Residential Support Subsidy is a payment that helps with the cost of residential support for a person with a physical, sensory, intellectual, psychiatric disability (including drug and alcohol rehabilitation) or disabling chronic health condition who needs residential care as a result.

If the person is living in a family-like environment (not a boarding house) and they’re paying board, they’re not entitled to Residential Support Subsidy.

This form has four sections:

- Information and Privacy Statement (pages 1 and 2)
- Client’s form (pages 3 – 7)
- Residential service provider’s form (pages 8 – 10)

Once the form has been completed by the client and the residential service provider, the provider should send it to:

Specialised Processing Services, Whangarei
Private Bag 9032,
Whangarei 0148
Email: msd_rss@msd.govt.nz

Residential Support Subsidy is paid to the residential service provider by the Ministry of Health.

If you qualify for a Residential Support Subsidy and get a benefit, you must contribute to the cost of the care you receive. You’ll receive a Personal Allowance.

You can choose to pay your contribution directly to the residential service provider or the amount can be deducted from your benefit and paid to them on your behalf.

This form has questions about appointing an agent.

You can apply for another person or organisation to officially act on your behalf for specific services and functions. An agent can be a person, or organisation such as your residential service provider.

You are responsible for choosing your agent and deciding what they can or can’t do on your behalf so it’s important you take care with your decision. They must also agree to be your agent. You don’t have to appoint an agent and you can stop anyone from being your agent at any time.

For more information about appointing an agent go to workandincome.govt.nz and search on Agent.
Privacy Statement

The Ministry of Social Development includes Work and Income, MSD Housing Assessment, Senior Services, StudyLink and other service lines. The legislation administered by the Ministry of Social Development allows us to check the information that you give us. This may happen when you apply for assistance and at any time after that. The Privacy Act 1993 requires us to tell you why we collect the information and what we will do with it.

Why we collect information

The information you give us is collected under the authority of the legislation administered by the Ministry of Social Development and will be held by the Ministry of Social Development. The information is collected for the purposes of the legislation administered by the Ministry of Social Development including:

- granting benefits and other assistance under the Social Security Act 2018
- delivering superannuation services under the New Zealand Superannuation and Retirement Income Act 2001
- delivering assistance under the Veteran’s Support Act 2014
- providing services under the Residential Care and Disability Support Services Act 2018
- statistical and research purposes
- providing advice to Government
- providing support and services for you and your family
- providing education related services
- care and protection needs of children
- assessing eligibility for social housing and calculating income-related rents under the Housing Restructuring and Tenancy Matters Act 1992
- assessing whether you and/or your partner may be entitled to an overseas pension, benefit or allowance.

You are not required to give the Ministry of Social Development information, but if you do not give us all the information we ask for, your application for benefits or pensions and other assistance may be declined.

We may contact health practitioners

The Ministry of Social Development may contact health practitioners to check any health related information you give us.

We may use information for public housing

Information you give us when you apply for assistance, and at any time after that, may also be used for public housing purposes under the Housing Restructuring and Tenancy Matters Act 1992, including reviewing your eligibility for social housing or your income-related rent. Public housing is subsidised housing available to people in the greatest need of housing for the duration of their need. It is provided by Housing New Zealand and approved community housing providers.

We may compare the information you give us with information held by other agencies

The information you give us may be compared with information held by other agencies such as Inland Revenue, the Ministry of Justice, Department of Corrections, New Zealand Customs Service, Department of Internal Affairs, Accident Compensation Corporation, Housing New Zealand Corporation, Ministry of Health and Immigration New Zealand. It may also be compared with social security information (for example, pension or benefit information) held by other governments (including Australia, Malta and the Netherlands).

We may share information with Inland Revenue

Under the Tax Administration Act 1994, if you have dependent children, the information you give us may be shared with Inland Revenue for the purpose of administering Working for Families Tax Credits. Inland Revenue may also:

- use the information for the purposes of child support, student loans and taxation
- disclose it to the Ministry of Business, Innovation, and Employment, Statistics New Zealand, the Ministry of Justice, the Accident Compensation Corporation, and the Ministry of Education
- disclose your personal information to your partner.

We may give information to service providers, employers, public housing providers and childcare providers

The Ministry of Social Development may:

- give employers information about you if you use our employment services
- share information with childcare centres to administer your entitlement to childcare assistance
- give information about you to the Tertiary Education Commission, Workbridge, training providers, career services or other agencies that have a formal agreement to provide services on behalf of the Ministry of Social Development, if you use our employment services
- share information about you with public housing providers (such as Housing New Zealand) to administer your housing-related assistance.

We may use your information to give you a better service

Other information that you give us that is not required to assess your entitlement may be used to provide a better service to you.

You have the right to see and correct your information

Under the Privacy Act 1993 you have the right to ask to see all information we hold about you and to ask us to correct that information.
The client needs to complete this section

If you’ve received a benefit or extra financial help from us before, write your client number here if you know it. This number can be found on your Community Services Card if you have one.

<table>
<thead>
<tr>
<th>Client number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

1. What is your full name?

   - Mr
   - Mrs
   - Ms
   - Miss
   - Other

   First and middle names

   [ ]

   Surname or family name

   [ ]

2. What is your date of birth?

   Day
   Month
   Year

3. Where did you live before you went into Residential Support Service?

   Flat/House number
   Street name
   Suburb
   Town/City

4. How would you like your Residential Support Subsidy contributions paid?

   - Please pay my contributions directly to my residential service provider from my benefit, until the date I leave the service.

   OR

   - I will pay the contribution myself.

5. Where would you like your Personal Allowance payments paid to?

   - The same bank account that’s held on my Work and Income records.

   OR

   - The Residents Trust Account with my residential service provider. (The provider will then be responsible for forwarding payments to you.)
Appointing an Agent

INFORMATION FOR Q6:
An agent can also include a welfare guardian/attorney or property manager/attorney.

Do you already have an agent for Work and Income?

☐ No  Go to question 9  ☐ Yes

What is your agent’s name?

First name(s)  
Surname or family name

Was this person appointed by the court?

☐ No  ☐ Yes

Do you want your residential service provider to act as an agent on your behalf while you are receiving residential services?

☐ No  Go to client declaration on page 5  ☐ Yes

Tell us what you want your agent to be able to do

INFORMATION FOR Q10:
You can give your agent as many or as few rights and responsibilities as you want. For example, “my agent can only speak or make enquiries about my Residential Care Subsidy”.

ATTACHMENT FOR Q10:
Please provide the Power of Attorney if you have one.

What rights and responsibilities do you want to give your residential service provider (agent)? (Please tick the boxes that apply)

☐ Access to my files to get personal information about me.
☐ Give information about me to the Ministry of Social Development, such as income details, housing need or changes in my circumstances.
☐ Change details in my personal file with the Ministry of Social Development.
☐ Receive all my mail from the Ministry of Social Development.
☐ Complete and sign forms on my behalf.
☐ Be allowed to deal with money I owe the Ministry of Social Development, which may include arranging repayments.
☐ Have authority over my affairs with the Ministry of Social Development, as granted by a current Power of Attorney.
☐ Speak or make enquiries on my behalf.
☐ Speak to social housing providers about a potential property match or offer.

Paying your benefit or pension to an agent

If you want your agent to get paid part or all of your benefit or pension payments you’ll need to complete a redirection of benefit payment form.

Is there anything else you want your agent to do?

☐ No

☐ Yes  Please tell us below

Is there anything you don’t want your agent to do?

☐ No

☐ Yes  Please tell us below
We need to know if someone has helped you complete this form. We also need to know if you have, or want to have, an agent (not your Residential Service Provider) or Power of Attorney to represent you or help you deal with us in future. If so, you’ll need to confirm their details for us on this form.

Protecting your privacy is important and we must have your written permission for other people to do things with us on your behalf, such as making enquiries or filling in forms for you. By answering the following questions, we’ll have a clear understanding of what other people can or can’t do for you if they contact us.

**Helper, Agent or Power of Attorney’s details**

1. **Do you have someone helping you complete this form?**
   - [ ] No
   - [ ] Yes

2. **Do you have a person or organisation already set up to act on your behalf with the Ministry of Social Development?**
   - [ ] No
   - [ ] Yes
   - If you want to set up an agent just for the Ministry of Social Development, there’s a form for you to fill in on page 8.

3. **Who is your representative?**
   - [ ] A person
     - Go to question 4
   - [ ] An organisation
     - Go to question 8

4. **What are your representative’s details?**
   - First and middle names
   - Surname or family name
   - What is their relationship to you?
   - When were they born?
     - Day
     - Month
     - Year

5. **What is your representative’s address?**
   - Flat/House number
   - Street name
   - Suburb
   - Town/City
Is your representative’s mailing address different from where they live?

- No
- Yes

Tell us your representative’s mailing address

<table>
<thead>
<tr>
<th>Name of organisation</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Address of organisation</td>
<td></td>
</tr>
<tr>
<td>Contact person’s name</td>
<td></td>
</tr>
<tr>
<td>Contact person’s phone</td>
<td></td>
</tr>
<tr>
<td>Email address</td>
<td></td>
</tr>
</tbody>
</table>

How else can we contact your representative?

- Home phone (
- Mobile phone (
- Other phone (
- Email

Tick the best way for us to contact your representative

INFORMATION FOR Q8:
We’ll check our record of your organisation’s details is up-to-date.
Client’s declaration and signature

Change of circumstances

I must tell Work and Income immediately if either my partner or I:

- have a change in work situation (such as starting part-time, casual or full-time work, whether paid or unpaid)
- become self-employed/start to run a business
- have changes to my/our income or financial circumstances
- intend to travel overseas
- start/finish part-time or full-time study
- have changes to personal details (such as name, address or bank account number)
- have changes to my/our living situation (such as marriage or separation, starting or ending a civil union, starting or ending a de facto relationship, change in the number of children supported, change in accommodation costs)
- are imprisoned/held in custody on remand
- are admitted to or discharged from hospital
- have been granted an overseas pension
- have any other change that may affect my/our benefit entitlement or rate.

Not telling us about changes in your circumstances

I understand that if I do not tell Work and Income about changes in my life that might affect my subsidy entitlement, or rate, that:

- my benefit may be reviewed and cancelled and
- I may have to pay back the total amount of any overpayment that I have received and
- Work and Income may impose a penalty (up to three times the value of the overpayment) or
- I may be prosecuted and fined or imprisoned.

Declaration

- The information I have provided is true and complete
- I have read (or had explained to me) and understood the Privacy Statement contained in this form.
- If I have answered ‘Yes’ in question 9, I agree to the residential service provider named as my agent in this form. The information I have provided in this form is true and complete. I understand that:
  - the agent named in this form will have the authority to act in the areas I have stated in this form
  - I continue to have full responsibility for all matters concerning my benefit, including the warnings and obligations
  - while my agent may be able to act on my behalf in some circumstances, they cannot undertake any job search requirements I may have
  - Work and Income takes no responsibility for actions carried out by my agent
  - the agent will continue to act for me until I tell Work and Income otherwise, or until I leave the residential support service
  - my information (including payment rate, benefit/pension type, etc) will be shared with the Ministry of Health, District Health Board and my residential service provider in order to determine a rate of subsidy.

Applicant’s name (print)

Applicant’s signature

Date

Day
Month
Year
The residential service provider needs to complete this section

**Residential service provider’s details**

1. Do you receive Contract board for this person?
   - No
   - Yes (You do not need to complete this form)

2. What is the name of the residential service provider?

3. What is the contact person’s name?
   - First and middle names
   - Surname or family name

4. What are the contact person’s details?
   - Work phone: ( )
   - Mobile phone: ( )
   - Fax: ( )
   - Email

5. What is the postal address of the residential service provider?

6. What are the bank account details of the residential service provider?
   - These details are already held by Specialist Processing Services, Whangarei and have not changed.
   - The account is in the name of:
   - The account number is:
   - Bank Branch Account number Suffix
What **primary** disability type has been determined by the needs assessment?

(Please tick one box only)

- Alcohol and drug
- Intellectual disability
- Psychiatric disability
- Physical/sensory disability
- Long term support chronic health condition

Who completed the last Needs Assessment?

Assessor’s name

Assessment Agency name

What was the date of the assessment?

Day  Month  Year

What residential address will the client live at?

Flat/House number  Street name

Suburb  Town/City

What will their postal address be? (If different from above)


What date did they enter your service?

Day  Month  Year

What date should Residential Support Subsidy commence?

Day  Month  Year

☐ The date they entered the service
Has the person appointed their residential service provider to act as their agent while they’re receiving residential services?

- No
- Yes Please make sure you also read and sign the Agent’s declaration and signature section

By signing this form, you acknowledge that:

- I/we have a signed contract with the Ministry of Health or a District Health Board for Residential Support Services and will be invoicing the Ministry of Health for Residential Support Subsidy costs for this person while they are in our residential support service.
- I/we have read and understand the information on pages 1 and 2 of this form.
- Within 24 hours I/we will advise the Specialised Processing Services, Whangarei of any changes in circumstances of the client, including hospitalisation, or the client’s departure from my/our care.
- The information I/we have provided on this form is true and complete.
- I have authority to complete this form on behalf of the Service Provider.

Name (print)

Signature

Date

Day Month Year

Provider declaration

Agent’s declaration and signature

Agents must read and sign this section.

By signing this form you, or the organisation you represent:

- agree to act as agent for the person named in this application
- understand the responsibilities the person has given
- will always act in the person’s best interests
- agree to receive emails from the Ministry of Social Development about the person
- will let the Ministry of Social Development know if your address or contact details change
- can’t access the person’s MyMSD account (if they have one)
- have read and understand the Privacy Statement on page two of this form
- understand the person still has full responsibility for all matters with the Ministry of Social Development
- can stop being this person’s agent, but must let the client and the Ministry of Social Development know.

The information I have provided is true and complete.

Agent’s name (print)

Agent’s signature

Date

Day Month Year