



10 FEB 2020

[REDACTED]

Dear [REDACTED]

On 12 November 2019, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *A copy of any information held by the Ministry in relation to grants for school supplies, such as school uniforms and stationery, since January 2019.*
- *The total number of grants and the total amount paid since 1 January 2019.*
- *The number of clients who applied for and were granted more than one grant (with a table showing the number of grants paid to a client, e.g. 12 people received 4 grants, 6 people received 5 grants, etc).*
- *I am particularly interested in any reports prepared relating to issues such as system testing, multiple applications made by clients, and associated client debt.*

On 26 November 2019, you emailed the Ministry requesting further information on this topic under the Official Information Act 1982:

- *A copy of any information held by the Ministry in relation to client debts created as a result of grants for school supplies, such as school uniforms and stationery, since 1 November 2018. I am particularly interested in a list of the 50 largest debts created from this type of assistance by amount and district.*
- *I also ask for a list of the 50 largest debt write-offs since 1 November 2018 – listed by amount of the debt written off and district.*

Following this, on 9 December 2019 you clarified this request to the following:

*Over the one year period of 1 October 2018 to 30 September 2019, I request:*

- *A list of school supplies covered under the school supplies grants*
- *A list of the top 50 highest debts broken down by the region they were granted*
- *Total amount written off for debt write offs*

On 23 January 2020 when contacted by the Ministry, you consented to the combination of the two above Official Information Act requests.

Hardship assistance is available for people with insufficient income and assets, and who have immediate and specific needs that cannot be met by their own resources. Where eligible, parents and caregivers can apply for a hardship grant to cover the costs of school stationery, uniforms, exam fees or other school related fees.

There are two primary methods in which hardship assistance for school-related costs can be granted: an Advance Payment of benefit or a Recoverable Assistance Payment (RAP). Both Advances and RAPs are non-taxable, interest free, recoverable financial assistance to meet essential immediate needs. The type of assistance a client can receive is dependent on their personal circumstances. Advance payments are available to people who are already in receipt of a main benefit, whilst clients not in receipt of a benefit can receive a RAP if they meet the eligibility criteria (including an income and asset test).

Since 2019, the Ministry has granted hardship assistance for school costs over the phone. Prior to this, clients were required to go to a service centre. This development makes hardship assistance more accessible for clients and helps those living in isolated areas to have the same access to this assistance.

As discussed on 9 December 2019, The Ministry provides information about hardship grants for school related costs on our Manuals and Procedures (Map) website. Information on school costs can be found at: [www.workandincome.govt.nz/map/income-support/extra-help/advance-payment-of-benefit/school-costs-01.html](http://www.workandincome.govt.nz/map/income-support/extra-help/advance-payment-of-benefit/school-costs-01.html).

For the sake of clarity your requests are answered in the chronological order they were received by the Ministry. Please find the following information relating to your request of 12 November 2019:

- *A copy of any information held by the Ministry in relation to grants for school supplies, such as school uniforms and stationery, since January 2019.*
- *The total number of grants and the total amount paid since 1 January 2019.*
- *The number of clients who applied for and were granted more than one grant (with a table showing the number of grants paid to a client, e.g. 12 people received 4 grants, 6 people received 5 grants, etc).*
- *I am particularly interested in any reports prepared relating to issues such as system testing, multiple applications made by clients, and associated client debt.*

I have enclosed the following three documents from the Ministry's intranet:

- School Uniforms, Stationery and School Costs Payments, last updated 14 August 2019
- School Uniforms, Stationery and School Costs – Advance Payments and Recoverable Assistance Payments, last updated 14 August 2019
- School Related Costs, last updated 21 January 2020.

The intranet provides information to assist staff with their roles and keeps staff informed on changes and developments. These documents outline changes made in 2019 to help simplify applications for school related hardship grants.

Your request stated your interest in reports relating to system testing, multiple applications and debt as a result of hardship assistance. I can confirm that no reports on these subjects have been completed since January 2019. At present the Ministry is unaware of any system testing issues relating to grants for school-related costs. Clients may apply for assistance via MyMSD but any final decision around granting (entitlement, amount granted and allowable costs) still sits with a Ministry staff member. This follows the same practice as if a client were to apply through a Service Centre or over the phone with one of our Contact Centres.

As such, your request for this information is refused under section 18(e) of the Official Information Act as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

You will also note that the contact details of some individuals on the intranet documents have been 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.

Please find attached the following two tables in relation to your request for the total number of grants and amount paid:

- Table One: Number of grants and amount approved for hardship payments for school related costs from 1 January 2019 to September 2019
- Table Two: Number of grants and amount approved for hardship payments for school related costs in the period from 1 January 2019 to 30 September 2019, broken down by the number of grants and number of clients

The below information is relating to your clarified request asking:

*Over the one year period of 1 October 2018 to 30 September 2019, I request:*

- *A list of school supplies covered under the school supplies grants*
- *A list of the top 50 highest debts broken down by the region they were granted*
- *Total amount written off for debt write offs*

The school supplies covered under the grants are school fees-exam, school fees-other, school stationary, and school uniforms.

As discussed on 9 December 2019, the Ministry cannot provide the total amount written off for such debts. Retrieving this information would require a staff member to manually inspect each record that the Ministry holds. Therefore, this part of the request is refused under section 18(f) of the Official Information Act due to manual collation.

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.

Please find the following table attached in relation to your request for the Top 50 Grants for School Supplies.



- Table Three: Top 50 clients who have received the highest grants for school fees in the period 01 October 2018 to 30 September 2019.

Please note for tables one, two and three that these grants are recoverable, which means they need to be repaid. The arrangement for the repayment of these grants depends on the individual's circumstances. The Ministry works with clients to negotiate a plan helping them clear debt as soon as possible without placing them in further hardship.

Additionally, regarding tables one, two, and three, grants made for school-related costs are categorised in Ministry systems as either: school fees-exam, school fees-other, school stationery, and school uniforms. This means a client could receive multiple grants for one child in their care at one time under each of these categories. The number of grants can then increase further depending on the number of children in care. Outside of this, the number of grants provided depends on the individual circumstances of each client.

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

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

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

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding hardship assistance for school related costs, 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



Bridget Saunders  
**Manager Issue Resolution**

**Table One: Number of grants and amount approved for hardship payments for school related costs from 1 January 2019 to September 2019**

Number of grants approved	Total approved amount
54,150	\$12,479,100.20

**Table Two: Number of grants and amount approved for hardship payments for school related costs in the period of 1 January 2019 to 30 September 2019, broken down by the number of grants and number of clients**

Number of grants approved for number of clients		Total amount approved
Number of grants approved	Number of clients	
1	10,792	\$3,071,824.04
2	7,837	\$3,551,069.56
3	3,593	\$2,278,568.82
4	1,753	\$1,468,438.65
5	774	\$820,680.05
6	412	\$500,514.60
7	228	\$350,258.82
8	86	\$147,982.41
9	53	\$112,369.08
10	27	\$57,314.69
11	15	\$43,351.57
12	9	\$25,825.38
13 +	16	\$50,902.57

**Notes for Table One and Two:**

- Hardship grants include Advance Payments of Benefit and Recoverable Assistance Payments (RAPs).
- For table one, a client may have more than one grant during the reported period.
- School related costs include: school exam fees, school stationery, school uniforms and "other" school fees (e.g. assistance with school costs that are not included in the previously mentioned).
- The amount approved may differ from the amount spent (someone may spend less than the amount approved for them).

**Table Three: Top 50 Clients that recieved the highest Grants for School Supplies from 1 October 2018 to 30 September 2019**

<b>Last Region</b>	<b>Grant Total Amount</b>
Other	\$6,949.34
Auckland Metro	\$6,175.60
Auckland Metro	\$5,759.58
Other	\$5,085.72
Auckland Metro	\$4,994.77
Auckland Metro	\$4,793.89
Auckland Metro	\$4,740.47
Auckland Metro	\$4,627.78
Other	\$4,510.00
East Coast	\$4,481.50
Auckland Metro	\$4,452.16
Other	\$4,341.19
Auckland Metro	\$4,333.62
Other	\$4,328.20
Auckland Metro	\$4,328.09
Auckland Metro	\$4,280.17
Auckland Metro	\$4,183.50
Other	\$4,170.76
Canterbury	\$4,147.99
Other	\$4,049.04
Other	\$3,915.96
Auckland Metro	\$3,884.57
Auckland Metro	\$3,867.78
Other	\$3,857.00
Other	\$3,849.91
Other	\$3,777.00
Other	\$3,748.00
Auckland Metro	\$3,735.08
Auckland Metro	\$3,728.00
Other	\$3,726.68
Auckland Metro	\$3,697.00
Other	\$3,666.17
Auckland Metro	\$3,623.40
Auckland Metro	\$3,596.00
Auckland Metro	\$3,546.08
Auckland Metro	\$3,520.30
Other	\$3,505.74

**Table Three continued: Top 50 Clients that recieved the highest Grants for School Supplies from 1 October 2018 to 30 September 2019**

<b>Last Region</b>	<b>Grant Total Amount</b>
Auckland Metro	\$3,492.84
Other	\$3,444.88
Auckland Metro	\$3,434.92
Other	\$3,412.89
Other	\$3,405.11
Other	\$3,383.99
Auckland Metro	\$3,374.48
Other	\$3,369.75
Auckland Metro	\$3,325.67
Other	\$3,284.40
Other	\$3,275.09
Other	\$3,261.00
Auckland Metro	\$3,252.72

**Notes for Table Three:**

- Clients listed may have more than one child enrolled in school, therefore, these grants would cover all children enrolled.
- Clients may have children enrolled in school with specific needs that would require additional costs to aid their learning.
- 'Grant Total Amount' reflected in the table are for school fees-exam, school fees-other, school stationery, and school uniforms.
- "Other" regions include clients managed from non-regional service centres such as the centralised processing unit, Studylink processing centre, National Office and NZ Super Service centers.
- 'Grant Total Amount' displayed in this report are grants provided, not grants spent.
- Clients may have asked for multiple grants, however, the data table shows the total amount allocated to them from 1 October 2018 to 30 September 2019.

Home » Business groups » » Service Delivery » Change Hub » School Uniforms, Stationery and School Costs Payments

## School Uniforms, Stationery and School Costs Payments

We're simplifying school cost hardship processes so it's quicker and easier for clients to get help across all our channels. We want people to get the same great service online, on the phone or face to face. These changes are part of wider improvements to our hardship processes.

### What's Changing:

We've made some changes to make school costs applications easier for both contact centres and service centres.

Contact centres are able to approve school costs ([School Uniforms \[http://doogle/map/income-support/extra-help/advance-payment-of-benefit/school-uniforms-01.html\]](http://doogle/map/income-support/extra-help/advance-payment-of-benefit/school-uniforms-01.html), [Stationery \[http://doogle/map/income-support/extra-help/advance-payment-of-benefit/school-stationery-01.html\]](http://doogle/map/income-support/extra-help/advance-payment-of-benefit/school-stationery-01.html) and [School Costs \[http://doogle/map/income-support/extra-help/advance-payment-of-benefit/school-costs-01.html\]](http://doogle/map/income-support/extra-help/advance-payment-of-benefit/school-costs-01.html)) over the phone.

You can approve applications regardless of how many hardship grants a client has had, their consolidated debt or their advance balance.

Clients applying won't need quotes or verification for amounts less than:

\$500 (per child) for school uniform costs

\$200 (per child) for school stationary costs

\$200 (per child) for school related costs, such as school fees or exam fees (but not NCEA exam fees, which are no longer charged).

If a client is applying for an amount over what is specified above, try to [verify those costs \[http://doogle/business-groups/helping-clients/service-delivery/strategy-and-change/forms-and-verifying-costs-for-phone-appointments.html\]](http://doogle/business-groups/helping-clients/service-delivery/strategy-and-change/forms-and-verifying-costs-for-phone-appointments.html) with the supplier or school online, via email or on the phone. Only ask the client for a quote as a last resort.

### MyMSD

For the start of the 2019 school year, we need to tell clients to call us if they need help. Previously, we said we'd be turning off school cost applications in MyMSD. This isn't as easy as we first thought so we're not going to be able to do it. This means clients will still be able to apply for school costs in MyMSD but they'll be asked to upload a quote. We don't want to promote this channel at the moment, so we're adding messaging to MyMSD to tell clients to call us too.

### Who will contact centres be able to make these payments for?

Contact Centres will be able to make payments for clients receiving a main benefit (excluding NZSVP) who:

have a school aged child included on their main benefit

have an active payment card

are asking for the money to go to a registered supplier

are NOT Low Trust, Integrated Service or assigned to Youth Services

All clients who do not fit these criteria, will need an appointment (either phone or face to face).

### What's not changing?

Clients will still need to tell us how much they need for school costs and they will need to pay the money back.

There are no changes to operational policy. The current guidelines in MAP remain as a guideline and the amount of assistance still needs to be the least amount payable to meet the clients' needs.

### Why are we making these changes

School-related hardship applications at the start of each year put our services centres under strain and is time-consuming for clients. Some of our rules and processes are making things unnecessarily difficult for both staff and clients.

We know that most clients who apply for help with school costs will be given assistance even when hardship count and other rules apply to them. For example, from January to March 2018, we approved 98.2% of all school cost applications.



Asking clients to provide quotes for all school related hardship costs seems unnecessary and time-consuming for both clients and staff. These costs are well established and can be easily verified online or with schools and suppliers.

From January to March 2018 we approved 19,658 school cost applications through appointments. In 2019, we hope more than half of school cost grants will be managed by the contact centre. By 2020, we hope most can be approved online.

### More information

We've added a [School Uniforms, Stationery and School Costs Payments page to Minimum Processing Standards.](http://doogie/resources/helping-clients/processing-standards/school-costs-advances-and-raps.html) [<http://doogie/resources/helping-clients/processing-standards/school-costs-advances-and-raps.html>]

Content owner: [Service Delivery Strategy and Change](#) Last updated: 14 August 2019

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Home » Resources & Tools » Helping Clients » Processing standards : Contents » uniforms and stationery costs advances and raps

## School Uniforms, Stationery and School Costs - Advance Payments and Recoverable Assistance Payments

This page contains information on approving Advance Payments and Recoverable Assistance Payments for school uniforms, stationery and other school costs.

On this Page:

From January 2019, when a client applies for uniforms, stationery, or school costs, you are able to:

- grant uniform costs up to \$500 per child without verification
- grant stationery costs up to \$200 without verification
- grant school costs up to \$200 without verification (but not for NCEA exam fees, which are no longer charged)

If a client is applying for an amount over what is specified above, you must verify those costs using one of the following methods (in order):

- going online to the supplier website
- calling the supplier
- emailing the supplier.

You will only ask the client to supply a quote as a last resort. This ensures that we are making the process as smooth as possible for clients but we're still making sure that all higher cost applications are checked by staff.

### Exceptional Circumstances

There are no changes to the current operational policy guidelines in MAP. The amount of assistance will still need to be the least amount payable to meet the clients' needs.

For more information on payment categories and guidelines see:

[Advance Payment of Benefit \[http://doogie/map/income-support/extra-help/advance-payment-of-benefit/payment-categories-01.html\]](http://doogie/map/income-support/extra-help/advance-payment-of-benefit/payment-categories-01.html)

[Recoverable Assistance Payments \[http://doogie/map/income-support/extra-help/recoverable-assistance-payment/payment-categories-01.html\]](http://doogie/map/income-support/extra-help/recoverable-assistance-payment/payment-categories-01.html)

You may need to consider exceptional circumstances (where relevant) when granting any school-related hardship costs if the amount of assistance being applied for exceeds the maximum limit (six weeks of their benefit rate) or if the client has already exceeded the maximum limit regardless of this change in process.

For more information see:

[Exceptional circumstances for Advance Payments \[http://doogie/map/income-support/extra-help/advance-payment-of-benefit/exceptional-circumstances-01.html\]](http://doogie/map/income-support/extra-help/advance-payment-of-benefit/exceptional-circumstances-01.html)

[Exceptional circumstances for Recoverable Assistance Payments \[http://doogie/map/income-support/extra-help/recoverable-assistance-payment/exceptional-circumstances-01.html\]](http://doogie/map/income-support/extra-help/recoverable-assistance-payment/exceptional-circumstances-01.html)

### School and Year Start Up Payment (SAYSUP)

Caregivers receiving the Unsupported Child's Benefit or the Orphans Benefit may qualify for SAYSUP. This helps with school-related costs at the beginning of the school year.

If a client in receipt of the Unsupported Child's Benefit or Orphans Benefit applies for assistance for school related costs, you must check if they have applied for or has already received SAYSUP.

For more information please see:

[School Uniforms in MAP \[http://doogie/map/income-support/extra-help/advance-payment-of-benefit/school-uniforms-01.html\]](http://doogie/map/income-support/extra-help/advance-payment-of-benefit/school-uniforms-01.html)

[SAYSUP in Doogie \[http://doogie/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-seasonal-work/saysup.html\]](http://doogie/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-seasonal-work/saysup.html)

[SAYSUP in MAP \[http://doogie/map/income-support/extra-help/school-and-year-start-up-payment/introduction.html\]](http://doogie/map/income-support/extra-help/school-and-year-start-up-payment/introduction.html)

Content owner: [Service Delivery Communications](#) Last updated: 14 August 2019



## School Related Costs



### School Year and Start Up Payment

Please make sure you remind eligible clients they can start applying for this payment from 13 January 2020 until the end of February. Late applications will be accepted if there is good and sufficient reason for missing the deadline.

### Before approving school costs please follow the below checklist:

- not an exceptioned client group
- client is getting a main benefit
- the school aged child is included in the client's main benefit
- client's won't need quotes for amounts (these amounts align with MyMSD processing standards) less than:
  - \$500 (per child) for school uniform costs
  - \$200 (per child) for school stationery costs
  - \$200 (per child) for school-related costs (such as school fees/exams)
- client is not requesting assistance for school devices. (See certain situations)
- the client hasn't had a previous school costs application (for the same need) within the last 26 weeks for the same child
- approving the grant wouldn't place the client into a negative advance balance
- client has an active payment card
- the supplier is registered with Work and Income

### If the client doesn't meet any of the above criteria:

- Check clients office BRC region in Global and follow the regional process as below
- If there is no Regional process in the area, please book a normal maintenance appointment.

### Exception clients:

- Low Trust
- Integrated Services
- Assigned to Youth Services
- Special Cautions - only for those clients who are case managed or no hardship can be done over the phone
- High hardship counts - those who have received more than 51 hardship grants (excluding EH SNG) in the last 12 months

You must book these clients into the appropriate face-to-face appointments only.

### School Costs

Uniform cost	Stationery costs	School costs
Up to \$500 for each dependent child	Up to \$200 for each dependent child	Up to \$200 for each dependent child
Map: <a href="#">Uniform cost</a>	Map: <a href="#">Stationery cost</a>	Map: <a href="#">School cost</a>

### Students

StudyLink Contact Centre can assist all students with school uniforms, stationery and school costs. If you receive a call from a student, please transfer them to the Studylink Contact Centre for help.

## Regional Process

**Tips:** You can search for the region the office belongs to in Global. Type the region into the office space, enter and this will bring up the list of sites tagged to that region.

You can also type the office in Global, press enter, under 'Links' select 'Regional' and this will show you the region the office falls under.

Region	Process
Auckland Central	Auckland Central will have appointments available under "LSS Maintenance" and in the comments this will state "School Uniform/Stationery appointments only".
Grey Lynn Service Centre	
Highland Park Service Centre	
Mt Albert Service Centre	
Mt Eden Service Centre	
Onehunga Service Centre	
Queen St Service Centre	
Tamaki Service Centre	
Three Kings Service Centre	
Waiheke Island Service Centre	



Auckland  
North/West

LSS Emergency Phone – window  
each site.

School uniform and stationery supplies including BYOD phone appointments only for

Avondale  
Service  
Centre

Glenmall  
Service  
Centre

Glenfield  
Service  
Centre

Helensville  
Service  
Centre

New Lynn  
Service  
Centre

Orewa  
Service  
Centre

Takapuna  
Service  
Centre

Waitakere  
Service  
Centre

Warkworth  
Service  
Centre

Westgate  
Service  
Centre

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Auckland South	All requests for hardship assistance related to School Uniforms, Stationery and Related Costs will be booked to a 'Regional Initiative Seminar' under the <b>OTARA</b> site.
Clendon Service Centre	<p><b>Appointment Seminar</b> - Regional Initiative Seminar – South Auckland Hub (School Uniforms)</p> <p><b>PLEASE ADVISE THE CLIENT THAT THESE ARE <u>PHONE</u> APPOINTMENTS</b></p> <ul style="list-style-type: none"> <li>PLEASE ENSURE CONTACT DETAILS ARE CORRECT - Contact may be made prior to Appointment or within allocated hour-long slot</li> </ul>
Hunter's Corner Service Centre	<p>Book an appointment at the clients Service Centre for:</p> <ul style="list-style-type: none"> <li>Non-beneficiary and Non-Current clients</li> </ul>
Mangere Service Centre	
Manukau Service Centre	
Manurewa Service Centre	
Otahuhu Service Centre	
Otago Service Centre	
Papakura Service Centre	
Papatoetoe Service Centre	
Pukekohe Service Centre	
Waiuku Service Centre	
Bay of Plenty	<p>Bay of Plenty will be proactively engaging with clients from 16/12.</p> <p>Book appointments in ABT as per normal.</p>
Canterbury	<p>Canterbury will manage applications by phone.</p> <p>Please email all School Uniform and school related costs to <b>s 9(2)(k)</b> from the 06/01/2020.</p> <p>In your email you just need to add the client details and the need for assistance with school uniforms.</p> <p><b>Note:</b> this email address is internal use only. Please do not give this out to clients.</p>



Central	Book appointments in ABT as per normal.
East Coast	East Coast will be dealing with the demand as it comes in. Book appointments in ABT as per normal.
Nelson	Nelson are preparing clients now and we anticipate managing this as BAU offering both F2F and phone appointments.
Northland	CSR's can book into the Kaitaia site under Regional Initiative seminars. They are available from 9am to 12pm. The region will look to increase depending on demand.
Southern	All school related costs requests should be directed to the clients <b>assigned site using their CQ queue</b> . Please use the note event type 'Hardship Assistance, subtype 'Advance' or 'Recoverable Assistance Payment'.
Taranaki	Taranaki will be completing outbound calling from the New Plymouth site. Book all regional appointments for School costs with this site
Waikato	<p>Please book appointments in ABT as per normal first.</p> <p>If unable to get appointment before 27 Jan 2020 then please do a client event note with the School the child/children are attending and the amount needed for the uniform and stationery</p> <p>Please place the client event into <b>Hamilton Employment Zone SC W&amp;I Ready for Processing</b> work queue and advise the client that they will be called back in 48 hours</p>
Wellington	Please book the first available Maintenance Appointment for any school related costs. If no appointments are available at the client's Service Centre then please send through a no-suitable request to the Client Query Queue including details about what school assistance the client requires. Sites will manage the Client Queries for this appointment type and we will add these clients to an outbound calling list.

## Processing school costs

If you're able to process school costs over the phone, please follow the below process

Step	Process
1.	Open the 'Hardship Assistance Homepage' in CMS
2.	<p>Select 'Create Application'</p> <ol style="list-style-type: none"> <li>1. need: <ol style="list-style-type: none"> <li>a. School uniform</li> <li>b. School Fees - Exam</li> <li>c. School Fees - Other</li> <li>d. School Stationery</li> </ol> </li> <li>2. record the amount accordingly</li> <li>3. complete the needs box</li> </ol> <p>Click on 'Create Application'</p>

3. Complete the 'Application Comments' box

Use the below template:

CCID – School related costs

Child's name:

Items: Uniform/stationery/costs

Amount: \$

Supplier:

Payment Card:

Client is aware that the assistance is recoverable: Y/N

Click 'Save'

4. Check the figures are correct in the Hardship Assistance Application screen

Click 'Application Questions'

5. Check the figures are correct in the 'Application Level Questions' screen

Click 'Next'

6. Complete the questions and enter the amount in the 'How much money is needed to meet the need' box

Click 'Next'

7. Again, check the figures are correct in Recommendation Summary screen

Recommendation should be to 'grant' (If showing as 'Decline', check the questions are answered correctly)

**i Declined application**

If the hardship application declines and you have made the decision (based on the *School Costs Checklist* - above) to approve the advance you can add 'seasonal process' into your notes and approve the payment.

Advise the client of the offset rate and the following statement:

*Do you agree that:*

- *the information you have provided is true and correct and you have left nothing out*
- *you are aware that you will need to pay back any recoverable assistance that has been granted to you (if recoverable)*
- *you agree to use this payment for the purpose it was approved for*

Advise the client to say 'I agree'

If the client disagrees with the offset discuss the most suitable repayment rate and make the necessary adjustments.

Click on 'Manage Recommendation'



8. Check 'Certain Situations - School and Stationery supplies'

In the Application Recommendation screen you will need to complete the following fields:

- Other Supplier, Items, Quote Date, Quote Ref
- Check the 'Pay \$' field is correct
- Click 'Recommend & Continue'

9. Add the payment card number as '99999999'

Advise the client of the offset amount

Click 'Submit'

10. Click on 'Approve Payment', and 'Approve payment' again in the Approval Summary screen.

11. Print the *Hardship Assistance Application Form*

(If you are sending a Budget Activity to the client please remember to print off the Cover Sheet)

## Certain Situations

Situation	Process
<b>SAYSUP</b>	If client gets UCB/ OB please discuss this payment and how they can apply. <a href="#">Extra Help for UCB/OB clients</a>
<b>Devices</b>	Some schools may ask clients to bring your own device (BYOD). If a client asks for assistance for devices check that they have already discussed options with their school. If the client still needs assistance, you'll need to follow the regions process for devices  Devices shouldn't be approved by the contact centre as they need a more in-depth conversation that will be managed on site.
<b>Students</b>	StudyLink Contact Centre can assist all students with school uniforms, stationery and school costs. Should you receive a call from a student, please <b>transfer</b> them across to the Studylink Contact Centre where this team will be able to help.
<b>School and Stationery Supplies</b>	Please make sure you choose the correct supplier when processing school costs. <i>Below are some examples:</i>

School	Supplier	Supplier ID
Auckland Girls Grammar School	Uniform Group – Auckland Girls Uniform Shop	CUR001613848
Southern Cross Campus School	Uniform Group – Southern Cross Uniform Shop	CUR00588545
Papakura High School	SAS Sports Papakura	CUR001011969
Mt Albert Grammar	Score Sportswear Limited	CUR00559112

**Note:** if you're making payments to The Warehouse Stationery make sure you have the correct supplier. Example: Warehouse Stationery – Glenfield should be issued to The Warehouse Glenfield.