



## August 2014 Issue 26

Greetings to the winter edition of HIYU

### Contact Centre Call Recording

The contact centre record calls for the purpose of training, quality and improving our services to clients. Recordings are only held for **90 days** at which point they are deleted.

If the recorded call is a key factor for the decision under review, the Ministry or BRC can request a written summary.

### Shared Custody – Section 70B RODs

The Review and Client Representative Team has been working with Legal Services to develop a letter template. The template is to be used in cases of shared custody when the caregiver who has not been deemed to be the primary seeks a review of that decision and therefore could impact on the primary caregiver's entitlement.

A copy of the shared custody template letter is attached. Thank you Kim Morton, Community Representative from Canterbury for your input.

- Contact Centre Call Recording
- Shared Custody – Section 70B RODs
- Employment and work readiness assistance
- Incentive payment - \$3k to Christchurch
- Social Housing
- Relationship Debt Sharing
- Staff movement

### Employment and work readiness assistance

Work and Income provides a range of employment and work readiness assistance to help clients move towards, and remain in, unsubsidised work. The assistance available is targeted to improve client employment and social independence in the community, and focuses on those at risk of long term benefit receipt.

There are two types of assistance available:

- [Employment and work readiness assistance](#)
- [Specific employment-related assistance](#)

### CONTACT REVIEW OF DECISION FOR MORE INFORMATION

For further information contact: Janet Davis 04 916 3079  
Raj Menon 04 916 3648 Uiti Pelenato 04 916 3857  
Chrissy Price 04 931 2389 Lai Qetaki 04 978 4167  
Team email: [MSD\\_Review\\_of\\_Decision\\_Team@msd.govt.nz](mailto:MSD_Review_of_Decision_Team@msd.govt.nz)



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### August 2014 Issue 26

#### Employment and Work Readiness Assistance Programme - What can't be reviewed under section 12J?

Some decisions made by the Ministry are not able to be appealed to the Appeal Authority (and therefore have no right to be reviewed by a BRC) which includes the following Employment and Training Assistance decisions:

- Flexi-wage self-employment assistance (flexi-wage subsidy and flexi-wage capitalisation grant)
- Extra employment support for people with ill-health or disabilities (except for PATHS which can be reviewed)

#### New Assistance Available

##### Incentive payment - \$3k to Christchurch

\$3K to Christchurch is an incentive payment to assist applicants who have secured sustainable and full-time employment, to move to the Christchurch area. See:

- [Incentive payment - \\$3k to Christchurch](#)

##### Housing Support Products

Assistance is now available to clients who can sustain alternative accommodation that is not social housing, but require assistance to access or retain the alternative housing. The specific assistance available is:

- [Bond Grant](#)
- [Letting Fees Assistance](#)
- [Moving Assistance](#)
- [Statement of Satisfactory Tenancy](#)
- [Tenancy Costs Cover](#)

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## August 2014 Issue 26

- [Transition to Alternative Housing Grant](#)

### Social Housing – tenancy reviews

From 1 July 2014, all clients in social housing can have their tenancy reviewed. However, the focus of the initial reviews is aimed at people most likely to sustain alternative housing.

The Ministry of Social Development website has detailed information about the changes:

<http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/social-housing/#Tenancyreviews4>

Attached is a factsheet on tenancy reviews for social housing tenants.

### Social Housing Changes- What can't be reviewed under section 12J?

Some decisions made by the Ministry are not able to be appealed to the Appeal Authority (and therefore have no right to be reviewed by a BRC) which includes the following social housing decisions:

- The decision not to review the clients housing need
- Any decision made by a housing provider regarding tenancy-related matters such as:

- the determination of a market rent rate
- rent arrears
- damages debt or
- whether someone can join into a tenancy agreement.

### Relationship Debt Sharing (RDS) – from 7 July 2014

On 7 July 2014, new legislation referred to as RDS comes into force. This legislation is a specific response to relationship fraud by making partners of beneficiaries, as well as beneficiaries, accountable for welfare fraud or dishonest behaviour in certain circumstances. It also ensures that the Ministry continues to recover debt effectively while enabling it to exercise sensible discretion in managing debt recovery in individual cases.

The changes introduced by this legislation does not alter or modify the existing investigation process, but does mean that we will be working with some people that we haven't worked with before while at the same time providing a fairer service for our existing clients.

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### August 2014 Issue 26

#### Relationship Debt Sharing- Debts and Overpayments

The new legislation introduces new laws for beneficiaries and partners of beneficiaries. This means that under sections 83AA and 86AA of the Social Security Act beneficiaries and partners of beneficiaries may be jointly and severally liable for repaying a debt together. Both the beneficiary and his or her partner will be liable for a shared debt. It is not split 50:50, they are both 100% liable for the whole debt until it is paid off in full.

Due to the complexity of debt sharing within our current environment a phased approach for managing shared debts will be implemented. Initially from 7 July 2014, a manual process will be used for establishing and recovering shared debts for beneficiaries and their partners.

Attached is the core policy on relationship debt sharing.

The Report Writers and Panel Members Information Packs have been updated on the Ministry of Social Development website to reflect the employment and work readiness, social housing and relationship debt sharing changes.

The specific pages which have been updated are:

- Report Writers Information Pack – Pages 3, 12, 14 and 26
- Panel Members Information Pack – Page 9.

The HIYA system has also been updated with new reason codes.

#### Staff movements

Nic Rhodes left the team in May to join Operational Support in Work and Income, National Office.

The team welcomes Chrissy Price who started on Monday 30 June; she has come to us from the position of Helpline Advisor and prior to that Case Manager in Upper Hutt.

#### CONTACT REVIEW OF DECISION FOR MORE INFORMATION

For further information contact: Janet Davis 04 916 3079  
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**MINISTRY OF SOCIAL  
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Dear Mr/Ms [redacted],

You are currently receiving a benefit from the Ministry of Social Development (the **Ministry**) at the 'Sole Parent' rate of payment because the Ministry considers that you are the principal caregiver of [name of child/ren].

### ***Application for review***

We are writing to advise you that we have received an application from [name of child/ren]'s [relationship to child/ren] (the **Applicant**) for review of the decision not to grant [him/her] a benefit at the 'Sole Parent' rate of payment.

The Applicant contends that [he/she] is entitled to a benefit at the 'Sole Parent' rate of payment because [he/she] considers that [he/she] is the principal caregiver of [name of child/ren].

The outcome of the review application could potentially affect your entitlement to benefit or rate of benefit.

### ***Who is the principal caregiver?***

You were granted a 'Sole Parent' rate of payment because the Ministry decided that you are the principal caregiver of [name of child/ren] under section 70B of the Social Security Act 1964. Under section 70B, only the principal caregiver of a child can have the child taken into account when determining entitlement to a benefit and rate of benefit.

To determine which parent is the principal caregiver of a child, the Ministry must decide which parent has greater responsibility for the child. The primary consideration when deciding who has greater responsibility is the amount of time that the child spends in the care of each parent. The Ministry must also consider:

- who makes decisions about the child's daily activities
- who takes the child to and from school and supervises leisure activities
- who makes decisions about the child's education and health
- who pays for the child's material support (furniture, clothes etc.)
- who pays for which expenses.

If it is not clear who has greater responsibility or the parents share the responsibility equally, the parent who was mainly responsible for the day to day care of the child prior to the separation is the person who can receive the Sole Parent rate of payment.

### ***Review process and what you need to do***

As a result of the application for review, the Ministry must now reconsider whether you are the principal caregiver of [name of child/ren], taking into account any new or additional information raised by you or the Applicant.

We invite you to provide information, in writing, to confirm that you have the primary responsibility for the care of (name of child/ren). We suggest that you align your response, if any, to the considerations mentioned above. You should also provide us with documentation in support of your response if needed.



If you think that the responsibility is equally shared, please provide us with information to confirm that you were the parent who was mainly responsible for the care of (name of child/ren) prior to your and the Applicant's separation.

On the basis of the information that you and the Applicant provide, the Ministry will write a report to the Benefits Review Committee (the **Committee**), documenting its views on the matter. The Committee makes the decision about whether the Applicant is entitled to a 'Sole Parent' rate of payment.

If you choose not to provide us with any information, the Committee will make its decision on the basis of the information currently available.

Please note that the Ministry has to submit its report to the Committee within a fixed timeframe. We therefore ask that you submit your views to us, if any, within a period of ten working days of receipt of this letter.

### ***Appeal process***

Decisions of the Committee are binding on the Ministry and the Ministry has no right of appeal against any decision of the Committee. However, you will have a right to appeal to the Social Security Appeal Authority if the Committee decides to change your benefit entitlement or rate of benefit.

### ***Right to seek legal advice***

You have the right to seek legal advice. The Ministry can't provide you with legal advice. If you want legal advice and can't afford a lawyer, you could get free legal advice. A list of organisations offering free legal advice is attached.

### ***Questions***

If you have any questions about this letter or the content of the information you need to provide, please contact [[the Service Centre Manager]] on [[Tel Number]] or email [[email address]].

Kind regards,

[Name]



# Tenancy reviews for social housing tenants

## Why have tenancy reviews?

The Government wants social housing to be available for people and families most in need.

Tenancy reviews are to make sure that people living in social housing still need it, and if they do, that the house continues to meet their needs.

It's important that people who have benefited from social housing and whose situation has improved, are given the support to move into the private rental market or home ownership, if they're able to.

## Who will have their tenancy reviewed and when?

In the first year MSD expects to review approximately 800 tenants who are paying market rent or near to it, and are living in areas where there are supplies of alternative housing. These reviews start progressively from 1 July 2014.

With help these tenants may be able to move into the private rental market.

Tenants not paying a market rent or near to a market rent won't have their tenancy reviewed before July 2015, unless their circumstances change.

## Who will do tenancy reviews and how will they be done?

Tenancy reviews will be done by MSD's Housing Assessment service.

Tenants will be sent a letter to let them know they're being reviewed and ask them to provide further information about their current situation. The tenancy review will take into account the tenant's individual circumstances. The review will be based on the information we use to assess eligibility for social housing, including things such as:

- residency
- income and assets
- the tenant's housing need as determined by:
  - accessibility – how difficult is it for the household to find accommodation in the private market and are there personal or financial barriers that could stop this happening?
  - affordability – can the household afford to move into accommodation in the private rental market?
  - sustainability – can the household keep accommodation in the private market long term.



If a review finds that a tenant no longer needs social housing and can move, MSD will work closely with them to help them make the move.

If a review finds that a tenant still needs social housing, they'll be able to stay. However, we need to make sure the house meets their needs. The tenant's housing provider will be told of any change to their housing needs.

If tenants don't agree with the decision made about their eligibility for social housing they can ask for it to be reviewed.

### **How long is the review process?**

The length of a tenancy review depends on individual circumstances. Generally a review will take about six months.

### **What should tenants do now?**

Tenants don't need to do anything now.

MSD is writing to tenants who are to be reviewed in the first year. The letters will be sent out in stages over the next 12 months.

If tenants have not been contacted about a tenancy review but are interested in moving out of social housing, they should contact MSD to discuss their options and what financial assistance could be available to support a move into alternative housing.

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## Relationship debt sharing

From 7 July 2014, partners as well as beneficiaries are accountable for welfare fraud or dishonest behaviour in certain circumstances.

### Fraud

When a person receives money they are not entitled to as a result of a false or misleading statement or omission this is regarded as fraudulent.

In the context of relationship debt, fraud is not limited to someone who has been prosecuted or the individual concerned. There must however, be some degree of fraud on the part of the person in receipt of the benefit. In the case of partners, if they 'knowingly benefited' or 'ought to have known' that fraud was occurring, then this will constitute relationship debt.

When the Ministry establishes an overpayment by mistake the payments made to the client are not considered to be as a result of fraud.

### Shared debts

From 7 July 2014, an undeclared partner will be 'jointly and severally' liable for a debt where the Ministry proves that he or she:

- knowingly benefited, or ought to have known he or she was benefiting from welfare payments being received fraudulently by his or her beneficiary partner in excess of entitlements **or**
- made a false statement or mislead the Ministry and, as a result, his or her beneficiary partner is paid in excess of his or her actual entitlement

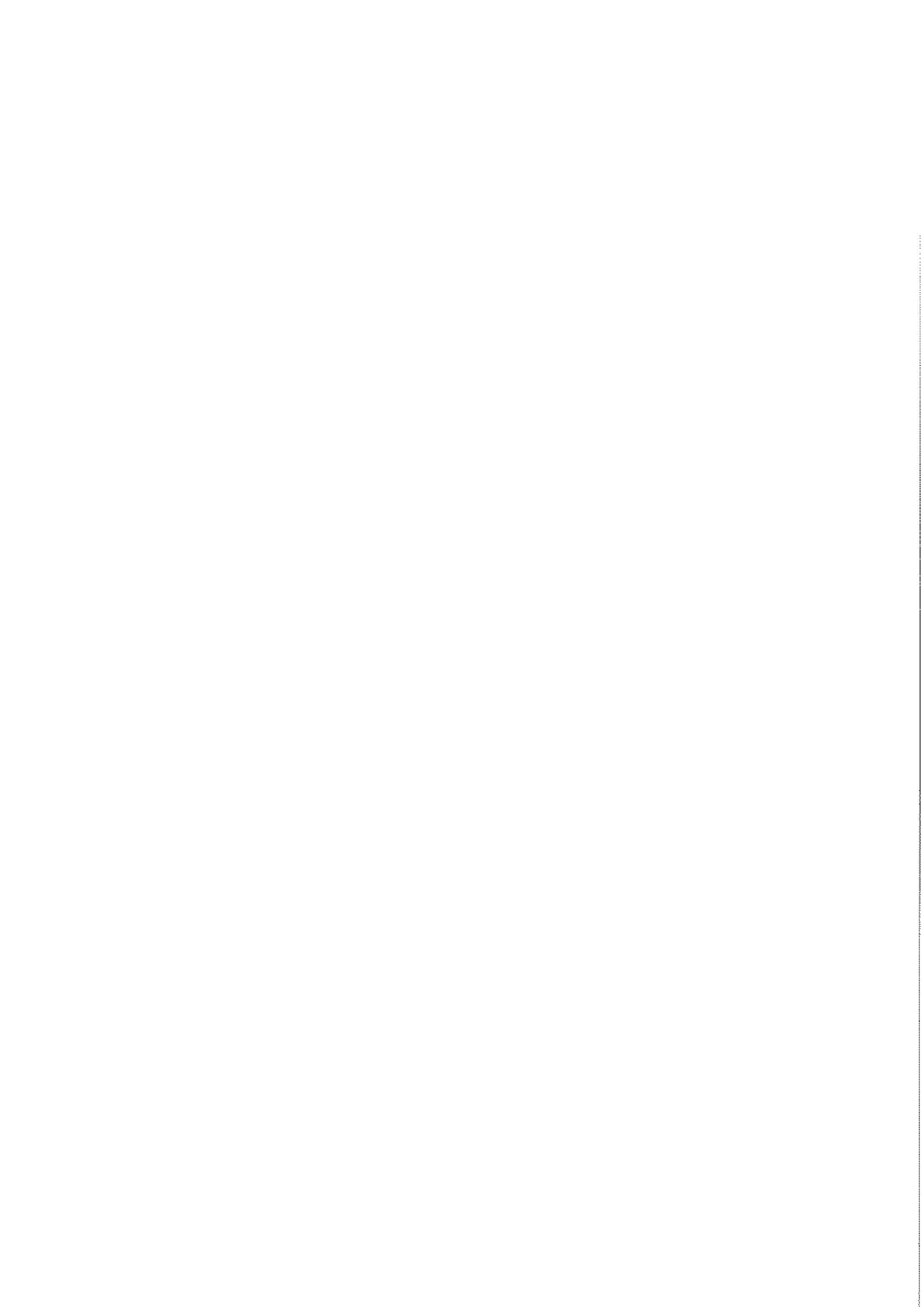
For more information see:

- [Jointly and severally liable](#)
- [Prosecuting partners](#)
- [Recklessness](#)

### Legislation

- section 83AA Social Security Act 1964
- section 86AA Social Security Act 1964

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## Jointly and severally liable

This is where two or more people are each liable for 100% of a debt. Each is responsible for the full amount of the debt until it is repaid. Payment may be sought from any one of the parties, or from any and all of the parties, in various amounts until the debt is paid in full.

If any of the parties do not have enough money to pay, the other parties must make up the difference.

## Ought to have known

This is a common expression of the legal concept called constructive or objective knowledge. It is knowledge that a person would have had if they had made inquiries that any reasonable person would have made in the same circumstances.

A person 'ought to have known' they were benefiting from welfare payments if they had made inquiries that any reasonable person would have. For example:

- they made no attempt to question where the money coming into the household was from
- they did not question how their partner or spouse was paying for living expenses

For more information see:

- [Prosecuting partners](#)

## Legislation

- section 83AA Social Security Act 1964
- section 86AA Social Security Act 1964







## Prosecuting partners

The Ministry is able to prosecute a partner of a beneficiary where they:

- knowingly benefited or
- were reckless as to whether they are benefiting from their partner's welfare fraud

### Knowingly benefited

Knowingly benefited involves the partner having a degree of knowledge of the beneficiaries fraud **and** benefiting in some way from any overpayments. The partner does not need to know the precise nature of the fraud or the actual amount of overpayment.

Where the partner knows or is reckless as to whether their beneficiary partner is receiving benefit payments in excess of their entitlement by way of fraud and the partner benefits in some way, directly or indirectly, from the overpayment, the partner can be prosecuted.

Benefiting from a fraudulent overpayment can occur either directly or indirectly, for example as part of a common household.

Other examples may include, but are not limited to:

- the client and their partner's intentions were to commit fraud
- they made false or misleading statements knowing they were receiving benefit entitlements they would otherwise not be entitled to
- the partner was aware the client was receiving a benefit they were not entitled to (or at a higher rate than they were entitled to) and failed to declare this

### Legislation

- section 83AA Social Security Act 1964
- section 86AA Social Security Act 1964
- section 127AA Social Security Act 1964







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## Recklessness

Reckless knowledge involves a subjective and objective component. These are what the individual themselves thought (subjective) and what an ordinary person in the same circumstances would have considered reasonable (objective). For example:

- the partner perceived that there was a risk, or that a set of circumstances existed, and decided to proceed or run the risk regardless (subjective) **and**
- the partner's decision to run the risk was unreasonable based on what an ordinary person, in the same circumstances, would have considered reasonable (objective)

Examples include, but are not limited to:

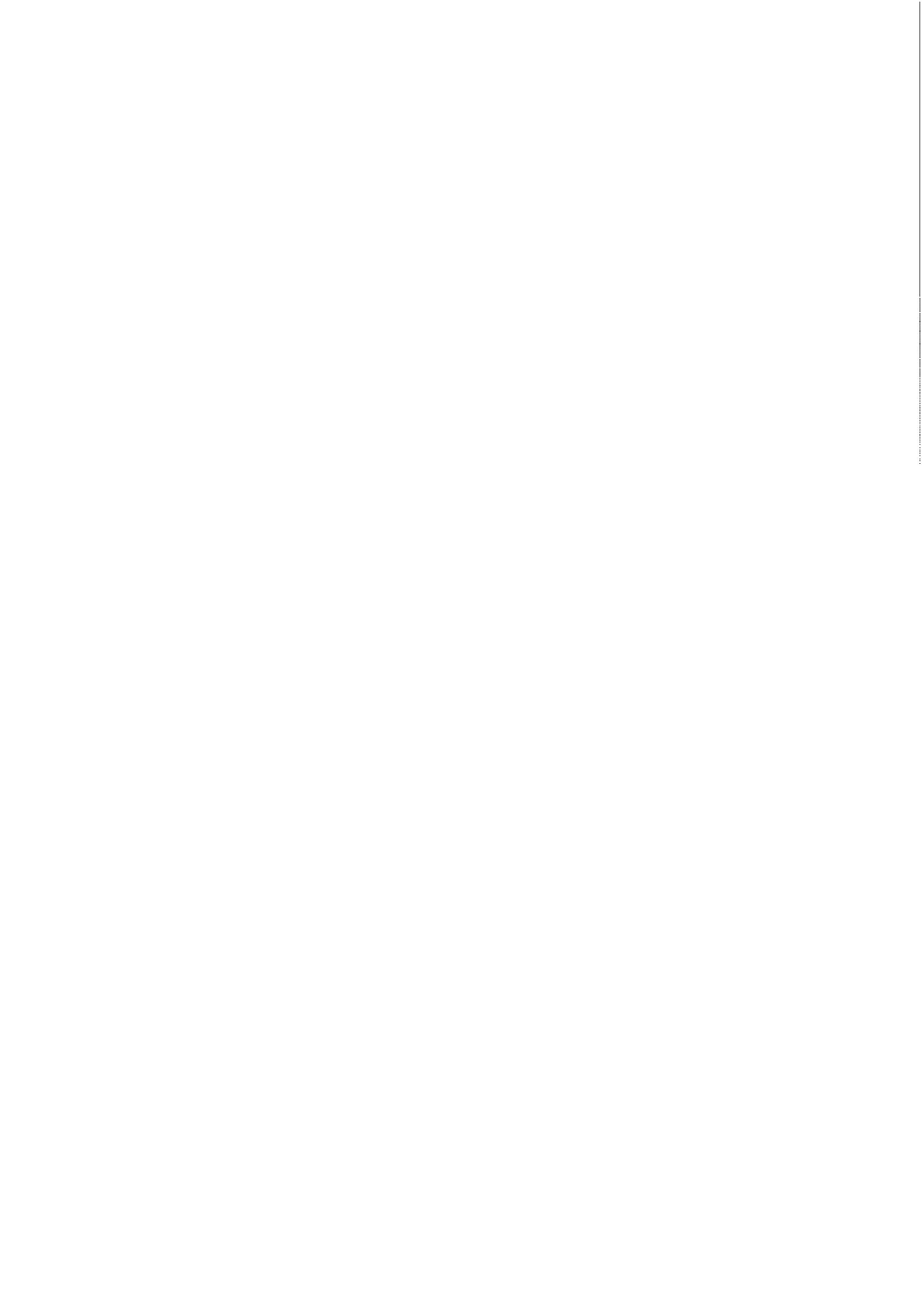
- if a partner inquires and forms a belief that fraud **is** being committed, but stays silent and benefits from their beneficiary partner's fraud, that person could be said to have reckless knowledge
- if a partner does not make any inquiries, or turn their mind to whether the beneficiary partner is committing fraud, because they fear the answer or want to be able to deny it later then they could also be said to have reckless knowledge
- if a partner inquires and forms a belief that fraud is **not** being committed, they may be held liable for the fraudulent debt if a reasonable and honest person, in the same circumstances, would have appreciated the risk. This is because an appreciation of risk can be inferred. These cases often turn on the evidence.

If a partner does not make any inquiries, or turn their mind to whether their beneficiary partner is committing fraud, because they truly believe their partner is not committing fraud, then they are unlikely to be found to have reckless knowledge and cannot be prosecuted. This is because they genuinely and honestly believe it to be true (subjective knowledge).

## Legislation

- section 127AA Social Security Act 1964

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## Map changes in 2014

Below are the Map changes in 2014, starting with the most recent.

For the latest Map changes see [What's new](#). For other Map changes see [Map changes](#).

### 28 July 2014

#### Extraordinary Care Fund

Clients who are receiving Orphans Benefit or Unsupported Childs Benefit for a child in their care, can apply for a grant from the Extraordinary Care Fund to help support the child to reach their potential, from 4 August 2014. See:

- Extra help [Extraordinary Care Fund](#)
- Processing standards [Extraordinary Care Fund](#)

#### Debt recovery

There are a range of factors to consider when setting repayment rates for clients. See:

- Recoverable Assistance Payment [Recovery of payment](#)
- Special Needs Grant [Recovery of payment](#)

#### Special Needs Grant - Budgeting worksheets

When clients require assistance to complete a budgeting worksheet they can phone 0508 BUDGETLINE (0508 283 438) for the contact details of their local budget service provider. The local budget service provider will assist clients to complete the budgeting worksheet, or help with general queries. See:

- [Completing a budgeting worksheet](#)

#### Education and employment-related training

Only short-term training courses may need to have income and assets below certain limits when clients are applying for education and employment-related training assistance. See:

- [Education and employment-related training](#)

#### OSCAR providers

The following OSCAR providers have been added:

- Bay of Plenty  
Giggles OSCAR, Te Puke
- Central  
Our Place for Kids, Raumati Beach
- Wellington  
Kelly Club Hampton Hill, Porirua

## 22 July 2014

### Hardship assistance - newborns

When a client is applying for hardship assistance you need to consider the presence of a child of or under the age of 12 months. See:

- Advance Payment of Benefit Hardship obligations
- Advance Payment of Benefit Exceptional circumstances
- Special Needs Grant Hardship obligations
- Special Needs Grant Exceptional circumstances
- Recoverable Assistance Payment Hardship obligations
- Recoverable Assistance Payment Exceptional circumstances

### Preferred supplier arrangement - glasses

Under the preferred supplier arrangement for glasses (optical goods and services), hardship assistance for a higher amount than the standard package amount can be provided for some clients with high clinical needs. Lens coatings or glasses specifically for the Irlen Syndrome are not covered by the Ministry of Social Development or the Ministry of Health. See:

- Advance Payment of Benefit Glasses
- Recoverable Assistance Payment Glasses
- Special Needs Grant Preferred supplier arrangement - glasses

### OSCAR providers

The following OSCAR providers have been added:

- Southern  
Kelly Sports Peninsula After School Care
- Wellington  
St Claudine Thevenet School, Wainuiomata

## 14 July 2014

### Income Related Rent

The information about refunds and backdating a rate of Income Related Rent has been amended and new information about deciding who the refund should be paid to has been added. See:

- [Refunds and backdating a rate of Income Related Rent during a review](#)
- [Deciding who the refund should be paid to](#)

## Student Loan

Course-related costs can include student services levies. See:

- [Course-related costs](#)

## OSCAR providers

The following OSCAR providers have been added:

- [Auckland S-U](#)  
SKIDS Lincoln Heights  
YMCA Lynfield Recreation Centre, Mt Roskill
- [Waikato](#)  
Family Matters (OSCAR), Hamilton

## 7 July 2014

### Debt recovery

There are a range of factors to consider when setting repayment rates for clients. See:

- Current debt [Negotiating repayment of debt](#)
- Advance Payment of Benefit [Recovery of payment](#)

### Processing standards - Tax number

We now accept myIR internet printouts as verification of a client's tax number. See:

- [Tax number](#)

## Legislation

The following **ministerial direction** has been added, effective from 7 July 2014:

- [Ministerial Direction on Debt Recovery](#)

This are also available in a hard-copy (PDF) format. See [ministerial directions](#).

The following **ministerial direction** has been revoked, effective from 7 July 2014:



- Debt Deduction Notices

## OSCAR providers

The following OSCAR providers have been added:

- Auckland S-U  
SKIDS Riverhead
- Auckland V-Z  
YMCA Onehunga War Memorial Pool
- Waikato  
Kelly Sports Waikato - Southwell School HP, Hamilton  
Kelly Sports Waikato - Te Totara School HP, Hamilton  
Kelly Sports Waikato - Bankwood School ASC, Hamilton  
Kelly Sports Waikato - Bankwood School HP, Hamilton  
Kelly Sports Waikato - Leamington School HP, Hamilton  
Kelly Club - St Pauls School Ngaruawahia ASC, Hamilton  
Squiggle Ltd, Hamilton
- Wellington  
Kids on Foot Taita, Lower Hutt

## 1 July 2014

### Employment and work readiness assistance

Work and Income provides a range of employment and work readiness assistance to help clients move towards, and remain in, unsubsidised work. The assistance available is targeted to improve client employment and social independence in the community, and focuses on those at risk of long term benefit receipt.

There are two types of assistance available:

- Employment and work readiness assistance
- Specific employment-related assistance

### Incentive payment - \$3k to Christchurch

\$3K to Christchurch is an incentive payment to assist applicants who have secured sustainable and full-time employment, to move to the Christchurch area. See:

- Employment and work readiness assistance Incentive payment - \$3k to Christchurch

### Housing Support Products

Assistance is now available to clients who can sustain alternative accommodation that is not social housing, but require assistance to access or retain the alternative housing. The specific assistance available is:

- Bond Grant

- [Letting Fees Assistance](#)
- [Moving Assistance](#)
- [Statement of Satisfactory Tenancy](#)
- [Tenancy Costs Cover](#)
- [Transition to Alternative Housing Grant](#)

### **Social Housing - tenancy reviews**

All clients in social housing can have their tenancy reviewed. However, the focus of the initial reviews is aimed at people most likely to sustain alternative housing. See:

- [Tenancy reviews](#)

### **Preferred supplier arrangements - glasses**

There is now a preferred supplier arrangement for glasses (optical goods and services). This arrangement is effective from 30 June 2014. If a client resides in an urban area covered by a preferred supplier agreement for glasses then the client must use a preferred supplier arrangement. See:

- Advance Payment of Benefit [Preferred supplier arrangements](#)
- Recoverable Assistance Payment [Preferred supplier arrangements](#)
- Special Needs Grant [Preferred supplier arrangements](#)

### **Hardship assistance - newborns**

Consider whether there is a newborn baby in the household when deciding whether or not to apply hardship obligations. See:

- Advance Payment of Benefit [Hardship obligations](#)
- Advance Payment of Benefit [Exceptional circumstances](#)
- Special Needs Grant [Hardship obligations](#)
- Special Needs Grant [Exceptional circumstances](#)
- Recoverable Assistance Payment [Hardship obligations](#)
- Recoverable Assistance Payment [Exceptional circumstances](#)

### **Residential Care Subsidy**

On 1 July 2014 the Residential Care Subsidy asset thresholds, income from assets exemption, and Territorial Local Authority maximum contribution rates increase. See:

- Residential Care Subsidy [Asset thresholds](#)
- Residential Care Subsidy [Income from assets](#)
- Residential Care Subsidy (allowable gifting) [Gifting](#)
- Deskfile [Asset thresholds](#)
- Deskfile [Income from assets exemption](#)
- Deskfile [Territorial Local Authority maximum contribution rates](#)

## Core policy - Reviews and Appeals

Reviews and Appeals have been moved to Core policy. See:

- [Reviews and Appeals](#)

## Legislation

The following **ministerial directions** have been added, effective from 1 July 2014:

- [Direction in relation to new-born children and hardship assistance](#)
- [Ministerial Direction on Continued Eligibility for Social Housing](#)

These are also available in a hard-copy (PDF) format. See [ministerial directions](#).

The following **welfare programme** has been added, effective from 1 July 2014:

- [Housing Support Assistance Programme](#)

This is also available in a hard-copy (PDF) format. See [welfare programmes](#).

The following **welfare programme** has been amended, effective from 14 May 2014 :

- [Recoverable Assistance Programme](#)

This is also available in a hard-copy (PDF) format. See [welfare programmes](#).

The following legislation instruments have been revoked as a consequence of changes to the [Employment and Work Readiness Assistance Programme](#):

- Ministerial Guidelines for Employment and Training Assistance
- Direction in relation to Section 124(1)(d) and (1A) 2012
- Course Participation Assistance Programme
- Training Incentive Allowance Programme
- Transition to Work Grant Programme

## OSCAR providers

The following OSCAR providers have been added:

- [Auckland S-U](#)  
SKIDS St Ignatius
- [Waikato](#)  
Kidz R Gold - After School Care, Waihi  
Kidz R Gold - Holiday Programme, Waihi

**16 June 2014**

## Student Allowance

There is a 120 or 200 week limit for receiving student allowance, which is dependent on the client's age. See:

- [The 120/200 week limit for tertiary study](#)

For study starting on or after 1 January 2014, students aged 65 years or over are not eligible for a student allowance. See:

- [Age restriction - 65 years](#)

For study starting on or after 1 January 2014 the residency requirement increased from two to three years. See:

- [Residency - Student Allowances](#)

Income that is counted as parental income has been updated to include information on "Salary exchanged for an employer provided motor vehicle" and "Employer provided short-term charge facilities". See:

- [Income that is parental income](#)

## Student Loan

For study starting on or after 1 January 2014 the residency requirement increased from two to three years. See:

- [Residency - Student Loans](#)

Part-time students who increase their study (EFTS) to be full-time during the year may be entitled to the Living Costs or Course-Related Costs components of a student loan. See:

- [Compulsory fees](#)

The "Youth Guarantee" and "Fees-free level 1 and 2 study" pages have been incorporated into the student loans manual. See:

- [Youth Guarantee](#)
- [Fees-free level 1 and 2 study](#)

## New Zealand Superannuation

When a client (with a non-qualified partner included) or non-qualified partner receives weekly compensation from ACC, these payments **are** charged as income **not** as a direct deduction. See:

- [ACC weekly compensation and non-qualified partner included](#)
- [Including a non-qualified partner](#)

## OSCAR providers

The following OSCAR provider has been added:

- [Waikato](#)  
Waihi Central School Kids Club

## 10 June 2014

### Disability Allowance

The medical alarms pages have been updated to include changes to the accreditation process. The medical alarm suppliers list has also been updated to show changes to the MSD-accredited suppliers of medical alarms. See:

- Disability Allowance [Medical alarms](#)
- Deskfile [MSD-accredited suppliers of medical alarms](#)

## OSCAR providers

The following OSCAR providers have been added:

- [Auckland S-U](#)  
SKIDS Sunnyvale, Henderson
- [Canterbury](#)  
PORSE In-Home Childcare
- [Central](#)  
All Stars After School Care, Carterton
- [East Coast](#)  
Kidz Kare Flaxmere, Hastings
- [Southern](#)  
Kids Pace OSCAR, Gore
- [Taranaki](#)  
Wai Ora OSCAR, Whanganui
- [Wellington](#)  
YMCA Kahurangi, Wellington

The following provider has changed their name from Bay Leisure Ltd to Bay Venues Limited.

- [Bay of Plenty](#)  
Bay Venues

## 4 June 2014

### Disability Allowance

A definition of disability has been added to Disability Allowance. See:

- [Definition of disability](#)

## 26 May 2014

### New Zealand Superannuation

When a client (with a non-qualified partner included) or non-qualified partner receives weekly compensation from ACC, these payments **are** a direct deduction. See:

- [ACC weekly compensation and non-qualified partner included](#)
- [Including a non-qualified partner](#)

### OSCAR providers

The following OSCAR providers have been added:

- [Auckland J-L](#)  
Karma Kidz Westmere
- [Auckland P-R](#)  
Pt England OSCAR, Pt England
- [Central](#)  
After School Adventures, Palmerston North
- [Wellington](#)  
Kool4Kidz, Johnsonville

## 19 May 2014


### Early Learning Payment

Early Learning Payments are only available to families enrolled with a Family Start or Early Start provider in specified pilot areas. For a list of providers and pilot areas as at 1 May 2014 see:

- Deskfile [Early Learning Payment providers](#)

### Student Allowance

Students who are engaged in employment and training through Work and Income cannot receive a student allowance. See:

- [Employment and training opportunities](#) 
- Student Allowance [Programmes not recognised](#)

### Legislation



The following **ministerial direction** has been updated, effective from 28 February 2014:

- [Ministerial Direction - Disability Allowance](#)

This is also available in a hard-copy (PDF) format. See [ministerial directions](#).

The following **regulations** have been updated, effective from 6 September 2013:

- [Social Security \(Contracts and Information Sharing with Service Providers\) Regulations 2012](#)  
[previously known as the "Social Security (Youth Support-Contracts and Information Sharing with Service Providers) Regulations 2012"]

These are also available in a hard-copy (PDF) format. See [regulations](#).

## 13 May 2014

### Special Needs Grant

Food grants cannot be used to buy gift cards or vouchers. See:

- [Food](#)

## 8 May 2014

### Initial stand-down periods

The current [Initial stand-down period](#) for clients has been amended in line with the adjustment to the Gross Average Ordinary Time Weekly Wage (AOTWW) as at 7 May 2014.

### Special Needs Grant

There is a preferred supplier arrangement in place nationally for the purchase of a fridge, freezer or washing machine using a Special Needs Grant. Fridges, freezers and washing machines **must** be purchased under the preferred supplier arrangement at the rates specified in the arrangement. See:

- [Preferred supplier arrangement - fridges, freezers and washing machines](#)

## Legislation

The following **regulations** have been updated, effective from 1 April 2014:

- [Social Security \(Childcare Assistance\) Regulations 2004](#)
- [Social Security \(Income and Cash Assets Exemptions\) Regulations 2011](#)
- [Social Security \(Long-term Residential Care\) Regulations 2005](#)

- [Social Security \(Temporary Additional Support\) Regulations 2005](#)

These are also available in a hard-copy (PDF) format. See [regulations](#).

## 5 May 2014

### Accommodation Supplement

The provision for clients to receive Accommodation Supplement if they are unable to occupy their own home due to the Canterbury Earthquake or any aftershocks has been extended to 19 April 2016. See:

- [Clients unable to occupy their home due to Canterbury Earthquake](#)

### Advance Payment of Benefit

An Advance Payment of Benefit cannot be used to purchase a fridge, freezer or washing machine from a new or used appliance dealer. Fridges, freezers and washing machines **must** be purchased under the preferred supplier arrangement at the rates specified in the arrangement. See:

- [Fridges, freezers and washing machines](#)

### Student Allowance - Income from rental properties

Income from rental properties that are part of a business or trust must be included in any business or family trust income declared. Income from rental properties not part of a business or trust must be declared as income to Inland Revenue. This income is included in any taxable income declared. See:

- [Income that is parental income](#)

Private training establishments have specific enrolment, record keeping and disclosure obligations for student allowances. See:

- [Obligations, offences and penalties](#)

### Student Loan

A number of pages have been renamed and reconfigured. While there have been no changes to the policy; these changes are intended to provide greater clarity.

The "Eligibility criteria for a Student Loan" page has been renamed as "Eligibility and entitlement criteria for a Student Loan". The "Loan entitlement" page has been renamed as "Establishing Loan eligibility and entitlement". The "Loan account transfer to Inland Revenue" page has been renamed as "Transfer of borrowings to Inland Revenue". See:

- [Eligibility and entitlement criteria for a Student Loan](#)
- [Establishing loan eligibility and entitlement](#)

If a student wishes to cancel their Student Loan more than 7 days after the Initial Entitlement Advice, it is too late for the loan contract to be cancelled. See:

- [Cancelling a Student Loan](#)

From 1 April 2012, the administration and charging of interest has been the responsibility of Inland Revenue. See:

- [Transfer of borrowings to Inland Revenue](#)
- [Interest on Student Loans](#)
- [Loan repayments](#)
- [Loan statements](#)

The information on the death of a borrower is now provided on a separate page. See:

- [Death of a borrower](#)

Private training establishments have specific enrolment, record keeping and disclosure obligations for student loans. See:

- [Student, education provider and third party obligations](#)

## Processing Standards

The Processing Standards have been updated with the enhanced online services information and digitisation business rules. See:

- [Processing Standards](#)

## OSCAR providers

The following OSCAR providers have been added:

- [Auckland J-L](#)  
Jamkids Kelston
- [Central](#)  
SKIDS Kenakena, Paraparaumu Beach
- [Nelson](#)  
Tasman regional Sports Trust (Sport Tasman), Kaikoura
- [Taranaki](#)  
After School Kids, Marton
- [Waikato](#)  
Waterworld Holiday Programme, Hamilton
- [Wellington](#)  
Rata SKIDS, Wainuiomata (replaces Rata OSCAR)

The following programme has been removed:

- [Canterbury](#)  
Kids World Kendal OSCAR, Christchurch