



18 March 2022

Tēnā koe

On 30 December 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- 1. Does MSD assess, or triage, Residential Loan Applications as they are received to determine whether they are simple and straightforward, complex and complicated (or in-between), and process them according to their difficulty or otherwise, or are they processed or assessed strictly in the order that they are received?*
- 2. How many current (uncompleted or unanswered) Residential Care Loan applications did MSD have as at today, 30/12/21?*

On 14 February 2022, the Ministry contacted you to advise that more time was required to make a decision on your request. You were advised that a decision would be with you on or before 28 February 2022.

I would like to extend my apologies for the delay in responding to your request for information.

The Residential Subsidy Unit at the Ministry is responsible for undertaking financial means assessments for clients who wish to apply for a Residential Care Subsidy or Residential Care Loan to help to cover the cost of care in a rest home or hospital.

The financial means assessment comprises of an asset assessment and an income assessment in order to determine if a client is eligible for a Residential Care Loan. Following this financial means assessment, the client file is referred to the Ministry's Legal Executives to prepare documentation that must be signed and returned before the Residential Care Loan can be processed.

Due to the extra time required to process a Residential Care Loan, the Residential Subsidy Unit prioritise Loan applications and place these at the front of their work queue when they are received.

As of 30 December 2021, the Ministry's Legal Executives had 100 Residential Care Loan applications on hand. This included loans that had been offered, but not as yet accepted, and loans that were as yet to be offered for various reason.

More information on the Residential Care Loan is available at the following link: [www.workandincome.govt.nz/products/a-z-benefits/residential-care-loan.html](http://www.workandincome.govt.nz/products/a-z-benefits/residential-care-loan.html).

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding Residential Care Loans, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



Michelle Johansen  
**Team Manager**  
**MSD Legal**