



11 AUG 2020

Dear

On 14 July 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *All internal guidance on the Transition to Work (TTW) grant, or anything related to helping MSD employees decide whether to grant a Return to Work grant. In particular, around clothing for a job that requires it. I am interested to know how MSD decides what portion of the \$1500 Transition to Work entitlement people are actually entitled to, as I understand you can't actually get the full \$1500 entitlement.*

TTW is a non-taxable, non-recoverable payment that is provided by the Ministry and can be used to help meet additional costs essential for transitioning into employment. The total TTW payable is \$1,500 (Clause 6 Employment and Work readiness (EWRA) Programme) over a 52-week period.

To be granted a TTW, the costs must be identified as reasonable, actual and essential for the claimant to transition into work. This applies to any cost which may need to be covered by TTW, including clothing. When considering reasonable costs for clothing, staff will discuss the need with the client and agree on the appropriate amount of assistance required to meet this need. Where a client does not know how much the items they need will cost or if the identified cost for the items seems too high, staff will use resources available to them to confirm the actual cost for any item.

If the applicant disagrees with the decision made around the amount granted for TTW or any other decision around their application, they have the right to ask for a formal review of the decision. More information about the review process is available here: [www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html](http://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html).

The Ministry's procedures and policies on TTW are available to staff through the intranet. Please find enclosed the following intranet pages that have been identified as being within the scope of your request:

- *Schedule - Unofficial consolidated version of the Employment and Work Readiness Assistance Programme, dated 16 January 2020*
- Transition to work – Overview
- Transition to Work – Eligibility
  - Transition to work – Specific circumstances (eligibility)
- Transition to Work – Costs
  - Transition to work – Specific costs
  - Ministry of Social Development – LAB996W – dated April 2016

- Transition to Work – Payment
- Transition to work – Debt Recovery Suspension – Overview
- Transition to Work – Processing Standards

The following training materials were located in a Ministry database search and are released to you under the OIA:

- Training document: *Transition to Work Grant (TTW) – Conversations and Good Decision Making*, dated 4 September 2018
- Training module quiz – *Transition to Work Grant Knowledge Pack. An online course for Service Delivery Staff*, dated 14 June 2017

Staff also use the Ministry's Manuals and Procedures (MAP) for information on the TTW, including a guide to the TTW Grant, details on who can receive the grant, and what the grant can be used to pay for. This information is publicly available on MAP at the following link:

[www.workandincome.govt.nz/map/employment-and-training/employment-and-work-readiness-assistance/assistance-to-transition-into-employment-01.html](http://www.workandincome.govt.nz/map/employment-and-training/employment-and-work-readiness-assistance/assistance-to-transition-into-employment-01.html).

Further information on TTW is also publicly available on the Work and Income website at the following link:

[www.workandincome.govt.nz/products/a-z-benefits/transition-to-work-grant.html](http://www.workandincome.govt.nz/products/a-z-benefits/transition-to-work-grant.html).

Please note that the *Schedule – Unofficial consolidated version of the Employment and Work Readiness Assistance Programme* document focuses on clauses 6(1), 6(4) and 9 of the legislation, as those sections relate specifically to your request. A full version of the Employment and Work Readiness Assistance Programme legislation can be found at the following link: [www.workandincome.govt.nz/map/legislation/welfare-programmes/employment-and-work-readiness-assistance-programme/employment-and-work-readiness-assistance-programme.html](http://www.workandincome.govt.nz/map/legislation/welfare-programmes/employment-and-work-readiness-assistance-programme/employment-and-work-readiness-assistance-programme.html).

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 all attached documents available to the wider public. 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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Bridget Saunders', with a stylized 'B' and a long horizontal stroke.

Bridget Saunders  
**Manager, Issue Resolution**  
**Service Delivery**



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
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**Map.** The Guide to Social Development Policy

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<http://doogle.ssi.govt.nz/map/legislation/welfare-programmes/employment-and-work-readiness-assistance-programme/schedule.html>

Printed: 28/7/2020

## Schedule

Unofficial consolidated version of the Employment and Work Readiness Assistance Programme  
-- as at 16 January 2020

Cls 6(1), 6(4), 9

### Kinds and amounts of employment or work readiness assistance

Kind of assistance	Amount
<b>1 Work confidence and motivation assistance</b>	
The purchase for an eligible person of services (whether provided by an instrument of the Crown or a contracted service provider) designed to help people who are at risk of long-term benefit dependency to increase their motivation, confidence, and job searching skills, or for overcoming other factors that impede their entering or continuing employment, or both, including (but not limited to) domestic and social circumstances or drug or alcohol use	Not more than \$10,000 in total (GST inclusive) within a 52-week period, subject to clause 12 of this Schedule
<b>2 Wage subsidies</b>	
The purchase (by way of a subsidy towards the person's wages or salary for a period agreed with the employer) of an employment place for an eligible person at risk of long-term benefit dependency to assist the person to gain the employment skills required to obtain unsubsidised employment	A weekly amount not more than the minimum rate of wage (as from time to time prescribed under the <u>Minimum Wage Act 1983</u> ) payable to an adult worker paid by the hour for employment of 30 hours in a week (GST inclusive), subject to clauses 7(b) and 12 of this Schedule
<b>3 Education and employment-related training</b>	
(a) Short-term training courses	
The purchase for an eligible person with specific employment skills deficits of a place in a short-term employment-related training course	The actual and reasonable fees charged by the training provider for the training and (including the



amount of any associated grant under clause 5 or 9 of this Schedule) not exceeding \$1,000.00 in a 52-week period

(b) Longer education or training courses

The purchase for an eligible person at risk of long-term benefit dependency and who has specific employment skills deficits of a place in an educational course or a course of employment-related training being a course level 3 or below on the New Zealand Qualifications Framework

A total amount (including the amount of any associated grant under clause 5 or 9 of this Schedule) not exceeding \$5,000.00 for each year of the course

**4 Job search assistance, employment placement, and in-work support services**

The purchase for an eligible person at risk of long-term benefit dependency of services designed to support the person's pre- and post-placement in employment

The contract price for the relevant services agreed under section 373 of the Act

**5 Additional costs associated with employment, study, or employment-related training**

- (1) Financial assistance to assist an eligible person with the additional costs (including but not limited to transport costs and course costs other than tuition fees) associated with their participation, for a period specified by MSD, in-

The actual and reasonable costs for that purpose (as determined by MSD)

- (a) employment; or
- (b) study in an education course; or
- (c) employment-related training; or
- (d) an activity that in the chief executive's opinion, is likely to improve the person's work readiness

- (2) Financial assistance paid for longer education and training courses under this clause is solely for courses level 3 and below on the New Zealand Qualifications Framework

**6 Assistance to transition into employment**

- (1) Financial assistance to assist an eligible person meet the costs of moving into employment including (but not limited to) assistance toward any of-

The actual and reasonable costs for that purpose (as determined by MSD) but not more than \$1,500.00 in a 52-week period

- (a) the cost of any uniform or clothing or special footwear reasonably required for the employment not met by the employer (not being clothing, footwear, or equipment the employer is required to supply to comply with the employer's obligations under the Health and Safety at Work Act 2015 ); and

- (b) the costs relating to participation in any job interview for the employment; and
  - (c) except for a full-time student undertaking employment during the period between the end of an academic year and the start of the next academic year and subject to subclause (2), bridging finance for the person's living costs for a period not exceeding 4 weeks between,-
    - (i) in the case of an eligible person moving from receipt of a main benefit under the Act to employment, the date the benefit ends and the date of the first payment of wages or salary from the employment; or
    - (ii) in the case of an eligible person moving from one employment (**employment A**) to another (**employment B**) and who, in the chief executive's opinion, would be at risk of receiving a main benefit under this Act if assistance under this paragraph were not granted, the date on which employment A ceased and the date of the first payment of wages or salary from employment B; and
  - (d) the cost of an interpreter; and
  - (e) the costs of tattoo removal if the applicant is referred to a tattoo removal service by a medical practitioner; and
  - (f) job placement expenses, being costs that an applicant will need to incur to enter employment (other than training costs) including relocation costs if the applicant needs to relocate his or her place of residence to take up the offer of employment
- (2) If the applicant is receiving work bonus payments under the Work Bonus Programmes established and approved under section 124(1)(d) of the Social Security Act 1964 and saved by clause 21 of Schedule 1 of the Act in respect of the cancellation or termination of a main benefit under the Act, any grant for bridging finance under subclause (1)(c) is affected as follows:
- (a) the grant is not payable if the total amount of the work bonus payments in the first two weeks following the date of the last payment of the main benefit is equal to or more than \$500.00:
  - (b) if paragraph (a) does not apply, each dollar of the amount of the grant payable in respect of a week is reduced by each whole dollar amount of the work bonus payment payable in that week

## 6A Incentive payments

A payment to an eligible person as an incentive for that person to do one or more of the following activities:

A lump sum payment not exceeding \$5,000.00

- (a) enter or retain employment:
- (b) take up an offer of suitable employment:
- (c) relocate his or her place of residence to enable the person to take up an offer of suitable employment:
- (d) relocate his or her place of residence to a location where there are better employment opportunities:
- (e) gain employment skills:
- (f) enter into study or employment- related training

**7 Extra or specialist assistance for eligible people with health condition, injury, or disability**

(a) General

Financial assistance, the purchase of services, or both, for an eligible person with a health condition, injury, or disability (whether temporary or permanent) to help the person to take up, return to, or retain paid employment or self-employment (for example, health services, disability services, modifications to the workplace or equipment, additional transport costs, mentoring, and workplace support)

The actual and reasonable costs required for that purpose (GST inclusive) (as determined by MSD)

(b) Wage subsidies

The purchase (by way of a subsidy towards the person's wages or salary for a period agreed with the employer) of an employment place for an eligible person with a health condition, injury, or disability to assist the person to gain employment skills and to obtain unsubsidised employment

A weekly amount of not more than the amount of the person's wage or salary calculated on a weekly basis before the deduction of income tax (GST inclusive)

**8 Assistance to enter self-employment**

(a) Costs preparatory to entering self-employment and to obtain business advice and certain reports

Financial assistance to assist an eligible person to investigate or enter self-employment by meeting the costs of business skills training, developing a business plan, obtaining business advice before and during the start-up period of the person's business, obtaining an independent vetting report, and obtaining a post business start-up financial report

An amount or amounts not exceeding \$1,000 in total

(b) Business start-up costs

Financial assistance to assist an eligible person who is entering self-employment to meet essential business start-up costs. In this paragraph, **business start-up costs-**

- (i) includes (without limitation) the costs of leasing premises or purchasing or leasing plant or equipment (including legal fees), or obtaining insurance; but
- (ii) does not include any cost for an income-related purpose or of a kind described in paragraph (a)

One or more lump sum payments (not exceeding \$10,000.00 in total) set by MSD having regard to the amount of any financial assistance provided by MSD other than under this programme for an income-related purpose of the person

**9 Assistance to access child care or care for people with health condition, injury, or disability or elderly people**

- (1) Financial assistance to help an eligible person pay for childcare or care for a person with a health condition, injury, or disability, or who is elderly, and associated costs (for example, transport to the care provider) in order to obtain or remain in paid employment or participate in education or employment-related training
- (2) Financial assistance paid for longer education and training courses under this clause is solely for courses level 3 and below on the New Zealand Qualifications Framework

An amount not exceeding the actual and reasonable costs for that purpose (as determined or estimated by MSD) that are in excess of any financial assistance available to the person for that purpose under the Act or from any other publicly funded source

**10 Career guidance and information services**

The purchase for an eligible person of services being careers advice or assistance to help the person make informed educational, work, and career-related choices, prepare a curriculum vitae, or improve the person's interview skills

The contract price of the services agreed under section 373 of the Act (GST inclusive)

**11 Work experience, activity in the community, and recognised voluntary work**

The purchase for an eligible person of an opportunity to gain work experience, undertake activity in the community, or undertake recognised voluntary work

The actual and reasonable costs of purchasing the opportunity (GST inclusive).

**11A Assistance for young people**

The purchase for an eligible person who is a young person of youth services or services of the kind referred to in regulation 266 of the Social Security Regulations 2018

The contract price of the services agreed under section 373 of the Act

**12 Exceptional circumstances**

If MSD considers an eligible person's circumstances to be exceptional, the maximum amount specified in clause 1 or 2 of this Schedule may be exceeded by an amount MSD considers reasonable in those circumstances.



**MINISTRY OF SOCIAL  
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**Map.** The Guide to Social Development Policy

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<http://doogie.ssi.govt.nz/map/legislation/welfare-programmes/employment-and-work-readiness-assistance-programme/explanatory-note.html>

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## Explanatory note

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Unofficial consolidated version of the Employment and Work Readiness Assistance Programme  
-- as at 16 January 2020

This note is not part of the programme but is intended to indicate its general effect.

This welfare programme under the Social Security Act 1964, which comes into force immediately after it is established and approved, provides for the granting, in the absolute discretion of the chief executive of the Ministry of Social Development and within the limits set out in the programme, of special assistance for eligible people who are or may be at risk of long-term benefit receipt,-

- (a) to help them become ready for work by reducing barriers to their employment; and
- (b) if they are ready for work, to help facilitate their transition into, and retention of, sustainable employment.

The Ministerial Guidelines for Employment and Training Assistance are revoked (except for provisions for specified kinds of that assistance) but in exercising the discretion to grant employment or work readiness assistance, the chief executive must continue have regard to them until the close of 30 June 2014.

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## Transition to Work - Overview

This page provides an overview of Transition to Work (TTW) assistance.

On this Page:

### Transition to Work

TTW is a non-taxable, non-recoverable payment that can be made to help meet additional costs essential for transitioning into employment for:

- people on a main benefit
- school leavers moving into employment
- full-time students (excluding payments for bridging finance to enter employment during the summer vacation)
- people who meet the qualifying criteria and face small gaps between jobs (up to four weeks)
- people re-entering the workforce (partners or recently released prisoners)
- people who have ceased work and have been supporting themselves

[MAP – Assistance to transition into employment \[http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/assistance-to-transition-into-employment-01.html\]](http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/assistance-to-transition-into-employment-01.html)

[MAP - Income limits \[http://doogle/map/deskfile/employment-and-training-information/transition-to-work-grant-tables/income-limits-current.html\]](http://doogle/map/deskfile/employment-and-training-information/transition-to-work-grant-tables/income-limits-current.html)

[MAP - Asset limits \[http://doogle/map/deskfile/employment-and-training-information/transition-to-work-grant-tables/asset-limits-current.html\]](http://doogle/map/deskfile/employment-and-training-information/transition-to-work-grant-tables/asset-limits-current.html)

### What does it cover?

#### Costs must be essential, actual and reasonable

Before granting TTW, a cost must be identified as essential, actual and reasonable for your client to transition into work. Consider the following when determining if a cost is essential, actual and reasonable:

Would your client be able to attend an interview or move into work without assistance?

Is the cost directly related to the work that your client is going to do?

Does your client already have the item? If so, is this an essential cost?

Should the employer be providing the item/service?

Is your client able to meet or contribute to the essential cost themselves?

Are alternative forms of assistance available?

#### Safety gear should be paid for by the employer

TTW shouldn't be paid for safety gear. Section 10 of the [Health and Safety at Work Act \(2015\)](http://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html) [http://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html] makes the employer responsible for providing essential safety gear for their employees.

Employers should provide employees with essential safety gear relevant to their role. This includes items such as helmets, ear muffs, safety glasses, safety gloves, etc. However, it would be suitable to pay TTW for safe work boots if your client does not have a pair and needs them to start work.

#### CV preparation

TTW shouldn't be paid for CV preparation services.

Some regions have contracted services for CV providers. If your region doesn't, your client should be encouraged to consider other options available for producing/updating CVs, such as:

- completing their CV using CV Builder on the [CareersNZ website](https://www.careers.govt.nz/tools/cv-builder/) [https://www.careers.govt.nz/tools/cv-builder/] (they can do this on our kiosks) or

- using a CV summary generated via RecruitMe.

## Manager Approval

All applications for Job search costs over \$300, and Job placement payments over \$501 require a manager/delegated authority approval.

The name of the manager must be recorded in the Application comments field in the hardship application, and each case should be discussed with the approver before adding that approver's name to the application comments field.

Your notes must clearly state why you are recommending a payment of more than \$300 for job search costs, or \$501 for Job placement.

Note: CPU will not authenticate the payment if the manager (delegated approver's) name is not recorded.

**Note:** The authenticator will look for the Manager approval as part of the authentication process.

[Transition to Work \(TTW\) – Specific costs \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-specific-costs.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-specific-costs.html)

[MAP - Actual and reasonable costs \[http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/actual-and-reasonable-costs.html\]](http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/actual-and-reasonable-costs.html)

[Transition to Work \(TTW\) - Payment \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-payment.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-payment.html)

## Choosing suppliers

Once a TTW cost has been identified as essential, actual and reasonable, it is important to seek the most cost-effective option to meet your client's need. Consider what suppliers are accessible in your area and which supplier can offer the item/service at the best price.

Check the "[Supplier List \[http://hiya/Content/Scripts/Universal/MSD/Payment\\_Card.htm#Finding\\_a\\_Supplier\]](http://hiya/Content/Scripts/Universal/MSD/Payment_Card.htm#Finding_a_Supplier)" to see if a supplier is registered.

Search by postcode to find other registered suppliers in your area.

If a retailer needs to register as a supplier, have them complete and return the '[Supplier Details form \[http://www.workandincome.govt.nz/documents/forms/retailer-supplier-registration-form.pdf\]](http://www.workandincome.govt.nz/documents/forms/retailer-supplier-registration-form.pdf)'.

[Adding or changing retailers/Suppliers \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/changes-reviews/adding-or-changing-retailers-suppliers-secondhand-dealers-or-payees-in-swifft.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/changes-reviews/adding-or-changing-retailers-suppliers-secondhand-dealers-or-payees-in-swifft.html)

## Recording Client Information

It is important to assess, determine and record your decisions fully.

The details of your conversation with your client need to be recorded in the Application Comments section of the CMS hardship application. You must include the reason and rationale for your decision.

You don't need to record information that is already recorded somewhere else in the application, but you must record any other information that supports the decision you have made.

Your comments need to tell the story, including what your client needs to enable them to look for/start work, and explain your decision for recommending or declining the payment. This should include whether or not you have received a quote/verification.

You must record the details of the client interview, or the employment details if your client is starting work.

Providing comprehensive information will help the authenticators process these payments (in the absence of a paper application, quotes and verification).

[Authenticating procedures \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/authenticating/index.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/authenticating/index.html)

## More information

[Transition to Work \(TTW\) - Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html)

[Employment and Work Readiness Assistance \(EWRA\) - Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html)

[MAP - Employment and Work Readiness Assistance \[http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/employment-and-work-readiness-assistance.html\]](http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/employment-and-work-readiness-assistance.html)

[MAP - Employment and Work Readiness Assistance Programme \[http://doogle/map/legislation/welfare-programmes/employment-and-work-readiness-assistance-programme/employment-and-work-readiness-assistance-programme.html\]](http://doogle/map/legislation/welfare-programmes/employment-and-work-readiness-assistance-programme/employment-and-work-readiness-assistance-programme.html)

Content owner: [Service Delivery - Business Process Management](#) Last updated: 13 November 2019

Released Under The Official Information Act 1982



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## Transition to Work (TTW) – Eligibility

Information on the eligibility criteria for Transition to Work (TTW).

On this Page:

### Employment and Work Readiness Assistance Programme eligibility

Transition to Work for childcare costs is provided for under clause 9 (Assistance to access child care, or care for people with sickness, injury or disability or elderly people) of the Schedule of the Employment and Work Readiness Assistance Programme. All other costs covered through TTW are provided for under clause 6 (Assistance to transition into employment) of the Schedule of the Employment and Work Readiness Assistance Programme.

This means that to be eligible for TTW, clients must first meet the criteria for assistance under the Employment and Work Readiness Assistance Programme.

**Note** When processing a TTW application, you don't need to complete an EWRA Client Event Note.

[Map - Qualifications \[http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/qualifications.html\]](http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/qualifications.html)

[Map - Assistance to care for another person \[http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/assistance-to-care-for-another-person-01.html\]](http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/assistance-to-care-for-another-person-01.html)

[Map - Transition to Work Grant tables \[http://doogle/map/deskfile/employment-and-training-information/transition-to-work-grant-tables/index.html\]](http://doogle/map/deskfile/employment-and-training-information/transition-to-work-grant-tables/index.html)

### Transition to Work specific criteria

There may be some situations where a student applies for TTW to commence part-time work that will supplement their income from student allowance or loan while continuing their studies.

To be eligible for TTW a student needs to be applying for a benefit, moving off benefit or (in the case of a student with sickness, injury or disability) reducing their ongoing benefit entitlement. As full-time students are not in receipt of, or applying for, a benefit (except during the vacation periods) they are not eligible for TTW to undertake part-time work. Students receiving JSSH during the long vacation period may be eligible for TTW (but not bridging finance) to enter sustainable employment.

To receive TTW the client must have an essential cost because of their job search, job interview or job offer and meet the following criteria:

have income under the income limit (including partner's income)

have cash assets under the cash assets limit (including partner's cash assets and shared cash assets)

have not received the maximum amount of \$1,500 (in total) in the past 52-weeks

and

be in receipt of a main benefit or

be a student enrolled with Work and Income as a job seeker or registered with Student Job Search (except for bridging finance to enter employment during the summer vacation) or

not be in receipt of a main benefit but meet the qualifications described on this page and be moving into work or facing a short gap between jobs (less than four weeks).

In addition the client must generally:

be seeking paid work for a position of 30 hours or more per week or

have a verified job interview for a position of 30 hours or more per week or

have a verified job offer of 30 hours or more per week (excluding self-employment) to receive job placement or bridging finance payments.

Note TTW cannot be granted for job seeking or job placement outside New Zealand.

### Working less than 30 hours

### Working less than 30 hours

Generally TTW is paid to people seeking or starting work for 30 hours or more per week. However, TTW may be granted to people seeking or starting work for less than 30 hours per week where it is reasonable and appropriate.

For example, it would generally be appropriate to grant TTW for sole parents seeking or starting work for 20 hours or more per week.

Sole parents who regularly work 20 hours or more per week may qualify for an in-work tax credit as part of the Working for Families Tax Credits. This can make these clients significantly better off financially. Ensure they are aware of this. For more information see [Inland Revenue Working for Families](http://www.ird.govt.nz/wff-tax-credits/) [http://www.ird.govt.nz/wff-tax-credits/].

### Students starting work less than 30 hours

There may be some situations where a student applies for TTW to commence part-time work that will supplement their income from student allowance or loan while continuing their studies.

To be eligible for TTW a student needs to be applying for a benefit, moving off benefit or (in the case of a student with sickness, injury or disability) reducing their ongoing benefit entitlement. As full-time students are not in receipt of, or applying for, a benefit (except during the vacation periods) they are not eligible for TTW to undertake part-time work. Students receiving JSSH during the long vacation period may be eligible for TTW (but not bridging finance) to enter sustainable employment.

[Map - Income limit](http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/income-limit-01.html) [http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/income-limit-01.html]

[Map - Asset limit](http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/asset-limit-01.html) [http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/asset-limit-01.html]

[Transition to Work \(TTW\) – Specific circumstances \(eligibility\)](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-specific-circumstances-eligibility.html) [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-specific-circumstances-eligibility.html]

### Clients who cannot receive Transition to Work

Clients cannot receive TTW when they are:

entering training, education, work experience, an activity in the community, voluntary work, seminars or programmes entering employment in an unsuitable business

in prison but released each day to attend employment or employment related activities offered employment before applying for TTW (note this is for job search costs only; these clients may still be able to receive TTW for job placement and bridging finance costs)

moving into self-employment (generally). This is because there are other forms of financial assistance available to them which must be accessed first, including Flexi-Wage Self Employment, Self-Employment Start-up, and Business Training and Advice Grant. If a client moving into self-employment is seeking TTW and payment is justifiable, please confirm with your Service Centre Manager before granting the payment

a student seeking or starting part-time work to supplement their income while studying

job seeking or have a job placement in a location outside of New Zealand.

Unsuitable employment

Employment deemed unsuitable includes working for inappropriate businesses such as:

massage parlours

strip clubs

sex shops

premises for sex workers to operate in

gambling

high interest money lending (such as private loan companies)

paramilitary services (a force whose function and organisation are similar to those of a professional military, but which is not considered part of a country's armed forces)

multi-level marketing enterprises (for example pyramid selling enterprises)

speculative services

Note this is not an exhaustive list, if you are unsure contact Helpline.



## Deciding to grant

Being eligible for assistance under the Employment and Work Readiness Assistance Programme is not the same as being eligible for TTW assistance.

Before deciding to grant any form of Employment and Work Readiness Assistance, you need to assess and identify your client's needs. For every client you refer, you must show that this particular Employment and Work Readiness Assistance is appropriate. Assistance should be targeted where the potential benefits are the greatest.

[Employment and Work Readiness Assistance Programme \(EWRA\) - Decision making](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/ewra/ewra-decision-making.html)

[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/ewra/ewra-decision-making.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/ewra/ewra-decision-making.html)

## More information

[Transition to Work \(TTW\) – Costs \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-costs.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-costs.html)

[Transition to Work \(TTW\) – Specific circumstances \(eligibility\) \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-specific-circumstances-eligibility.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-specific-circumstances-eligibility.html)

[Transition to Work \(TTW\) – Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html)

Content owner: [Work and Income National Office](#) Last updated: 14 November 2019

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– **Specific circumstances (eligibility)**

## Transition to Work (TTW) – Specific circumstances (eligibility)

Details on specific client circumstances and how they affect eligibility for Transition to Work (TTW).

On this Page:

### Definition of a main benefit

For the purposes of TTW, a main benefit is defined as:

[Jobseeker Support](http://doogle/map/income_support/main_benefits/jobseeker_support/jobseeker_support.html) [[http://doogle/map/income\\_support/main\\_benefits/jobseeker\\_support/jobseeker\\_support.html](http://doogle/map/income_support/main_benefits/jobseeker_support/jobseeker_support.html)]

[Sole Parent Support](http://doogle/map/income_support/main_benefits/sole_parent_support/sole_parent_support.html) [[http://doogle/map/income\\_support/main\\_benefits/sole\\_parent\\_support/sole\\_parent\\_support.html](http://doogle/map/income_support/main_benefits/sole_parent_support/sole_parent_support.html)]

[Supported Living Payment](http://doogle/map/income_support/main_benefits/supported_living_payment/supported_living_payment.html)

[[http://doogle/map/income\\_support/main\\_benefits/supported\\_living\\_payment/supported\\_living\\_payment.html](http://doogle/map/income_support/main_benefits/supported_living_payment/supported_living_payment.html)]

[Young Parent Payment](http://doogle/map/youth_service/young_parent_payment/young_parent_payment.html) [[http://doogle/map/youth\\_service/young\\_parent\\_payment/young\\_parent\\_payment.html](http://doogle/map/youth_service/young_parent_payment/young_parent_payment.html)]

[Youth Payment](http://doogle/map/youth_service/youth_payment/youth_payment.html) [[http://doogle/map/youth\\_service/youth\\_payment/youth\\_payment.html](http://doogle/map/youth_service/youth_payment/youth_payment.html)]

[Emergency Benefit](http://doogle/map/income_support/main_benefits/emergency_benefit/emergency_benefit.html) [[http://doogle/map/income\\_support/main\\_benefits/emergency\\_benefit/emergency\\_benefit.html](http://doogle/map/income_support/main_benefits/emergency_benefit/emergency_benefit.html)] (other than an emergency benefit payable under section 17(2)(c) of the New Zealand Superannuation and Retirement Income Act 2001)

A person receiving [New Zealand Superannuation](http://doogle/map/income_support/main_benefits/new_zealand_superannuation/new_zealand_superannuation.html)

[[http://doogle/map/income\\_support/main\\_benefits/new\\_zealand\\_superannuation/new\\_zealand\\_superannuation.html](http://doogle/map/income_support/main_benefits/new_zealand_superannuation/new_zealand_superannuation.html)] or

[Veterans Pension](http://www.workandincome.govt.nz/eligibility/seniors/veterans/index.html) [<http://www.workandincome.govt.nz/eligibility/seniors/veterans/index.html>] as a non-qualified spouse or partner can only receive TTW if it is appropriate and reasonable for that client's specific circumstances. For more information contact Helpline.

A main benefit does not include:

War Pension

Unsupported Childs Benefit and

Orphans Benefit

**Note** a person does not need to be getting a main benefit to receive TTW. They could be the partner of a person not getting a benefit or a student allowance who is working and meets the appropriate income and asset test.

Students enrolled with Work and Income as a job seeker or registered with Student Job Search can get TTW to transition into employment during the summer vacation but can't get bridging finance.

### Clients under 18 years old

Generally, TTW can only be paid when the client is 18 years or older.

However, 16 and 17 year old clients in exceptional circumstances may qualify for TTW. These exceptional circumstances include 16 and 17 year old clients that:

have an Early Leaving Exemption (ELE) from school

are teen parents

are married, in a civil union or de facto relationship

are reliant on any form of state assistance

are in extreme hardship

Note 16 and 17 year old clients who are still a dependent child are subject to a parental cash asset and income

test. A client receiving [Youth Payment](http://doogle/map/youth_service/youth_payment/youth_payment.html) [[http://doogle/map/youth\\_service/youth\\_payment/youth\\_payment.html](http://doogle/map/youth_service/youth_payment/youth_payment.html)] or [Young Parent Payment](http://doogle/map/youth_service/young_parent_payment/young_parent_payment.html) [[http://doogle/map/youth\\_service/young\\_parent\\_payment/young\\_parent\\_payment.html](http://doogle/map/youth_service/young_parent_payment/young_parent_payment.html)] is not a dependent child.

### Clients working less than 30 hours per week

Generally, TTW can only be paid for job search or job placement costs for full-time employment of 30 hours or more per week.

However, there may be situations where it is appropriate to cover these costs for people entering employment of less than 30 hours per week. For example where the client:

has part-time work obligations and is working with Work and Income to progress towards full-time employment is unable to work full-time, but is able to work limited hours (ie a disabled client entering an 8 hour per week job who needs clothing for employment) .

Note it would generally be appropriate for sole parents who are seeking or entering regular work of 20 hours or more per week to access TTW.

Sole parents who regularly work 20 hours or more per week may, in most cases, qualify for an in-work tax credit as part of the Working for Families Tax Credits. This can make these clients significantly better off financially and you should ensure that sole parents are aware of this. For more information see [Inland Revenue Working for Families](http://www.ird.govt.nz/wff-tax-credits/) [<http://www.ird.govt.nz/wff-tax-credits/>] .

### Clients subject to a non-entitlement period or sanction

A client is eligible to receive TTW when they are subject to:

a 13 week non-entitlement period due to either having a grade 3 sanction or voluntary unemployment stand-down imposed

a benefit reduction or suspension because they have not complied with their:

work obligations

social obligations

drug test obligations or

work preparation obligations

[MAP - Jobseeker Support: Paying other assistance during a sanction](http://doogle/map/income-support/main-benefits/jobseeker-support/paying-other-assistance-during-a-sanction-01.html) [<http://doogle/map/income-support/main-benefits/jobseeker-support/paying-other-assistance-during-a-sanction-01.html>]

[MAP - Sole Parent Support: Paying other assistance during a sanction](http://doogle/map/income-support/main-benefits/sole-parent-support/paying-other-assistance-during-a-sanction-01.html) [<http://doogle/map/income-support/main-benefits/sole-parent-support/paying-other-assistance-during-a-sanction-01.html>]

[MAP - Supported Living Payment: Partners Paying other assistance during a sanction](http://doogle/map/income-support/main-benefits/supported-living-payment/paying-other-assistance-during-a-sanction-01.html) [<http://doogle/map/income-support/main-benefits/supported-living-payment/paying-other-assistance-during-a-sanction-01.html>]

[MAP - Emergency Benefit: Paying other assistance during a sanction](http://doogle/map/income-support/main-benefits/emergency-benefit/paying-other-assistance-during-a-sanction-01.html) [<http://doogle/map/income-support/main-benefits/emergency-benefit/paying-other-assistance-during-a-sanction-01.html>]

### More information

[Transition to Work \(TTW\) – Eligibility](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-eligibility.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-eligibility.html>]

[Transition to Work \(TTW\) – Homepage](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html>]

[Employment and Work Readiness Assistance \(EWRA\) - Homepage](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html>]

Content owner: [Work and Income National Office](#) Last updated: 17 May 2016



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## Transition to Work (TTW) – Costs

This page provides you with information about what costs can be included in TTW.

On this Page:

### Costs overview

TTW can be used to pay for a client's essential, [actual and reasonable costs](http://doogle/map/employment-and-training/employment-and-work-readiness-assistance/actual-and-reasonable-costs.html) to transition into work. These can include costs required for the client's job search (including interviews), job placement and bridging finance.

A client may need:

to relocate to take up new employment

to purchase job-related equipment which the employer isn't required to supply under the [Health and Safety at Work Act 2015](http://legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html)

bridging finance to help with living expenses in the period between the end of the benefit or final wages or salary from previous employment, and the first payment of wages or salary (not being more than four weeks).

When considering a client's costs, you need to think about:

whether or not the client could take up the employment without assistance

whether or not the costs are essential, actual and reasonable for the client to transition into work.

do any notes on the client's file suggest they might already have the item that assistance has been applied for?

what is the essential need?

**Note:** students enrolled with Work and Income as a job seeker or registered with Student Job Search are not able to receive assistance with bridging finance to enter employment during the summer vacation.

### Proof of costs

Clients receiving a current benefit or non beneficiary assistance do not need to provide paper quotes for costs, or confirmation of their interview/employment. You can accept this verbally for these clients.

### Reasonable costs

When considering reasonable costs, you and the client will discuss their need and agree the appropriate amount of assistance required to meet this. When discussing reasonable costs you should cover:

What is the best option to meet their need?

Whether or not the costs are essential for them to look for, attend a job interview and/or start work.

Whether the employer is responsible for providing the items (for example safety equipment)

If Work and Income assistance has previously been used to pay for the same item and if so, why this is needed again?

### Agreeing reasonable cost

You should use the resources available to you to find an alternative cost for any item where a client doesn't know how much the items they need will cost, or if the cost seems too high (i.e. online catalogues, shopping/supplier website, your local knowledge).

### Example – Client states a high cost:

Vicky has been offered full-time employment as a receptionist in a hotel. Vicky used to work in an office and has appropriate clothing, but needs a smart jacket, help with travel costs and bridging finance. The cost of the jacket Vicky wants is \$300.

The staff member interviewing Vicky looks at the jacket online and looks for alternatives. The staff member discusses this with Vicky and the new more reasonable cost is agreed.

**Note:** Asking clients to provide quotes or further verification should not be your first option to confirm the clients need. You should accept the information provided by the client unless there are doubts about the application.

### Exception: 14 day rule (subsequent application)

If a client has received TTW assistance because they started work and they want to apply for additional costs they do not have to fill out an application **provided their benefit was cancelled in the last 14 days** and you are satisfied that you have enough information to process the application. **They do not** have to provide verification of the additional item you can accept this verbally and agree an actual and reasonable cost with the client.

**Example;** Jane started work last week at a local café and received \$175 Job placement costs. Jane is applying for another TTW grant because she has been told that she can't wear trainers to work and she needs to get other shoes. Jane's benefit was cancelled one week ago.

#### Application Comments

When you recommend a second TTW payment for the same client your notes in the application comments should include the reason why you are recommending a subsequent TTW payment for Job Placement (JP) cost so soon after the initial payment. The authenticator may look for the reason we are making TTW payments so close together.

**Example;** Jane received JP costs of \$175 when she started work two weeks ago. Her boss has told her that she can't wear trainers to work and is making a new TTW application to cover the cost of buying shoes.

Because Jane's benefit has been **cancelled for 14 days** she must complete a paper application form to confirm her circumstances, provide quotes for her costs and verify her income.

**Note:** If you don't have the employment details on the cancelled benefit record and need these details to support the TTW recommendation you can ask the client to provide verification of their employment, as appropriate.

#### Adding TTW costs to CMS when there is no quote

When a client is not required to provide a quote add verbal as the quote reference when adding the payment details in CMS. The quote date will be date the TTW application process started.

#### Cost not agreed - discussion with manager

If you cannot agree the cost or there is doubt about the application, you should discuss this with a manager before you ask the client to provide further verification and before you consider declining the application.

#### Safety equipment

Transition to Work cannot be used to purchase tools or safety clothing/equipment that the employer is required to provide under the [Health and Safety at Work Act 2015](http://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html) (<http://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>). If a client applies for TTW to pay for safety gear, you should determine whether or not the employer should supply this safety gear in accordance with the Health and Safety at Work Act 2015.

If an employer claims they're not obliged to supply an item of safety clothing or equipment and you haven't been able to confirm this you can ask the client to have them fill out the Employer Verification form.

#### Example

Transition to Work should not be paid for safety gloves, safety glasses or overalls, where these items are essential safety equipment required to do the job. It is the employer's responsibility to provide these to the client under the Health and Safety at Work Act 2015.

You need to try and confirm with the employer that they are not responsible for meeting the cost of personal protective equipment and/or other job-related equipment before you include this cost in the TTW application. You will need to ask the client if it's okay to contact the employer before telephoning or email for the information. If it is an Work and Income vacancy the work broker should be able to confirm these details for you.

If you can confirm with the employer (telephone/email) that they are not responsible for meeting the cost of personal protective equipment and/or other job-related equipment only then you can include this cost in the TTW application. If the client doesn't want you to contact their (they may not have told the employer they have been on a benefit) you should discuss this with your manager (or delegated authority) to determine if you can include this cost in the TTW application.

**Remember** to make this clear in your comments in the 'Application Comments' field in CMS hardship application. This will help the authenticator understand why this cost has been included in the recommendation.



## Scanning documents

### Current clients

If a client brings in quotes or verification to support their application you **do not** need to scan these in to CMS. The only time you need to scan in a document is when you have specifically asked the client to provide additional evidence to support their application, or the client is still required to provide paper evidence (e.g.: LTCM)

### Non-current clients

The TTW application form and all the supporting documents must be scanned into CMS and linked to the Hardship application. Unless they cancelled their benefit in the last 28 days.

### LTCM clients

All supporting documents must be scanned into CMS and linked to the Hardship application.

## More information

[Transition to Work \(TTW\) – Specific costs \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-specific-costs.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-specific-costs.html)

[Transition to Work \(TTW\) – Payment \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-payment.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-payment.html)

[Transition to Work \(TTW\) – Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html)

[Employment and Work Readiness Assistance \(EWRA\) - Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html)

Content owner: [Service Delivery - Business Process Management](#) Last updated: 14 November 2019

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## Transition to Work (TTW) – Specific costs

This pages provides you with additional information on specific costs for Transition to Work (TTW) – including job search, job placement, relocation costs, capital item, safety equipment and bridging finance costs.

On this Page:

### Job Search costs

TTW can be used to pay for a client's **actual and reasonable costs** essential for seeking paid employment when a client cannot search for paid employment without assistance. A TTW payment for job search costs can be used for clients to meet the essential costs to attend a job interview. These costs can cover:

- clothing
- childcare
- the cost of an interpreter
- transport
- tattoo removal (if the client is referred to a tattoo removal service by a registered health practitioner).

Clients who already have an offer of employment need to apply for Job Placement costs.

### Job Placement costs

TTW can be used to pay essential, **actual and reasonable costs** to start paid work. These costs include but are not limited to:

- job related clothing (that the employer is not required to provide under the Health and Safety at Work Act 2015)
- initial childcare costs
- tattoo removal (if the client is referred to a tattoo removal service by a registered medical practitioner)
- initial transport costs. This may include a Warrant of Fitness or registration where the use of the vehicle is essential. However, before meeting this cost you must confirm that:

- the client has no access to public transport or any other form of transport, and
- the employer is not required to provide the transport.

**Note** Job Search and Job Placement costs should be the minimum amount required to meet the client's essential, actual and reasonable costs to look for work, attend an interview or start work.

TTW **cannot** be used to pay for:

- a driver's licence (this can be paid as a recoverable Special Needs Grant for beneficiaries or under the Recoverable Assistance Programme for non-beneficiaries)
- repair costs to obtain a Warrant of Fitness (this can be considered for a recoverable Advance Payment of Benefit or under the Recoverable Assistance Programme for non-beneficiaries)
- health and safety costs that should be paid for by the employer
- a motor vehicle
- a computer or electronic tablet
- training
- costs that could be met through alternative assistance.

**Note:** while TTW cannot be used to pay for training or a driver's licence, TTW may be considered for a licence endorsement when the client requires one to be considered for a specific job opportunity. For example, it may be appropriate to grant TTW for a forklift endorsement if the client is being considered for a specific vacancy.

If you are unsure, have a discussion with your manager.

### Manager Approval

All applications for Job search costs over \$300, and Job placement payments over \$501 require a manager/delegated authority approval.

The name of the manager must be recorded in the Application comments field in the hardship application, and each case should be discussed with the approver before adding that approver's name to the application comments field.

Your notes must clearly state why you are recommending a payment of more than \$300 for job search costs, or \$501 for job placement.

**Note:** CPU will not authenticate the payment if the manager (delegated approver's) name is not recorded.

### Relocation costs

When considering a client's essential, actual and reasonable costs resulting from relocation, you should first consider whether or not assistance for these costs is available through other programmes:

Advance Payment of Benefit

Recoverable Assistance Payment for non-beneficiaries

Other Employment Work Readiness Assistance (e.g 3K to Work)

#### Example

If a client receives an offer of employment for 30 hours or more per week in Napier, but lives in New Plymouth, they need to relocate.

Relocation costs may include, but are not limited to, the costs of:

moving household possessions

transport for the client and their family to move to the new location

setting up new accommodation.

**Note** TTW (in total) cannot exceed \$1,500 in a 52-week period.

Although TTW can be used to pay for essential, actual and reasonable costs resulting from a client needing to relocate to take up work (assistance with tenancy bonds, utility bonds and rent in advance), you should only consider paying TTW in cases where no other programme will cover the client's essential, actual and reasonable costs.

### Capital items

Generally, TTW should not be used to fund items such as cameras, bicycles or cell phones. You need to be cautious if deciding to use TTW for capital items.

The client must prove:

the costs are directly related to their employment

they couldn't do the job without the particular items or equipment

it's not an item the employer would reasonably be expected to provide.

If you are unclear whether or not TTW should be used to cover a specific cost, contact Helpline.

**Note** TTW cannot be used to purchase a motor vehicle.

### Safety Equipment - Current Clients

Transition to Work cannot be used to purchase tools or safety clothing/equipment that the employer is required to provide under the Health and Safety at Work Act 2015.

If a client applies for TTW to pay for safety gear, you should determine whether or not the employer should supply this safety gear in accordance with the Health and Safety at Work Act 2015. If **you can confirm** with the employer (telephone/email) that they **are not** responsible for meeting the cost of personal protective equipment and/or other job-related equipment you can include this cost in the TTW application.

If an employer claims they're not obliged to supply an item of safety clothing or equipment and you haven't been able to confirm this with the employer you can ask the client to have them fill out the Employer Verification form.



**Note:** If the employer acknowledges that it is their responsibility to provide the tools or safety gear and they refuse to, you should call the employer to discuss. If required you can escalate this to your manager.

If you are still unsure, contact Helpline or your regional solicitor for advice.

### Example

Transition to Work should not be paid for safety gloves, safety glasses or overalls, where these items are essential safety equipment required to do the job. It is the employer's responsibility to provide these to the client under the Health and Safety at Work Act 2015. If you can confirm with the employer (telephone/email) that they are not responsible for meeting the cost of personal protective equipment and/or other job-related equipment you can include this cost in the TTW application.

**Remember** to Add this information you put in the 'Add Comments' field in the CMS hardship application

### Safety Equipment Non-current Clients

When clients that have previously been on benefit and are no longer current or clients that have never been on benefit before apply to have safety clothing/equipment included in their TTW application they need to ask the employer to fill out the Employer Verification form as part of the TTW application process

[Employer Verification Form \[https://www.workandincome.govt.nz/documents/forms/transition-to-work-grant-application.pdf\]](https://www.workandincome.govt.nz/documents/forms/transition-to-work-grant-application.pdf)

### Bridging Finance

TTW can be used for bridging finance. Generally, clients must be cancelling their benefit and entering full-time employment in order to apply for bridging finance to cover their essential living expenses (such as board/rent, food and power) in the period between:

their last benefit payment and their first payment of wages or salary or  
their last payment of wages or salary in their previous job and their first payment of wages or salary in their new job (where the gap between jobs is four weeks or less).

**Note** a person whose contract does not include payment over holiday periods is still considered to be in employment and is not eligible for bridging finance.

If a person's contract ends, they're unemployed. If they then negotiate a new contract they'd be moving into employment and in this situation they may be eligible for bridging finance. For example, some teacher aides are contracted for only one school term and must re-apply for subsequent school terms.

### Transition to Work bridging finance and Work Bonus

Clients receiving Work Bonus can also receive TTW.

However, the Work Bonus will reduce the amount of TTW bridging finance dollar-for-dollar. Both payments provide non-recoverable assistance for a transitional period when the client leaves the benefit to move into employment.

Bridging finance cannot be paid if the total Work Bonus payable for the first two weeks following the benefit cancellation date is \$500 or more.

If the Work Bonus payments are less than \$500 over the fortnight, the amount of bridging finance payable is the difference between the amount of bridging finance that the client is eligible for and the amount of Work Bonus paid.

[Go to MAP for more information about Work Bonus and Assistance to transition into employment \[http://doogle/map/employment-and-training/specific-employment-related-assistance/work-bonus/index.html\]](http://doogle/map/employment-and-training/specific-employment-related-assistance/work-bonus/index.html)

### Maximum amount

The guideline for paying bridging finance is \$500 for people on a benefit, people who meet the qualifying criteria and face small gaps between jobs (less than four weeks) or people who are returning to the workforce. When granting TTW for bridging finance, consider how much the client's essential living expenses have been before the transition into work.

When deciding if you need to exceed these guidelines you should consider whether this cost is actual and reasonable. Bridging finance should only cover essential living expenses.

You must have the approval of your manager when you decide you need to exceed these guidelines.

Clients can access bridging finance more than once in any 52 week period, but the total amount of TTW paid in any 52 week period, including job search and job placement costs, must not exceed \$1500.

Note: Bridging finance is reduced by any Work Bonus paid to the client.

### **Working for Families Assistance**

Extra help payments and or Working for Families Tax Credits can continue for clients who are cancelling their benefit, so long as they continue to be eligible for these payments based on their income and assets (if applicable). If a client isn't receiving any Extra Help payments you must check their eligibility based on the information you have. Where appropriate you must invite an application, and complete a transfer to Working for Families assistance.

### **Proof**

Proof of living costs is **not** required for bridging finance. The applicant must confirm the date of their first payment of wages or salary and details of their last payment of wages or salary from their previous job, as this will contribute to their cash assets.

### **Students**

Students moving into holiday employment between school terms or education years cannot receive bridging finance.

### **More information:**

[Transition to Work \(TTW\) – Costs \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-costs.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-costs.html)

[Transition to Work \(TTW\) – Payment \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-payment.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-payment.html)

[Transition to Work \(TTW\) – Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html)

[Employment and Work Readiness Assistance \(EWRA\) - Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html)

Content owner: [Service Delivery - Business Process Management](#) Last updated: 17 January 2020



# Transition to work grant employer verification

To the employer:

.....  
.....  
.....

Return the completed form to:

.....  
.....  
.....

The client named below has requested a Transition to Work Grant for personal protective equipment and/or other job-related equipment or clothing. They have advised that they require this for their employment with you. Please verify that these items are required for this position, and that you are not required to provide them under the Health and Safety at Work Act 2015.

Transition to Work Grants cannot be paid for any clothing or equipment that you as their employer are required to provide under that Act.

Please complete this form and send it back to us by

Day	Month	Year

If you have any questions please contact me. Thank you.

MSD staff member's name:

Phone number

( )

Fax number

( )

Email address

## Person's details

Client number

--	--	--	--	--	--	--	--	--	--

Person's full name

First and middle names

Surname or family name

Date of birth

Day	Month	Year

## Items needed

Please list the personal protective equipment and/or other job-related equipment of clothing that is required.


## Written permission

I give the Ministry of Social Development (or my Contracted Service Provider) permission to get this information from the employer named above.

Client's signature

Date

Day	Month	Year



## Employer to complete

### Items needed

1

What personal protective equipment and/or other job-related equipment or clothing does the client require?


2

Why are you not providing these items?


### Signature

- I confirm that I am not required to provide any of the items I have listed in question 1 under the Health and Safety at Work Act 2016.
- The information I have provided is true and complete.
- I have authority to provide information for this business/company.

Business/company name

--

Contact person's name

--

Contact person's telephone number

(   )
-------

Contact person's email address

--

Employer's or delegated person's signature

--

Date

--	--	--

Day

Month

Year

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Work and Income » Employment and Work Readiness Assistance - Additional Information » Employment and Work Readiness Assistance Programme (EWRA) » **Transition to Work (TTW) – Payment**

## Transition to Work (TTW) – Payment

This page provides information on the payment of Transition to Work (TTW).

On this Page:

### Maximum payments

The maximum amount payable for TTW is \$1500 in a 52-week period. This may comprise of:

job search assistance (the guideline is \$300) to help with essential costs for seeking paid employment and attending interviews

job placement assistance to help with essential costs for moving into paid employment (ie clothing required for work)

bridging finance (the guideline is \$500) for people on a benefit, people who meet the qualifying criteria and face small gaps between jobs (less than four weeks) or people who are returning to the workforce.

**Note:** when deciding if you need to exceed these guidelines you should consider whether this cost is actual and reasonable. You must have the approval of your manager when you decide you need to exceed these guidelines.

The table below shows the current TTW rates payable:

Category	Guideline to the amount available in a 52 week period
Job Search	\$300 (Service Manager approval is required when guideline exceeded)
Job Placement	\$1500 maximum in a 52 week period (Less any payments made for Job Search and/or Bridging Finance in the same 52 week period)
Bridging Finance	\$500 (Service Manager approval is required when guideline exceeded)

**Note:** a client can be granted bridging finance payments more than once in a 52 week period, but the total paid for TTW in any 52 week period must not exceed \$1500.

### Paying Transition to Work

When paying TTW we should:

check for previous payments to ensure the maximum is not exceeded within the 52-week period

consider the date the actual cost will be incurred (payment should be made as close to that date as possible)

suppliers should be paid directly where possible

bridging finance should be paid directly to your client

your client can be granted bridging finance payments more than once in a 52 week period, but the total paid for TTW in any 52 week period must not exceed \$1500

check that your client's bank account number is current, as their benefit may be cancelled when they apply for this assistance.

### Manager approval

All applications for Job search costs over \$300, and Bridging Finance payments over \$501 require a manager/delegated authority approval.

The name of the manager must be recorded in the Application comments field in the hardship application, and each case should be discussed with the approver before adding that approvers name to the application comments field.

Your notes must clearly state why you are recommending a payment of more than \$300 for job search costs, or \$501 for bridging finance.

**Note:** CPU will not authenticate the payment if the manager (delegated approvers) name is not recorded.

#### Example

John has been referred to a job interview and work trial as a front of house manager in a hotel. He needs a suit, two shirts and a pair of black shoes that come to a total of \$300. He also needs petrol to get him to and from work for the period of the trial.

He expects that this will cost about \$60. John's TTW balance is \$1,375.

This application will require a manager's approval because John's job search costs (which you have already agreed are actual and reasonable) are more than \$300.

Once approval is received, record the managers name in the Application comments field in the hardship application and send to CPU for authentication.

**Note:** Authenticators will not approve this if the Manager sign off has not been recorded.

#### More information

[Transition to Work \(TTW\) – Costs \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-costs.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-costs.html)

[Transition to Work \(TTW\) – Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html)

[Employment and Work Readiness Assistance \(EWRA\) – Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html)

Content owner: [Service Delivery - Business Process Management](#) Last updated: 13 November 2019

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Work and Income » Employment and Work Readiness Assistance - Additional Information » Financial help (employment and training) procedures for Work and Income » **Transition to Work (TTW) – Debt Recovery Suspension - Overview**

## Transition to Work (TTW) – Debt Recovery Suspension - Overview

This pages provides you with information on managing the Debt Recovery Suspension process

On this Page:

### Debt recovery suspension - Overview

#### Current client (and/ or their partner)

When a client cancels their benefit (ie they've taken reasonable steps to ensure it has been cancelled) to start or continue in full time paid employment and they have outstanding debt, the client can request their debt recovery be suspended for three (3) months.

**Note:** Current clients (and their partners) must be cancelling their main benefit to qualify for a [debt recovery suspension](http://doogle/map/income-support/core-policy/current-client-debt/debt-recovery-suspension.html) [http://doogle/map/income-support/core-policy/current-client-debt/debt-recovery-suspension.html].

**Note:** A client does not have to access any other components of TTW, such as job placement or bridging finance, to be eligible for debt recovery suspension.

### CMS Application Process

As part of the hardship application needs assessment questions in CMS you **must select yes** if your client says they want their debt recovery (offset) to be suspended. This means that they won't have to start repaying their outstanding debt while they transition in to work.

This information does not automatically populate in to SWIFTT so you **must** add this information to SWIFTT when you cancel the client's benefit.

### SWIFTT Add Debt Recovery Suspension

Debt recovery suspension is processed through the SBFTZ screen in SWIFTT. By entering the 'Y' indicator in SBFTZ or SBFC the SDPAA screen will automatically update.

You **must** add the client's employment and income details and the 'Y' indicator to the SBFTZ/ SBZC screen in SWIFTT when you are cancelling or changing a benefit cancellation. This information will auto transfer the debt repayment suspension and employment details to TRACE (Tracking, Recovery and Collection Enforcement).

### Partner

If the client has a partner included in their benefit and they are starting work, or started work you will follow the same SWIFTT process as above. You add the income details to the partner (PTR) hours/income field and add the debt recovery suspension indicator 'Y' to SWIFTT SBFTZ screen.

Note debt recovery suspension is not available for temporary employment and students moving into holiday employment.

### Legal Requirement - Client Letter (LSUM)

When you add the debt suspension indicator to SWIFTT the Ministry must confirm this with the client, in writing. You **must** release the client letter (LSUM) to be posted overnight or you can print this for the client if they are with you at the time. **This is a legal requirement.**

**Note:** Only clients (and their partners) who cancel their benefit because they are starting work can apply for a debt recovery suspension.



## Non-Current Clients

### Adding Debt Recovery information for clients not being paid a main benefit

#### Non-current client applying for TTW

When a non-current client is moving into or between permanent, full-time employment and has an outstanding Work and Income debt or Student Allowance debt, they may be eligible for the three month debt recovery suspension.

**Note:** Debt recovery suspension is included in the CMS Hardship Assistance needs based questions. If the client requests this you must update the SBZC screen in SWIFTT to add the employer details

[Debt Recovery Suspension \[http://doogle/map/income-support/core-policy/current-client-debt/debt-recovery-suspension.html\]](http://doogle/map/income-support/core-policy/current-client-debt/debt-recovery-suspension.html)

#### Non-current client NOT applying for TTW

When a client applies for debt recovery suspension without accessing other components of TTW, you must complete notes with full employer details and the reason why the client qualifies for the debt recovery suspension. You must also notify Client Support Debt Management if the client is not accessing any other component of TTW.

#### Accepting a verbal request for Debt Recovery Suspension

We can accept a verbal request for debt recovery suspension but this **must** be confirmed in writing. You must add the 'Y' indicator to SBFTZ/SBFC screen in SWIFTT together with the employer details. This will generate a client LSUM letter.

**Note:** You must release the client letter (LSUM) to be posted overnight or print this for the client if they are with you at the time. **This is a legal requirement.**

## Voluntary Repayments

If the client wants to make voluntary debt repayments the following screens need to be completed:

enter 'Y' in the paying arrangement field in SBZC if transferring to Working for Families Assistance or

enter 'Y' in the paying field in SBFTZ

add arrangement type, value of regular payments and frequency of payment in the SDPAA screen

**Note** the first payment date must always remain as the date that was pre-filled by SWIFTT.

The decision made needs to be recorded in a client event note in CMS

### Accepting a verbal request for Debt Recovery Suspension

We can accept a verbal request for debt recovery suspension but this **must** be confirmed in writing. You must add the 'Y' indicator to SBFTZ/SBFC screen in SWIFTT together with the employer details. This will generate a client LSUM letter.

You **must** release the client letter (LSUM) to be posted overnight or print this for the client if they are with you at the time. This is a legal requirement.

## SWIFTT process

If the client wants to make voluntary debt repayments the following screens need to be completed:

enter 'Y' in the paying arrangement field in SBZC if transferring to Working for Families Assistance or

enter 'Y' in the paying field in SBFTZ

add arrangement type, value of regular payments and frequency of payment in the SDPAA screen

**Note** the first payment date must always remain as the date that was pre-filled by SWIFTT.

The decision made needs to be recorded in either a CMS as a client event note.

## More information

[Transition to Work \(TTW\) – Processing standards \[http://teamsite.ssi.govt.nz/iw-cc/command/iw.group.preview\\_file?vpath=//trivs233.ssi.govt.nz/default/main/intranet-prod/msd-intranet/WORKAREA/content/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-processing-standards.html\]](http://teamsite.ssi.govt.nz/iw-cc/command/iw.group.preview_file?vpath=//trivs233.ssi.govt.nz/default/main/intranet-prod/msd-intranet/WORKAREA/content/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw-processing-standards.html)

[Transition to Work \(TTW\) – Homepage \[http://teamsite.ssi.govt.nz/iw-cc/command/iw.group.preview\\_file?vpath=//trivs233.ssi.govt.nz/default/main/intranet-prod/msd-intranet/WORKAREA/content/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html\]](http://teamsite.ssi.govt.nz/iw-cc/command/iw.group.preview_file?vpath=//trivs233.ssi.govt.nz/default/main/intranet-prod/msd-intranet/WORKAREA/content/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html)

[Transition to Work application form \[http://www.workandincome.govt.nz/documents/forms/transition-to-work-grant-application.pdf\]](http://www.workandincome.govt.nz/documents/forms/transition-to-work-grant-application.pdf)

Content owner: [Service Delivery - Business Process Management](#) Last updated: 30 May 2019

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Home » Resources & Tools » Helping Clients » Procedures and Manuals » Work and Income » Employment and Work Readiness Assistance - Additional Information » Employment and Work Readiness Assistance Programme (EWRA) » **Transition to Work (TTW) – Processing standards**

## Transition to Work (TTW) – Processing standards

This page provides an overview of the processing standards for Transition to Work (TTW).

On this Page:

### Accepting forms

When assessing eligibility for TTW:

#### Current Clients

Clients receiving a current benefit or Non beneficiary assistance do not need to complete a paper application form, provide paper quotes for costs or confirmation of their interview/employment. We will accept this verbally for these clients.

Identification for the applicant must be scanned and saved in CMS and linked to the Hardship Application, if it is not already in CMS

#### Low Trust Client Management (LTCM)

LTCM clients do not have to complete an application form **however** paper quotes for costs, employment contract or confirmation of employment and employer Verification form (as appropriate) must be scanned and saved in CMS and linked to the hardship application.

#### Non Current Clients

Clients with no current benefit **must** complete the TTW paper application form. The form must be scanned and saved in CMS and linked to the Hardship Application. The supporting documents (below) must be scanned and linked to application as appropriate:

identification

verification of their income (if not receiving on-going financial assistance)

verification of their assets (if not receiving on-going financial assistance)

proof of job search costs (where possible)

quotes for job placement costs

verification of the job or job interview.

#### Youth Service clients

Youth Payment or Young Parent Payment clients, **do not** need to complete a paper application form, provide paper quotes for costs or confirmation of their interview/employment. The service provider will upload the TTW template into the Activity Reporting Tool (ART) and notify the Youth Service Support Unit (YSSU). The service provider will hold copies of any original documents in the client's secured physical file.

### Application Exception: 14 day rule (subsequent application)

If a client has received TTW assistance because they started work and they want to apply for additional costs they do not have to fill out an application **provided their benefit was cancelled in the last 14 days** and you are satisfied that you have enough information to process the application. **They do not** have to provide verification of their costs for interview/employment you can accept this verbally and agree actual and reasonable cost with the client.

**Example;** Jane started work last week at a local café and received \$175 Job placement costs. Jane is applying for another TTW grant because she has been told that she can't wear trainers to work and she needs to get other shoes. Jane's benefit was cancelled one week ago.

#### Application Comments

When you recommend a second TTW payment for the same client your notes in the application comments should include the reason why you are recommending a subsequent TTW payment for Job Placement (JP) cost so soon after the initial payment. The authenticator will look for the reason we are making TTW payments so close together.

**Example;** Jane received JP costs of \$175 last week to start work. Her boss has told her that she can't wear trainers to work and is making a new TTW application to cover the cost of buying shoes.



**Note:**

Applications from people who have previously been on a benefit and this has been cancelled for more than 14 days must complete an application form, provide paper quotes for their costs and provide verification of employment, if appropriate.

**Recording Client information - Add Comments to Hardship Application**

It is important to assess, determine and record decisions regarding TTW accurately. This is to ensure consistency and compliance with processing standards. The information you record in add 'Add Comments' section provides the basic information necessary for the payment to be processed, however the Application Comments should also include the reason and rationale behind why a payment has been approved.

All information must be registered or updated in CMS Hardship within 24 hours of receipt.

**Quotes - Recording information in CMS****Recording a verbal quote**

Once the cost has been agreed as reasonable and you are recommending payment you need to record that the costs is agreed verbally. The word 'verbal' needs to be added in the quote reference field when you add the supplier details Application Recommendation screen in CMS. The quote date will be the date the TTW application process started.

**Recording Paper quotes**

If you've scanned a written quote, you should add the quote reference or a description (such as the client's name or what the item is) into the Quote Reference field. If a client must provide a paper quote the details in the quote reference field must include the date of the quote and the quote reference.

**Note:** A quote reference could be a number, client name, the clothing item etc

**Application Comments/Authentication Note**

You do not need to complete a separate TTW authentication note or a Client Event Note as part of the authentication process. You should note the following information in the Application Comments section in CMS. This information will support the authentication process in lieu of a physical application form and verification.

Clients reason for applying for TTW (job interview, job search activity, starting work), as appropriate

Clients need (clothing, transport/petrol, clothing, childcare)

Details of the interview, or employment details if they are starting work, as appropriate

**Note:** You do not need to record any information that is captured elsewhere as part of the TTW application process (i.e.: you don't record the payment amount or supplier details in the application comments. This information is captured as part of adding the TTW cost and recommending the payment)

**Manager Approval**

All applications for Job search costs over \$300, and Job placement payments over \$501 require a manager/delegated authority approval.

The name of the manager must be recorded in the Application comments field in the hardship application, and each case should be discussed with the approver before adding that approvers name to the application comments field.

Your notes must clearly state why you are recommending a payment of more than \$300 for job search costs, or \$501 for Job placement.

**Note:** OPU will not authenticate the payment if the manager (delegated approvers) name is not recorded.

**Clients receiving on-going financial assistance**

For clients receiving on-going financial assistance, you also need to add information about the client's circumstances in the 'Application Comments' section of the Hardship Application in CMS.

Your decision to recommend a TTW payment **must** be fully explained and documented as part of the application process. It **must** also cover any detail that isn't included in the application form and/or supporting documents. (job search /job placement)

Your decision to recommend a TTW payment needs to be fully explained and documented as part of the application process. This needs to be recorded in the Application Comments field in the CMS hardship application. Information should include (as appropriate):



Clients reason for applying for TTW

Employment or interview details

Clients need (clothing, transport/petrol, clothing, childcare)

Reason for recommending the payment

Details of the interview, or employment details if they are starting work

**Note:** The information in this section is checked as part of the Authentication process in lieu of a physical application form and verification; if this is not recorded the TTW hardship application may not be approved.

### Clients who are not receiving on-going financial assistance

In addition to the information above, you also need to:

note that the client's income and assets have been verified in 'Application Comments', of the Hardship Application.

**Note** a TTW application does not require a CMS note. You do not need to copy the completed TTW Client Event Note template into another Client Event Note (such as the client's Engagement Log) if needing to record the same details. Simply refer to the Hardship Application Client Event Note produced by the TTW application in CMS.

### More information

[MAP - Accepting forms \[http://doogle/resources/helping-clients/processing-standards/accepting-forms-01.html\]](http://doogle/resources/helping-clients/processing-standards/accepting-forms-01.html)

[Accepting forms \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/accepting-forms.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/accepting-forms.html)

[MAP - Identification and age \[http://doogle/resources/helping-clients/processing-standards/identification-required-for-on-going-assistance-in-01.html\]](http://doogle/resources/helping-clients/processing-standards/identification-required-for-on-going-assistance-in-01.html)

[MAP - Request for financial assistance \[http://doogle/resources/helping-clients/processing-standards/review-of-annual-income-01.html\]](http://doogle/resources/helping-clients/processing-standards/review-of-annual-income-01.html)

[MAP - Work Bonus \[http://doogle/map/employment-and-training/specific-employment-related-assistance/work-bonus/introduction.html\]](http://doogle/map/employment-and-training/specific-employment-related-assistance/work-bonus/introduction.html)

[MAP- Core policy: Request for financial assistance \[http://doogle/map/income-support/core-policy/requests-for-financial-assistance/index.html\]](http://doogle/map/income-support/core-policy/requests-for-financial-assistance/index.html)

[Request for financial assistance \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/request-for-finance-assistance/index.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/request-for-finance-assistance/index.html)

[Transition to Work \(TTW\) – Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/transition-to-work/transition-to-work-ttw.html)

[Employment and Work Readiness Assistance \(EWRA\) - Homepage \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/employment-and-work-readiness-assistance/index.html)

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# Transition to Work Grant (TTW) - Conversations and Good Decision Making

This page provides you with some conversation prompts to use when discussing a TTW application with a client and how this supports you to make good decisions.

[Overview](#)

[General Conversations Prompts](#)

[Detailed Conversation Prompts](#)

[Personal Protective Clothing/Safety Equipment](#)

[Good Decision Making](#)

[When Information is Unclear](#)

[Youth Clients](#)

## Overview

To make a good decision you need to have a detailed conversation with your client, to understand their individual circumstances and needs. It is important to gather the right information to support your recommendation to grant or decline the application.

Not every conversation will be the same with every client but there are some general conversation prompts that you should include in every TTW discussion.

## General conversation prompts

- What does the client need? (Clothing, transport/petrol, childcare.)
- Are the items the client needs essential and reasonable?
- What is the most affordable option to meet the essential need?
- Is alternative assistance available? (ie \$3K to work)
- Has the client already had TTW for the same or similar item in the last 52 weeks
- Is it reasonable to expect that the client would have this cost again?

## Detailed conversation prompts

If the client is applying for **job search costs** because they are attending an interview you also need to discuss what job they applied for and what the interview details are and record this in CMS.

- What job is the client interviewing for?
- Is the job suitable for the client? (Does the client have the necessary skills to do the job?/ TTW cannot be paid if employment is deemed an [inappropriate business](#))
- Who is the interview with? (name of the business)
- When is the interview? (date)
- Would the client be able to attend the interview without TTW assistance?

If the client is applying for job placement costs because they are starting work you also need to get the employment details.

- Name of the employer
- What day/date do they start?
- Salary/wages or hourly rate (if known)
- Is the job suitable for the client? (TTW cannot be paid if employment is deemed an [inappropriate business](#))
- Are the items required essential to enable the client to do this job?
- Is the cost of the item reasonable (does what the client is applying for match what they would need for that particular job?)
- Does the client have the means to meet these costs themselves?
- Would the client be able to start the job without assistance?
- What is reasonable for the client to provide themselves?
- Is the employer responsible for providing any items?

### **Personal Protective Clothing/Safety Equipment conversation prompts**

If the client has included the cost of buying personal protective/safety equipment in their TW application you need to explain that the employer is required to provide this for them under the [Health and Safety at Work Act 2015](#).

### **Bridging Finance**

If the client also needs Bridging Finance you should also discuss:

- When is the client's last benefit payment and first payment from work?
- What were the client's essential living costs before transitioning into work?

### **Good Decision Making**

When you have considered all the information your client gave you as part of your conversation you need to make your decision. If the information you have is consistent and you are satisfied that it covers everything that you need to support the client's application you will usually be able to make a clear decision about whether to recommend granting TTW or declining the application.

### **When Information is unclear**

If you are not satisfied that the information is clear or it is inconsistent, you can ask the client to provide some proof.

#### **Costs**

If you feel that the costs the client is applying for are unreasonable, or doesn't fit the job search activity, job interview requirements or employment needs; you should look online at retail and supplier websites and use your local knowledge to identify an alternative cost for that item.

#### **Personal Protective Clothing/ Safety Equipment**

If you can't confirm that the employer **is not** responsible for paying for personal protective clothing/safety equipment you can ask the client to get the employer to complete the **Employment Verification** form.

**Note:** Asking clients to provide quotes or getting the Employer Verification form completed **should not** be your first option for confirming costs **unless** there are no other alternatives to this and you have discussed it with your Manager.

### Confirmation of Employment

If you are not satisfied with the offer of employment or details about the employment, you can contact the employer or recruitment agency to confirm this. If we have referred the client to the job vacancy, the Work Broker can also confirm these details.

If you can't contact the employer or recruitment agency or the client doesn't want you to make contact you have the discretion to ask the client to provide an offer of employment in writing or an employment contract. You must discuss this option with your Manager before asking the client to do this.

**Note:** Generally you should accept the information provided by the client. However, if you have asked the client to provide additional documents you also need to explain that you will not be able to process the TTW application until the information can be verified.

**Remember** once you have made your decision you must record this in the **Application Comment** field in the hardship application in CMS. The Authenticator will use this information to approve the payment in lieu of a paper application form and verification.

You must scan in any supporting documents and link them to the hardship application in CMS.

### Youth Clients

Generally Youth Service Clients will apply for TTW with their youth service provider. However, if a youth client applies at the service centre they **should not** be referred back to their youth coach and the application should be dealt with in the channel selected by the client. This approach supports our no wrong door policy.

If you are assessing a TTW application from a Youth Service Client you will follow the same process as you would for any other existing client. You need to discuss the reason for their application (as above) and record your decision in the **Application Comments** field in the hardship application in CMS.

Once the application is complete you should encourage the client to get in touch with their youth coach. The Youth provider contact details are recorded in a 'Must View' note in the clients CMS record.

Content owner: [Work and Income Operational Support](#) Last updated: 04 September 2018

Transition to Work (TTW) -

[Transition to Work \(TTW\) - Specific costs](#)

[Transition to Work \(TTW\) - Payment](#)

[Transition to Work \(TTW\) - Homepage](#)

[Employment and Work Readiness Assistance \(EWRA\) - Homepage](#)

[MAP - Actual and reasonable costs](#)



## Transition to Work Grant (TTW) - Knowledge Pack

Overview  
Item Details  
Selected

# Transition to Work Grant - Knowledge Pack

### *An online course for Service Delivery staff*

Kia ora and welcome to this online course that provides you with the core knowledge about Transition to Work Grant.

When a client (or their partner) is moving from Benefit to employment or moving from one job to another, we may be able to provide assistance to meet their additional costs.

A Transition to Work Grant (TTW) is a non-taxable, non-recoverable payment that provides flexible financial assistance to help meet these additional costs.

This online course is about the eligibility requirements for TTW to ensure clients receive their full and correct entitlement. You will need to read all the Doogle links. When you are feeling confident, there is a quiz to test your new knowledge.

**At the end of this 1 hour session, you will have an understanding of eligibility requirements including:**

- Essential costs relating to seeking work such as clothing
- Attending job interviews such as travel costs
- Moving into work such as tools or clothing needed for work
- Transitioning from one job to another
- Relocation costs
- Living expenses until their first pay

**Click on the 'Item Details' tab above to start the course.**

(rev.1 14/6/2017)

Instructor-led and Online Course

An online tutorial for Service Delivery staff.

You will need to read all the related links on the doogle homepage to get a good understanding of the eligibility criteria for Transition to Work Grant.

**Duration:** Up to 1 hour

**NB:** If you are unable to view any of the material, please email course details to [mylearning@msd.govt.nz](mailto:mylearning@msd.govt.nz)

**Key words:** benefit; finance; interview; employment

- 1Hour(s)  
DURATION: 1 Hour(s)

## **QUIZ**

### **Transition to Work Quiz**

This is a sequential quiz, which means that you must answer the questions in the order presented. You must answer each question. Consider your answers carefully; once you move to the next question, you cannot go back. When you complete the quiz click Submit Quiz. Your answers will be evaluated and your quiz grade recorded. – Start.

#### **Question 1**

Joe is a JS client and has rung the Contact Centre to tell us he has a job interview first thing tomorrow and he's not sure he can get to his local office before it closes.



True



False

You are correct. The Contact Centre Representative (CSR) Full Assist person can complete the TTW application over the phone so Joe doesn't have to come in to the office.

#### **Question 2**

What costs below can you get TTW for?



Petrol/transport



Clothing



Uniform



Relocate to take up employment



Childcare



Tattoo removal



Cost of an interpreter



All of the above

Well done you are correct . You can get TTW for all of the costs listed.

**Question 3**

What is the maximum amount of dollars payable for Transition to Work Grant?

☐

1200

☒

1500

☐

800

☐

2000

You are right 1500 dollars is the maximum amount of dollars payable for Transition to Work Grant?

**Question 4**

Anyone can apply for TTW

☒

True

☐

False

Well done. Anyone can apply for TTW you do not have to be on a benefit.

**Question 5**

Bridging finance can be paid (to a maximum of \$250 per week for 2 weeks at a time) for clients who are moving into full-time paid employment and face a shortfall in income from when their benefit stops until they receive their first pay cheque.

☒

True

☐

False

Well done you are correct. Bridging finance can be paid (to a maximum of \$250 per week for 2 weeks at a time) for clients who are moving into full-time paid employment and face a shortfall in income from when their benefit stops until they receive their first pay cheque.



**Question 6**

To receive TTW a client must have an essential cost because of their:



Job search



Job interview



Job offer



All of the above

You are right, all of the choices are essential costs.

**Question 7**

Transition to Work is part of the Employment and Work Readiness Assistance Programme (EWRA)



True



False

Well done. Transition to Work is part of the Employment and Work Readiness Assistance Programme (EWRA).

**Question 8**

A client ( ) receive TTW when they are moving in to self-employment.

Your answer: cannot

Well done A client cannot receive TTW when they are moving in to self-employment

Congratulations. You have passed the quiz!

**Exit**