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# COVID-19 Wage Subsidies

Here you'll find wage subsidies to support employers affected by COVID 19 who could face laying off staff or reducing their hours.

The government announced the COVID 19 Wage Subsidy August 2021 is available to support employers, including the self employed, who were affected by the move to Alert Level 4 on 17 August 2021. This is so they can keep paying their employees.

**For more information:** [COVID 19 Wage Subsidy](#) (Work and Income website)

Businesses can apply for the Leave Support Scheme (LSS) or the Short Term Absence Payment (STAP) if they're eligible. If they need any other support they can find information on [www.business.govt.nz/covid-19](http://www.business.govt.nz/covid-19)

☰ [Key information](#) [Wage Subsidy Processing Teams](#)

## Wage Subsidy process and expectations

### ▼ [General Wage Subsidy Line](#)

Scenarios	Action
Application Status	Provide <a href="#">updates on application status</a> (including if further info is required for IR) <ul style="list-style-type: none"> <li>Check application details with applicant including ensuring IR number and name is correct and bank account is correct (if there is an exception for this)</li> </ul>
FAQs	Respond to FAQs based on <a href="#">Answering questions about the Wage Subsidies guidance</a>
Allegations	<a href="#">Refer new allegations</a> to allegations line
Declined applications	Provide next steps for applications that have been Declined (e.g. refer applicant to Decline letter)  Inform applicant of next application date (even if app is still pending)  Refer callers to <a href="#">Employer Search</a> if requested
Wage Subsidy Types	Provide information about the Wage Subsidy vs Leave Support vs STAP if applicant is unsure which is right for them (keeping in mind they need to determine their own eligibility)
Completing and/or updating information on applications	Assist with applications for employers/sole traders who are <a href="#">unable to complete their application online</a>  Update information if an employer/sole traders <a href="#">contacts us to change information in their application</a>
Expert Escalation line	Conference the Escalation line for any complex queries/Approvals that

need to be escalated or worked through in detail (keep caller on the line on hold if you can)

Refer cases to the escalation line where an:

- applicant was paid part time and it should have been full time
- employer missed an employee from an application/we removed an employee from an application, and they should have been paid
- application is declined but should be overturned (eg we declined WS1 and WS2 auto approved or applied too early)

An applicant wants to submit a late application and there's a good reason we should accept this (eg we told them not to apply and now it's too late)

#### ▼ Wage Subsidy Line Escalations

Scenarios	Action
Delayed applications	Manage escalations relating to delayed processing times or delay with IR (e.g. over 12 working days)
IR confirmation and approval for applications	Check applications with IR to determine SE status if required and Approve if eligible
New scenarios	Assist with complex queries not covered by FAQs in HIYA
Update trends	Provide information to Capability Team (Charlie) on any key themes or further guidance that is required in HIYA
Upskill and support WS staff	Assist general wage subsidy line staff with development and upskilling (e.g. if you can see it's an easy fix then walk the CSR through it rather than taking over the call)
Escalate to others as required	Escalate any further queries to Capability Team (Charlie) if unable to resolve
S2P Queue Wage Subsidy <a href="#">Implementation inbox</a>	<p>Add to S2P queue where:</p> <ul style="list-style-type: none"> <li>• Late applications</li> <li>• Applicant applied too early and we need to approve the app</li> <li>• Top up part time to full time</li> <li>• Employee not included or removed</li> </ul> <p>Other (any other queries that need to be fixed and you're unsure how to do this)</p>

#### ▼ Implementation Inbox S2P queue (specialist team)

Request to submit late application	
Step	Process
Determine reason why the applicant didn't apply	<p>An employer or sole trader must apply for a specific wage subsidy within a specific application window which for the August wage subsidy schemes, this is a 2 weekly window.</p> <p>We need to understand why the applicant did not apply within the application window to enable us to accept a late application.</p>

<p>Step 1: Contact the applicant</p>	<p>Contact the applicant to discuss their request. You will need to:</p> <ul style="list-style-type: none"> <li>• Discuss the circumstances why the applicant did not apply</li> <li>• Did the applicant make contact about applying? If so <ul style="list-style-type: none"> <li>• are there notes about this interaction?</li> <li>• when did the applicant make contact?</li> <li>• did they use the contact number in the application to make contact?</li> <li>• what were they told when they made contact?</li> </ul> </li> </ul>
<p>Step 2: Is the reason the applicant didn't apply reasonable</p>	<p>Based on the conversation with the applicant, is the reason why the applicant didn't apply reasonable and beyond the applicant's control?</p> <p>Examples of situations which are reasonable and beyond the applicant's control:</p> <ul style="list-style-type: none"> <li>• was given the incorrect information by MSD</li> <li>• the person may have been hospitalised and did not have an accountant or admin person to submit the application on their behalf</li> <li>• lives in a rural area which means their internet connection is unreliable</li> <li>• screenshot which has the date the applicant was trying to submit the application. Try and get as much information as possible to show the applicant tried to apply within the application window</li> </ul> <p>We can't cover all the reasons which may be acceptable, so if you believe the reason provided is reasonable then talk to your manager or capability developer who can then help you decide or can escalate this for further advice.</p> <p>If we cannot accept late application can be submitted go to step 7</p> <p>Otherwise go to step 3</p>
<p>Step 3: Delay was reasonable and beyond the applicant's control</p>	<p>If the reason provided is acceptable then you will need to send the applicant an email:</p> <p>Copy and paste:</p> <p>Kia Ora</p> <p>Thank you for talking to us about your request to submit a late application for the wage subsidy # (<i>insert appropriate number</i>).</p> <p>Based on what we discussed, we can accept a late application from you. You need to read the (<i>insert link to the appropriate wage subsidy</i>) <a href="#">Wage Subsidy August 2021 # 2</a>. When you apply you need to confirm you have read and understood this declaration.</p> <p>After you've read the declaration you need to complete a CSV file spreadsheet to apply. You can find the spreadsheet <a href="#">here</a>, with further instructions to help you fill it in and send it to us.</p> <p>If you have any questions, please phone us on 0800 40 80 40.</p> <p>Noho ora mai George Van Ooyen Group General Manager Client Service Support</p> <p>Appropriate Wage Subsidy declaration</p> <ul style="list-style-type: none"> <li>• <a href="#">Wage Subsidy August 2021 # 1</a></li> <li>• <a href="#">Wage Subsidy August 2021 # 2</a></li> <li>• <a href="#">Wage Subsidy August 2021 # 3</a></li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="#">Wage Subsidy August 2021 # 4</a></li> <li>• <a href="#">Wage Subsidy August 2021 # 5</a></li> <li>• <a href="#">Wage Subsidy August 2021 # 6</a></li> <li>• <a href="#">Wage Subsidy August 2021 # 7</a></li> <li>• <a href="#">Wage Subsidy August 2021 #8</a></li> </ul> <p>Determine the date of application using the end date of the first wage subsidy payment period eg:</p> <ul style="list-style-type: none"> <li>• 28 August to 10 September</li> <li>• Late application date 11 September</li> </ul> <p>You must add a note to the most recent wage subsidy application to note we have:</p> <ul style="list-style-type: none"> <li>• approved a late application</li> <li>• sent the applicant an email to confirm they can submit a late application</li> <li>• date of the late application (this date will help the person who uploads the CVS file to add the correct date of application)</li> </ul> <p><b>NB</b> This is an important step to ensure when the late application is received, the application is processed as quickly as possible.</p>
<p>Step 4: Late Application received</p>	<p>The CSV file will be sent to the COVID19 Employer Support email.</p> <p>Once the application has been received you will need to check the most recent application for notes to ensure we have agreed to accept a late application.</p> <p><b>Note:</b> Depending on the timing of this application and any new subsidy you may need to check the last 2 applications. If there are no notes go to step 8 if there are notes go to step 5</p>
<p>Step 5: Uploading the CSV file</p>	<p>Once you have confirmed a late application can be accepted:</p> <ul style="list-style-type: none"> <li>• Ensure the applicant has included in their email <ul style="list-style-type: none"> <li>• I confirm that I have read and understood the declaration.</li> </ul> </li> <li>• Determine the date of application using the end date of the first wage subsidy application paid</li> <li>• Upload the application into the Emergency Employer Support tool</li> <li>• Enter the date of application</li> </ul> <p>Sometimes the file cannot be uploaded. EES will show what the errors are.</p> <p>Please note: If there is a NZBN number included in the file then you will need to take note of this number, remove this from the file and the upload the CSV file.</p> <p>Once the application has been uploaded successfully you will need to add the NZBN number.</p> <p>Go to step 6</p>
<p>Step 6: Approve application</p>	<p>The system will automatically approve the application in most cases however there will be the odd occasion where they may be some other exception.</p> <p>If the late application does not automatically approve, then check if we have approved any other applications and if so, approve this application. If we have no other approved applications, then you will need to follow the normal process for the specific exception reason.</p>

<p>Step 7: Late Application cannot be accepted</p>	<p>If the reason for delay is not reasonable or not unforeseen then we need to send an email to advise the applicant of this decision.</p> <p>Copy and paste this email template:</p> <p>Kia Ora</p> <p>Thank you for talking to us about your request to submit a late application for the wage subsidy # (insert appropriate number).</p> <p>Unfortunately, we cannot accept a late application for the wage subsidy as we have determined you did not have an unforeseen circumstance that caused the delay in applying.</p> <p>If you are not satisfied with this response to your request to submit a late application for Wage Subsidy August 2021 # (insert appropriate number), you can make a complaint to the Ombudsman.</p> <p>The Ombudsman is an independent person who'll give your complaint careful and fair consideration. They can consider whether MSD's decisions were unreasonable, unfair or wrong. If they were, the Ombudsman will say so and may suggest a solution.</p> <p>Information about how to make a complaint is available at <a href="http://www.ombudsman.parliament.nz">http://www.ombudsman.parliament.nz</a> or 0800 802 602.</p> <p>Noho ora mai</p> <p>George Van Ooyen Group General Manager Client Service Support</p>
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<p>Step 8: No notes about Late Application</p>	<p>If an applicant has sent in a late application but we have not spoken to them about this, you will need to contact the applicant to advise they have submitted an incorrect form and advise the applicant of the correct way to apply.</p>
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<p><b>Part-time to Full-time</b></p>	
<p><b>Step</b></p>	<p><b>Process</b></p>
<p>Step 1: Has the application been approved</p>	<p>Check all the applications to determine what has been paid on behalf of the employee the applicant has advised works full time.</p> <p><b>Note:</b> If you don't have the name of the employee then you will need to contact the applicant.</p> <p>Keep track of the applications where the employee has been paid incorrectly as you will need to pay the correct rate on each application the employer has noted the incorrect number of hours</p> <p>If the applicant has been paid correctly go to step 3</p>
<p>Step 2: Paying the full rate</p>	<ul style="list-style-type: none"> <li>• Open the application</li> <li>• Select 'New Top Up' link</li> <li>• In the 'Top up amount' field enter the top up amount to be paid e.g. we paid \$718, applicant was due \$1200 for the employee 'Top up amount' \$482</li> <li>• Add a comment into the description which outlines the:                             <ul style="list-style-type: none"> <li>• Employees who were underpaid</li> <li>• Top Up amount calculation</li> </ul> </li> </ul>

Step 3: Contact the applicant	<p>Once you have completed the top up action or you have confirmed the employer has been paid correctly you will need to phone the applicant to advise them of the outcome of this review.</p> <p>If you are unable to contact the applicant send them an email to advise them of the outcome.</p>
<b>Didn't include employee</b>	
Didn't include an employee	<p>There are some instances where the applicant has not included an employee in their application and should have.</p> <p>Even if we are outside the appropriate application window, we can still pay for an employee who wasn't included.</p>
Step 1: Check number of employees	<p>We need to make sure the number of employees the employer has already been paid for and the missed employees are in line with the number of employees IR has indicated are employed by the applicant.</p> <p>To find out how many employees the employer has:</p> <ul style="list-style-type: none"> <li>• select 'Employer Applications' link</li> <li>• enter the IR number; and</li> <li>• select search</li> </ul> <p>Employee Count will show the number of employees included in the application and the IRD number of employees, eg 10 (IRD:12)</p> <p>If the number of employees does not exceed the IRD number or is within our acceptable threshold go to step 2</p> <p>If the number employees do exceed the IR number go to step 4</p>
Step 2: Employee information	<p>You will need the following information for the employee(s)</p> <ul style="list-style-type: none"> <li>• first name</li> <li>• last name</li> <li>• date of birth</li> <li>• IRD Number</li> <li>• Employment type</li> </ul> <p>If you have the name of the employee(s) you can check if they have been included in any other applications. If they have you can use the information from that application.</p> <p>If they have not been included in any other application go to step 3.</p>
Step 3: Contact the applicant	<p>You will need to contact the applicant if we need:</p> <ul style="list-style-type: none"> <li>• information for the employee eg date of birth, IR number etc</li> <li>• to discuss the extra employees eg are the new employees or is it an employee returning from maternity leave etc</li> </ul>
Step 4: Adding the employee to the application	<p>As we have already approved and paid the applicant we need to 'clone' the application the employee was not included in</p> <p><b>Note:</b> Cloning the application will create a duplicate application</p> <p>To Clone the application:</p> <ul style="list-style-type: none"> <li>• Open the application</li> <li>• Select 'Clone Application' button</li> <li>• A new page will open Select 'Clone Application'</li> </ul>

- You will get a pop up box 'Are you sure?' select 'Yes'
- The cloned application will show in the list of applications with 'grey' shading
- Open the cloned record
- Select 'Edit'
- Add the employee(s) which were not included in the application
- Remove the employees who have been paid in the first application
- Select Approve

### Employees removed incorrectly

Employees have been removed incorrectly	There are situations where we have removed an employee from an application incorrectly.
Step 1: Determine why the employee(s) were removed	<p>You will need to check the applications to determine whether an employee has been removed from the application and the reason the employee has been removed</p> <p>If the employee has been removed correctly go to step 4 If the employee has been removed incorrectly go to step 2</p>
Step 2 Employee information	<p>You will need the following information for the employee(s)</p> <ul style="list-style-type: none"> <li>• first name</li> <li>• last name</li> <li>• date of birth</li> <li>• IRD Number</li> <li>• Employment type</li> </ul> <p>If you have the name of the employee(s) you can check if they have been included in any other applications. If they have you can use the information from that application.</p> <p>If they have not been included in any other application, you will need to contact the applicant to obtain this information.</p> <p>Once you have the employee information go to step 3</p>
Step 3: Adding the employee to the application	<p>As we have already approved and paid the applicant we need to 'clone' the application the employee was not included in</p> <p><b>Note:</b> Cloning the application will create a duplicate application</p> <p>To Clone the application:</p> <ul style="list-style-type: none"> <li>• Open the application</li> <li>• Select 'Clone Application' button</li> <li>• A new page will open Select 'Clone Application'</li> <li>• You will get a pop up box 'Are you sure?' select 'Yes'</li> <li>• The cloned application will show in the list of applications with 'grey' shading</li> <li>• Open the cloned record</li> <li>• Select 'Edit'</li> <li>• Add the employee(s) which were not included in the application</li> <li>• Remove the employees who have been paid in the first application</li> </ul> <p>Select Approve</p>
Step 4:	You will need to contact the employer to advise the employee was correctly

Employee removed correctly	removed from the application. If you are unable to contact the applicant send an email.
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## Escalation process

For support processing Wage Subsidies, talk to your site Capability Developer or your Manager.

## Adding a task to Wage Subsidy Implementation queue

Please follow this process:

1. Enter S2P portal
2. Ensure you have selected the 'add processing' tab
3. Enter "Wage Subsidy" in the search bar
4. Select "Wage Subsidy Implementation inbox: Implementation Inbox Add Task" from the options that appear
5. Add the employer IR number. *NB: if there are multiple employer IR numbers just put the first one. Add application number if provided. Please note, entering this is not mandatory*
6. Select the enquiry reason that most closely identifies the issue:
  - a. Applied too early
  - b. Late Application
  - c. Part Time to Full Time
  - d. Didn't include employee in application
  - e. Employee removed in error
  - f. Other
7. Enter the query into the "Notes" section. *NB: If this is an email, copy and paste the entire email.*
8. Then select "Add"

See the visual process: [Wage Subsidy Implementation queue process](#)

## Incorrect subsidy type

If an employer or sole trader applies for an incorrect subsidy and this was processed during the intended wage subsidy window, the applicant would have been advised of the outcome prior to the correct subsidy application window ending. In these cases, we are unable to overturn this decision.

If there was a delay in us processing, and they could no longer apply for the correct subsidy then we can overturn these decisions. See the following examples.

Client applied for STAP on 22 August, this was processed on:

- **26 August** and an email was sent to the client to advise the outcome.
  - As they still had time to contact us or apply for the correct subsidy, we can't overturn this decision.
- **6 September** and an email was sent to the client to advise the outcome.
  - As they can no longer apply for the wage subsidy because the application window is now closed, and the delay was due to us advising them too late, we can review these cases.

Feedback