

WelfareNews

NEW ZEALAND RAILWAYS STAFF WELFARE TRUST

ISSUE 44 * ALL GROUPS * DECEMBER 2024



AUCKLAND DEVELOPMENT

Great news – our Auckland units are OPEN!

After a very long wait, we are pleased to announce the Auckland units are open for business. The units were blessed in late July and opened to members from early August.

There are 3 units available: unit 1 sleeps 5, unit 2 sleeps 8 and unit 3 sleeps 4. As you can imagine demand is very high for these fabulous new units so take a look at the website and get in quick.



MEDICAL BENEFITS

The 1 April 2024 to 31 March 2025 benefit year is currently open and we are accepting claims for this period.

Claims for receipts dated 1 April 2024 to 31 March 2025 are processed up to 30 June 2025 when the benefit year is closed off. Any late claims will not be able to be processed. The fastest way to get a claim to us is to lodge it on your dashboard.

Staffing Changes

Patrick Kay is the new manager of the Welfare Trust.

Steve Carey leaves his position of caretaker at Queenstown in mid-November. Steve had done a wonderful job and will be missed; we wish Steve all the best for the future.

Lori Stewart-Smithson has taken up the Queenstown caretaker position and will move in mid-November. Lori has been our Taupo caretaker for a few years and now moves into an onsite position.

CHRISTMAS SHUTDOWN FAQs

I have deleted my booking emails with the access information to the holiday house I have booked. How do I get the key?

The property and access information were emailed to you on the day you paid for your booking, and again 7 days before your stay. If you have deleted it, you can also find it on your member dashboard (in the login area) on our website.

I am staying at a Welfare Trust house and there is a major issue. Who do I call?

Please call the caretaker, whose details are listed on your property and access information sheet.

I am getting payment reminder emails every day from the website, but I paid into the bank account. Why am I still getting these emails?

If you have paid into the bank account since we closed the office, we will not have checked it and confirmed your booking. Therefore, the automated emails will continue to be sent until we re-open.

I have submitted a medical claim, but it hasn't been paid. When will I receive the money?

No claims are being processed while our office is closed. There will also be a major backlog when we re-open so please expect a delay.

I have submitted a medical claim online and it has been declined. Why?

The status of your claim, and all information regarding your claim (including a reason if it was declined) are on your member dashboard on our website. A reminder that dental is NOT covered – this is the most common reason that claims are declined.

I want to make a holiday house booking but the office is closed. How can I book?

You can book our holiday homes online at www.nzrwelfare.co.nz.

I want to cancel my holiday house booking but the office is closed. How can I cancel?

You can submit a request to cancel, but this will not be processed until the office re-opens. Please note, cancellations that are made within 60 days of your stay are non-refundable.

CHRISTMAS SHUTDOWN

The Welfare Trust offices will be shut for the holiday break from 2pm on 20th December until 21st January 2025.

This year our online claims system will be shut down for maintenance to the website and on-line claims systems. Over this shutdown period claims will NOT be able to be submitted, normal claiming will resume on the 21st of January when we reopen.

We wish all our members a safe and happy holiday season.

CONTACT US

Phone 0800 806 444

Our phones are answered Monday to Friday 10am to 2pm.

If you are staying at one of our holiday homes and you need assistance outside of these hours, please contact the caretaker listed on your "Property and Access Information" sheet, accessible on your dashboard on our website, or emailed to you when you paid for your booking.

Address PO Box 2409, Wellington 6140

Email info@nzrwelfare.co.nz

Website www.nzrwelfare.co.nz

Facebook www.facebook.com/nzrwelfare

FACEBOOK

We sometimes advertise news, short term vacancies and other information on our Facebook page so please like us to be in the know - www.facebook.com/nzrwelfare. If you are not on Facebook, all updates are also on the "News" page of our website.

Queenstown Ballot

We will not be running a ballot for Queenstown for Ski Season next year; bookings can be made as per the normal booking rules. After trialing a ballot this year, we do not believe that it was off any significant benefit to members so have decided to revert back to the normal system of first in first served.