



07 FEB 2018

Dear [REDACTED]

On 18 November 2017 you emailed the Ministry requesting, under the Official Information Act 1982, copies of any procedures, policies, manuals, instructions, or similar that are used when ascertaining whether a person will be required to apply for an overseas pension, and requiring a person to apply for an overseas pension.

On 23 November 2017, you refined your request to documents relating to the requirement to apply for the Australian pension. The Ministry has interpreted your request as relating to the Australian Age Pension. Please advise if this was not the intention of your request.

Under section 69G of the Social Security Act 1964, applicants for New Zealand Superannuation are required to demonstrate to the Ministry that they, and their spouse, partner, and any dependents, have taken all reasonable steps to obtain any overseas pension to which they may be entitled. This legislation is available online at: www.legislation.govt.nz/act/public/1964/0136/332.0/DLM359107.html.

In accordance with this legislation, the Ministry requires all applicants for New Zealand Superannuation who are likely to be eligible for another country's pension to apply for that pension. This includes those who may be eligible for an Australian Age Pension.

The Ministry publishes information regarding its policies and practices on the Work and Income website. Information regarding the Ministry's policies relating to overseas pensions is available here: www.workandincome.govt.nz/map/to-or-from-overseas/payments-from-overseas/overseas-pensions.html.

Further information regarding clients who may be entitled to an overseas pension is available on the Work and Income website here: www.workandincome.govt.nz/map/to-or-from-overseas/payments-from-overseas/possible-overseas-pension-entitlement.html.

Please find attached the following six documents containing versions of the above websites from 1 January 2009 to 28 August 2015, when the most recent amendments to the pages were made:

- Version 1, from 1 January 2009 to 31 March 2011;
- Version 2, from 1 April 2011 to 31 March 2012;
- Version 3, from 1 April 2012 to 1 September 2013;

- Version 4, from 2 September 2013 to 14 December 2014;
- Version 5, from 15 December 2014 to 14 August 2015;
- Version 6, from 15 August 2015 to 28 August 2015.

Please note that Version 5 contains no changes to the 'Possible Overseas Pension Entitlement' page, Version 6 contains no changes to the 'Overseas Pensions' page, and that Version 6 of the 'Possible Overseas Pension Entitlement' page is identical to the version currently available online.

You may also be interested in information regarding the reciprocal social security agreement with Australia available here: www.workandincome.govt.nz/map/to-or-from-overseas/reciprocal-agreements/reciprocal-australia/introduction.html.

Information regarding the payment of the Australian Age Pension while outside of Australia is available on the website of the Australian Department of Human Services here: www.humanservices.gov.au/individuals/enablers/pension-rates-payable-people-outside-australia.

In addition to the above publicly available webpages, the Ministry has a number of pages on its staff internal intranet. These pages describe the process of determining whether or not an applicant may be eligible for an Australian Age Pension, and therefore whether or not they will be required to apply. Please find enclosed copies of the following two webpages:

- '*Australian Screening – An online course for Senior Services*'

This page provides instructions for staff in assessing whether a client will meet the criteria for an Australian Age Pension.

- '*Australian Age Pension Applications – An online course for Senior Services*'

This page provides staff with knowledge of how to complete an application for an Australian Age Pension.

Please find attached the following documents containing further guidelines to which links are provided in the above webpages:

- '*Residing in Australia Determination Sheet Calculator*'

This document contains guidelines for the calculation which is used to determine whether a client meets the residency criteria for the Australian Age Pension.

- '*Australian Age Pension Screening*'

This document provides a flowchart to be followed in screening an applicant to determine whether they may be eligible for the Australian Age Pension.

- '*CE note contents for Testing Not Required AAP clients*'

These are template case notes to be included depending on a client's reason for not being required to test for an Australian Age Pension.

Other links contained in these webpages do not relate to the procedures for determining whether a person is required to apply for an overseas pension and have therefore not been included as they fall outside of the scope of your request.

Training material prepared by the Ministry reflects policy and legislation at the point of time it is created. Work and Income continuously refines and upgrades training material when policy and/ or legislation changes. To ensure that staff view the most up to date version of the pages, these changes are carried out by updates to the originals. The changes are not necessarily tracked or the originals stored. As such, your request for previous versions of these documents is refused under section 18(g) of the Official Information Act as this information is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

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 this response, 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.

Yours sincerely



Ruth Bound
Deputy Chief Executive, Service Delivery

Overseas pensions

Most countries have some form of Social Security legislation that provides pensions due to old age, disability and for widows and widowers.

When a client is receiving a pension from overseas that is administered by or on behalf of the government of another country and is similar in purpose to a New Zealand benefit or pension it will be directly deducted from the New Zealand benefit or pension.

Note pension payments from China (not including Hong Kong or Macau) are charged as income and are not direct deductions.

You need to be aware that:

- in most instances the amount to deduct is the gross (before tax) amount converted to New Zealand dollars
- when a client is receiving pensions from a country that has a Reciprocal agreement with New Zealand you will need to check the information pertaining to that country as special provisions may apply
- overseas pensions are directly deducted from all benefits types, including New Zealand Superannuation, Veteran's Pension and Accommodation Supplement
- when the overseas pension exceeds the main benefit rate, the amount that exceeds the main benefit rate will be directly deducted from any Accommodation Supplement the client receives
- when an overseas pension is considered to be in the nature of a disability allowance, it will be directly deducted from any New Zealand Disability Allowance, but not from any other New Zealand benefit
- if the client has a partner the deduction is applied differently depending on whether both partners receive a New Zealand benefit or pension in their own right or at a married, civil union or de facto rate with non-qualified partner included, see: Clients with a partner
- some overseas pensions, or part of the pension, are disregarded in the assessment of any benefit paid in New Zealand, and some are charged as income
- if the client has entitlement to an overseas pension but has not claimed it, this can also affect their New Zealand benefit or pension, see Possible overseas pension entitlement

Note International Services should be advised of all clients who are receiving an overseas benefit or pension as it is their responsibility to carry out New Zealand benefit or pension reviews when the overseas benefit or pension deduction needs up-dating or reviewing.

If you are unsure whether all or part of the overseas pension should be directly deducted from the New Zealand benefit or pension you should contact, International Services.

For more information see:

- Accident compensation
- Chinese Pensions
- German Pensions
- Government occupational pensions
- Reciprocal agreements
- Voluntary contribution pensions
- War Pensions

Also see:

- Possible overseas pension entitlement

Legislation

- section 70 Social Security Act 1964

Possible Overseas pension entitlement

A client may be entitled to receive an overseas benefit or pension if they were born or have lived or worked overseas.

Clients are expected to test their entitlement to any overseas benefit or pension they may be entitled to.

You should ensure clients complete the overseas residence details section of their application form and enter these details onto UCVII.

These details are automatically downloaded to International Services to identify those people who may have overseas pension entitlement.

International Services will:

- send the appropriate forms to the client to complete **or**
- provide the client with the address to write to enquire about their entitlement **and**
- follow up any entitlement to an overseas benefit or pension

You should advise the client that they are required to take all reasonable steps to test their entitlement to an overseas pension or their New Zealand benefit or pension could be suspended or cancelled.

For more information see:

- Reciprocal Agreements

Legislation

- section 69G Social Security Act 1964
- section 69I Social Security Act 1964



Australian Screening

An online course for Senior Services

Welcome to this online course that provides you with a core working knowledge of Australian Screening.

Guidelines

Clients who have registered to receive payments from NZ and provided their overseas residency details for Australia are loaded into T2 via an IAP report.

Clients are screened to determine if they meet the testing criteria for an Australian Age Pension (AAP).

Please note: From 1 July 2017 there is a new Australian Agreement in force. Under the new Agreement, "age of entitlement" refers to the pension age that is higher between Australia and New Zealand. From 1 July 2017, the Australian government are gradually raising their retirement age from 65 to 67 – so under the Agreement, "age of entitlement" refers to that of the Australian Age Pension.

From 1 July 2017, the age of entitlement will be 65 and 6 months, where 6 months refers to calendar months.

Clients born between:	Qualify for AAP at age:
1 July 1952 - 31 December 1953	65 years and 6 months
1 January 1954 - 30 June 1955	66 years
1 July 1955 - 31 December 1956	66 years and 6 months
1 January 1957 onwards	67 years

This means that from 1 July 2017, to receive payments under the Australian Agreement, a client must (at least) have reached Australian Age Pension entitlement age.

To determine potential entitlement we look at:

- their current age - clients must have reached Australian Age Pension age (see below);
- the length of time spent in Australia and;
- what was the client's purpose/situation while in Australia

If the client is not yet AAP age

If the client has not yet reached the age of entitlement for the Australian Age Pension, it may be too early to initiate testing.

Based on the client's birthdate, determine the client's new age of entitlement and if necessary, defer testing until the client's entitlement date.

Below is the link to the guidelines that Centrelink use to determine if a client meets the residence Criteria.

Centrelink Residency Requirements

More than four years Residency:

If a client has spent more than four years in Australia, they will be asked to test their entitlement for an AAP as they are likely to meet the AAP residence criteria.

Less than four years Residency:

If a client has spent less than four years in Australia a determination is made to see if the client is likely to meet the Australian residence requirements.

If a client has noted a reason on their NZS application for their time spent in Australia that indicates that the client's situation would mean that they would not meet the AAP resident criteria, we will exclude them from the testing process.

Examples where a client will not meet the AAP residence criteria:

- Holiday
- Working holiday
- Travelling
- Visiting family
- Study
- NZ army
- Missionary work
- Medical Reasons

If a client spent less than four years in Australia and has noted a reason on their NZS application for their time in Australia that indicates that the client meets the AAP resident criteria, they will be asked to test their entitlement.

Examples where a client will need to test:

- Living
- Residing
- Working

If a client has spent less than four years in Australia but has **not** noted a purpose on their NZS application for the time spent in Australia, a call will be made to the client by a Processing Officer and will be expected to reach the client.

If we are unable to contact the client by phone an application will be sent.

Make a clear note in CMS that they have less than 4 years residence and that the next person who processes/is in contact with the client from the Testing Team should take them through the **Residing in Australia Determination Sheet**.

If the client does not agree with our decision to test their entitlement for an AAP then we can complete the **Residing in Australia Determination Sheet**.

This can also apply to clients who ring and advise the residence in CMS is incorrect.

If the client does not meet the AAP resident criteria we will advise the client over the phone and in writing (as a pack was sent) and ask the client to return the AAP pack in the return envelope.

To help decide whether or not a person was residing in Australia the **Residing in Australia Determination Sheet** will be used by staff.

Residing in Australia Determination Sheet

The Residing in Australia Determination Sheet is a document that that Centrelink use to determine if a client now living in New Zealand would meet the residence criteria for the AAP.

The following factors that are considered:

1. The frequency and duration of the person's travel outside Australia.
2. The nature of the accommodation used by the person in Australia.
3. The nature and extent of the family relationships the person has in Australia.
4. The nature and extent of the person's employment, business or financial ties in Australia.
5. The nature and extent of the person's assets located in Australia.
6. Any other matter relevant to determining whether the person intends to remain permanently in Australia.

*Once the questionnaire is completed and the result will allow us to decide if the client will be asked to apply for an AAP. There are results that are loaded into the **Residing in Australia Determination Sheet** to ensure consistent results with all staff.

The results are:

- Test
- Do not Test
- Discuss with your SM

Weighting for Residing in Australia Determination Sheet

qA point system is used to determine if the client's situation, while in Australia, would mean we ask them to apply for an AAP or not. Each question has a weighting from 0 to 2. The weighting is listed next to each factor on the Residing in Australia Determination Sheet.

No = 0 points

Yes = 1 or 2 points (Depending on the weighting)

We have the weighting as some factors indicate that the client will meet the Australian residence criteria, e.g. owing a house is given a higher weighting than renting a flat.

Below is the Residing in Australia Determination Sheet

-  [Australia Determination Sheet File](#)

Australian Screening Guidelines

Seniors Services international staff will follow normal screening procedure unless the period of residence in Australia is under four years.

If residence is under 4 years they will:

- 1) Check residence details listed in CMS to see if we exclude or not.
- 2) If nothing is nothing is noted in CMS, ring the client and complete **Residing in Australia Determination Sheet** over the phone.

If the Australian Residence Criteria is not met:

1. Advise the client
2. Leave CE note (**Testing Not Required AAP clients CE note Templates**)
3. Exclude from testing
4. Updated T2

If the Australian Residence Criteria has been met:

1. Advise the client of the income/asset test,
 - If the client is over, to offer deferral and discuss this process;
 - if below, the income/asset test, we are to advise forms will be sent, discuss application process, documentation is to be supplied and banking options that are available.
 - Advise (if applicable) that partner can apply on the same form.

The normal process will now continue.

The T2 processes for screening can be found under **Screening** in myLearn.

Below is a flow chart of the Australian Screening process.

-  [Australia Screening Flowchart File](#)
-  [AAP Testing Not Required Clients CE Note Templates File](#)

Australian Disability Support Pension Testing

Clients who are under Australian Age Pension age of entitlement that appear on the Australian report on Supported Living Payment may need to be tested for DSP and should be referred to the CSO/PO responsible for DSP testing.

Please note: Clients who are **over** AAP age who appear on the Australian Report receiving Supported Living Payment can be screened as normal but contact the

CSO/PO Responsible and your manager for advice as the client may need to apply for New Zealand Superannuation.

- a. Exclude the client from Testing in T2
- b. Email the CSO/PO responsible for DSP testing with the client name and SWN – advise potential DSP. *If the client will be tested for another country, advise this in the email as well.
- c. Add CE notes:

Please see CE Notes templates for Screening DSP Testing.



Screening DSP CE note templates

Released under the Official Information Act



Australian Age Pension Applications

An online course for Senior Services

Welcome to this online course that provides you with the core working knowledge of what is required for an Australian Age pension application to be complete.

Completed Application

An Australian Age Pension application is considered complete when:

- the application form is completed,
 - a payment option has been chosen and the relevant banking information or forms completed (DPM or SBO),
 - relevant financial documentation provided,
 - an Information Release form is completed (not required legally),
-

The Application

The Australian Age Pension is an income and asset tested pension. This means when someone applies for an Australian Age Pension they are required to answer and provide details and verification of any income and assets for themselves and a partner.

Questions that have a paper clip next to them in the Australian Age Pension application require documentation.

Any financial documentation must be current. E.g. bank statements must be dated within 3 months of when Centrelink receive the application, end of year tax information must be the last tax year.

The application must be dated within the last 6 months. This is to ensure that the information in the application is up to date and correct.

Residency Questions

Questions 44 and 45 ask for residency details for the client (and their partner). A client should state all the counties they have lived in and be as accurate as possible.

Financial Documentation

Has the client provided any financial documentation required?

- Check questions for the paperclip

- if a pay slip been provided, check if Kiwisaver contributions have been made and has a Kiwisaver statement been provided
- has the client also provided details for their partner, if not they need to and also provided partner's financial documentation as well

Has the client completed any supplementary MOD forms required?

Verification needs to be recent, ideally within the last 3 months

You can check CMS for bank statements but remember to check the date.

Things to remember:

- Bank accounts for question 61 need all required info (account name, full account number, account holder(s), balance, letter head/stamp and date (within 3 months)
- Check the nominated account the client wishes to have any AAP paid into is listed in question 61
- Ensure the correct MOD form is completed, (self-employed vs. private company)
- Clients and partners can claim on same form (if both meet resident requirements)
- Always check Centrelink website and current exchange rate first when deferring due to income and assets. The thresholds can change every 6 months
- If a client requests a letter with the thresholds for an AAP, this can be sent but you can only state the current Australian figures from the Centrelink website (not converted to NZ dollars) and state that these are subject to change

Banking Options

The client will also need to select a payment option at question 89, they can choose the Special Banking Option or to be paid directly.

If the client would like the Special Banking Option they need to complete:

- an Information Release form
- Offer Acceptance form
- Account Application form

If the client would like to be paid directly (DPM) they will need to:

- provide bank account details at Question 89,
- provide verification of the bank account,
- complete the Information Release form.

If a client has not lived in New Zealand for 10 years and has resided in a third country (other than Australia) they should not opt for SBO. This is because the 3rd country pension should be deducted by Australia and the client may be financially disadvantaged. This could be re-examined once their payments are up and running.

Updating T2

Once the application is complete and the banking option selected you will need to update T2.

In T2, mark application as 'Complete' update the record to 'With overseas agency'.

This will generate the 6 month 'follow up' date (Next Action Date).

Deferring Testing due to Income and Assets

As the Australian Age Pension is Income and Asset tested clients are able to provide verification of income and assets to MSD to defer testing rather than completing an Australian Age Pension application.

Current income and asset limits are available on the Department of Social Services (DSS) website.

New clients over the Income and Asset thresholds

Clients, who meet the age and residence criteria for AAP, will be issued with an Initial testing letter and an AAP application form. The letter will inform clients that the AAP is income and asset tested and to contact Senior Services International if they think they are above the income/asset limit.

A link to the DSS website is provided so that clients can check the limits.

If the client contacts Senior Services – International, staff will:

- confirm that the client is over the income/asset limits,
- discuss the deferral process,
- request the client provide us with current verification to action a deferral, and
- ask for the Application pack to be returned

If the client states they that they are not over the income asset/limits, the clients will need to complete the application forms to test their entitlement.

Documentation

Senior Services International will check that the documentation meets the processing standards and if they are above the income/asset limits.

Documentation will need to be directly linked with the client (and/or their partner). All income and assets must be verified, this can be through the use of Work and Income verification forms or clients providing documentation. This is in line with current the current business standards.

Senior Services International staff will advise of standards. Documents are not to be scanned into CMS.

If the client sends in documentation that shows they are below the income/asset limit they will be advised that they will need to complete the AAP testing process.

Acceptable Verification

- Recent payslips,

- Income tax returns,
- Bank statements
- Share statements
- Managed Investment Statements
- Rates Invoices
- Trust Documents
- A letter from their accountant, lawyer, or other financial agent that confirms their current asset valuation and/or current annual income. A figure must be stated.

Clients who require re-testing

Once a client's deferral period expires, they will be asked to re-test their eligibility for an AAP.

Clients will be issued with a letter asking them to either provide verification to confirm that they are still over the income and/or assets thresholds OR to complete the AAP application forms.

- If the client shows they are still over the income and/or asset limit, the testing process will again be deferred for 1 or 2 years from day the deferral was processed.
- If the client is now below the income/asset limit, they will be required to test their entitlement to an AAP.

Partners Who Have Also Lived in Australia

If a client is deferred their partner should also have the same 'Next Action Date' in T2. This is because the Australian Age Pension is based on combined income/assets. If a partner is not yet in T2 add them, defer testing and note CMS.

Difficult Financial Documentation

If the documentation is difficult to read (e.g. trust documents), the Financial Determination Team can be asked to assist.

Senior Services International staff will need to follow the **Process for referrals guide**. This is standard practice for Case Managers who are not able to assess or understand the documents the client has provided in regard to determining income/assets.

Processing Officers should ask their manager before a case is referred to the Financial Determination Team. This is a last resort and with any difficult documentation should always try to figure it out first.

The Next Step

[AAP Application DPM Process](#)

[AAP Application SBO Process](#)

[AAP Application Incomplete Process](#)

Residing in Australia Determination Sheet Calculator

Factor	In Australia	Outside Australia
Accommodation		
Own Home, long-term lease (2)		
Tempory accommodation (1)		
Family Ties		
Immediate family (2)		
Extended family (1)		
Employment/Business and Financial Ties		
Ongoing Employment (2)		
Bank Accounts (1)		
Business interest (2)		
Term deposit, other investments (2)		
Other Assets		
Car, boat, caravan (1)		
Household effects (1)		
Travel Patterns		
Any other matter		
Customer intention (2)		
Miscellaneous		
Relative weight assigned	Residing in Australia	Residing outside Australia
Indicates:	0	0

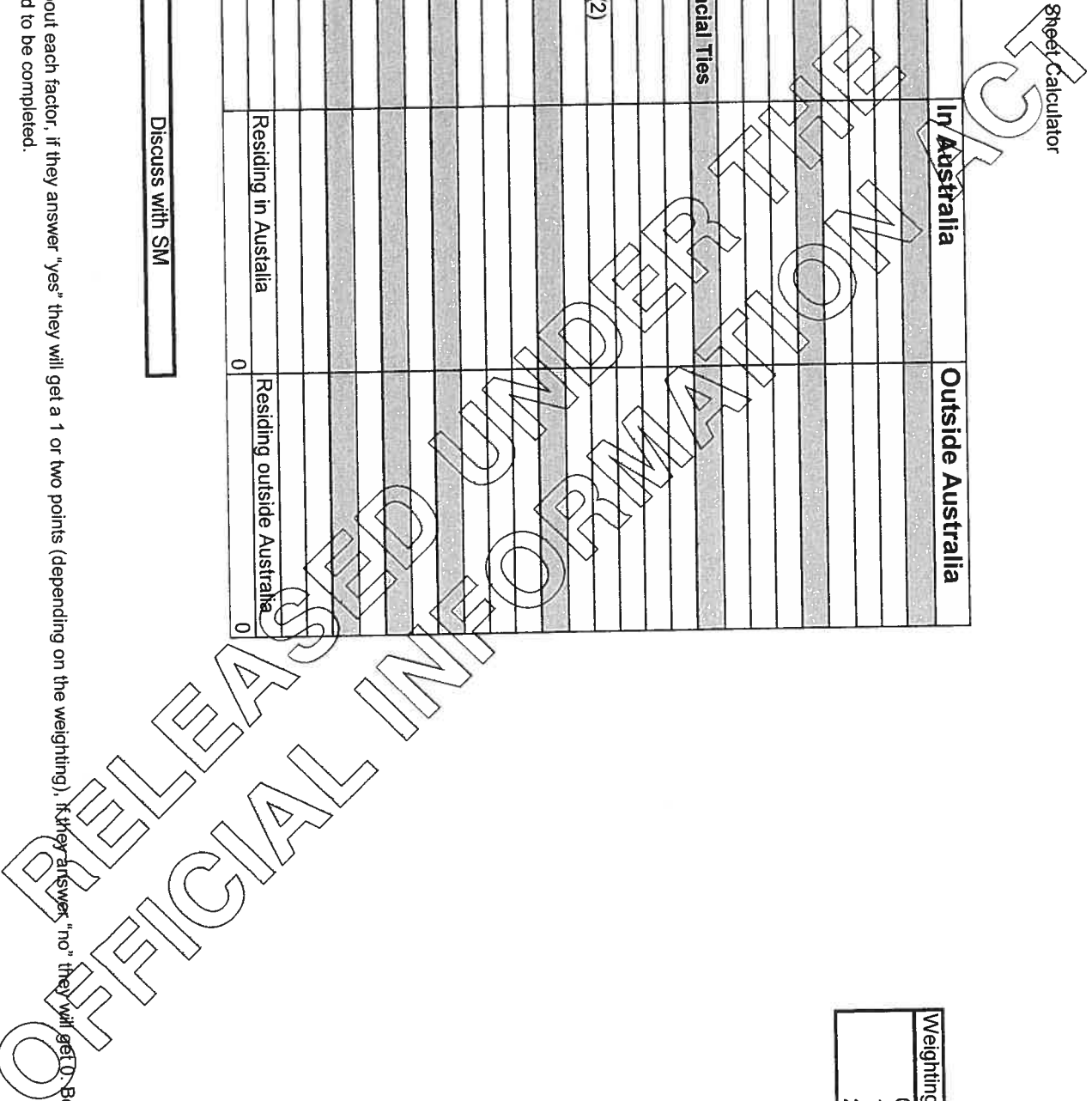
Recommended result: Discuss with SM

Weighting Rules

The client will be asked about each factor, if they answer "yes" they will get a 1 or two points (depending on the weighting). If they answer "no" they will get 0. Both columns (In Australia and Outside Australia) will need to be completed.

Miscellaneous is not included in the weighting but if the client states something that could affect if we test or not (in regards to time in Australia) this should be discussed with Service manager.

Weighting	Weighted Answer
0	No
1	Yes
2	Yes (weighted higher)



This would help if the spread sheet has an equal amount of points for In Australia and Outside Australia factors.

Customer intention In Australia is 0 if did not intend to stay, 2 if intended to stay in Australia

Customer intention Outside Australia is 2 if did not intend to stay, 0 if intended to stay in Australia

^ Immediate family: dependants, parent, sibling or child. Extended family: cousins, aunt, uncle, grand-parent, grandchild etc.

From http://guidesacts.fahcsia.gov.au/guides_acts/ssg/ssguide-3/ssguide-3.1.1/ssguide-3.1.1.10.html

Determining whether a person is residing in Australia

SSAct section 7(3) lists the factors to be taken into account when deciding whether a person is residing in Australia. These are:

1. The frequency and duration of the person's travel outside Australia;
2. The nature of the accommodation used by the person in Australia;
3. The nature and extent of the family relationships the person has in Australia;
4. The nature and extent of the person's employment, business or financial ties in Australia;
5. The nature and extent of the person's assets located in Australia;
6. Any other matter relevant to determining whether the person intends to remain permanently in Australia.

When making a determination about whether a person is 'residing' in Australia, the key point is to establish that Australia is the person's settled or usual place of abode - i.e. that the person makes Australia his or her home. In general, it is not possible for a person to be residing in more than one country at the same time. In most cases, the balance of a person's ties will weigh more heavily in favour of one country than another.

The decision as to whether a person is residing in Australia must be based on the balance of all the available evidence. No single factor should be taken to be conclusive on its own and some factors will usually provide a greater indication than others, however in the majority of cases the most weight should be given to the time spent in Australia. In general, it is also expected that a person who resides in Australia will be able to demonstrate strong ties to Australia under a number of different criteria listed in SSAct section 7(3).

RELEASED
OFFICIAL INFORMATION

Australian Age Pension Screening

Requirements:

- 1: The client have been granted New Zealand Superannuation or Veterans Pension
- 2: The client is aged over 65 or will turn 65 years of age within 3 months
- 3: The client has 12 months or more residence in Australia between the ages of 20 and 65, with at least 6 months being continuous

Does client meet ALL the requirements to be tested for the AAP?

Yes

No

Residence:

Does the client have 4 or more years of residence in Australia?

Yes

No

CONTINUE with the Testing process

Reasons for not meeting the requirements:

If the client has less than 12 months residence in Australia or the residence does not fall within the required age period
– CEASE the testing process.

If the client meets the residence criteria, but the client will not turn 65 within the next 4 to 24 months
– DEFER the testing process.

If the client meets the residence criteria and is receiving SLP, but under the age of 65
– REFER to a DSP colleague

Less than 4 years residence Purpose/Intention of time spent in Australia

The client has noted one of the following reasons for time spent in Australia:

- Living
- Residing
- Working

The client has not provided any reasons for time spent in Australia

Call the client to determine Intention of time in Australia using the 'Residing in Australia Determination sheet'

The outcome of the call mainly indicates that the client would meet the residence requirements for an AAP

The outcome of the call mainly indicates that the client would NOT meet the residence requirements for an AAP

The client has noted one of the following reasons for time spent in Australia:

- Holiday
- Working holiday
- Travelling
- Visiting family
- Study
- NZ army
- Missionary work
- Medical Reasons

CEASE Testing

CE note contents for Testing Not Required AAP clients:

Business Group: Seniors

Event Type: Testing

Event Sub-Type: Application Request

Description: Testing - T2 Australia OSP testing not required

If a client does not meet the AAP residency requirements use:

TESTING Client has appeared on T2 testing report.

Client does not meet the requirements to be tested for an AAP

Due to residence indication: Less than 4 years - <note the CMS residence reason i.e.

Working Holiday>

NFA required

T2 updated

If a client is already in receipt of an AAP from Australia and this is loaded onto SWIFFT use:

TESTING Client has appeared on T2 testing report.

Client has already provided details of AAP.

NFA required.

T2 updated.

If a client declared an AAP but it is not yet updated, email the IS inbox and use:

TESTING Client has appeared on T2 testing report.

Client has already provided details of OSP – details/ verification on CMS

Email sent to AUS team for follow up

T2 updated.

If a client has already been tested under the old register (will eventually disappear) use:

TESTING Client has appeared on T2 testing report.

Client already tested for an AAP under the old register.

<Follow-up to be completed> OR <Awaiting response from CLK>

T2 updated

If a client does not currently need to be tested but will do in the next two years (age requirement) use:

TESTING Client has appeared on T2 testing report.

Client has residency, but does not currently meet the testing requirements.

Client should be tested on <date>. Follow up scheduled.

T2 updated

Client has been called and AUS Residence Determination Sheet indicates would not meet residence:

TESTING Client has appeared on T2 testing report.

A Residing in Australia Determination Interview has been completed

Result from this conversation indicates client **will not** meet the AAP residence criteria.

Client Excluded from AAP testing.

T2 Updated

Client has been called and AUS Residence Determination Sheet indicates would meet residence:

TESTING Client has appeared on T2 testing report.

A Residing in Australia Determination Interview has been completed

Result from this conversation indicates client will meet the AAP residence criteria.

Client to be tested for AAP testing advised of income limits.

Will get application in next mail merge.

Released under the Official Information Act 1982

Overseas pensions

Most countries have some form of social security legislation that provides pensions for the circumstances of old age, disability and death of a spouse.

A client receiving an overseas pension will have their pension directly deducted from their New Zealand benefit or pension if that overseas pension is:

- part of a programme that provides benefits, pensions and periodical allowances for the same circumstances for which a New Zealand benefit or pension would be made **and**
- administered by or on behalf of the government of the overseas country

Note pension payments from China (not including Hong Kong or Macau) are charged as income and are not directly deducted from the New Zealand benefit or pension.

You need to be aware that:

- in most instances the amount to deduct is the gross (before tax) amount converted to New Zealand dollars
- when a client is receiving a pension from a country that has a Reciprocal Agreement with New Zealand you will need to check the information pertaining to that country as special provisions may apply
- overseas pensions are directly deducted from all benefits types, including New Zealand Superannuation, Veteran's Pension and Accommodation Supplement
- when the overseas pension exceeds the main benefit rate, the amount that exceeds the main benefit rate will be directly deducted from any Accommodation Supplement the client receives
- when an overseas pension is considered to be in the nature of a disability allowance, it will be directly deducted from any New Zealand Disability Allowance, but not from any other New Zealand benefit
- if the client has a partner the deduction is applied differently depending on whether:
 - both partners receive a New Zealand benefit or pension in their own right or
 - one partner is included as a non-qualified partner or
 - only one member of the couple receives a New Zealand benefit or pension, see: Clients with a partner
- some overseas pensions, or part of these pensions, are disregarded in the assessment of any benefit paid in New Zealand, and some are charged as income
- if the client has entitlement to an overseas pension but has not claimed it, this can also affect their New Zealand benefit or pension, see Possible overseas pension entitlement

Note Specialised Processing Services should be advised of all clients who are receiving an overseas benefit or pension as it is their responsibility to carry out New Zealand benefit or pension reviews when the overseas benefit or pension deduction needs up-dating or reviewing.

If you are unsure whether all or part of the overseas pension should be directly deducted from the New Zealand benefit or pension you should contact Specialised Processing Services.

For more information see:

- Accident compensation
- Chinese Pensions
- German Pensions
- Government occupational pensions
- Reciprocal agreements
- Voluntary contribution pensions
- War Pensions

Also see:

- Possible overseas pension entitlement

Legislation

- section 70 Social Security Act 1964

Released under the Official Information Act

Possible Overseas pension entitlement

A client may be entitled to receive an overseas benefit or pension if they were born or have lived or worked overseas.

Clients are expected to test their entitlement to any overseas benefit or pension they may be entitled to.

You should ensure clients complete the overseas residence details section of their application form and enter these details onto UCVII.

These details are automatically downloaded to Specialised Processing Services to identify those people who may have overseas pension entitlement.

Specialised Processing Services will:

- send the appropriate forms to the client to complete **or**
- provide the client with the address to write to enquire about their entitlement **and**
- follow up any entitlement to an overseas benefit or pension

You should advise the client that they are required to take all reasonable steps to test their entitlement to an overseas pension or their New Zealand benefit or pension could be suspended or cancelled.

Note where the partner of a client says they have overseas residence that might give them entitlement to an overseas pension, you should ask that partner to test their entitlement to the overseas pension. This is regardless of whether they are getting a New Zealand benefit or pension or not.

For more information see:

- Reciprocal Agreements

Legislation

- section 69G Social Security Act 1964
- section 69I Social Security Act 1964

Overseas pensions

Most countries have some form of social security legislation that provides pensions for the circumstances of old age, disability and death of a spouse.

A client receiving an overseas pension will have their pension directly deducted from their New Zealand benefit or pension if that overseas pension is:

- part of a programme that provides benefits, pensions and periodical allowances for the same circumstances for which a New Zealand benefit or pension would be made **and**
- administered by or on behalf of the government of the overseas country

Note pension payments from China (not including Hong Kong or Macau) are charged as income and are not directly deducted from the New Zealand benefit or pension.

You need to be aware that:

- in most instances the amount to deduct is the gross (before tax) amount converted to New Zealand dollars
- when a client is receiving a pension from a country that has a Reciprocal Agreement with New Zealand you will need to check the information pertaining to that country as special provisions may apply
- overseas pensions are directly deducted from all benefits types, including New Zealand Superannuation, Veteran's Pension and Accommodation Supplement
- when the overseas pension exceeds the main benefit rate, the amount that exceeds the main benefit rate will be directly deducted from any Accommodation Supplement the client receives
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- Accident compensation
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Also see:

- Possible overseas pension entitlement

Legislation

- Rate of benefit if overseas pension payable section 70 Social Security Act 1964

Released under the Official Information Act

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For more information see:

- Reciprocal Agreements

Legislation

- Reasonable steps to be taken to obtain overseas pension section 69G Social Security Act 1964
- Duty of chief executive to assist section 69I Social Security Act 1964

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