

WelfareNews

NEW ZEALAND RAILWAYS STAFF WELFARE TRUST

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QUEENSTOWN SKI SEASON BALLOT

The 2024 Queenstown ski season ballot – for the period 29 June to 28 September 2024 - closes at 5pm on 30th November and will be drawn soon after.

Application forms are on your member dashboard. If you would like us to fill out a form for you, please contact the office to arrange.

AUCKLAND DEVELOPMENT

Due to the damage our site sustained from Cyclone Gabrielle and a couple of other subsequent severe rain events in Auckland, our project will now not be completed by the end of this year as promised.

We are working with the Auckland Council/Healthy Waters to reconfigure the drainage on our property so that we don't have this problem again in future. We'd rather get it sorted properly now, before we seal the driveway, than have problems down the track and have to cancel people's bookings.

That means that while the units themselves may look almost-finished if you do a drive-by, the driveway drainage works will prevent us from opening until sometime in early 2024.

If you have an event coming up in the next 6 months, please make other arrangements. This includes the Pink concert in March! We do not want to make any promises, in case we cannot meet them.

Thanks for your patience and understanding. This has been a challenging project with plenty of obstacles but it will be worth it in the end.

OREWA LIVE-IN CUSTODIAN WANTED

The Welfare Trust is seeking expressions of interest from members only for the role of residential custodian at its property in Orewa, from late February 2024.

The role is part-time (20 hours per week) and ideally suits a retired individual or couple. Would not be suitable for someone who is working elsewhere. Some gardening/basic maintenance skills required. Must love people and chatting to members from all walks of life.

The custodian lives onsite, and is responsible for maintaining the property, and looking after members.

If you are interested in learning more, please email elizabeth.lester@kiwirail.co.nz for a full job description.

LOST PROPERTY

This precious item was found in Wellington Unit 3 recently and we cannot find the owner. Is it yours?



WELFARE TRUST ACCOMMODATION GRANTS

If you have a workmate who is having financial difficulties, has health issues, has been through a tragedy, or is just struggling and needs a holiday, please consider nominating them for an accommodation grant.

The grant consists of a week's free accommodation in one of the Trust's holiday homes (subject to availability, and the usual terms and conditions of use), and is given out quarterly to a member.

Only Group A members who have been Trust members for more than 12 months will be eligible for the grant.

Applications for the grant will be by nomination and must be sent by email to info@nzwelfare.co.nz with the subject title "Grant nomination". Please provide contact details for the member, and the reason they are deserving of the grant.

Deadlines for the quarterly grants are 31 January, 30 April, 31 July, and 31 October annually, to tie in with the NZRSWT Board meetings. Trustees will have full discretion over awarding of the grants and their decision will be final.

WEBSITE LOGON

Still haven't created your member login so that you can make bookings yourself online? The good news is that we've already created a profile for each of our members, you just need to activate it by choosing your own password.

- 1) Go to our website at www.nzwelfare.co.nz and click on "Member Login".
- 2) Enter the email address that you receive your Trust newsletters to (if you try and use a different email address it won't work because your profile is already created under the email we have on our database). If you received this newsletter in the post, it means we don't have your email address so you'll need to call us and supply it before you can log in.
- 3) Click on "forgot password". This will send a link to your email address.
- 4) Log in to your emails, open the email from the website with the password reset link, click on the link and choose a password for yourself.

Once you have a password, you are good to go and can book your accommodation yourself. Or you can just have a poke around and look at the photos of all of our properties.

Please note multi-location tiki tours can't be booked online and you have to call us for those. Feel free to send us a message if you are having trouble, we are very patient and can talk you through it. We are still very happy to make bookings for our older members and those who don't use computers so please just give us a call during office hours.

CONTACT US

Phone	0800 806 444 (Mon to Fri, 10am to 2pm)
Address	PO Box 2409, Wellington 6140
Email	info@nzwelfare.co.nz
Website	www.nzwelfare.co.nz
Facebook	www.facebook.com/nzwelfare

KIWRAIL "PRIV" TRAVEL CARDS AND BOOKINGS

Some Kiwirail staff have travel discounts as part of their employment contract. A reminder please that this is nothing to do with the Welfare Trust.

Please contact Kiwirail Payroll if you have questions or concerns regarding your "priv" travel card.

CHRISTMAS SHUTDOWN

The Welfare Trust offices will be shut for a holiday break from 2pm on 21st December until 15th January 2024.

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

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 was 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.nzwelfare.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.