of their care.

You may be able to get a Residential Care Loan if:

- your assets are higher than the limit to qualify for a Residential Care Subsidy
- you still own your own home
- you have limited other assets.

For more information on a  
**Residential Care Subsidy or Loan:**

Visit

**[workandincome.govt.nz](https://workandincome.govt.nz)**

or phone us on

**0800 999 727.**

# Contact us for advice

## **Ask a question online**

If you have any questions about the services we offer you can go to the 'Ask a Question' section at [seniors.msd.govt.nz](https://seniors.msd.govt.nz)

Read the most frequently asked questions and answers on a range of topics or ask your own question.

## **Advice if you're unsure about anything**

We can give you information to help you decide what to do. For example, if you're thinking about going overseas or if your partner goes into a rest home or passes away.



### **If your circumstances change**

It's important you tell us about any changes that may affect your NZ Super/Veteran's Pension. For example, tell us if you begin living alone or begin to live with someone, or if you (or your partner) begin receiving a pension from overseas.

### **If you don't think you qualify for NZ Super/Veteran's Pension**

Talk to us even if you don't think you qualify for NZ Super/Veteran's Pension. There may be some other way we can help, so please ask us.

For more information about  
**NZ Super/Veteran's Pension:**

Visit

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

or phone us on

**0800 552 002** to talk about your circumstances.

# Help from other organisations

## Help with health costs

### Health and Disability Support Services

This assistance includes support such as helping with bathing, meal preparation or modifications to your home so you can continue living there.

If you're the main carer for another person you may be able to get help to take a break.

For more information contact your local District Health Board (in your phone book).

### Healthline

Healthline is a free, 24-hour telephone health advice service which lets you talk confidentially to a registered nurse anytime you need to.

Phone Healthline on **0800 611 116**.



### **High Use Health Card (also known as High User Card)**

This card is for people who go to the doctor on a regular basis (a minimum of 12 times in 12 months). Please talk to your doctor if you think you may qualify for this card.

### **Prescription Subsidy Card**

If you need a lot of prescriptions each year you may qualify for a Prescription Subsidy Card.

Talk to your pharmacist or visit the Ministry of Health website: [health.govt.nz](https://www.health.govt.nz) for more information.

### **Seniorline (information about independence or finding care)**

Seniorline is a national service providing information on how to get help to stay at home and relief care for caregivers. They also have information on rest homes and private hospitals, help to find care, funding and the services that should be provided.

For more information about Seniorline visit [adhb.govt.nz/seniorline](https://www.adhb.govt.nz/seniorline) or phone **0800 725 463**.

## Hearing Aid Subsidy

If you need a hearing aid/s the Ministry of Health may be able to help with this cost.

There are two types of assistance. Depending on your circumstances and type of hearing loss, you may be able to get help from one of these schemes.

### Hearing Aid Funding Scheme

There are a number of requirements you need to meet to qualify for this and you may need to complete an income and asset test.

For more information visit [health.govt.nz/publication/guide-getting-hearing-aids-hearing-aid-funding-scheme](https://www.health.govt.nz/publication/guide-getting-hearing-aids-hearing-aid-funding-scheme)

### Hearing Aid Subsidy Scheme

If you don't qualify to have your hearing aid paid for under the funding scheme you may be able to get a subsidy.

This isn't income or asset tested.

For more information visit [health.govt.nz/publication/guide-getting-hearing-aids-hearing-aid-subsidy-scheme](https://www.health.govt.nz/publication/guide-getting-hearing-aids-hearing-aid-subsidy-scheme)

For more information or to apply phone Accessable on **0508 001 002** or visit [accessable.co.nz](https://www.accessable.co.nz)

## Home insulation funding

If you're a low-income homeowner, you may be able to get a grant towards insulating your home.

For more information visit [energywise.govt.nz](https://www.energywise.govt.nz) or phone **0800 749 782**.



## Help with transport

### Total Mobility Scheme

If you have mobility difficulties which prevent you from easily using public transport, you may be able to get subsidised taxi fares.

The Scheme is organised by the Ministry of Transport and participating regional councils to help people to take an active part in their community.

For more information and to check if the scheme is available in your area contact your local council.

### Mobility parking scheme

If you have limited mobility you may be able to get a permit which allows you to:

- park conveniently close to your destination in accessible reserved parking spaces
- park longer than the stated time in some standard car parks and metered spaces.

All applications have to be approved by a doctor. Your doctor or the local CCS Disability Action office will have application forms for you to fill in.

For more information visit [mobilityparking.org.nz](https://mobilityparking.org.nz) or phone **0800 227 2255**.

## Help with paying rates

### Rates Rebate Scheme

The Rates Rebate Scheme offers a discount to low income earners who pay rates on their own home. Ratepayers apply to their local council for the rebate.

For an application form and more information about qualifying for this rebate visit [ratesrebates.govt.nz](https://ratesrebates.govt.nz) or contact your local council.

## Help to keep safe from scams

To help keep yourself and your family safe there's detailed information about scams on the Consumer Affairs website [consumeraffairs.govt.nz/scams](https://consumeraffairs.govt.nz/scams)

This includes information on how to identify scams, protect yourself against them and what to do if you've been scammed.

The Office of the Privacy Commissioner also has useful advice on their website to keep your information safe.

Visit [privacy.org.nz](https://privacy.org.nz)

## Help with questions about tax

Contact Inland Revenue for information about tax, for example your tax rate on your NZ Super payments or if you're earning other income.

For more information visit [ird.govt.nz](https://ird.govt.nz) or phone **0800 227 774** (have your IRD number handy).

## Help with fire safety in the home

The New Zealand Fire Service can help you install and check your smoke alarms. Check your phone book for the number to contact in your area.

## Help for veterans

If you have a disability you believe is either attributable to, or aggravated by, your service as a member of the New Zealand Armed Forces you may be able to get a Disablement Pension.

A Surviving Spouse Pension is also available to the partner of veterans:

- if their death is found to be attributable to service as a member of the New Zealand Armed Forces *or*
- if they were getting a Disablement Pension of at least 52 per cent at the time of death *or*
- if it's found they could've been getting a Disablement Pension of at least 52 per cent at the time of death.

For more information visit [veteransaffairs.mil.nz](https://veteransaffairs.mil.nz)  
or phone **0800 4 VETERAN (0800 483 8372)**.

# Help from community groups

There are a number of community and voluntary organisations that provide services and support for seniors.

## Age Concern

Your local Age Concern is a non-profit organisation that helps to support older people in the community by providing information, advice and support. They can tell you what your community can offer and help you stay connected with other people.

Most offices also have staff trained to deal with elder abuse. Contact your local Age Concern if you're feeling unsafe, vulnerable, or isolated.

### Contact details

#### *National Office*

Phone: **04 801 9338**

Email: **[national.office@ageconcern.org.nz](mailto:national.office@ageconcern.org.nz)**

#### *Local office*

For more information visit **[ageconcern.org.nz](http://ageconcern.org.nz)**



## Citizens Advice Bureau

The Citizens Advice Bureau provides a free and confidential service providing information, advice and support. It aims to help you to deal with problems you're facing by listening, researching options and explaining the information to you. If it's appropriate and you want it to, the Citizens Advice Bureau may also act on your behalf.

### Contact details

#### *National Office*

Phone: **0800 FOR CAB (0800 367 222)**

#### *Local office*

For more information visit [cab.org.nz](https://www.cab.org.nz)

## Enliven – Positive Ageing Services

Enliven provides a range of practical services to support older people to maintain their independence and continue the lifestyles they enjoy.

Enliven may be able to help if:

- you or your family member would like to continue to stay at home
- the need for support and levels of support required vary from time to time
- advanced personal care is required
- your needs focus around monitoring eg medication, safety
- there are social and emotional needs, as well as practical ones
- traditional home care doesn't quite fit
- support is currently provided from a variety of sources.

To find contact details and services available in your area visit [enliven.org.nz](https://enliven.org.nz) or phone **0800 ENLIVEN (0800 365 4836)**.

Enliven is a service of Presbyterian Support New Zealand: [ps.org.nz](https://ps.org.nz)

## Family Services National Directory

The Family Services National Directory is an online tool that connects people with help and support. You may find this directory useful when you need local support, advice or networks.

Visit the website to see what's available in your region [familyservices.govt.nz/directory](https://familyservices.govt.nz/directory)

## Royal New Zealand Returned and Services' Association

The Royal New Zealand Returned and Services' Association (RSA) is one of the largest voluntary welfare organisations in New Zealand. It gives advice to war veterans and their families, RSA members and non-members, on their pension and other entitlements available to them.

RSA also plays a central role in community life by providing a place for members, their families and friends to share leisure time together.

### Contact details

#### *National Office*

Phone: **04 384 7994**

Email: **enquiries@rsa.org.nz**

#### *Local office*

## Salvation Army

The Salvation Army is a Christian organisation that helps people in need through a wide range of community programmes. They may be able to help with food, clothing and furniture. It also supports people to stay in their own homes. For example helping with housework or providing companionship through their friendship programme.

### Contact details

#### *National Office*

Territorial Headquarters  
Phone: **04 802 6269**

#### *Local office*

For more information visit [salvationarmy.org.nz](https://salvationarmy.org.nz)

## How you can help in your community

Have you ever thought about volunteering?

Volunteers make a valuable contribution to New Zealand society. There are many different ways you might be able to help, no matter what amount of time you have to offer.

To find out more visit [volunteeringnz.org.nz](https://volunteeringnz.org.nz)



# Office for Seniors

The Office for Seniors advocates on behalf of New Zealanders aged 65+. They promote awareness and understanding of seniors' rights, and issues including health, social isolation, and elder abuse.

Their priorities include:

- promoting the New Zealand Positive Ageing Strategy
- preparing for New Zealand's ageing population
- recognising the economic contribution of Seniors
- fostering age-friendly communities
- reducing social isolation and loneliness
- raising awareness of elder abuse.

## Email

To get the latest news, and updates on services, including the latest SuperGold card offers, update your email address using MyMSD

## Online

Go to the SuperSeniors website  
[superseniors.msd.govt.nz](https://superseniors.msd.govt.nz)

## Facebook

Follow us on Facebook – [facebook.com/OfficeforSeniors](https://facebook.com/OfficeforSeniors)

# Keeping in touch with us

## **MyMSD**

MyMSD is the easy way to keep in touch with the Ministry.

You can use MyMSD to apply for most types of assistance (including NZ Super), view letters, update contact details, manage appointments and more.

It's quick and easy to use and saves you having to wait on the phone or travel to see us.

You can register for MyMSD at [my.msd.govt.nz](https://my.msd.govt.nz)

All you need to get started is your client number.

## **Do we have your email address?**

If we have your email address, we can send you information about new services and products like the Winter Energy Payment, the latest SuperGold Card special offers and the SuperSeniors newsletter.

The easiest way to give us your email address, or update it, is using MyMSD.



**Contact details for more information:**

- visit [seniors.msd.govt.nz](https://seniors.msd.govt.nz)
- phone us on **0800 552 002** from 8am to 5pm  
Monday to Friday

If you're deaf or find it hard to communicate by phone, you can send a message to our Deaf Link free-fax on **0800 621 621** or email [MSD\\_Deaf\\_Services@msd.govt.nz](mailto:MSD_Deaf_Services@msd.govt.nz)

**workandincome.govt.nz**

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

New Zealand Government