



23 March 2026

Tēnā koe

Official Information Act request

Thank you for your email requesting information about residential care needs assessments, Taikura Trust and other NASC services. Your request was transferred from Te Whatu Ora to the Ministry on 14 July 2025 as the information requested was more closely aligned with the functions of the Ministry. I apologise for the delay in responding to your request.

On 22 July 2025 the Ministry contacted you again asking you to clarify questions 1, 3, 6, 7, 9, and 10, as these questions specifically referred to Te Whatu Ora, and the Ministry was unable to answer them as they were. The Ministry asked if you wished to amend these questions so that the Ministry could answer them. As the Ministry did not hear back from you, we have answered the remaining questions 2, 4, 5, and 8. You are welcome to contact the Ministry with a new request if necessary.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out separately below.

2. What policy/process changes have been made in 2024/25 regarding accessing residential care?

There was no process change in terms of eligibility criteria for accessing residential care in 2024/25.

4. What is the current policy for who qualifies for residential care?

Disability Support Services (DSS) is available to people who have a physical, intellectual or sensory disability. While this includes autism, a person can have a combination of the mentioned disabilities, which results in a reduction of independent function, to the extent that ongoing support is required. Generally, individuals are under the age of 65.

To be eligible for DSS funded support including residential care you must meet the following criteria:

- your needs require support to live independently to the extent that ongoing support is required, and
- you are a New Zealand citizen or an ordinary resident eligible for publicly funded services.

A Needs Assessment is the first step in accessing support (including residential care) that a person with a long-term disability may require. The New Zealand Needs Assessment Service Co-ordination Association (NASCA) is the national body

for organisations that provide assessments, planning, funding, and/or service coordination for people living with disabilities.

A person can contact their local NASC to discuss their eligibility for residential care support. Please see [Assessment and funding | Disability Support Services](#) for further information.

Community Residential Support Services are offered by DSS providers to enable disabled people to live in a home-like setting within their community, while receiving support for up to 24 hours a day. You can find more information about this here: [Community Residential Support Services | Disability Support Services](#)

5. Has the budget for residential care been reduced in 2024 or 25?

No. The total funding for Residential Based Support Services has increased from \$1.096m in 2023/24 to \$1.210m in 2025/26.

8. Are Taikura Trust/Kaikaranga needs assessment completion times measured? If so what is the current average completion time? I intend to ask them directly as well.

Yes. The current average completion time is 72 days.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, 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 or 0800 802 602.

Ngā mihi nui

pp.



Anna Graham
General Manager
Ministerial and Executive Services