



22 DEC 2020

Dear [REDACTED]

On 2 November 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information regarding redundancy payments:

- 1. The number of cases/complaints raised with MSD regarding treatment of redundancy payments since 01 January 2020*
- 2. The number of cases that have been upheld and a payment been made as a result*
- 3. The total amount that has been paid out as a result*
- 4. The number of cases that have been declined or rejected and if possible, the reason(s) for rejection*
- 5. The average processing time of cases*
- 6. Internal correspondence and guidance relating to the handling of these cases*

On 30 November 2020, the Ministry contacted you to advise that we require more time to answer your request. Under section 15A of the Act we extended your request and advised that a decision will be with you no later than 22 December 2020.

The Ministry takes seriously its obligation to make correct decisions for those who need our assistance and is committed to ensuring people receive what they are entitled to.

The rules around the treatment of redundancy and retirement payments in regard to benefit commencement dates are set out in the Social Security Act 2018 and Social Security Regulations 2018. The treatment of redundancy payments is complex and has changed over time.

Redundancy payments are not used in the calculation of a client's entitlement date, but they are used to calculate the length of stand-down period and they may also have an impact on the types of supplementary and one-off entitlements available.

A stand-down is a period of up to two weeks where a client cannot receive any benefit payment. I note that as part of the Government's response to COVID-19, there are currently no benefit stand-downs; this exception has been in place between 23 March 2020 and has been extended until 24 July 2021, due to the impacts of COVID-19. However, outside of this date range, a client's redundancy pay will affect how long their stand-down period is.

More information about redundancy payments and benefits can be located on the Work and Income website available at: [www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null](http://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null).

The Ministry has recently reviewed its decision making in relation to redundancy payments and has found that guidance to staff is accurate and decisions are being made correctly in the majority of cases. However, the errors found in a small proportion of cases, as well as the complexity surrounding the rules, demonstrate that there is room for improvement in our practice to reduce the rate of error.

As a result, the Ministry has updated its policy guidance to staff to ensure it is clearer and easier to follow. Furthermore, the Ministry has implemented a process to manage queries in relation to the treatment of redundancy payments for anyone who is concerned that we have made an incorrect decision. Anyone with concerns can access the online form through the above link.

I will answer your questions in turn.

*1. The number of cases/complaints raised with MSD regarding treatment of redundancy payments since 01 January 2020*

As at 12 November 2020, there have been 1,063 cases for review submitted to the Ministry.

*2. The number of cases that have been upheld and a payment been made as a result*

The Ministry has interpreted 'upheld' to mean a that a decision that has been overturned, as a decision being 'upheld' would not result in a payment. The Ministry has identified 14 cases which have shown that the redundancy payment was treated incorrectly and received a payment as a result.

*3. The total amount that has been paid out as a result*

As at 12 November 2020, \$25,933.69 has been paid out in total from the 14 cases mentioned above.

*4. The number of cases that have been declined or rejected and if possible, the reason(s) for rejection*

499 cases have been rejected or closed. Of those 499, 179 were rejected because the query was not related to the redundancy payment. The remaining 320 were closed because the redundancy payment was handled correctly by the Ministry.

*5. The average processing time of cases*

Each case is unique, and second parties often require consultation. Further to this, the Ministry does not readily record the average processing time of cases and would need to review individual case files to determine this information. As such, this part of your request is refused under section 18(f) of the Act, as substantial manual collation would be required to provide you with the average processing time of cases.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

6. *Internal correspondence and guidance relating to the handling of these cases*

Please find the following documents enclosed in this response:

- *Historical Redundancy Issue, Undated*
- *Response to Historical Redundancy Issue – Escalation process – High Level Process Flow, Undated*

Please note that the document titled 'Historical Redundancy Issue' mentions that the stand down period ended on 23 November 2020. Since this document was drafted, this date has been extended to 24 July 2021.

Please note that some names have been redacted for privacy reasons under section 9(2)(a) of the Act. The need to protect the privacy of the individuals outweighs the public interest in this information.

You will also note that some details are withheld under section 9(2)(k) of the Act in order to reduce the possibility of staff being exposed to phishing and other scams. This is because information released under the Act may end up in the public domain, for example, on websites including the Ministry's own website.

Further to answer question six, please see the following two links for information regarding redundancy payments which has been made publicly available as part of previous Official Information Act requests:

- [www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/july/r-20200714-request-for-copies-of-the-map-advice-for-staff-from-previous-years-relating-to-redundancy-and-benefit-waiting-times.pdf](http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/july/r-20200714-request-for-copies-of-the-map-advice-for-staff-from-previous-years-relating-to-redundancy-and-benefit-waiting-times.pdf)
- [www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/july/request-for-copies-of-all-advice-received-or-provided-by-msd-regarding-the-implications-of-redundancy-payments.pdf](http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/july/request-for-copies-of-all-advice-received-or-provided-by-msd-regarding-the-implications-of-redundancy-payments.pdf)

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

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

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. 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 relating to redundancy payments, 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 blue ink, consisting of a stylized 'K' followed by a long horizontal line.

Kay Read

*PP*  
**Group General Manager  
Client Service Delivery**



# Historical Redundancy Issue

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## Helpful background and context

Redundancy payments may affect when a benefit payment starts. How redundancy payments are applied when calculating commencement dates has changed several times over the years.

In March 2020, it was identified that the Ministry may have been treating redundancy payments incorrectly.

The Ministry encouraged people to contact us if they believe we treated their redundancy payments incorrectly. Contact Centre and frontline staff started fielding enquiries from 11 May 2020. An online webform was added to the Work and Income site on 4 June 2020. A task was added into S2P for staff to review the record.

These have been triaged into the five cohorts identified as a result of the initial review below:

- Cohort 1 – Redundancy payment was treated correctly
- Cohort 2 – Insufficient information on file to determine an outcome
- Cohort 3 – No evidence the client made contact at the time they were made redundant
- Cohort 4 – Redundancy payment was treated incorrectly
- Cohort 5 – The query was not related to the redundancy payment issue

As at 17 August, the Ministry has received 992 queries, 936 of which have been desktop checked (but not processed) and can be broken down as follows:

	Type of enquiries	Number of enquiries	Action taken
Cohort 1	Redundancy payment was treated correctly	288	<ul style="list-style-type: none"> <li>• 121 have been advised that their redundancy payments were treated correctly, or they didn't receive a redundancy payment at all</li> <li>• 22 have been sent an acknowledgement letter or email – this includes an apology for the delay in reviewing their query. These queries will be managed in accordance with process</li> <li>• The remaining 145 are in the process of being advised their redundancy payments were treated correctly or they didn't receive a redundancy payment at all.</li> </ul>
Cohort 2	Insufficient information on file to determine an outcome	392	<p>For this cohort an acknowledgement letter or email has been sent. These clients have been asked to provide the supporting documents to email:</p> <p><a href="mailto:TreatmentofRedundancy@msd.govt.nz">TreatmentofRedundancy@msd.govt.nz</a></p> <p>Although you will have access to this inbox, the gatekeeper will manage this and upload any documents to CMS as well as creating a S2P task for your query.</p>
Cohort 3	No evidence the client made contact at the time they were made redundant	99	<p>For this cohort an acknowledgement letter or email has been sent.</p> <p><b>This process is currently on hold as a process is to be determined.</b></p>
Cohort 4	Redundancy payment was treated incorrectly	8	<p>3 cases have been resolved and paid as they were escalated and dealt with by the region.</p> <p>Remaining 5 cases on hold – are being managed by the transactional team.</p>

Cohort 5	The query was not related to the redundancy payment issue eg query about hardship etc	149	Closed/Resolved at the time of checking the enquiry
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*Important to note: Our focus as practitioners will be managing and reviewing Cohort 2 and Cohort 4. However, there may be instances where a client's circumstance may reflect in a change on their cohort group. You will need to identify this and process accordingly.*

## Process Detail by cohort

### Cohort 1 – The redundancy payment was treated correctly

- 1 For these clients, there is enough information on file to check the redundancy payments were treated correctly.
- 2 When it's determined that the redundancy payment was treated correctly, the client must be advised of the outcome via letter/email:
  - Clients who made their query via the webform will be sent an email by the person processing their query.
  - Clients who made their query via the contact centre will be sent an ECS letter – letter name 'Treatment of redundancy', then pick the appropriate letter from the list.
- 3 The letter includes the process for what to do if the client disagrees with the outcome, which is that they can request an out of time Review of Decision. This review will be managed via the BAU process for out of time Reviews of Decisions.
- 4 A CMS note must be added outlining the redundancy payment was treated correctly as per the legislation at the time and a letter has been sent to the client to advise of the outcome.

### Cohort 2 – Insufficient information on file to determine an outcome

- 1 For clients in this cohort, we do not have enough information to determine if their redundancy payments were treated correctly or not.
- 2 A letter/email will be sent to the client advising that we need more information about their redundancy payment, when they ceased work, final pay details etc for us to check if their redundancy payment was treated correctly.
- 3 A CMS note must be added by the processing staff member advising that a letter/email has been sent to the client requesting further information.
- 4 The letter/email will advise clients that any information should be provided to a Service Centre or the [TreatmentofRedundancy@msd.govt.nz](mailto:TreatmentofRedundancy@msd.govt.nz) email where it will be scanned to the client's record and a task added to S2P so specialised processing staff can review the task and complete an assessment.



### ***Additional information provided***

The processing staff member will pick up a task via S2P and will oversee this record, completing the review end to end.

A client can either provide their supporting additional information via the email address provided in their letter or to their local service centre.

When a client provides the additional information by:

Email:

The gatekeeper will commission this work in S2P

Service Centre:

The service centre will scan the additional information to the clients CMS record, link it to a 'Reviews of Decision and Appeals' client event note and will then email the 'redundancyescalations@msd.govt.nz' email to notify the gatekeeper. The gatekeeper will either:

- Commission the work into S2P

Or

- If the client is providing further supporting documents and a staff member is working on the record i.e. has their S2P task on hold due to requesting even further information, the gatekeeper will email the staff member who is already overseeing the review.

- 5 The processing staff member will check the record and determine if the redundancy payment was treated correctly or not.
- 6 If the redundancy treatment was treated correctly, staff will send a letter or email to the client advising of the outcome and add a CMS note (refer to process for cohort 1).
- 7 If the assessment determines that the redundancy payment was treated incorrectly, staff must follow the process as outlined for Cohort 4 – 'Redundancy payment was treated incorrectly'.
- 8 If the information provided is not enough to determine if the redundancy payment was treated correctly staff will contact the client to verify the requested information. You will need to do this via the assigned redundancy email inbox: [TreatmentofRedundancy@msd.govt.nz](mailto:TreatmentofRedundancy@msd.govt.nz)

*No additional information provided*

- 9 If the client does not provide additional information about their redundancy payment within 10 working days, a letter will need to be sent.

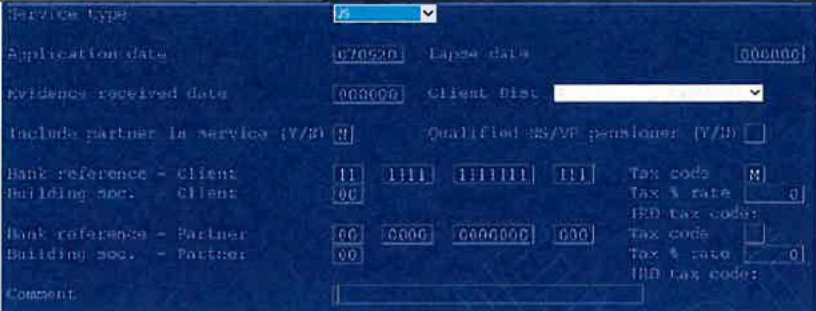
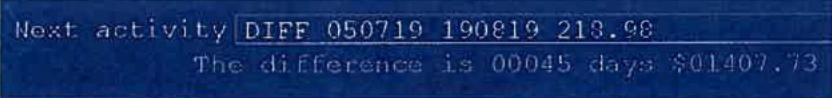

### **Cohort 4 – Redundancy payment was treated incorrectly**

- 1 For these clients, an assessment has been completed and it's clear to see that their redundancy payment was treated incorrectly at the time of their application.
- 2 Specialised staff will complete the following to correct the client's record:

Step	Action	Procedure	Additional Notes
	Assess date of entitlement date	Using the information available review and assess the correct entitlement date. Note consideration will need to be given to historical cases (eg 1990s) as the way payments were treated then might have been different	
	Apply stand down period if applicable	Check the redundancy legislation relevant to the time of redundancy and apply the correct stand down period. After the stand down period has been applied this is the date the benefit should be granted from.	
	Determine arrears period	Compare original grant date against the date benefit should have been granted.	
	Calculate arrears owed	Check rates of payment in SWIFTT (SPYHI, SBDR) and CMS grant notes. Benefit and all supplementary assistance. Use these rates to calculate the total amount owed for the arrears period assessed. Note, this includes calculating any potential arrears to partners, ex partners etc too.	
	Peer check	Have your peer check completed before any actions are processed	
	If within 6 months	Data Integrity Unit can adjust a benefit grant date and processing staff can complete back dated reviews to pay the arrears owed to the client.	<p>Go to S2P:  <a href="https://s2p.ssi.govt.nz/ords/f?p=210:1:200783531735743:::">https://s2p.ssi.govt.nz/ords/f?p=210:1:200783531735743:::</a></p> <p>Queue List</p> <p>Search: Data Integrity  Authentication, Unlodge, Housing, SST, Property, CC, DEL, All</p> <p>Queue: Sub-Queue</p> <p>Data Integrity: Assigning an AS region code request  CMS: Manual Status enter  CMS: Request  Deleting note added to the wrong client record  Duplicate Record Request  Grant/Date Change / redundancy checks  Grant awarded SWIFTT error: NOIDS  Health professionals / designated  No SHN Related  Other Party SHN  Other System Request  SWIFTT Request</p>





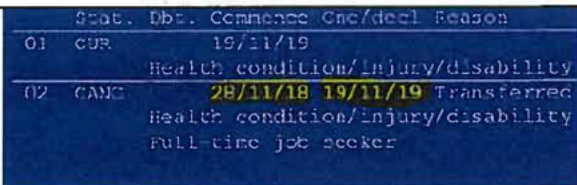
SREG	<ol style="list-style-type: none"> <li>1. Service type= The benefit that was granted at the time of your review period.</li> <li>2. Application date= Today's date</li> <li>3. Bank Reference -Client= Bank account</li> <li>4. Enter</li> </ol>	
Manual calculations	<p><b>Tip:</b> Here are suggestions of some of the ways you can check your manual calculations:</p>	<p>DIFF (via SWIFTT)</p> <p>In SWIFTT go to SSTAI and enter as below:</p> <p>DIFF</p> <p>DDMMYY (date of correct commencement)</p> <p>DDMMYY (day before incorrect commencement in SWIFTT)</p> <p>Rate (the rate of the benefit and/or supplementary assistance – you will need to do these multiple times if checking different rates)</p> <p>For example:</p> 
SAHPI – SAHPA	<ol style="list-style-type: none"> <li>1. Go to SAHPI</li> <li>2. Go to SAHPA</li> <li>3. Service Type: The benefit and/or supplementary assistance that you are paying</li> <li>4. Payment amount (net): the amount you are paying for the service type i.e. JS, AS etc.</li> </ol> <p><b>You only need to input the net rate.</b></p>	

	<p>5. Enter</p> <p><i>Important: This will be sent to SATRI and you will need to have these arrears authorised.</i></p>	
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## Helpful systems and links

In any instance where you require historic or current policy clarification, please contact Operational Policy on [S9\(2\)\(k\) OIA](#)

These are some of the system and screens you'll require to help build what decisions were made at what time.

	Action	Procedure	Responsibility Business Unit																									
1.	Client CMS search	Processor to check if client record exists.																										
2.	SWIFTT search	Check SWIFTT if client has SWIFTT record history																										
3.	Benefit history	<p>Check the SPBTI screen in SWIFTT. This shows all the benefit grant and cancel dates for all historic grants</p> <p><b>Important:</b></p> <p>You will need to check if the client had a partner or children for the period that you are reviewing. You can check in SPBTI to see if a partner was included.</p>	 <table><thead><tr><th>Stat.</th><th>Dbt.</th><th>Commence</th><th>Cnc/dcl</th><th>Reason</th></tr></thead><tbody><tr><td>01</td><td>CUR</td><td>19/11/19</td><td></td><td>Health condition/injury/disability</td></tr><tr><td>02</td><td>CANC</td><td>28/11/18</td><td>19/11/19</td><td>Transferred</td></tr><tr><td></td><td></td><td></td><td></td><td>Health condition/injury/disability</td></tr><tr><td></td><td></td><td></td><td></td><td>Full-time job seeker</td></tr></tbody></table>	Stat.	Dbt.	Commence	Cnc/dcl	Reason	01	CUR	19/11/19		Health condition/injury/disability	02	CANC	28/11/18	19/11/19	Transferred					Health condition/injury/disability					Full-time job seeker
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				Full-time job seeker																								
	SDT1A	If redundancy is for <u>current benefit grant</u> this will show how the entitlement date was calculated, and can be used to assess if the entitlement and grant dates were calculated																										

		correctly determine if redundancy pay was treated incorrectly	
	<b>Client event notes/archived notes history</b>	Search the client event notes for relevant financial assistance grant notes. Grant notes should cover the decision-making process and provide a summary how the entitlement date and grant date was calculated.	<p>Client Events List</p> <p>Launch Notes Search</p>
	<b>Scanned documents</b>	<p>Check scanned documents in CMS for relevant documentation that will support how the entitlement date and grant date was calculated and determine if redundancy pay was treated incorrectly, for example final pay details, payslips, letter/s from the employer, Employment Earnings Verification form.</p> <p><i>Tip: It is best to use the 'complete list' and 'search criteria' when going back to search for documents, especially when a client has lists and lists of documents as CMS does not list ALL scanned documents if there are over 50 in a certain period.</i></p>	<p>CMS &gt; Service Delivery Case &gt; Client Events &gt; Scanned Docs &gt; Complete List &gt; Search Criteria</p> <p>Complete List</p> <p>Search Criteria</p> <p>Document Type &amp; Name <input type="text"/></p> <p>Saved Date - From <input type="text" value="01/01/1990"/></p> <p>Saved Date - To <input type="text" value="01/06/1990"/></p> <p>Search Close</p>
	<b>Online application</b>	If an online application form was submitted, the employment ceased details may be captured here. This information can be used to help assess if redundancy pay was treated incorrectly	CMS > Online Application Summary
	<b>V-retrieve</b>	The letter history in launch correspondence may hold benefit grant letters which may contain supporting information for the entitlement and grant dates and help determine if redundancy pay was treated incorrectly	CMS > Service Delivery Case > Other Systems > Launch Correspondence



			<p>Launch Applications</p> <ul style="list-style-type: none"> <li>Hardship Assistance</li> <li>SWIFTT</li> <li>Obligations Management</li> <li>Obligations Details</li> <li>Social Obligations Management</li> <li>Launch Correspondence</li> <li>Absence from New Zealand</li> <li>Warrants to Arrest</li> <li>Payment Card Redirection</li> <li>Appointments</li> </ul>
	Partners record	If the information is not stored in the clients record it may be scanned and saved under the partners record. If there isn't a partner linked SWIFTT and CMS will hold the information of who their partner was at the time of benefit grant.	
	Legislation check	Assess if correct legislation was applied at the time redundancy	

What	Supporting Info	Link
<b>How redundancy affects stand-downs:</b>		
<b>Before 1991</b>	Before 1991, redundancy payments didn't affect stand-downs	<a href="https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null">https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null</a>
<b>March 1991 - November 1992</b>	From March 1991 until November 1992, there was a special redundancy stand-down of up to 26 weeks for people who got redundancy payments.	<a href="https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null">https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null</a>

<b>November 1992 - 2007</b>	In November 1992, the special redundancy stand-down was removed, and a 10-week High Income stand down was introduced. From then until 2007, redundancy payments were included when calculating the length of the stand-down.	<a href="https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null">https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null</a>
<b>2007 – 22 March 2020</b>	Since 2007, the stand-down has been either one or 2 weeks. Redundancy payments are included as income when deciding whether someone should have a one-week or two-week stand-down.	<a href="https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null">https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null</a>
<b>23 March 2020 - Present</b>	From 23 March to 23 November 2020, the Government has removed stand-downs as part of its response to COVID-19.	<a href="https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null">https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null</a>
<b>Handy SWIFT Screens</b>	SPBTI    SDT1A    SBDR	
<b>What do we consider to work out when a client becomes eligible to get a benefit after they've been working?</b>	<ul style="list-style-type: none"> <li>Any holiday or retirement pay</li> <li>Sick leave or other leave you were paid</li> <li>Any pay you got in lieu of notice</li> <li>Any payments you got at the end of a fixed-term contract</li> </ul> <p>If they got redundancy pay, as agreed in your employment contract, it isn't included when calculating when you become eligible for a benefit.</p>	<a href="https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null">https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null</a>
<b>Redundancy pay doesn't count as income for benefit payments</b>	When we calculate the rate of benefit payment you get, redundancy pay, and retirement pay don't count as income. This means they don't affect your payment rate. Any interest earned on these payments do count as income	<a href="https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null">https://www.workandincome.govt.nz/about-work-and-income/news/2020/redundancy-payments-and-benefits.html#null</a>
<b>IMPORTANT:</b>	<b>Prior to 2 July 2007</b> – Weekly benefits were paid over a 5 day period (Monday to Friday only).	

**2 July 2007**

**Working New Zealand**

Map has been updated with Working New Zealand changes that reflect new eligibility criteria, pay cycle changes, and correction powers. (Also, see Wednesday Brief of 27 June 2007.)

**Eligibility changes include:**

- residency criteria for Main benefits (except Orphans Benefit and Unsupported Childs Benefit, and NZ Superannuation)
- removal of the "qualifying child" criteria for DPB - Sole Parents and Widows Benefit
- extending the level of care requirements for DPB - Care of Sick or Infirm
- additional requirements for 16-17 year olds applying for DPB - Care of Sick or Infirm
- 16-17 year olds discharged from CYF no longer required to have a breakdown in the relationship with their caregiver to receive Independent Youth Benefit
- youth participating in employment related training do not have a stand-down for Independent Youth Benefit
- a maximum period of two weeks for all initial stand-downs

**Pay cycle changes**

All main benefits (except NZ Superannuation) will be paid over a seven day period and all benefits will be paid weekly

**Correction power**

This can be used to make retrospective payments in some circumstances. See

- Application guidelines When to consider correction power

You can find this information here:

<http://doogle.ssi.govt.nz/map/changes/map-changes-in-2007.html>

**USEFUL MAP LINKS:**

<b><u>CURRENT:</u></b> Initial Stand down		<a href="http://doogle.ssi.govt.nz/map/deskfile/initial-stand-down/current-stand-down-periods.html">http://doogle.ssi.govt.nz/map/deskfile/initial-stand-down/current-stand-down-periods.html</a>
Formula	The following link is information on the current formula used to calculate initial stand-down periods	<a href="http://doogle.ssi.govt.nz/map/deskfile/initial-stand-down/formula-for-initial-stand-down-periods.html">http://doogle.ssi.govt.nz/map/deskfile/initial-stand-down/formula-for-initial-stand-down-periods.html</a>
Jobseeker Commencement Date	This link will give you information on current policy for JS commencement dates	<a href="http://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/commencement-date.html">http://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/commencement-date.html</a>



<b>Jobseeker – Redundancy Payments</b>	This link will give you information on current policy for JS redundancy payments	<a href="http://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/redundancy-payments-01.html">http://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/redundancy-payments-01.html</a>
<b>Jobseeker Severance Payments</b>	<p>Severance payments are included in the assessment of a person's last 26 or 52 weeks' income to determine the length of their initial stand-down. Severance payments do not affect the date employment ceased.</p> <p>This link gives you more information based on current policy.</p> <p>If your review period is outside current policy, you may need to seek the advice of OpPol</p>	<a href="http://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/severance-payments.html">http://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/severance-payments.html</a>
<b>Jobseeker – Retirement Payments</b>	<p>Retirement payment may also be known as retiring leave, a retirement allowance or a retirement gratuity.</p> <p>This link gives you more information on retirement payments based on current policy.</p> <p>If your review period is outside current policy, you may need to seek the advice of OpPol.</p>	<a href="http://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/retirement-payments-leave-and-allowances-01.html">http://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/retirement-payments-leave-and-allowances-01.html</a>
<b>Sole Parent – Commencement Date</b>	This link will give you information on current policy for SPS commencement date	<a href="http://doogle.ssi.govt.nz/map/income-support/main-benefits/sole-parent-support/commencement-date.html">http://doogle.ssi.govt.nz/map/income-support/main-benefits/sole-parent-support/commencement-date.html</a>
<b>Sole Parent – Severance Payments</b>	This link will give you information on current policy for SPS severance payments	<a href="http://doogle.ssi.govt.nz/map/income-support/main-benefits/sole-parent-support/severance-payments.html">http://doogle.ssi.govt.nz/map/income-support/main-benefits/sole-parent-support/severance-payments.html</a>
<b>Sole Parent – Redundancy Payments</b>	This link will give you information on current policy for SPS redundancy payments	<a href="http://doogle.ssi.govt.nz/map/income-support/main-benefits/sole-parent-support/redundancy-payments-01.html">http://doogle.ssi.govt.nz/map/income-support/main-benefits/sole-parent-support/redundancy-payments-01.html</a>
<b><u>HISTORIC:</u></b>	This link will take you to the information for stand-down periods 1998 – May 2020.	<a href="http://doogle.ssi.govt.nz/map/deskfile/initial-stand-down/introduction.html">http://doogle.ssi.govt.nz/map/deskfile/initial-stand-down/introduction.html</a>

<b>Initial Stand down</b>	Note: If your review is for a date prior to what is in MAP, contact OpPol for advice.	
<b>Main Benefit Historical Rates</b>	This link will take you to the historical rates of Main Benefits that are no longer active i.e. DPB, Invalids, UB etc.	<a href="http://doogle.ssi.govt.nz/map/deskfile/historical-rates/main-benefits-historical-rates/index.html">http://doogle.ssi.govt.nz/map/deskfile/historical-rates/main-benefits-historical-rates/index.html</a>
<b>Main Benefit Historical cut-out points</b>	This link will take you to the historical cut-out points of main benefits that are no longer active i.e. DPB, Invalids, UB etc.	<a href="http://doogle.ssi.govt.nz/map/deskfile/historical-rates/main-benefits-historical-cut-out-points/index.html">http://doogle.ssi.govt.nz/map/deskfile/historical-rates/main-benefits-historical-cut-out-points/index.html</a>
<p style="text-align: center;"><b>Further advice received from OpPol and Helpline</b></p> <p><i>If you need some clarity or if your review period possibly crosses over policy and/or legislation changes, email Operational Policy for advice.</i></p>		
<b>Medical Retirement Payment</b>	<p>Advice from OpPol:</p> <p>v</p> <p>A Medical Retirement Payment is the same as a retirement payment. The reason for retirement doesn't matter, it is just the fact that the client is retiring. So, any retirement payment will be treated the same (unless a person finishes employment for a reason other than retirement and gets a retirement payment).</p>	
<b>Holiday Pay</b>	<p>Advice from OpPol:</p> <p>Treatment of holiday pay has not changed.</p>	
<b>Severance Payments</b>	<p>Until June this year, Map stated that some severance payments are used to calculate the date employment ceased (except where they are a redundancy payment), but didn't provide much in the way of guidance.</p> <p>In June, OpPol clarified its policy position and added more information to Map about what severance payments are and how they affect benefit.</p>	
<b>Payment in lieu of notice</b>	Advice from helpline:	<a href="http://doogle.ssi.govt.nz/map/income-support/main-">http://doogle.ssi.govt.nz/map/income-support/main-</a>

Question: Is payment in lieu of notice treated as holiday pay if the client doesn't work out their notice period?	<p>Yes – payment in lieu of notice paid out when the client ceased work – last day of work is the date a client physically worked.</p> <p>Pay in lieu of notice is included as a specified termination of payment in relation to the termination of the person's employment – to calculate the date 'ceased' work.</p>	<a href="#">benefits/jobseeker-support/employment-ceased-01.html</a>
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Template Options:	
Advice from OpPol template:	<b>Redundancy related</b> Background: <i>[Be specific. No more than a paragraph.]</i> MAP Link: Advice/Clarification needed: <i>[Be specific on what advice you are requiring]</i>
Client Event Template to checker:	Period Reviewing: Redundancy Payment: Holiday Pay:                      Holiday Pay days: Holiday Period: Other Pay:  Date of event: Stand-down imposed at time of grant: Commencement date:  Correct Stand-down: Correct Commencement date: Legislation used:



	SWIFTT action:  Arrears due: Arrears period: Total owing:  Bank account checked: Y/N
Handy tools	<a href="http://doogle.ssi.govt.nz/business-groups/helping-clients/work-and-income/who-we-are/regional/northland/training/calculators.html">http://doogle.ssi.govt.nz/business-groups/helping-clients/work-and-income/who-we-are/regional/northland/training/calculators.html</a>

## Appendix 1 – High Level breakdown of redundancy payments

If a client has received a redundancy payment in the past, how it was treated depends on the law at the time. The rules around this has changed several times over the past 30 years:

- Before 1991, redundancy payments didn't affect stand-downs
- From March 1991 until November 1992, there was a special redundancy stand-down of up to 26 weeks for people who got redundancy payments.
- In November 1992, the special redundancy stand-down was removed and a 10 week High Income stand down was introduced. From then until 2007, redundancy payments were included when calculating the length of the stand-down.
- Since 2007, the stand-down has been either one or 2 weeks. Redundancy payments are included as income when deciding whether someone should have a one-week or two-week stand-down.
- From 23 March to 23 November 2020, stand-downs were removed as part of its response to COVID-19.

# Response to Historical Redundancy Issue Escalation process

HIGH LEVEL  
PROCESS FLOW  
IN CONFIDENCE

## Purpose:

This documents outlines the escalation process where we encounter complex cases requiring other expertise and support.

## Review Rights

There is no blanket rule when it comes to applying review rights so you will need to treat each case on its own merit. Below is a guideline for the different variations of scenarios you may come across. If you are unsure on whether to apply review rights or not, please seek the advice of 9(2)(a)

### Correct OOT Review

Received redundancy payment - it was handled correctly

Review Rights are applied. This letter is currently in ECS.

Important to note: If the decision was more than three months ago, the client will need to follow the 'Out of Time' process. This is explained in the letter.

### Incorrect Review Rights

Received redundancy payment - it was handled incorrectly

Review Rights are applied. This letter will be completed manually with the sign out from manager of Client Service Delivery.

### Correct but other alterations

Example: Redundancy correct but holiday pay charged incorrectly.

Example: No record of a redundancy payment however we have identified an error and have corrected

In these cases, you are best to seek the advice of 9(2)(a)

