

Date:

Re: Your long-stay contributions (RSSMAC) financial assessment

Dear (resident's name),

Thank you for attending your recent financial assessment meeting.

As explained at the meeting, your long-stay (RSSMAC) contribution goes towards your maintenance and accommodation costs such as; your room or a room you share, cooking facilities, heat, light or waste disposal, groceries, or meals depending on your needs. Further information can be found on: www.hse.ie/longstaycontributions

I am writing to inform you that following your assessment, your long-stay contribution is €xxx per week (€yyy daily). This is payable from (date) and includes any payments that you make in your accommodation such as such as weekly rent/kitty etc. It is *not* an additional payment.

A copy of your financial assessment is attached and provides details of the long-stay contribution amount you must pay towards your maintenance and accommodation costs. This is based on the details we discussed at your financial assessment meeting as follows:

(This paragraph should be tailored to each individual's financial assessment and should contain details of how income was arrived at, waivers determined etc. If a waiver was sought and not granted – the reason why should be set out in this paragraph.)

Example 1

We discussed that the amount of interest on your savings of €10,000 will not be considered part of your overall income. You indicated that you had commitments regarding a loan repayment of €50 per week and a waiver in connection with this commitment has been granted.

Example 2

You sought a waiver in connection with your weekly social commitments (pub, cinema, concerts). As these commitments are not linked to your care plan objectives – the waiver is not granted. Once you have paid your long stay contribution of €74 per week you will still have an amount of €129 per week to cover other living costs.

As discussed at the meeting there are a number of payment methods available and the option agreed with you is (service provider to complete and attach any relevant forms etc)

If you are unhappy with the amount you have to pay, you can:

- Ask for the decision to be **corrected** if a mistake has been made in the assessment or you forgot to provide all your financial circumstances.
- **Appeal** in writing within 4 weeks or as soon as possible to the HSE National Appeals Office, outlining the reason/s for your appeal and including a copy of the decision letter and any other relevant documents with the appeal.

Address: HSE National Appeals Office, An Clochar, Ballyshannon Health Campus, College Street, Ballyshannon, Co Donegal F94 TPX4

Telephone: 071-9822124/5 | phone lines are open 9:30am - 1:00pm (Monday – Friday)

Email: Regionalappealoffice@hse.ie

The Appeals Service Manager may extend the time limit for initiating an appeal where, in the circumstances of a particular case, it is reasonable to do so.

- If you are still unhappy following receipt of your appeal decision and you feel you have been unfairly treated you can make a **complaint** by writing to the Office of the Ombudsman.
Address: 18 Lower Leeson Street, Dublin 2, D02 HE97.
Phone: +353-1-639 5600
Lo-call: 1890 223030
Fax: +353-1-639 5674
Email: ombudsman@ombudsman.gov.ie

If you need further clarification on this or if your circumstance have changed please talk to (name/service provider to complete) who will be able to clarify any queries you might have.

Kind regards.

Yours sincerely,