



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

14 JUL 2020

Dear

On 25 May 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *Copies of the Map advice for staff from previous years relating to redundancy and benefit waiting times. In particular a copy of the advice from 2015, 2009 and 1998.*

On 19 June 2020, the Ministry emailed you advising of the need to extend your request due to the large quantity of information requested. You were advised that the Ministry's decision was due to be sent to you on or before 14 July 2020.

Please find the following document, in scope of your request, enclosed in this response.

- *Document One: Map pages 2009 and 2015*

Please note that Manuals and Procedures (Map) did not exist in 1998, and the relevant policy information was spread across three different policy knowledge bases (Road, WINZ Road and Road2). As such, your request for Map advice relating to redundancy for 1998 is refused under section 18(e) of the Act as this information does not exist. For your information, enclosed in this response is a document which provides context about Map's predecessors.

In an effort to assist, the Ministry has included information pertaining to your request which was found in those three different policy knowledge bases mentioned above. Please find the following documents enclosed in this response:

- *Document Two: ROAD - Commencement date and ETF clarification 1997*
- *Document Three: ROAD - Commencement date clarification 1997*
- *Document Four: ROAD Core topics pages*
- *Document Five: ROAD main benefits pages*
- *Document Six: ROAD Policy and Procedures 1997 memos*
- *Document Seven: ROAD2 pages*
- *Document Eight: WINZ ROAD Pages*
- *Document Nine: A short history of Map and its predecessors*

You will note that the names of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

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

Page 1 of 2

- 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 regarding Map advice from 1998 to 2005 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.

If you are not satisfied with this response regarding Map advice from previous years, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Bridget Saunders', with a long horizontal stroke extending to the right.

Bridget Saunders
Manager, Issue Resolution, Service Delivery

Document One:
Map pages 2009 and 2015

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Employment ceased

2015

Payments received by a client at the time they stop work are used to determine when their 'employment ceased'.

The following is a list of payments used in this calculation:

- holiday pay
- sick pay
- long service leave
- pay in lieu of notice
- pay in lieu of accumulated leave
- payments made on the completion of fixed term contracts
- gratuity / retirement payments
- some [severance payments](#)

Note some severance payments may be redundancy payments and are not included in determining the date employment ceased.

For help in working out when employment ceased see:

- [Calculation of employment ceased](#)

For more information see:

- [Treatment of sick leave and annual leave](#)

Legislation

- Ceased (definition) [section 3](#) Social Security Act 1964

2009

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For help in working out when employment ceased see:

- [Calculation of employment ceased](#)

Average weekly income

2015

Clients can choose an income assessment period of either 26 or 52 weeks to calculate their average weekly income for stand-down purposes. Therefore you will need to calculate the average weekly income for both 26 weeks and 52 weeks.

Income (before tax) can include, but is not limited to:

- normal salary/ wages
- holiday pay
- gross income from investments
- rent
- earnings-related accident insurance payments
- pay in lieu of notice
- pay in lieu of accumulated leave
- [other benefit payments](#)
- student allowance and student accommodation benefit
- interest from savings or investments
- [Child Support](#)
- payments made on the completion of fixed term contracts
- bonus payments paid at the time of termination
- parental leave payments
- Redundancy payments
- any other income (for example family trust income)

To calculate the average weekly income over a 26 week period, divide by 26 the total amount of income received by the client in the 26 week period immediately before their entitlement date. If this is the one week minimum, then the stand-down period is one week, otherwise calculate the average weekly income over a 52 week period.

To calculate the average weekly income over a 52 week period, divide by 52 the total amount of income received by the client in the 52 week period immediately before their entitlement date.

You should use the calculation that gives the client a lesser stand-down period.

Note any overseas earnings received by the client before their entitlement date must be included in the calculation of the client's average weekly income.

Partners

When the client has a partner who has been working or is still working, use the higher of their two incomes over the previous 26 or 52 weeks to calculate the stand-down.

Do not combine their incomes.

However, if the other partner's wages or holiday pay continues beyond the commencement date, charge this income against the benefit in the usual way.

For more information see:

- [Income from overseas](#)
- [Retirement payments, leave and allowances](#)

Legislation

- Interpretation [section 80B](#) Social Security Act 1964

2009

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You should use the calculation that gives the client a lesser stand-down period.

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For more information see:

- [Income from overseas](#)
- [Retirement payments, leave and allowances](#)

Legislation

- [section 80B](#) Social Security Act 1964

Redundancy payments

2015

A redundancy payment is a lump sum payment a client receives when their employer terminates their employment because their position is surplus to the employer's needs. Redundancy payments are included in the assessment of the initial stand-down.

Redundancy payments do not include:

- payments to a company director to compensate for loss of office
- payments for the completion of work specified in a contract or a fixed term engagement
- payment in lieu of notice
- any retirement payment or
- any payments that they were entitled to receive whether or not they were made redundant, for example holiday pay, performance payments

Redundancy can happen:

- voluntarily, where workers accept redundancy willingly due to a staff surplus or
- as an enforced decision

Employees in both cases receive payment in recognition of loss of work. These payments will be made to employees in recognition of the loss of tangible benefits or rights such as seniority, future prospects and promotion, status, security and income.

Redundancy or voluntary redundancy must not be confused with other reasons for an employee losing their job, for example an employee who is unable to perform duties or has been laid off due to misconduct.

Cessation leave

Cessation leave is a term occasionally used in conjunction with a redundancy situation. This term is very misleading it almost always has nothing to do with any 'leave' entitlement. Cessation leave is a component within a redundancy payment calculation, and for benefit entitlement purposes is included in the redundancy payment. It is not taken into account in assessing the date of cessation of employment.

See also:

- [Redundancy received after grant](#)

- [Employment related income Partner made redundant](#)
- [Retirement payments, leave and allowances](#)

Legislation

- redundancy payment (definition) [section 80B](#) Social Security Act 1964

Released under the Official Information Act 1982

2009

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See also:

- [Redundancy received after grant](#)
- Employment related income [Partner made redundant](#)

- [Retirement payments, leave and allowances](#)

Legislation

- Definition of redundancy payment [section 80B](#) Social Security Act 1964

Released under the Official Information Act 1982

Redundancy received after grant

2015

If a client has been made redundant but has not yet received payment, do not include this amount in the calculation of the entitlement date and initial stand-down.

If the redundancy payment is received within 52 weeks of the client's employment ceasing, review the client's initial stand-down period and reassess the commencement date of benefit.

To review the initial stand-down:

- divide the redundancy payment by 26 weeks (and 52 weeks if the client's entitlement date to benefit is on or after 1 May 2005). Add the appropriate weekly redundancy amount to the client's average weekly income received before employment ceased.
- re-assess the length of the initial stand-down period to determine a new commencement date. (Remember to use the calculation that provides the client with the lesser stand-down period).

and

- establish an overpayment for any monies paid to the client prior to the reassessed commencement date

Note you should use the same initial stand-down period chart used when the first stand-down was calculated.

If the redundancy is received more than 52 weeks after the client's employment ceased, the payment is treated as a capital payment and you must check continued entitlement to any Extra Help.

Legislation

- Seasonal workers made redundant after benefit commences [section 80BC](#) Social Security Act 1964
- Delayed redundancy and retirement payments [section 80BB](#) Social Security Act 1964

2009

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Legislation

- Seasonal workers made redundant [80BC](#) Social Security Act 1964
- Delayed redundancy payments [section 80BB](#) Social Security Act 1964

Redundancy

2015

When a client receiving a benefit has been working and having their earnings charged then receives a redundancy payment, this payment is not regarded as income for benefit purposes.

However, it will be regarded as a cash asset and may affect any Extra help the client is receiving.

For treatment of redundancy payments when a client stops work and applies for a benefit see 'commencement date' under the appropriate benefit type. If the redundancy payment is received within 52 weeks of the client's employment ceasing, review the client's initial stand-down and commencement date.

For more information see:

- Jobseeker Support [Redundancy received after grant](#)
- [Partner made redundant](#)
- Commencement date in relevant [Main benefit](#)

Legislation

- Redundancy payments not taken into account [section 66B](#) Social Security Act 1964
- Delayed redundancy payments [section 80BB](#) Social Security Act 1964

2009

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For more information see:

- [Redundancy received after grant](#)
- [Partner made redundant](#)
- Commencement date in relevant [Main benefit](#)

Legislation

- Redundancy payments not taken into account [section 66B](#) Social Security Act 1964
- Delayed redundancy payments [section 80BB](#) Social Security Act 1964

Severance payments

2015

Severance payment is usually another term for redundancy payment. However, the term may also be used to describe other payments paid to an employee on the termination of their employment.

In **all** cases obtain full details of the payment. The reason it is paid, when it is paid, how often the payments are made, what period does the payment cover - if any, and under what circumstances is the severance payment made.

Severance payments may be one or more of the following:

- [Bonus payments](#)
- [Redundancy payment](#)
- [Ex gratia and compensation payments](#)
- Jobseeker Support [Retirement payments, leave and allowances](#)

If you are unsure how to charge the severance payment contact Helpline

For more information see:

- [Types of income](#)
- Definition of income [Guidelines for determining whether a payment is income](#)
- [Employment related income](#)
- Charging income at commencement in relevant [Main benefit](#)

Legislation

- Income (definition) [section 3\(1\)](#) Social Security Act 1964
- Charging income [section 64\(2B\)](#) Social Security Act 1964

2009

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Severance payments may be one or more of the following:

- [Bonus payments](#)
- [Redundancy payment](#)
- Unemployment Benefit [Retirement payments, leave and allowances](#)

If you are unsure how to charge the severance payment contact Helpline

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- Definition of income [Guidelines for determining whether a payment is income](#)
- [Employment related income](#)
- Charging income at commencement in relevant [Main benefit](#)

Legislation

- Income (definition) [section 3\(1\)](#) Social Security Act 1964
- Charging income [section 64\(2B\)](#) Social Security Act 1964

Document Two:

ROAD - Commencement date and ETF clarification 1997

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 1.0 Introduction

1.0 Introduction

1.1 This bulletin does the following:

- Provides policy change and clarification about commencement date issues for the ETF changes introduced on 1 April 1997.
- Discusses the accuracy issue and commencement date, and its impact on your customers.
- Details the documentation requirements for recording a benefit decision.
- Provides clarification of terms.
- Works through the STD1A screen with you.
- Provides flow charts.
- Provides scenarios to test your knowledge.
- Offers support and requests feedback.

1.2 Here is an information package designed to clarify ETF policy issues and address concerns with accuracy and the commencement date. This package targets specific aspects of commencement date, and provides you with an opportunity to revise your knowledge. The material is intended to support existing training material.

1.3 Two recent initiatives carried out by Operational Policy, National Office, have provided a lot of information about the problems associated with the commencement date. An evaluation of one initiative involved checking 305 applications. The level of accuracy for commencement date was 65%.

1.4 We could say that all of the staff were getting it right 65% of the time, or 65% of the staff were getting it right all of the time. Either way you look at it, it's clear that getting the commencement date right, being able to show that you've got it right, or both, is a problem.

1.5 While it is very evident that every CSO takes their responsibility to provide quality customer service seriously, you need to remember that a quality service includes an accurate benefit decision. And it doesn't take any longer to get it right. For every error made there is a loser. That loser may be your customer, whether or not they know it, or it may be the taxpayer's piggybank. The issue is a serious one.

1.6 While we have addressed what we consider to be the most significant areas of concern in this package, we may not meet your needs. If this is the case, tell

us what the issues are for you and we will work to find an answer. We are keen to support you. However, in the end, being 95% accurate is your personal responsibility.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 2.0 'Starting to make sense', but what do the terms really mean?

2.0 'Starting to make sense', but what do the terms really mean?

- 2.1 Something we hear quite often is 'all the different terms you use cause confusion'. Let's see if we can make it simple and keep it simple.
- 2.2 There are only two terms used in legislation for deciding when to pay a benefit from: entitlement date and commencement date. Policy and training documents introduce additional terms. Generally, these are used to arrive at the entitlement date, or mean the same thing as commencement date. SWIFTT uses some other terms. A later section of this bulletin explores the STD1A and STD2A screens and provides an explanation.
- 2.3 Here is a definition of the terms you need to know.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 2.1.0 Entitlement date

2.1.0 Entitlement date

- 2.1.1 Entitlement date is either the date of event or the date after event, depending on the event. For example, if the event is 'Caring Commenced' (SWIFTT reason for event code 009), the entitlement date is the date of event. SWIFTT is programmed to recognise the difference.
- 2.1.2 The 'event' is either the date work ceased or an event specific to the type of assistance being sought (for example, 'separated from partner' or 'date of incapacity'). When more than one 'event' applies to a customer, use the later event to calculate the entitlement date.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 2.2.0 Commencement date

2.2.0 Commencement date

- 2.2.1 Commencement date is the date payment starts from. Occasionally, we will use the term 'date of grant', which means the same thing. The most appropriate term is commencement date as it is used in legislation.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 2.3.0 Qualifying date

2.3.0 Qualifying date

- 2.3.1 This term isn't used in association with the calculation of the commencement date. Qualifying date is used to decide entitlement to DPB when a child is

born outside NZ. This term is defined in the DPB manual (Main benefits, section 7.1050).

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.0 Policy clarification from the beginning

3.0 Policy clarification from the beginning

- 3.1 The ETF changes introduced from 1 April 1997 put considerable emphasis on the date of application and the date of entitlement when determining the commencement date. In the absence of a legal definition, policy has been developed having regard to all relevant sections of current legislation.
- 3.2 The introduction of ETF has generated a significant number of policy questions. National Office policy advisors have responded to these on an individual case scenario basis. The following information may vary from the advice given at the time. Decisions made on previous advice can be accepted as correct. Decisions made from the receipt of this package must be made in accordance with the policy advice stated below.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.1.0 What is the application date?

3.1.0 What is the application date?

- 3.1.1 The date the customer contacts Income Support and indicates they want to apply for benefit, even if they can't have an interview that day, is the date of application. The correct date of application is to be used on the SREG screen in SWIFTT. This means SWIFTT can automatically assess the commencement date. In turn this reduces the opportunity for error.

Do not use the entitlement date field on the STD1A and STD2A screen as a work around.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.2.0 Application date for a customer who fails to keep an appointment?

3.2.0 Application date for a customer who fails to keep an appointment?

- 3.2.1 If the customer fails to keep their appointment, without a good and sufficient reason, it is not appropriate to use the initial contact date as the customer's application date.
- 3.2.2 The customer's application date then becomes the subsequent contact date to arrange the appointment, which is kept, and results in an application being lodged.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.3.0 When is the initial stand-down imposed from?

3.3.0 When is the initial stand-down imposed from?

- 3.3.1 The stand-down is no longer imposed from the date of application.
- 3.3.2 The stand-down is imposed from the date of entitlement. The length of the stand-down is determined by the customer's financial and domestic circumstances for the 26 week period prior to their date of entitlement. It is considered reasonable to expect the customer to support themselves during the stand-down period. This new provision allows the customer to 'self impose' their own stand-down.
- 3.3.3 SWIFTT is programmed to recognise the new provisions. Put the right information into SWIFTT and you will get the right answer.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.4.0 Definition of the entitlement date

3.4.0 Definition of the entitlement date

- 3.4.1 Entitlement date is the date the person meets the basic criteria for benefit. In addition to this, the person must be resident and present in New Zealand. In general terms this means a person is entitled from the day of or the day following the 'event', provided they meet the age and residential criteria of the benefit and are present in NZ on that day.
- 3.4.2 For an UB customer to be entitled they must be unemployed, capable and willing to undertake work, and have taken reasonable steps to obtain work. They must be 18 years old, or 16 or 17 years old and married with dependent children, resident and present in NZ, and have resided in NZ continuously for 12 months at any one time. To establish a 'date of entitlement', capable and willing to undertake work and have taken reasonable steps to obtain work does not mean the customer has to be registered with NZES. (However, to commence payment of UB the customer must be registered with NZES. Further information on this later in the bulletin.)
- 3.4.3 For the purpose of assessing the entitlement date, if a customer applies for unemployment benefit within 26 weeks from the date they ceased work, you can assume the customer has taken reasonable steps to obtain work from the date they ceased employment, unless there is evidence to the contrary. If the customer ceased work more than 26 weeks prior to applying for benefit, you should ask the customer when they became available for work and commenced job search.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.5.0 Entitlement date and absence from NZ for work-tested customers

3.5.0 Entitlement date and absence from NZ for work-tested customers

- 3.5.1 A work-tested customer must be resident and present in NZ to be 'entitled' to a benefit. Temporary absence from NZ (i.e. absence for 2 weeks or less) following the entitlement date but prior to commencement date has no effect on the 'date of entitlement'.

- 3.5.2 Any absence longer than 2 weeks would require the work-tested customer to re-establish 'entitlement'. The stand-down would be imposed from the date entitlement is re-established.
- 3.5.3 Why two weeks? Time frames provide for consistent policy application and it's reasonable to provide for a short 'holiday break' during a sustained period of job search without affecting the customers commencement date.
- 3.5.4 If a work-tested customer is absent from NZ for a period greater than 2 weeks, but there is evidence of job search during the absence, it may be appropriate to accept entitlement for this period and make no adjustment to the 'date of entitlement' and therefore no adjustment to the period the stand-down is imposed. You should consider the individual circumstances of each case.
- 3.5.5 A work-tested customer must be present in NZ for benefit payment to commence. If temporary absence includes the commencement date, defer commencement of the benefit until customer is resident and present in NZ and meets all other criteria.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.6.0 Entitlement date and absence from NZ for non-work-tested customers

3.6.0 Entitlement date and absence from NZ for non-work-tested customers

- 3.6.1 Section 77 of the Social Security Act 1964 provides for this customer group. The allowable periods of absence from NZ have no effect on entitlement date or commencement date.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.7.0 Entitlement date and temporary employment

3.7.0 Entitlement date and temporary employment

- 3.7.1 The policy rules have changed. Previously, we have had the policy that temporary employment during a stand-down period has no effect on the commencement date. This is no longer the case.
- 3.7.2 Legislation now requires the stand-down and commencement date to be re-assessed from the completion of the temporary job. A new application for benefit isn't required. The application date remains the same. The 26 week period of income will change and therefore the length of the stand-down may change. Only impose a further stand-down, following the temporary employment, if the income level requires a stand-down of 3 weeks or more.
- 3.7.3 The relevant legislation is section 80(11) and 80(12) of the Social Security Act 1964.
- 3.7.4 Remember, temporary employment is defined in section 3 of the Social Security Act 1964. Temporary employment is full employment for a period of less than 26 weeks.

- 3.7.5 A regular SWIFTT practice would be to suspend the benefit record in cases of temporary employment. To prompt you to reassess the stand-down and commencement date, it may be more appropriate to cancel the record using code '38'.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.8.0 Entitlement date and earning at a disqualifying rate

3.8.0 Entitlement date and earning at a disqualifying rate

- 3.8.1 For the purpose of calculating the entitlement date, a DPB, WB, IB or TRB customer isn't 'entitled' to that benefit if they are earning at a disqualifying rate. Their entitlement date would be the date following the date pay ceased or reduced, provided they meet the other criteria for that benefit.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 3.9.0 NZES registration after application for benefit

3.9.0 NZES registration after application for benefit

- 3.9.1 Work-tested customers are legally required to register with NZES (section 60HC, Social Security Act 1964). For administrative purposes, we allow up to 5 working days from the time a customer applies for benefit to register with NZES without effecting the commencement date. If the customer takes longer than 5 days, payment cannot commence any earlier than the date of registration with NZES.
- 3.9.2 It is important that the customer is clearly advised of the need to register and the possible effect on their commencement date if they fail to do so within 5 days of lodging their application for benefit. TSOs should continue to encourage customers to register with NZES prior to their interview with the CSO. There should be no valid reason for registration to take longer than this period.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.0 Make SWIFTT work for you

4.0 Make SWIFTT work for you

- SWIFTT knows how to automatically assess the commencement date, but you need to put the right information into the system.
 - To put the right information in, you need to know the policy rules.
 - When you have any doubt about the policy rules, phone, fax, or e-mail the SCOPE Policy Help Desk. This service there for your use.
 - If you put the right information in SWIFTT it will give you the right commencement date.
- 4.1 Yes you are right, this is not strictly true. Sometimes you can't put the right information into SWIFTT. For example, if the initial stand-down is affected by children no longer in the applicant's care. In situations like this you need to

'work' the system and then record why you have worked the system.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.0 Terms used on the STD1A and STD2A screen

4.1.0 Terms used on the STD1A and STD2A screen

4.1.1.0 Date of event

- This is the date of the event which gave rise to entitlement to benefit. Always use the 'actual' date of event.
- When SWIFTT automatically calculates the commencement date it will use the date of event to decide what period to impose the stand-down for. SWIFTT is programmed to recognise when to use the date of event or the date following event in its calculation of the commencement date.
- SWIFTT will use this date, in conjunction with the application date, service type and the RFE (reason for event) to decide whether or not the 28 days retrospection rules apply.
- If the date of event is very obscure but so far in the past it has no effect on the commencement date, pick a notional (approximate) date. You should document why you have used a notional date.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.2.0 Reason for event

4.1.2.0 Reason for event

- This code identifies, for SWIFTT, whether it should be calculating the stand-down from the date of event or the date following event.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.3.0 Date ceased work

4.1.3.0 Date ceased work

- This is the customers last active date of employment.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.4.0 Loss of weekly earnings

4.1.4.0 Loss of weekly earnings

- Generally calculated from the last four weeks of employment.
- Programmed to check with the rate of benefit payable to ensure benefit paid is not greater than the loss of weekly earning, where appropriate.
- Used to calculate the period holiday or sick pay covers when you enter a \$ amount and number of days.
- This field is not used in the calculation of the commencement date.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.5.0 Amount of holiday pay

4.1.5.0 Amount of holiday pay

- If you enter the amount of holiday pay, SWIFTT will use this information and the 'Loss of weekly earnings' to calculate the date pay ceased.

- Enter either the amount of holiday pay or use the 'days holiday pay' field to record the number of days holiday pay. You do not need to use both.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.6.0 Amount of sick pay

4.1.6.0 Amount of sick pay

- As above.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.7.0 Entitlement code

4.1.7.0 Entitlement code

- For statistics only.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.8.0 Date received

4.1.8.0 Date received

- For statistics only (timeliness standards etc.).

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.9.0 Days holiday/other pay

4.1.9.0 Days holiday/other pay

- This is used in conjunction with 'date ceased work' to calculate the date pay ceased.
- Use either the amount or the days field. You do not have to use both.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.10.0 Days sick pay

4.1.10.0 Days sick pay

- As above.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.1.11.0 Average gross weekly earnings

4.1.11.0 Average gross weekly earnings

- Average earnings for the 26 weeks prior to entitlement date.
- Used, in conjunction with marital status and number of dependent children, to assess the length of the stand-down period.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 4.2.0 SWIFTT and the 28 days retrospection

4.2.0 SWIFTT and the 28 days retrospection

- 4.2.1 SWIFTT does the 28 days retrospection automatically. It is programmed to recognise the service types which allow 28 days retrospection (i.e. DPB, IB, WB, TRB and SB).
- 4.2.2 The programme checks the date of event with the date of application, the service type. This is another reason why it is important to use the correct date of application in SWIFTT.

4.3.0 Waiving the stand-down

- 4.3.1 You will need to know the policy rules to know when to waive a stand-down. Refer to section 9.1040 of Core topics for policy information.
- 4.3.2 To waive the stand-down on SWIFTT, you must go to the SSTDA screen and enter the right information.
- 4.3.2 If the customer is subject to a 3 week or more stand-down, based on level of income and domestic circumstances, you cannot waive the stand-down under any circumstances.

5.0 Documentation and accountability

- 5.1 The biggest improvement to accuracy can be made in the area of documentation. While you don't write a book, but you must make notes.
- 5.2 As a government department we need to be accountable. However, we also need to keep a balance between accountability (i.e. audit trails) and bureaucratic red tape (i.e. paper for paper's sake). When someone else looks at a customer's record, they need to be able to know what has happened and why if they are to be able to determine whether or not it's correct.
- 5.3 Therefore, there must be information to support the commencement date recorded in SWIFTT. This information could be hard-copy information (for example, a pay slip), the application form, or telephone notes. Alternatively, record the source of your information on BTCHI

When the information on SWIFTT varies from the documentation, without explanation, this will be an error.

5.1.0 The minimum standard for recording decisions

- 5.1.1 As a minimum standard, the decision panel on the application form should record the following information:
- If granted:
 - ☐ Benefit type.
 - ☐ Date of event.
 - ☐ Stand-down period (from and to date), or the reason that stand-down was waived.

- ☐ Commencement date.
- ☐ Rate of payment.
- If declined:
 - ☐ Benefit type.
 - ☐ Decline.
 - ☐ Reason for decline.

5.1.2 If you've had to calculate the customers gross earning due to income from several sources, children no longer in the customers care or some other 'not the norm' factors, this should be documented, either on BTCHI, the application form or customer profile (CP).

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 6.0 Flow charts

6.0 Flow charts

6.1 At the end of this bulletin are two flow charts. One has more detail than the other. Either or both of these charts may help you. Please let me know.

6.2 If they help you, it may be better to have them included in Core topics, chapter 9 'Commencing Paying and Stopping', or in the Desk file.

Where would you like to see the flow charts - nothing too rude please.

If we change them they may be more useful. What improvements could we make to them?

Feedback to SCOPE or E-Mail s9(2)(a)OIA, Advisor, National Office.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 7.0 Scenarios and actual situations

7.0 Scenarios and actual situations

7.1 Here are three scenarios to test your knowledge. Have a go.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 7.1.0 Scenario 1: the woman who took a break after she finished work

7.1.0 Scenario 1: the woman who took a break after she finished work

7.1.1 Kit Kat Keenan finished work on 20 June 1997. She called in to her local Service Centre on 23 June 1997 and arranged for an interview to apply for UB on 27 June 1997. Kit Kat then went over to NZES and registered with them the same day (i.e. on 23 June 1997). As she had been working for 5 years without a real holiday, she dropped by a travel shop and booked herself in for 10 days in Fiji from 23 July 1997 to 1 August 1997. Kit Kat earned \$457 gross per week and when she finished she got 25 days holiday pay.

7.1.1.0 Commencement date decision

- Step 1: identify the date of event

The date of event is the date Kit Kat ceased employment. You should use RFE code 007 and enter employment details on the STD1A screen. Kit Kat's 10 day holiday in Fiji doesn't affect her date of entitlement.

- Step 2: calculate the stand-down and the commencement date

Kit Kat earned \$457 gross per week. Her 1 week stand-down will be imposed from the date she ceased work. Kit Kat's UB will commence from the date following her stand-down period or the date of application, whichever is the later. She finished work on 20 June 97, and she got 25 days holiday pay (23 June 97 to 25 July 1997). She has a 1 week stand-down from 28 July to 1 August 1997. She applied for benefit on 23 June 1997. Kit Kat's commencement date is 4 August 1997 (i.e. the later date).

- Step 3: check that the customer meets all payment criteria at the commencement date

Kit Kat arrived back in NZ on 1 August 1997. She had told NZES that she was going out of the country, on holiday for 10 days and let them know when she got back. Her registration was current. Benefit can and will commence on 4 August 1997.

7.1.2.0 Questions about this scenario

- As Kit Kat was having a break in Fiji and not looking for work, shouldn't her stand-down apply from the date she arrived back in NZ?

No, temporary absence for a period of 2 weeks or less has no affect on the date of entitlement. Provided Kit Kat is registered with NZES and present in NZ at her commencement date, payment can begin.

7.2.0 Scenario 2: the man from the bush

- 7.2.1 Possum Dawn, single male, arranged appointment with a Call Centre on 4 August 1997. He had an interview with a CSO and applied for UB on 8 August 1997. He registered with NZES as a job seeker on 30 July 1997. Possum had lived in the bush for nine months. He'd provided for himself and lived off the land. He would occasionally buy provisions from the local store. He now realises he wants a real job. He is a genuine job seeker.

7.2.1.0 Commencement date decision

- Step 1: identify the date of event

Possum has not been employment in the last 26 weeks. The event which gives him entitlement to benefit is the date he commenced his job search. We need to ask him what date that is.

Possum states he came out of the bush at the beginning of July 1997. He asked a few mates about work and scanned the newspaper for a job that might suit him. He applied at a couple of places but never heard anything back. He supplied the names of the firms. When pressed to put a date on it, Possum states he started looking for work on 14 July 1997.

Possum's story rings true. Accept 14 July 1997 as his date of entitlement.

- Step 2: calculate the stand-down and the commencement date

Possum's gross income is for the 26 week period prior to his date of entitlement. As his earnings in this period were very little, he's subject to a 1 week stand-down from 14 July 1997 (i.e. from his date of entitlement). Possum has imposed his own stand-down, so his benefit will commence on his application date, 4 August 1997.

- Step 3: check that the customer meets all 'payment criteria' at commencement date

Possum was in NZ on 4 August 1997 and registered with NZES by 15 August 1997 (i.e. 5 working days following the date you registered his claim on SWIFTT). Benefit payment can commence on 4 August 1997.

SWIFTT will automatically assess Possum's commencement date correctly.

A note on BTCHI to advise how Possum's date of event was arrived at is a good idea.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 7.2.2.0 Questions about this scenario

7.2.2.0 Questions about this scenario

- What if Possum wasn't able to identify when he commenced his job search?

If this was the case, the date of event would then be the date he applied for UB or the date he registered with NZES, whichever is the earlier (provided he registered with NZES within 5 working days).

However we need to be encouraging and flexible in our attempts to identify an earlier date when appropriate.

- What happens if Possum was self-employed while he was in the bush. What is the difference between self-supporting and self-employment?

If Possum was self-employed then this date of event would be the date he ceased self-employment. Sometimes, the distinction between self-employed and self-supporting can be vague. Self-employment is an activity carried out (regularly) for pecuniary profit. Full self-employment would require the person to be involved in this activity for at least an average of 30 hours each week.

Self-supporting would involve a person living off their savings or reserves, including

the one off sale of an asset.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 7.3.0 Scenario 3: a sole parent comes home

7.3.0 Scenario 3: a sole parent comes home

7.3.1 Lassie Alone is a New Zealander who left for Australia when she was 19 years old. She met a bloke, fell in love, got married, and had a child while she was living in Australia. And then it all went wrong. She separated from her husband on 18 July 1997. She returned to NZ with her son, Laddie, on 27 July 1997. She contacted the Call Centre on 1 August 1997 and arranged an appointment to apply for DPB. Lassie was interviewed on 5 August 1997.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 7.3.1.0 Commencement date decision

7.3.1.0 Commencement date decision

- Step 1: identify the date of event

Lassie's date of event is 27 July 1997, the date she returned to NZ. To be 'entitled' to DPB, Lassie must be resident and present in NZ.

- Step 2: calculate the stand-down and the commencement date

Lassie was dependent on her husband. She will have a 1 week stand-down from the date she returned to NZ (i.e. from 27 July 1997 to 2 August 1997).

As Lassie applied for DPB within 28 days of the date of event, she is covered by the retrospective provisions. This means Lassie's commencement date is 3 August 1997.

- Step 3: check that the customer meets all the payment criteria at commencement date

Lassie was resident and present in NZ, and met all other criteria for DPB, at 3 August 1997. Commence benefit payment from 3 August 1997.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 7.3.2.0 Questions about this scenario

7.3.2.0 Questions about this scenario

- Can SWIFTT automatically assess this case and come up with the right answer?

Yes, if you input the right information. Lassie's date of event is the date she returned to NZ, not the date she separated from her husband.

- (Not about commencement date but) If the child was born in Australia, how can Lassie get DPB? Is this because of the reciprocal agreement?

Lassie is entitled to DPB as she was ordinarily resident at the time she applied for DPB, and because she'd lived in NZ for not less than 10 years prior to the date she qualified as a sole parent in terms of section 27B(1)(a). Her entitlement has nothing to do with the reciprocal agreement.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 7.4.0 Scenario 4: the redundant freezing worker

7.4.0 Scenario 4: the redundant freezing worker

- 7.4.1 Chopped Liver worked for Lowe Walker in Hawera. He was made redundant on 25 July 1997 and got a healthy redundancy payment but no holiday pay. He registered with NZES on 31 July 1997, then went to his local Service Centre to apply for UB. He was interviewed the same day.
- 7.4.2 Chopped Liver is a married man with one child. His gross earnings over the 26 week period prior to his date of entitlement were \$1090.58 (he earned \$690.58 per week and got \$10,400 redundancy). This meant that Chopped's UB would not commence until 6 October 1997 (10 week stand-down from the date his work ceased). He was pretty cut up about this.
- 7.4.3 On 18 August 1997 he found himself a temporary job. It only paid \$200 gross per week but it was better than nothing. The job lasted for 10 weeks. It finished on 24 October 1997. Chopped asked when his benefit would start.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 7.4.1.0 Commencement date decision

7.4.1.0 Commencement date decision

- Step 1: identify the date of event

The date of event is 24 October 1997, the date Chopped ceased his temporary job.

- Step 2: calculate the stand-down and the commencement date

Chopped Liver's gross income for the 26 weeks prior to entitlement date is \$822.21. This means that Chopped will get a 4 week stand-down from the date his temporary job ceases. His commencement date will be 24 November 1997.

- Step 3: check that the customer meets all payment criteria at commencement date

Provided Chopped is currently registered with NZES, and resident and present in NZ on 24 October 1997, his benefit can commence on that day.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 7.4.2.0 Questions about this scenario

7.4.2.0 Questions about this scenario

- Is it not unfair to impose a second stand-down on Chopped Liver (i.e. the first one after he'd finished work for Lowe Walker, and the second one after he'd finished his temporary job)?

The law requires you to impose a stand-down following temporary work if the income and domestic circumstances in the preceding 26 weeks results in a stand-down of 3 weeks or more. Refer to section 80(11) and 80(12) of the Social Security Act 1964.

Also you need to remember that the stand-down now has regard to the size of the customer's family and is imposed from the date of entitlement and not the date of application. This makes it more relevant to the customer's ability to support themselves during the stand-down period.

1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 8.0 Who should we talk to?

8.0 Who should we talk to?

If you have any questions about the policy change and clarification contained in this bulletin, contact the SCOPE Policy Help Desk, or [REDACTED] or [REDACTED]

[REDACTED]

Manager

Operational Policy

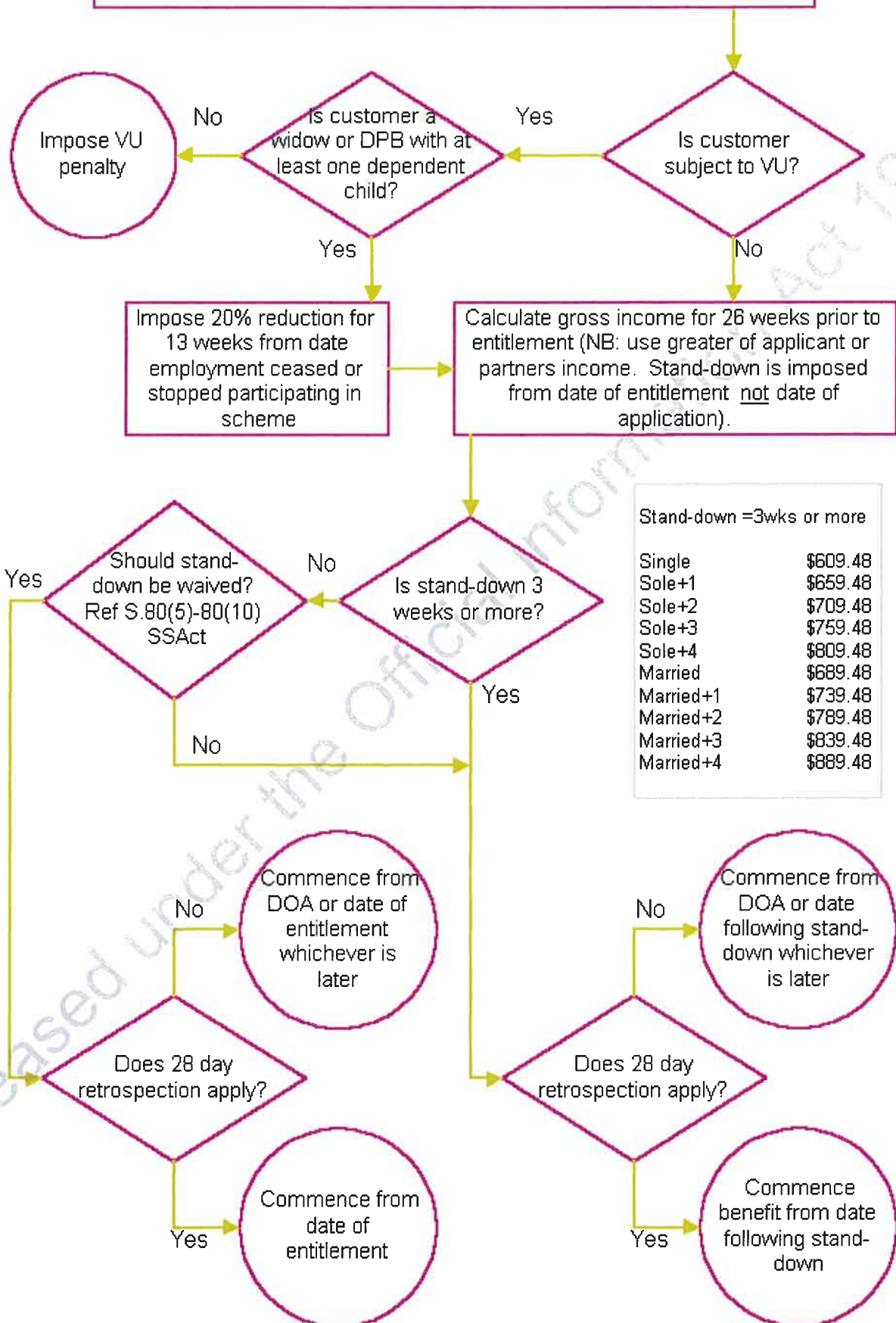
1997 047: Commencement date and ETF clarification

1997 047: Commencement date and ETF clarification: 9.0 Flow chart 1: commencement date (for expert users)

9.0 Flow chart 1: commencement date (for expert users)

Released under the Official Information Act 1982

Identify date of entitlement (i.e. date of event or date following event)



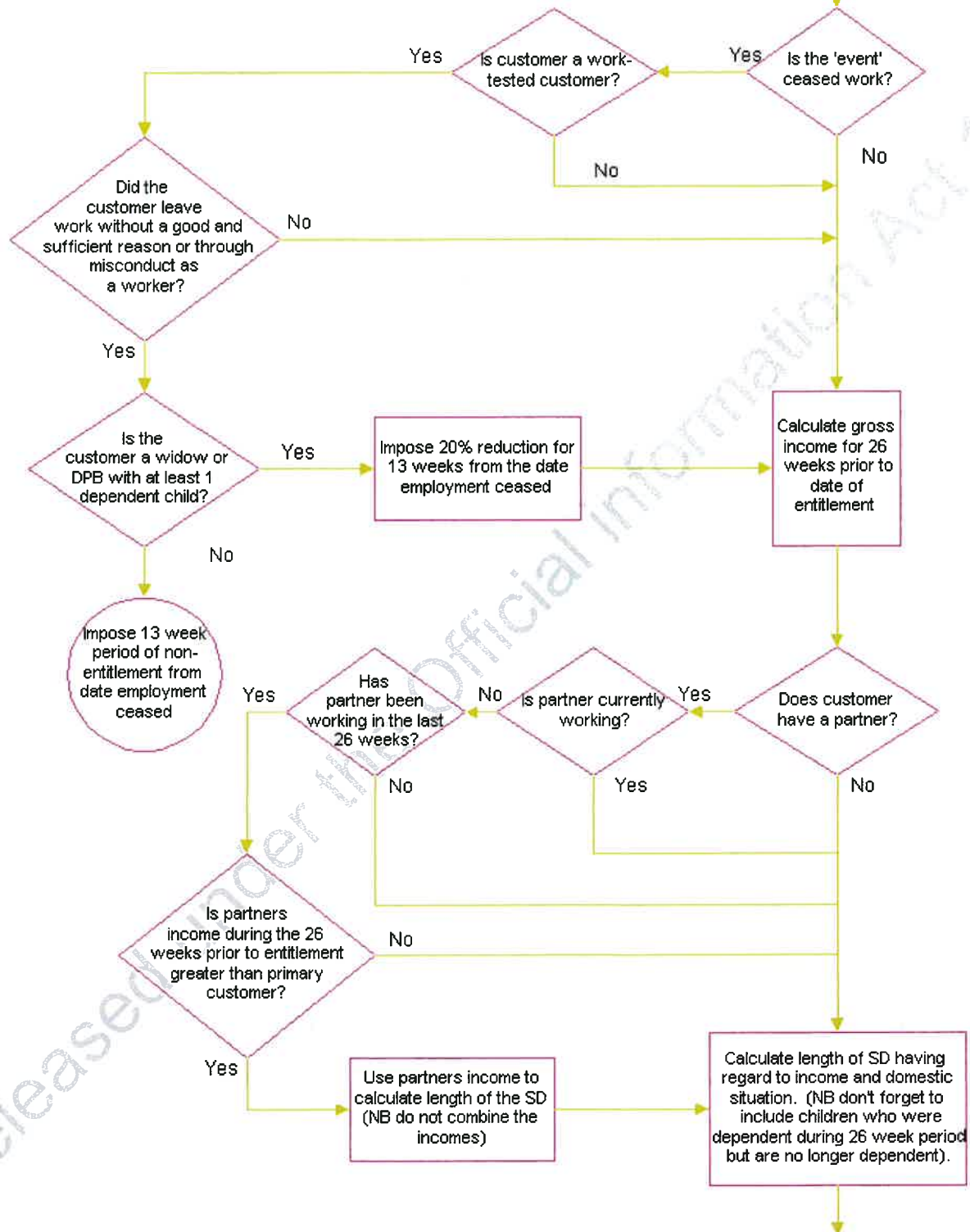
1997 047: Commencement date and ETF clarification

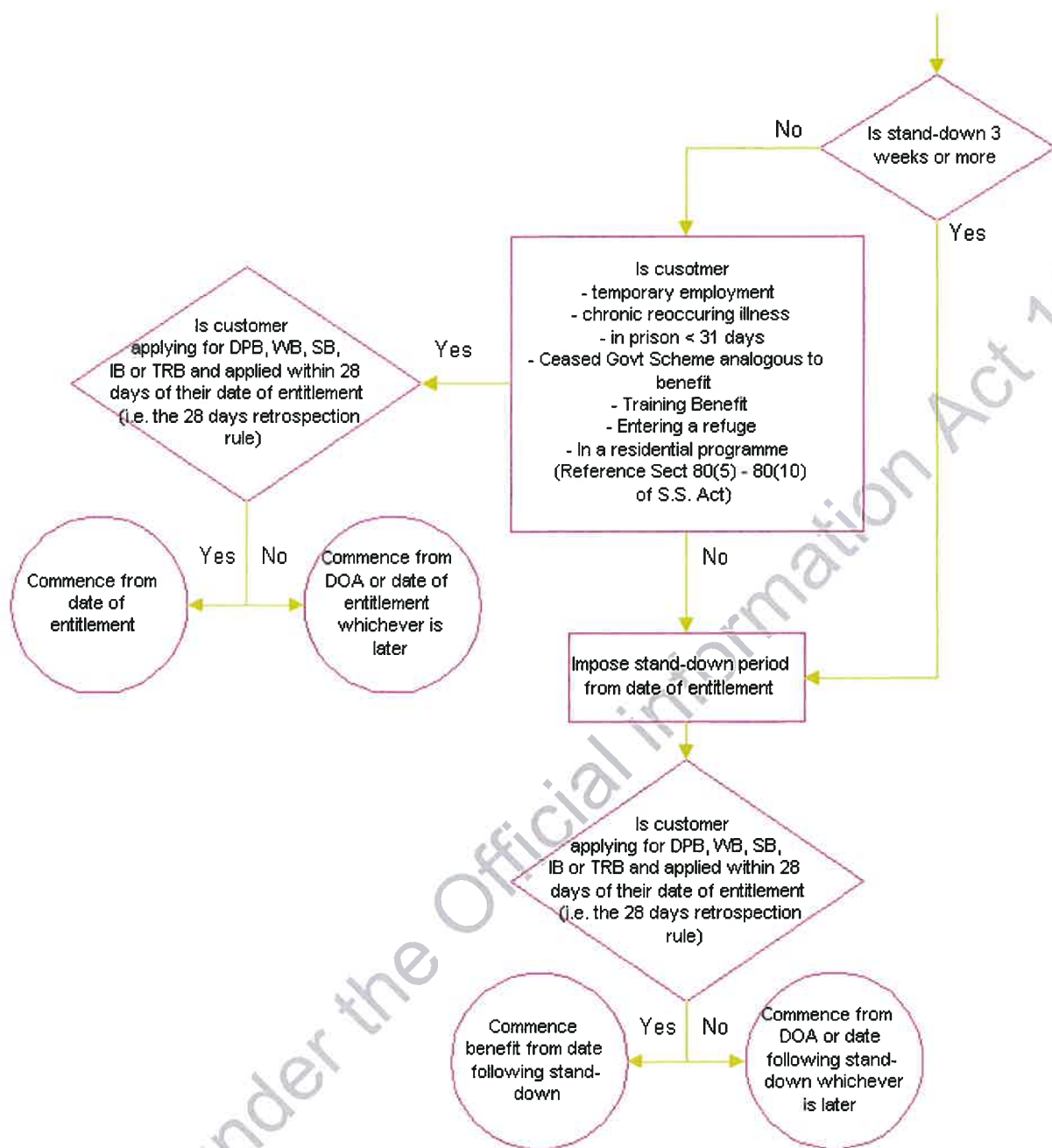
1997 047: Commencement date and ETF clarification: 10.0 Flow chart 2: commencement date (for new users)

10.0 Flow chart 2: commencement date (for new users)

Released under the Official Information Act 1982

Identify date of entitlement (i.e. date of event or date following event) NB. If event is ceased work, calculate the 'date ceased work' (i.e. the period covered by H/P, sick pay, pay in lieu of notice, retirement pay and any other termination payments).





Document Three:

(ROAD - Commencement date clarification 1997

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 1.0 Introduction

1.0 Introduction

1.1 This bulletin provides policy clarification for common errors identified during the recent commencement date monitoring exercise.

1.2 In summary:

- Identifying the correct 26 week period for calculation of the average gross weekly earnings.
- The entitlement date and how it works
- Transferring from Sickness Benefit to Invalids Benefit - what date to commence Invalids Benefit from.
- Temporary employment provision only applies to temporary employment
- Student Allowance is not analogous (similar) to a benefit
- Make sure you leave an audit trail

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 2.0 Determining stand-down

2.0 Determining stand-down

2.1 A customer's financial and domestic situation in the 26 week period prior to entitlement date determines the length of the stand-down (waiting period) to be imposed from the entitlement date.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 2.1.0 Question 1

2.1.0 Question 1

2.1.1 What 26 week period do we use to decide the customers 'average gross weekly earnings' (AGWE) for commencement date purposes?

The 26 weeks immediately prior to the customers entitlement date. The resulting stand-down is imposed from the entitlement date.

When a customer ceases employment (and this is the event which gives rise to entitlement) their entitlement date is the date after pay ceases. This means the day after:

- holiday pay or other accumulated leave
- pay in lieu of notice
- retirement pay

- other termination payments

Any period covered by the above payments forms part of the 26 week period for the calculation of the AGWE. The balance of the 26 weeks is made up from the customers ordinary worked wages.

2.1.2 Example 1:

Possum Dawn applied for UB after he finished work on 3 October 1997. He received 20 days holiday pay.

	last day of work	pay ceased	entitlement date
	3/10	31/10	3/11 ⇒ stand-down period
5/05	⇐ 26 weeks AGWE period ⇒		2/11

2.1.3 Example 2:

Lassie came home to NZ. She finished work in Australia on 5 September 1997 and received 10 days holiday pay. Lassie arrived back in NZ on 1 November 1997 and applied for DPB.

	last day of work	pay ceased	arrived in NZ/ entitlement date
	5/09	19/09	1/11 ⇒ stand-down period
3/05	⇐ 26 weeks AGWE period ⇒		31/10

The legislative references for deciding what 26 week period of income you need to decide the customers commencement date are Section 80B - definition of average income and section 3 - definition of ceased in relation to a persons employment.

An AGWE period calendar can be found in 8.1.0 of this bulletin. You may choose to use this calendar as a quick reference tool.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 2.2.0 Question 2

2.2.0 Question 2

2.2.1 What income do you include in the Average Gross Weekly Earnings (AGWE)?

The simple answer is all income. All income, as defined in section 3 of the S.S. Act should be included, not just wages. This means you include income such as interest, dividends and rental from property. In addition to this, sect 80B requires you to include all main benefit payments received, Accommodation Supplement, Rent Rebate & TPA.

Remember, for married couples you use the higher AGWE, not the combined income. If a customer has joint investments use 50% of the income generated from investment or savings.

At the time of application, ensure you have sufficient information about the partner to determine who has the higher AGWE during the 26 week period.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 2.3.0 Question 3

2.3.0 Question 3

2.3.1 Do we have regard to former dependent partners when calculating the length of the stand-down?

No, only former dependent children. Former dependent partners, and their income, are not taken into account when calculating the length of the stand-down. When a customer applies for DPB, following recent separation, their former partners income is not taken into account.

The 28th Schedule, clause (3) of the Social Security Act states that a dependent child means a child of the applicant at any time during the 26 week average gross weekly earnings period. Former dependent children are taken into account when calculating the length of the stand-down.

Therefore, if someone applies for benefit as a single person but had a former partner and 3 dependent children during the 26 weeks prior to their entitlement date, we would calculate the length of their stand-down as a sole parent with 3 dependent children.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 2.4.0 Question 4

2.4.0 Question 4

2.4.0 Why do we use different weekly wage figures to calculate holiday pay, loss of weekly earnings (LOWE) and average gross weekly wage (AGWE)?

The average gross weekly wage is determined in accordance with legislation. This figure cannot be compromised by using 'just any period'. You must use the earnings received in the 26 weeks prior to the entitlement date.

The LOWE and holiday pay figures are able to be calculated with some flexibility. The policy guidelines have been developed taking into account appropriate Appeal Authority decisions and the need to reach fair entitlement decisions. However these are only guidelines and in the practical environment alternative, and more readily available, weekly rates of pay may be used.

It is important that you understand the purpose of these different figures so that when using a more available weekly wage figure you are not disadvantaging the customer or circumventing the intention of legislation.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 2.4.1.0 Holiday pay:

2.4.1.0 Holiday pay:

2.4.1.1 Existing policy instructions indicate the number of days holiday pay represent should be calculated by using the average daily rate of pay over the previous

52 weeks. However, you can calculate the period covered by holiday pay using last four weeks wages or average weekly wage provided you are not disadvantaging the customer.

- 2.4.1.2 Situations where the customer may be disadvantaged are when hours of employment vary considerably, for example freezing workers. If a customer has been working fewer hours per week immediately before applying for benefit than they would normally average over a 52 week period it would disadvantage them to use the last four weeks wages or their last pay slip to calculate the number of days their holiday pay represents.
- 2.4.1.3 Record your calculation to provide an audit trail. Write on the payslip, make a file note or note the decision panel.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 2.4.2.0 Loss of Weekly Earnings (LOWE):

2.4.2.0 Loss of Weekly Earnings (LOWE):

- 2.4.2.1 Existing policy guidelines state that the loss of weekly earnings is determined by averaging the customers last four weeks wages. However where this assessment provides for a benefit rate of less than the maximum statutory rate, take the entire 52 week period before application into account and use the rate which is most advantageous to the applicant. The purpose of the LOWE is to ensure the customer is not receiving more by way of benefit payment than they would otherwise normally earn in employment.
- 2.4.2.2 Generally you will use the same figure to assess the number of days holiday pay and record the loss of weekly earnings on SWIFTT.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 3.0 What is the entitlement date?

3.0 What is the entitlement date?

- 3.1 The entitlement date is the date of or date following the event which gives entitlement to a benefit. It is the date from which the stand-down is imposed.
- 3.2 Lets recap:
- Customers have the ability to impose their own stand-down by delaying their application for benefit.
 - To be entitled to benefit you must meet the base criteria for the benefit and be resident in NZ.

The stand-down is imposed from the entitlement date not the application date.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 4.0 Granting Invalids Benefit

4.0 Granting Invalids Benefit

- 4.1 When a customer transfers to Invalids Benefit you should grant Invalids

Benefit from the earliest possible date.

- 4.2 When you transfer a customer to Invalids Benefit you should grant the Invalids Benefit from the date the customer makes representation/application, provided there is medical evidence of entitlement from that date.
- 4.3 Where the date of incapacity on the IB 11 is from a later date consider other medical evidence held.
- 4.4 Customers should not be referred for an IB 11 examination unless they state they wish to test their eligibility for Invalids Benefit. The date the customer states they would like to test their eligibility should be recorded as their date of representation/application.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 5.0 The 'no stand-down' provision

5.0 The 'no stand-down' provision

- 5.1 The legislative provision for no stand-down following a period of temporary employment (Section 80(6) - 80(9)) should not be used for situations other than temporary employment.
- 5.2 The 'no stand-down' provision, following less than 26 weeks temporary employment, only applies to situations of temporary employment. This provision cannot be used to avoid imposing a stand-down in other situations.
- 5.3 Policy guidelines to cover re-commencement/re-application following period of non-entitlement for reasons other than temporary employment and imprisonment, are currently being developed. These guidelines will be included in Chapter 9, Core Topics manual as soon as possible.
- 5.4 Periods of non-entitlement could be for reasons such as overseas travel, holidays within NZ, trial reconciliation/relationships, undertaking short term training or education where there is no entitlement to TB or student allowance and general unavailability for work. In the interim you can contact the SCOPE Policy Helpdesk for advice.

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 6.0 Benefit applicant previously receiving a student allowance

6.0 Benefit applicant previously receiving a student allowance

- 6.1 Customers who have been studying or training and receiving a student allowance prior to benefit application, have a stand-down period.
- 6.2 Student Allowance is not considered to be analogous (similar) to a benefit. There is no legislative provision to waive stand-down for someone who has been in receipt of Student Allowance prior to applying for a benefit, irrespective of the length of the course or previous benefit history.

7.0 Leave an audit trail

- 7.1 It is important that you leave an audit trail when deciding an application for benefit.
- 7.2 Information bulletin 1997/47 contained the business standard for recording your decision. Not complying with this standard is an 'error' in terms of accuracy reporting.
- 7.3 Instead of using the decision panel on the application form, some Service Centres/CSOs have adopted the use of a more detailed benefit decision summary sheet. An example can be found in 7.2.0 of this bulletin. You may choose to use this sheet instead of recording your decision on the application form.

8.0 Appendices

8.1.0 Average Gross Weekly Earnings (AGWE) calendar

8.1.1.0 October - November

Date of Entitlement	From	To	Date of Entitlement	From	To
6-Oct-97	7/04/97	5/10/97	1-Nov-97	3/05/97	31/10/97
7-Oct-97	8/04/97	6/10/97	2-Nov-97	4/05/97	1/11/97
8-Oct-97	9/04/97	7/10/97	3-Nov-97	5/05/97	2/11/97
9-Oct-97	10/04/97	8/10/97	4-Nov-97	6/05/97	3/11/97
10-Oct-97	11/04/97	9/10/97	5-Nov-97	7/05/97	4/11/97
11-Oct-97	12/04/97	10/10/97	6-Nov-97	8/05/97	5/11/97
12-Oct-97	13/04/97	11/10/97	7-Nov-97	9/05/97	6/11/97
13-Oct-97	14/04/97	12/10/97	8-Nov-97	10/05/97	7/11/97
14-Oct-97	15/04/97	13/10/97	9-Nov-97	11/05/97	8/11/97
15-Oct-97	16/04/97	14/10/97	10-Nov-97	12/05/97	9/11/97
16-Oct-97	17/04/97	15/10/97	11-Nov-97	13/05/97	10/11/97
17-Oct-97	18/04/97	16/10/97	12-Nov-97	14/05/97	11/11/97
18-Oct-97	19/04/97	17/10/97	13-Nov-97	15/05/97	12/11/97
19-Oct-97	20/04/97	18/10/97	14-Nov-97	16/05/97	13/11/97
20-Oct-97	21/04/97	19/10/97	15-Nov-97	17/05/97	14/11/97
21-Oct-97	22/04/97	20/10/97	16-Nov-97	18/05/97	15/11/97

22-Oct-97	23/04/97	21/10/97	17-Nov-97	19/05/97	16/11/97
23-Oct-97	24/04/97	22/10/97	18-Nov-97	20/05/97	17/11/97
24-Oct-97	25/04/97	23/10/97	19-Nov-97	21/05/97	18/11/97
25-Oct-97	26/04/97	24/10/97	20-Nov-97	22/05/97	19/11/97
26-Oct-97	27/04/97	25/10/97	21-Nov-97	23/05/97	20/11/97
27-Oct-97	28/04/97	26/10/97	22-Nov-97	24/05/97	21/11/97
28-Oct-97	29/04/97	27/10/97	23-Nov-97	25/05/97	22/11/97
29-Oct-97	30/04/97	28/10/97	24-Nov-97	26/05/97	23/11/97
30-Oct-97	1/05/97	29/10/97	25-Nov-97	27/05/97	24/11/97
31-Oct-97	2/05/97	30/10/97	26-Nov-97	28/05/97	25/11/97
			27-Nov-97	29/05/97	26/11/97
			28-Nov-97	30/05/97	27/11/97
			29-Nov-97	31/05/97	28/11/97
			30-Nov-97	1/06/97	29/11/97

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 8.1.2.0 December - January

8.1.2.0 December - January

Date of Entitlement	From	To	Date of Entitlement	From	To
1-Dec-97	2/06/97	30/11/97	1-Jan-98	3/07/97	31/12/97
2-Dec-97	3/06/97	1/12/97	2-Jan-98	4/07/97	1/01/98
3-Dec-97	4/06/97	2/12/97	3-Jan-98	5/07/97	2/01/98
4-Dec-97	5/06/97	3/12/97	4-Jan-98	6/07/97	3/01/98
5-Dec-97	6/06/97	4/12/97	5-Jan-98	7/07/97	4/01/98
6-Dec-97	7/06/97	5/12/97	6-Jan-98	8/07/97	5/01/98
7-Dec-97	8/06/97	6/12/97	7-Jan-98	9/07/97	6/01/98
8-Dec-97	9/06/97	7/12/97	8-Jan-98	10/07/97	7/01/98
9-Dec-97	10/06/97	8/12/97	9-Jan-98	11/07/97	8/01/98
10-Dec-97	11/06/97	9/12/97	10-Jan-98	12/07/97	9/01/98
11-Dec-97	12/06/97	10/12/97	11-Jan-98	13/07/97	10/01/98
12-Dec-97	13/06/97	11/12/97	12-Jan-98	14/07/97	11/01/98
13-Dec-97	14/06/97	12/12/97	13-Jan-98	15/07/97	12/01/98
14-Dec-97	15/06/97	13/12/97	14-Jan-98	16/07/97	13/01/98
15-Dec-97	16/06/97	14/12/97	15-Jan-98	17/07/97	14/01/98
16-Dec-97	17/06/97	15/12/97	16-Jan-98	18/07/97	15/01/98
17-Dec-97	18/06/97	16/12/97	17-Jan-98	19/07/97	16/01/98

18-Dec-97	19/06/97	17/12/97
19-Dec-97	20/06/97	18/12/97
20-Dec-97	21/06/97	19/12/97
21-Dec-97	22/06/97	20/12/97
22-Dec-97	23/06/97	21/12/97
23-Dec-97	24/06/97	22/12/97
24-Dec-97	25/06/97	23/12/97
25-Dec-97	26/06/97	24/12/97
26-Dec-97	27/06/97	25/12/97
27-Dec-97	28/06/97	26/12/97
28-Dec-97	29/06/97	27/12/97
29-Dec-97	30/06/97	28/12/97
30-Dec-97	1/07/97	29/12/97
31-Dec-97	2/07/97	30/12/97

1997 057: Commencement date clarification

1997 057: Commencement date clarification: 8.2.0 Benefit decision summary sheet

8.2.0 Benefit decision summary sheet

[To be added later]

Document Four:

ROAD Core topics pages

5.7100 Redundancy Pay

5.7100 Redundancy happens either:

- ♦ voluntarily, where workers accept redundancy willingly due to a staff surplus; or as an enforced decision.
- ♦

5.7101 Staff in both cases receive payment in recognition of the loss of work, eg in terms of seniority, future prospects and promotion, status, security and income.

5.7102 Employees usually receive pay in accordance with an established employee's agreement. Payment may also be received in accordance with an informal agreement made between the employees and employer.

5.7103 [Deleted]

5.7104 If there is no redundancy agreement, ask the employer to confirm

- ♦ that: the payment is to compensate for redundancy; and in voluntary
- ♦ redundancy cases, the employee has not been replaced.

5.7105 Often redundancy pay includes holiday pay. Always obtain full details of the payment.

5.7106 Redundancy or voluntary redundancy must not be confused with other reasons for an employee losing a job, eg being unable to perform duties or laid off for misconduct.

5.7107 [Deleted]

9.1000 Commencement date

9.1000 Initial stand-down

9.1000 The provisions for commencement date of benefits are found in section 80 of the Act for all benefits, except New Zealand Superannuation and Veterans Pension.

Section 80 is attached as appendix 1.

9.1001 Any application received for a Social Security Benefit *prior to* 1st April 1997 in general would have been subject to a two-week stand-down regardless of the customer's circumstances. Where income was particularly high, a high income stand-down of up to 10 weeks could be imposed.

9.1002 **From 1st April 1997 an Initial Stand-down applies to all benefit applicants and may range from 1 to 10 weeks. The length of standdown is calculated by a single formula, taking into account:**

- ♦ the customer's average weekly gross (before tax) income earned in the 26 weeks immediately before the later of *either*:
 - the date the person qualified for the benefit,
 - or ■ the date the employment ceased (i.e. after any holiday pay, etc., has expired),

and

- ♦ the number of dependent children in the applicant's care at any time during the same 26 week period.

9.1003 **All gross income received in the 26 week period described above, as defined in section 3 of the Act and in paragraph 9.1012 of this Chapter, must be verified and added together and includes:**

- ♦ holiday pay; normal salary/wages; gross income
 - ♦ from investments; rent; earning-related accident
 - ♦ compensation payments; pay in lieu of notice; pay
 - ♦ in lieu of accumulated leave;
 - ♦ redundancy payments received after 30th November 1992 (see
 - ♦ *paragraph 9.1104* below); other benefit payments;
 - ♦ payments made on the completion of fixed contracts; *and* bonus
 - ♦ payments paid at the time of termination;
- and the total of these amounts is then divided by 26 to get the average
- ♦ gross weekly income.

9.1004 ♦ Redundancy payments received on or after 30th November 1992 are taken into account in the assessment of the stand-down. The definition of a "redundancy payment" is contained in section 80B of the Act and includes:

- ♦ redundancy/ severance payments; payments made at the time
- ♦ of seasonal layoffs; directors fees; *and* payments for the
- ♦ completion of services specified in a contract.
- ♦

9.1005 Where the applicant has a partner who has been, or still is, working, ***it is the higher of their two incomes which should be used to calculate the length of the stand-down.*** Do not combine their income.

9.1006 The family circumstances of the customer in the past 26 weeks must be taken into account. This means that if the customer had a dependent child in their care at any time in the preceding 26 weeks you must take this into account, regardless of whether that child is in the care of the applicant at the time of application.

9.1007 The definition of a dependent child is found in section 3 of the Social Security Act 1964. "Dependent child" means a child

- (a) whose care is primarily the responsibility of that person; *and*
- (b) who is being maintained as a member of that person's family; *and*
- (c) who is financially dependent on that person; *and*
- (d) who is not a child in respect of whom payments are being made under section 363 of the Children, Young Persons and Their Families Act 1989 (i.e. a foster child).

Note that if an applicant is getting OB/UCB for a child in their care, this child would be included as a dependent child for calculating the Initial Standdown. However, the OB/UCB payments are **not included as income**.

9.1008 Once the customer's family circumstances and gross average weekly income for the past 26 weeks has been established, this must be compared with thresholds to work out the Stand-down period. The thresholds are based on the current gross average ordinary time weekly wage (AOTWW). The AOTWW changes regularly and it is important that the most up-to-date figure is used. Up-to-date figures can be found in the ROAD Deskfile.

9.1009 Generally, SWIFTT will work out the Initial Stand-down once you have entered the appropriate information. However, the formula for determining the stand-down period is contained in Schedule 28 of the Social Security Amendment Act 1996. Please refer to your departmental Solicitor if you would like a copy of this.

9.1010 **Cessation of employment**

9.1010 If an applicant has ceased employment recently, careful attention must be paid to their cessation date when determining the entitlement date to benefit.

9.1011 The definition of ceased in relation to employment is contained in section 3 of the Social Security Act.

9.1012 The following payments are taken into account in determining the date of cessation of employment:

- ♦ any wages/salary (including sick pay) paid after the termination date;
- ♦ holiday pay; pay in lieu of notice; pay in lieu of accumulated leave;
- ♦ payments made on the completion of fixed term engagements.

♦

- ♦ 9.1013 To decide the effective date employment ceased, the number of actual days represented by the payment(s) received at employment termination must be assessed.

- 9.1014 To assess the number of days represented by the continuing
- ♦ payment(s): calculate the daily rate of pay received over the last four
 - ♦ weeks; and divide the daily rate into the lump sum and accept the answer in whole days as representing the number of days of continued pay.
- 9.1015 To establish the effective date of cessation of employment, take the date that the applicant's employment terminated and add to this the number of days calculated in 9.1014 above.
- 9.1016 **Note:** Saturdays and Sundays are disregarded for the purposes of counting the days on which wages are deemed to have continued.

Example

Total gross earnings over four weeks	\$800.00
Lump Sum holiday pay	\$750.00

Daily rate of pay:	
800 divided by 20	\$40.00

Number of days holiday pay:	
\$750 divided by 40	18.75 days
(Treat as 18 complete days)	

9.1020 Imposing the stand-down

9.1020 For details of how to impose the Stand-down, refer to the chapter of the Main benefits manual which relates to the benefit you are granting.

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9.1030 No waiver of the stand-down

9.1030 Prior to 1st April 1997, one week of the two-week stand-down could be waived where an applicant was experiencing financial hardship and had no other means of support. ***From 1st April 1997 there is no provision to waive any part of the Initial Stand-down.***

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9.1040 Circumstances when stand-down is not imposed

9.1040 There are circumstances when a Stand-down is not imposed and these are listed below. However, it is important to note that if the customer's income and family circumstances in the past 26 weeks indicate a stand-down of three (3) weeks or more, ***then the stand-down must be imposed.*** Circumstances when the Initial Stand-down is not imposed are:

- ♦ application for Training Benefit,
- ♦ Sickness Benefit applications for chronic recurring illnesses, where the customer was previously receiving Sickness Benefit for the same illness;
- ♦ applicants who have spent less than 31 days in prison, and were receiving a benefit immediately previous, and they apply for Benefit immediately upon release; re-applications for Benefit after having been in temporary employment for less than 26 weeks; applicants who have been
- ♦ receiving payments under a government assisted scheme which the Director-General considers analogous to a benefit. This applies to
- ♦ Conservation Corps, and Youth Services Corps administered by the Ministry of Youth Affairs; applicants for DPB who have entered a refuge following the breakdown of a relationship; applicants who have entered a residential programme and whose benefit is required to contribute towards
- ♦ the cost of care.
- ♦

Released under the Official Information Act 1982

Document Five:

ROAD main benefits pages

5.5300 Benefit may be declined

5.5310 Initial stand down: general

- 5.5310 Section 80 of the Act contains provisions for calculating the initial stand down period.
- 5.5311 The Redundancy Payments (Taxation and Benefits) Act came into force on 30 November 1992. Redundancy payments received on or after this date are included in the definition of "average income" and form part of the initial stand down assessment.
- 5.5312 Average income is defined in Section 80B of the Social Security Act. All income received by an applicant in the 26-week period prior to cessation of employment is used in the initial stand down assessment. (Refer section 5.5317 for a comment about redundancy payments.)
- 5.5313 This includes, where the applicant is able to supply details, income earned while working overseas.
- 5.5314 See paragraphs 9.1002-9.1008 of the Core Topics Manual on Commencing, Paying and Stopping benefits for a description of the Initial Stand Down and details of how to calculate the stand down length.

5.5315 All income received in the 26 weeks prior to the effective cessation date (as defined in *paragraph 5.4020* of this manual) must be verified and added together and includes: holiday pay; normal salary/wages; net income from

- ♦ investments; rent; earnings related accident compensation payments;
- ♦ pay in lieu of notice; pay in lieu of accumulated leave; redundancy
- ♦ payments received after 30/11/92 (see paragraph 5.5316 below); other
- ♦ benefit payments; payments made on the completion of fixed term
- ♦ contracts; bonus payments paid at the time of termination;
- ♦ and ♦ gratuity and retirement
- ♦ payments.
- ♦ The total figure is then divided by 26 to get the average gross weekly income.
- ♦

5.5316

- ♦ Redundancy payments are taken into account in the assessment of
- ♦ the initial stand down. The definition of a "redundancy payment" is contained in Section 80B of the Act and includes: redundancy/severance
- ♦ payments; payments made at the time of seasonal layoffs; directors' fees;
- ♦ and ♦ payments for the completion of services specified in a
- ♦ contract.

5.5317 The method of calculation is to add 1/26th of the gross redundancy payment to the average gross income figure determined in 5.5316 above. The combined total is treated as the income received when determining the initial stand down.

5.5320 Initial stand down non-entitlement assessment formula

5.5320 Applicants for:

- ♦ Unemployment Benefit;
- ♦ Independent Youth Benefit;
- and
- ♦ Job Search Allowance;

From 1 April 1997 an Initial Stand Down applies to all benefit applicants and ranges in length from 1 to 10 weeks. The length of stand down is calculated by a single formula taking into account: ♦the customers average weekly before tax (gross) income earned in the

26 weeks immediately before the later of; the date the person

- qualified for the benefit; or the date the employment ceased
- (after any holiday pay etc. has expired)
- ♦ the number of dependent children in their care at any time during the same 26 week period.

5.5321 **Note:** The initial stand down does **not** apply to Training Benefit unless the applicant's income and family circumstances in the 26 weeks up until the date of entitlement would mean a stand down of 3 weeks or more. In this case, the whole 3 week stand down must be imposed.

5.5322 Once you have determined the customers family circumstances and their gross average weekly income in the past 26 weeks you will compare this to thresholds to work out the stand down. These thresholds are based on the current gross average ordinary time weekly wage (AOTWW). (Remember the AOTWW changes regularly and you need to make sure you have the most up to date figure.)

Generally SWIFTT will work out the stand down for you once you have entered the appropriate information. However the formula for determining the stand down period is contained in Schedule 28 of the Social Security Amendment Act 1996.

5.5330 **Special Needs Grants provisions in initial stand down cases**

5.5330 See *chapter 12, Special Needs Grants, Supplementary allowances and grants manual.*

5.5340 Income of partner

- 5.5340 The eligibility of the applicant and their partner must both be determined when establishing entitlement in initial stand down assessments. When either partner is ineligible because of the initial stand down, no UB can be paid until the expiry of the period of non-entitlement. Each partner's income is assessed individually (see 5.5142).
- 5.5341 If the partner of an Unemployment Benefit customer is made redundant, holiday pay must be charged against the couple's joint benefit entitlement in the usual way.
- 5.5342 Refer to *paragraphs 5.5143 and 5.5144* for effect of redundancy payment of a spouse on the primary customer's benefit entitlement.

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5.5350 Redundancy payments received prior to 30 November 1992, general

5.5350 The Redundancy Payments (Taxation and Benefits) Act came into effect on 30 November 1992. Redundancy payments made on or after this date became subject to taxation at the standard taxation rates. For details of how to treat redundancy payments received on or after 30 November 1992, refer to 5.5316 -5.5317 of this manual.

5.5351 Redundancy payments made prior to 30 November 1992 incurred a lower rate of tax. Payments made prior to 30 November 1992 are therefore treated differently when assessing entitlement to unemployment benefit.

5.5352 "Redundancy payments" received prior to 30 November 1992 include the amount, after the deduction of income tax, of any:

- ♦ redundancy or severance payment; ex gratia payments; bonuses;
- ♦ retirement leave; long service leave; gifts/ex gratia payments in lieu
- ♦ of redundancy/severance payments;
- ♦ and ♦ any other payments (excluding
- ♦ holiday pay).
- ♦

5.5353 A refund of an employee's superannuation contributions at the ending of employment is not defined as a redundancy payment.

5.5360 [Deleted]

5.5370 Redundancy payments by instalment

- 5.5370 Where an applicant who is entitled to receive a redundancy payment has not received the whole or part of that redundancy payment, they are able to receive a benefit on a **provisional** basis. At this time no account is taken of the redundancy payment still to be received by the applicant.
- 5.5371 Where arrangements are made to pay the redundancy by instalment, and the instalment is received within 52 weeks from the date of cessation of the employment to which the redundancy payment related, any payment of benefit which the applicant has received must be reviewed for the initial stand down period of non-entitlement.
- 5.5372 The initial stand down period of non-entitlement needs to be re-assessed from back at the time when the benefit was first granted. If the customer had served less than 10 weeks stand-down when they began receiving benefit, review the income that was received in the 26 week period prior to receipt of the benefit, plus any redundancy payment that had been received, to determine the appropriate initial stand down period of non-entitlement. The maximum period of non-entitlement that can be imposed is 10 weeks.
- 5.5373 Where applicable, overpayments should be established and recovered by cash refund if possible.
- 5.5374 Any redundancy payment instalment received more than 52 weeks after the date that the employment ceased (to which that redundancy payments instalment refers) is treated as a capital payment and ignored.
- 5.5375 [Deleted]
- 5.5376 If the original redundancy payment had resulted in a period of nonentitlement of less than 10 weeks, benefit entitlement will need to be reassessed under the redundancy payment provisions detailed in *paragraphs 5.5310-5.5372* above. An overpayment must be established for the balance of the period for which benefit was paid, up to a maximum period of nonentitlement of 10 weeks. The overpayment is assessed on the **net** amount of redundancy payment received prior to 1 April 1997 and the **gross** amount of redundancy payment after 1 April 1997.

5.5380 Redundancy payments received by seasonal workers

5.5380 Seasonal workers often receive Unemployment Benefit once their seasonal employment ceases.

5.5381 There are situations where the employer announces during the off season that the employment is terminated, and redundancy payments are made.

5.5382 In the instance where that redundancy payment is received within 52 weeks of the date that the seasonal employment ceased, under section 86 (1A) of the Act an overpayment of benefit paid is to be established for any payment that the person would not have been entitled to if the redundancy payment received had been taken into account in calculating the Initial Stand Down.

5.5383 This provision came into effect on 1 April 1997.

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Document Six:
ROAD Policy and Procedures
1997 memos

Policy

and

procedures

1997/057

Phone SCOPE: Desk to Desk 400-8401, or (04) 916-3401

Fax SCOPE: Desk to Desk 400-8061, or (04) 916-3332

E-mail SCOPE: 'SCOPE_Policy_helpdesk'

Published on 1 December 1997

Commencement date clarification

This bulletin provides policy clarification for common errors identified during the recent commencement date monitoring exercise.

In summary:

- ◆ Identifying the correct 26 week period for calculation of the average gross weekly earnings.
- ◆ The entitlement date and how it works
- ◆ Transferring from Sickness Benefit to Invalids Benefit - what date to commence Invalids Benefit from.
- ◆ Temporary employment provision only applies to temporary employment
- ◆ Student Allowance is not analogous (similar) to a benefit
- ◆ Make sure you leave an audit trail

1.0 Determining stand-down

A customer's financial and domestic situation in the 26 week period prior to entitlement date determines the length of the stand-down (waiting period) to be imposed from the entitlement date.

1.1.0 Question 1

What 26 week period do we use to decide the customers '**average gross weekly earnings**' (AGWE) for commencement date purposes?

The 26 weeks immediately prior to the customers entitlement date. The resulting standdown is imposed from the entitlement date.

When a customer ceases employment (and this is the event which gives rise to entitlement) their entitlement date is the date after pay ceases. This means the day after:

- ◆ holiday pay or other accumulated leave
- ◆ pay in lieu of notice
- ◆ retirement pay
- ◆ other termination payments

Any period covered by the above payments **forms part of the 26 week period** for the calculation of the AGWE. The balance of the 26 weeks is made up from the customers ordinary worked wages.

Example 1:

Possum Dawn applied for UB after he finished work on 3 October 1997. He received 20 days holiday pay.

	last day of work	pay ceased	entitlement date
	3/10	31/10	3/11
			⇒ stand-down period
5/05	⇐ 26 weeks AGWE period ⇒		2/11

Example 2:

Lassie came home to NZ. She finished work in Australia on 5 September 1997 and received 10 days holiday pay. Lassie arrived back in NZ on 1 November 1997 and applied for DPB.

last day of work	pay ceased	arrived in NZ/ entitlement date
------------------	------------	---------------------------------

	5/09	19/09	1/11	⇒ stand-down period
3/05	⇐26 weeks AGWE period⇒		31/10	

The legislative references for deciding what 26 week period of income you need to decide the customers commencement date are Section 80B - definition of average income and section 3 - definition of ceased in relation to a persons employment.

An AGWE period calendar can be found in 7.1.0 of this bulletin. You may choose to use this calendar as a quick reference tool.

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1.2.0 Question 2

What income do you include in the Average Gross Weekly Earnings (AGWE)?

The simple answer is all income. All income, as defined in section 3 of the S.S. Act should be included, **not just wages**. This means you include income such as interest, dividends and rental from property. In addition to this, sect 80B requires you to include all main benefit payments received, Accommodation Supplement, Rent Rebate & TPA.

Remember, for married couples you use the higher AGWE, **not the combined income**. If a customer has joint investments use 50% of the income generated from investment or savings.

At the time of application, ensure you have sufficient information about the partner to determine who has the higher AGWE during the 26 week period.

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1.3.0 Question 3

Do we have regard to **former** dependent partners when calculating the length of the stand-down?

No, **only former dependent children**. Former dependent partners, and their income, are not taken into account when calculating the length of the stand-down. When a customer applies for DPB, following recent separation, their former partners income is not taken into account.

The 28th Schedule, clause (3) of the Social Security Act states that a dependent child means a child of the applicant at any time during the 26 week average gross weekly earnings period. Former dependent children are taken into account when calculating the length of the stand-down.

Therefore, if someone applies for benefit as a single person but had a former partner and 3 dependent children during the 26 weeks prior to their entitlement date, we would calculate the length of their stand-down as a sole parent with 3 dependent children.

1.4.0 Question 4

Why do we use different weekly wage figures to calculate holiday pay, loss of weekly earnings (LOWE) and average gross weekly wage (AGWE)?

The average gross weekly wage is determined in accordance with legislation. This figure cannot be compromised by using 'just any period'. You must use the earnings received in the 26 weeks prior to the entitlement date.

The LOWE and holiday pay figures are able to be calculated with some flexibility. The policy guidelines have been developed taking into appropriate Appeal Authority decisions and the need to reach fair entitlement decisions. However these are only guidelines and in the practical environment alternative, and more readily available, weekly rates of pay may be used.

It is important that you understand the purpose of these different figures so that when using a more available weekly wage figure you are not disadvantaging the customer or circumventing the intention of legislation.

1.4.1.0 Holiday pay:

Existing policy instructions indicate the number of days holiday pay represent should be calculated by using the average daily rate of pay over the previous 52 weeks. However, you can calculate the period covered by holiday pay using last four weeks wages or average weekly wage **provided you are not disadvantaging the customer.**

Situations where the customer may be disadvantaged are when hours of employment vary considerably, for example freezing workers. If a customer has been working fewer hours per week immediately before applying for benefit than they would normally average over a 52 week period it would disadvantage them to use the last four weeks wages or their last pay slip to calculate the number of days their holiday pay represents.

Record your calculation to provide an audit trail. Write on the payslip, make a file note or note the decision panel.

1.4.2.0 Loss of Weekly Earnings (LOWE):

Existing policy guidelines state that the loss of weekly earnings is determined by averaging the customers last four weeks wages. However where this assessment provides for a benefit rate of less than the maximum statutory rate, take the entire 52 week period before

application into account and use the rate which is most advantageous to the applicant. The purpose of the LOWE is to ensure the customer is not receiving more by way of benefit payment than they would otherwise normally earn in employment.

Generally you will use the same figure to assess the number of days holiday pay and record the loss of weekly earnings on SWIFTT.

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2.0 What is the entitlement date?

The entitlement date is the date of or date following the event which gives entitlement to a benefit. It is the date from which the stand-down is imposed.

Lets recap:

- ♦ Customers have the ability to impose their own stand-down by delaying their application for benefit.
- ♦ To be **entitled** to benefit you must meet the base criteria for the benefit and be **resident in NZ**.

The stand-down is imposed from the entitlement date **not** the application date.

3.0 Granting Invalids Benefit

When a customer transfers to Invalids Benefit you should grant Invalids Benefit from the earliest possible date.

When you transfer a customer to Invalids Benefit you should grant the Invalids Benefit from the date the customer makes representation/application, provided there is medical evidence of entitlement from that date.

Where the date of incapacity on the IB 11 is from a later date consider other medical evidence held.

Customers should not be referred for an IB 11 examination unless they state they wish to test their eligibility for Invalids Benefit. The date the customer states they would like to test their eligibility should be recorded as their date of representation/application.

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4.0 The 'no stand-down' provision

The legislative provision for no stand-down following a period of temporary employment (Section 80(6) - 80(9)) should not be used for situations other than temporary employment.

The 'no stand-down' provision, following less than 26 weeks temporary employment, only applies to situations of temporary employment. This provision cannot be used to avoid imposing a stand-down in other situations.

Policy guidelines to cover re-commencement/re-application following period of nonentitlement for reasons other than temporary employment and imprisonment, are currently being developed. These guidelines will be included in Chapter 9, Core Topics manual as soon as possible.

Periods of non-entitlement could be for reasons such as overseas travel, holidays within NZ, trial reconciliation/relationships, undertaking short term training or education where there is no entitlement to TB or student allowance and general unavailability for work. In the interim you can contact the SCOPE Policy Helpdesk for advice.

5.0 Benefit applicant previously receiving a student allowance

Customers who have been studying or training and receiving a student allowance prior to benefit application, have a stand-down period.

Student Allowance is not considered to be analogous (similar) to a benefit. There is no legislative provision to waive stand-down for some one who has been in receipt of Student Allowance prior to applying for a benefit, irrespective of the length of the course or previous benefit history.

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6.0 Leave an audit trail

It is important that you leave an audit trail when deciding an application for benefit.

Information bulletin 1997/47 contained the business standard for recording your decision. Not complying with this standard is an 'error' in terms of accuracy reporting.

Instead of using the decision panel on the application form, some Service Centres/CSOs have adopted the use of a more detailed benefit decision summary sheet. An example can be found in 7.2.0 of this bulletin. You may choose to use this sheet instead of recording your decision on the application form.

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7.0 Appendices

7.1.0 Average Gross Weekly Earnings (AGWE) calendar

7.1.1.0 October - November

Date of Entitlement	From	To	Date of Entitlement	From	To
6-Oct-97	7/04/97	5/10/97	1-Nov-97	3/05/97	31/10/97
7-Oct-97	8/04/97	6/10/97	2-Nov-97	4/05/97	1/11/97
8-Oct-97	9/04/97	7/10/97	3-Nov-97	5/05/97	2/11/97
9-Oct-97	10/04/97	8/10/97	4-Nov-97	6/05/97	3/11/97
10-Oct-97	11/04/97	9/10/97	5-Nov-97	7/05/97	4/11/97
11-Oct-97	12/04/97	10/10/97	6-Nov-97	8/05/97	5/11/97
12-Oct-97	13/04/97	11/10/97	7-Nov-97	9/05/97	6/11/97
13-Oct-97	14/04/97	12/10/97	8-Nov-97	10/05/97	7/11/97
14-Oct-97	15/04/97	13/10/97	9-Nov-97	11/05/97	8/11/97
15-Oct-97	16/04/97	14/10/97	10-Nov-97	12/05/97	9/11/97
16-Oct-97	17/04/97	15/10/97	11-Nov-97	13/05/97	10/11/97
17-Oct-97	18/04/97	16/10/97	12-Nov-97	14/05/97	11/11/97
18-Oct-97	19/04/97	17/10/97	13-Nov-97	15/05/97	12/11/97
19-Oct-97	20/04/97	18/10/97	14-Nov-97	16/05/97	13/11/97
20-Oct-97	21/04/97	19/10/97	15-Nov-97	17/05/97	14/11/97
21-Oct-97	22/04/97	20/10/97	16-Nov-97	18/05/97	15/11/97
22-Oct-97	23/04/97	21/10/97	17-Nov-97	19/05/97	16/11/97
23-Oct-97	24/04/97	22/10/97	18-Nov-97	20/05/97	17/11/97
24-Oct-97	25/04/97	23/10/97	19-Nov-97	21/05/97	18/11/97
25-Oct-97	26/04/97	24/10/97	20-Nov-97	22/05/97	19/11/97
26-Oct-97	27/04/97	25/10/97	21-Nov-97	23/05/97	20/11/97
27-Oct-97	28/04/97	26/10/97	22-Nov-97	24/05/97	21/11/97
28-Oct-97	29/04/97	27/10/97	23-Nov-97	25/05/97	22/11/97
29-Oct-97	30/04/97	28/10/97	24-Nov-97	26/05/97	23/11/97
30-Oct-97	1/05/97	29/10/97	25-Nov-97	27/05/97	24/11/97
31-Oct-97	2/05/97	30/10/97	26-Nov-97	28/05/97	25/11/97
			27-Nov-97	29/05/97	26/11/97
			28-Nov-97	30/05/97	27/11/97

29-Nov-97	31/05/97	28/11/97
30-Nov-97	1/06/97	29/11/97

7.1.2.0 December - January

Date of Entitlement	From	To	Date of Entitlement	From	To
1-Dec-97	2/06/97	30/11/97	1-Jan-98	3/07/97	31/12/97
2-Dec-97	3/06/97	1/12/97	2-Jan-98	4/07/97	1/01/98
3-Dec-97	4/06/97	2/12/97	3-Jan-98	5/07/97	2/01/98
4-Dec-97	5/06/97	3/12/97	4-Jan-98	6/07/97	3/01/98
5-Dec-97	6/06/97	4/12/97	5-Jan-98	7/07/97	4/01/98
6-Dec-97	7/06/97	5/12/97	6-Jan-98	8/07/97	5/01/98
7-Dec-97	8/06/97	6/12/97	7-Jan-98	9/07/97	6/01/98
8-Dec-97	9/06/97	7/12/97	8-Jan-98	10/07/97	7/01/98
9-Dec-97	10/06/97	8/12/97	9-Jan-98	11/07/97	8/01/98
10-Dec-97	11/06/97	9/12/97	10-Jan-98	12/07/97	9/01/98
11-Dec-97	12/06/97	10/12/97	11-Jan-98	13/07/97	10/01/98
12-Dec-97	13/06/97	11/12/97	12-Jan-98	14/07/97	11/01/98
13-Dec-97	14/06/97	12/12/97	13-Jan-98	15/07/97	12/01/98
14-Dec-97	15/06/97	13/12/97	14-Jan-98	16/07/97	13/01/98
15-Dec-97	16/06/97	14/12/97	15-Jan-98	17/07/97	14/01/98
16-Dec-97	17/06/97	15/12/97	16-Jan-98	18/07/97	15/01/98
17-Dec-97	18/06/97	16/12/97	17-Jan-98	19/07/97	16/01/98
18-Dec-97	19/06/97	17/12/97			
19-Dec-97	20/06/97	18/12/97			
20-Dec-97	21/06/97	19/12/97			
21-Dec-97	22/06/97	20/12/97			
22-Dec-97	23/06/97	21/12/97			
23-Dec-97	24/06/97	22/12/97			
24-Dec-97	25/06/97	23/12/97			
25-Dec-97	26/06/97	24/12/97			
26-Dec-97	27/06/97	25/12/97			

27-Dec-97	28/06/97	26/12/97
28-Dec-97	29/06/97	27/12/97
29-Dec-97	30/06/97	28/12/97
30-Dec-97	1/07/97	29/12/97
31-Dec-97	2/07/97	30/12/97

7.2.0 Benefit decision summary sheet

Application date:			
Date of event:			
Reason for Event:			
Last day of employment:			
Holiday Pay:	\$	Number of Days:	
Pay in lieu of Notice:	\$	Number of Days:	
Retirement Pay:	\$	Number of Days:	
Other cessation payments:	\$	Number of Days:	
Date pay ceased:			
Entitlement date:			

AVERAGE GROSS WEEKLY EARNINGS				
From _____ to _____				
Holiday Pay:	Wks	Days	Amount	\$
Retirement Pay:	Wks	Days	Amount	\$
Pay in lieu:	Wks	Days	Amount	\$
Other:	Wks	Days	Amount	\$
Sub Total (c/f)	Wks	Days	Total (B)	\$
	Wks 26	Days 0		
	Wks	Days		
Less Sub Total		Days		
Total (A)	Wks	Days		
Average weekly wage: \$	X (Total (A) c/f) Wks		Days = \$	
Total (B) c/f :	\$		(C)	

Total (C) c/f :	\$	
Redundancy:	\$	
Other income:	\$	
Total income:	\$	divided by 26= \$ Average Gross Weekly Earnings
Stand-down period from:		to
Stand-down waived:	Yes <input type="radio"/> No <input type="radio"/>	
Reason stand-down waived:		
Commencement date:		
Rate of payment:	\$	per wk
Non-standard benefit rate:	Yes <input type="radio"/> No <input type="radio"/>	
Reason for non-standard benefit rate:		
Income charged:	\$	per wk
No. of dependent children:		
Rate of Family Support:	\$	
Period Charged:		to
Non-standard F/S:	Yes <input type="radio"/> No <input type="radio"/>	

Decision Panel:	Grant	benefit as assessed above
	Grant	from
	Grant	at \$
		from
		at \$

Policy

and procedures

Call SCOPE on:

Desk to Desk 400-8401 or Direct Dial (04) 916-3401

Direct Fax (04) 472-2877

E-Mail: SCOPE Policy Help Desk

1997/047

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Commencement date and ETF - the clarification you've been asking for

This bulletin does the following:

- ◆ Provides policy change and clarification about commencement date issues for the ETF changes introduced on 1 April 1997.

- ◆ Discusses the accuracy issue and commencement date, and its impact on your customers.
- ◆ Details the documentation requirements for recording a benefit decision.
- ◆ Provides clarification of terms.
- ◆ Works through the STD1A screen with you.
- ◆ Provides flow charts.
- ◆ Provides scenarios to test your knowledge.
- ◆ Offers support and requests feedback.

Introduction

Here is an information package designed to clarify ETF policy issues and address concerns with accuracy and the commencement date. This package targets specific aspects of commencement date, and provides you with an opportunity to revise your knowledge. The material is intended to support existing training material.

Two recent initiatives carried out by Operational Policy, National Office, have provided a lot of information about the problems associated with the commencement date. An evaluation of one initiative involved checking 305 applications. The level of accuracy for commencement date was 65%.

We could say that all of the staff were getting it right 65% of the time, or 65% of the staff were getting it right all of the time. Either way you look at it, it's clear that getting the commencement date right, being able to show that you've got it right, or both, is a problem.

While it is very evident that every CSO takes their responsibility to provide quality customer service seriously, you need to remember that a quality service includes an accurate benefit decision. And it doesn't take any longer to get it right. For every error made there is a loser. That loser may be your customer, whether or not they know it, or it may be the taxpayer's piggybank. The issue is a serious one.

While we have addressed what we consider to be the most significant areas of concern in this package, we may not meet your needs. If this is the case, tell us what the issues are for you and we will work to find an answer. We are keen to support you. However, in the end, being 95% accurate is your personal responsibility.

‘Starting to make sense’, but what do the terms really mean?

Something we hear quite often is ‘all the different terms you use cause confusion’. Let’s see if we can make it simple **and keep it simple**.

There are only two terms used in legislation for deciding when to pay a benefit from: entitlement date and commencement date. Policy and training documents introduce additional terms. Generally, these are used to arrive at the entitlement date, or mean the same thing as commencement date. SWIFTT uses some other terms. A later section of this bulletin explores the STD1A and STD2A screens and provides an explanation.

Here is a definition of the terms you need to know.

Entitlement date

Entitlement date is either the date of event or the date after event, depending on the event. For example, if the event is ‘Caring Commenced’ (SWIFTT reason for event code 009), the entitlement date is the date of event. SWIFTT is programmed to recognise the difference.

The ‘event’ is either the date work ceased or an event specific to the type of assistance being sought (for example, ‘separated from partner’ or ‘date of incapacity’). When more than one ‘event’ applies to a customer, use the later event to calculate the entitlement date.

Commencement date

Commencement date is the date payment starts from. Occasionally, we will use the term ‘date of grant’, which means the same thing. The most appropriate term is commencement date as it is used in legislation.

Qualifying date

This term **isn’t used in association with the calculation of the commencement date**. Qualifying date is used to decide entitlement to DPB when a child is born outside NZ. This term is defined in the DPB manual (Main benefits, section 7.1050).

Policy clarification from the beginning

The ETF changes introduced from 1 April 1997 put considerable emphasis on the date of application and the date of entitlement when determining the commencement date. In the absence of a legal definition, policy has been developed having regard to all relevant sections of current legislation.

The introduction of ETF has generated a significant number of policy questions. National Office policy advisors have responded to these on an individual case scenario basis. The following information may vary from the advice given at the time. Decisions made on previous advice can be accepted as correct. **Decisions made from the receipt of this package must be made in accordance with the policy advice stated below.**

What is the application date?

The date the customer contacts Income Support and indicates they want to apply for benefit, even if they can't have an interview that day, is the date of application. The correct date of application is to be used on the SREG screen in SWIFTT. This means SWIFTT can automatically assess the commencement date. In turn this reduces the opportunity for error.

Do not use the entitlement date field on the STD1A and STD2A screen as a work around.

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Application date for a customer who fails to keep an appointment?

If the customer fails to keep their appointment, without a good and sufficient reason, it is not appropriate to use the initial contact date as the customer's application date.

The customer's application date then becomes the subsequent contact date to arrange the appointment, which is kept, and results in an application being lodged.

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When is the initial stand-down imposed from?

The stand-down is no longer imposed from the date of application.

The stand-down is imposed from the date of entitlement. The length of the stand-down is determined by the customer's financial and domestic circumstances for the 26 week period prior to their date of entitlement. It is considered reasonable to expect the customer to support themselves during the stand-down period. This new provision allows the customer to 'self impose' their own stand-down.

SWIFTT is programmed to recognise the new provisions. Put the right information into SWIFTT and you will get the right answer.

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Definition of the entitlement date

Entitlement date is the date the person meets the basic criteria for benefit. In addition to this, the person must be resident and present in New Zealand. In general terms this means a person is entitled from the day of or the day following the 'event', provided they meet the age and residential criteria of the benefit and are present in NZ on that day.

For an UB customer to be entitled they must be unemployed, capable and willing to undertake work, and have taken reasonable steps to obtain work. They must be 18 years old, or 16 or 17 years old and married with dependent children, resident and present in NZ, and have resided in NZ continuously for 12 months at any one time. To establish a 'date of entitlement', capable and willing to undertake work and have taken reasonable steps to obtain work **does not** mean the customer has to be registered with NZES. (However, to commence payment of UB the customer must be registered with NZES. Further information on this later in the bulletin.)

For the purpose of assessing the entitlement date, if a customer applies for unemployment benefit within 26 weeks from the date they ceased work, you can **assume** the customer has taken reasonable steps to obtain work from the date they ceased employment, unless there is evidence to the contrary. If the customer ceased work **more than 26 weeks** prior to applying for benefit, you should ask the customer when they became available for work and commenced job search.

Entitlement date and absence from NZ for work -tested customers

A work-tested customer must be resident and present in NZ to be 'entitled' to a benefit. Temporary absence from NZ (i.e. absence for 2 weeks or less) following the entitlement date but prior to commencement date has no effect on the 'date of entitlement'.

Any absence longer than 2 weeks would require the work-tested customer to re-establish 'entitlement'. The stand-down would be imposed from the date entitlement is re-established.

Why two weeks? Time frames provide for consistent policy application and it's reasonable to provide for a short 'holiday break' during a sustained period of job search without affecting the customers commencement date.

If a work-tested customer is absent from NZ for a period **greater than 2 weeks**, but there is evidence of job search during the absence, it may be appropriate to accept entitlement for this period and make no adjustment to the 'date of entitlement' and therefore no adjustment to the period the stand-down is imposed. You should consider the individual circumstances of each case.

A work-tested customer must be present in NZ for benefit payment to commence. If temporary absence includes the commencement date, defer commencement of the benefit until customer is resident and present in NZ and meets all other criteria.

Entitlement date and absence from NZ for non -work-tested customers

Section 77 of the Social Security Act 1964 provides for this customer group. The allowable periods of absence from NZ have no effect on entitlement date or commencement date.

Entitlement date and temporary employment

The policy rules have changed. Previously, we have had the policy that temporary employment during a stand-down period has no effect on the commencement date. This is no longer the case.

Legislation now requires the stand-down and commencement date to be re-assessed from the completion of the temporary job. A new application for benefit isn't required. The application date remains the same. The 26 week period of income will change and therefore the length of the stand-down may change. Only impose a further stand-down, following the temporary employment, if the income level requires a stand-down of 3 weeks or more.

The relevant legislation is section 80(11) and 80(12) of the Social Security Act 1964.

Remember, temporary employment is defined in section 3 of the Social Security Act 1964. Temporary employment is full employment for a period of less than 26 weeks.

A regular SWIFTT practice would be to suspend the benefit record in cases of temporary employment. To prompt you to reassess the stand-down and commencement date, it may be more appropriate to cancel the record using code '38'.

Entitlement date and earning at a disqualifying rate

For the purpose of calculating the entitlement date, a DPB, WB, IB or TRB customer isn't 'entitled' to that benefit if they are earning at a disqualifying rate. Their entitlement date would be the date following the date pay ceased or reduced, provided they meet the other criteria for that benefit.

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NZES registration after application for benefit

Work-tested customers are legally required to register with NZES (section 60HC, Social Security Act 1964). For administrative purposes, we allow up to 5 working days from the time a customer applies for benefit to register with NZES without effecting the commencement date. If the customer takes longer than 5 days, payment cannot commence any earlier than the date of registration with NZES.

It is important that the customer is clearly advised of the need to register and the possible effect on their commencement date if they fail to do so within 5 days of lodging their application for benefit. TSOs should continue to encourage customers to register with NZES prior to their interview with the CSO. There should be no valid reason for registration to take longer than this period.

Make SWIFTT work for you

- ◆ SWIFTT knows how to automatically assess the commencement date, but you need to put the right information into the system.
- ◆ To put the right information in, you need to know the policy rules.
- ◆ When you have any doubt about the policy rules, phone, fax, or e-mail the SCOPE Policy Help Desk. This service there for your use.
- ◆ If you put the right information in SWIFTT it will give you the right commencement date.

Yes you are right, this is not strictly true. Sometimes you can't put the right information into SWIFTT. For example, if the initial stand-down is affected by children no longer in the applicant's care. In situations like this you need to 'work' the system **and then record why** you have worked the system.

Terms used on the STD1A and STD2A screen

Date of event

- ◆ This is the date of the event which gave rise to entitlement to benefit. Always use the 'actual' date of event.
- ◆ When SWIFTT automatically calculates the commencement date it will use the date of event to decide what period to impose the stand-down for. SWIFTT is programmed to recognise when to use the date of event or the date following event in its calculation of the commencement date.
- ◆ SWIFTT will use this date, in conjunction with the application date, service type and the RFE (reason for event) to decide whether or not the 28 days retrospection rules apply.
- ◆ If the date of event is very obscure but so far in the past it has no effect on the commencement date, pick a notional (approximate) date. You should document why you have used a notional date.

Reason for event

- ◆ This code identifies, for SWIFTT, whether it should be calculating the stand-down from the date of event or the date following event.

Date ceased work

- ◆ This is the customers last active date of employment.

Loss of weekly earnings

- ◆ Generally calculated from the last four weeks of employment.
- ◆ Programmed to check with the rate of benefit payable to ensure benefit paid is not greater than the loss of weekly earning, where appropriate.
- ◆ Used to calculate the period holiday or sick pay covers when you enter a \$ amount and number of days.
- ◆ This field is not used in the calculation of the commencement date.

Amount of holiday pay

- ◆ If you enter the amount of holiday pay, SWIFTT will use this information and the 'Loss of weekly earnings' to calculate the date pay ceased.
- ◆ Enter either the amount of holiday pay or use the 'days holiday pay' field to record the number of days holiday pay. You do not need to use both.

Amount of sick pay ◆

As above.

Entitlement code

- ◆ For statistics only.

Date received

- ◆ For statistics only (timeliness standards etc.).

Days holiday/other pay

- ◆ This is used in conjunction with 'date ceased work' to calculate the date pay ceased.
- ◆ Use either the amount or the days field. You do not have to use both.

Days sick pay

- ◆ As above.

Average gross weekly earnings

- ◆ Average earnings for the 26 weeks prior to entitlement date.
- ◆ Used, in conjunction with marital status and number of dependent children, to assess the length of the stand-down period.

SWIFTT and the 28 days retrospection

SWIFTT does the 28 days retrospection automatically. It is programmed to recognise the service types which allow 28 days retrospection (i.e. DPB, IB, WB, TRB and SB).

The programme checks the date of event with the date of application, the service type. **This is another reason why it is important to use the correct date of application in SWIFTT.**

Waiving the stand-down

You will need to know the policy rules to know when to waive a stand-down. Refer to section 9.1040 of Core topics for policy information.

To waive the stand-down on SWIFTT, you must go to the SSTDA screen and enter the right information.

If the customer is subject to a 3 week or more stand-down, based on level of income and domestic circumstances, you cannot waive the stand-down under any circumstances.

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Documentation and accountability

The biggest improvement to accuracy can be made in the area of documentation. While you don't write a book, but you must make notes.

As a government department we need to be accountable. However, we also need to keep a balance between accountability (i.e. audit trails) and bureaucratic red tape (i.e. paper for paper's sake). When someone else looks at a customer's record, they need to be able to know what has happened and why if they are to be able to determine whether or not it's correct.

Therefore, there must be information to support the commencement date recorded in SWIFTT. This information could be hard-copy information (for example, a pay slip), the application form, or telephone notes. Alternatively, record the source of your information on BTCHI

When the information on SWIFTT varies from the documentation, without explanation, this will be an error.



The minimum standard for recording decisions

As a minimum standard, the decision panel on the application form should record the following information:

- ◆ If granted:
 - Benefit type.
 - Date of event.
 - Stand-down period (from and to date), or the reason that stand-down was waived.
 - Commencement date.
 - Rate of payment.
- ◆ If declined:

- Benefit type.
- Decline.
- Reason for decline.

If you've had to calculate the customers gross earning due to income from several sources, children no longer in the customers care or some other 'not the norm' factors, this should be documented, either on BTCHI, the application form or customer profile (CP).

Flow charts

At the end of this bulletin are two flow charts. One has more detail than the other. Either or both of these charts may help you. Please let me know.

If they help you, it may be better to have them included in Core topics, chapter 9 'Commencing Paying and Stopping', or in the Desk file.

Where would you like to see the flow charts - nothing too rude please.

If we change them they may be more useful. What improvements could we make to them?

Feedback to SCOPE or E-Mail s9(2)(a)OIA **Advisor, National Office.**

Scenarios and actual situations

Here are three scenarios to test your knowledge. Have a go.

Scenario 1: the woman who took a break after she finished work

Kit Kat Keenan finished work on 20 June 1997. She called in to her local Service Centre on 23 June 1997 and arranged for an interview to apply for UB on 27 June 1997. Kit Kat then went over to NZES and registered with them the same day (i.e. on 23 June 1997). As she had been working for 5 years without a real holiday, she dropped by a travel shop and booked herself in for 10 days in Fiji from 23 July 1997 to 1 August 1997. Kit Kat earned \$457 gross per week and when she finished she got 25 days holiday pay.

Commencement date decision

- ◆ Step 1: identify the date of event

The date of event is the date Kit Kat ceased employment. You should use RFE code 007 and enter employment details on the STD1A screen. Kit Kat's 10 day holiday in Fiji doesn't affect her date of entitlement.

- ◆ Step 2: calculate the stand-down and the commencement date

Kit Kat earned \$457 gross per week. Her 1 week stand-down will be imposed from the date she ceased work. Kit Kat's UB will commence from the date following her stand-down period or the date of application, whichever is the later. She finished work on 20 June 97, and she got 25 days holiday pay (23 June 97 to 25 July 1997). She has a 1 week stand-down from 28 July to 1 August 1997. She applied for benefit on 23 June 1997. Kit Kat's commencement date is 4 August 1997 (i.e. the later date).

- ◆ Step 3: check that the customer meets all payment criteria at the commencement date

Kit Kat arrived back in NZ on 1 August 1997. She had told NZES that she was going out of the country, on holiday for 10 days and let them know when she got back. Her registration was current. Benefit can and will commence on 4 August 1997.

Questions about this scenario

- ◆ As Kit Kat was having a break in Fiji and not looking for work, shouldn't her stand-down apply from the date she arrived back in NZ?

No, temporary absence for a period of 2 weeks or less has no affect on the date of entitlement. Provided Kit Kat is registered with NZES and present in NZ at her commencement date, payment can begin.



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Scenario 2: the man from the bush

Possum Dawn, single male, arranged appointment with a Call Centre on 4 August 1997. He had an interview with a CSO and applied for UB on 8 August 1997. He registered with NZES as a job seeker on 30 July 1997. Possum had lived in the bush for nine months. He'd provided for himself and lived off the land. He would occasionally buy provisions from the local store. He now realises he wants a real job. He is a genuine job seeker.

Commencement date decision

◆ Step 1: identify the date of event

Possum has not been employment in the last 26 weeks. The event which gives him entitlement to benefit is the date he commenced his job search. We need to ask him what date that is.

Possum states he came out of the bush at the beginning of July 1997. He asked a few mates about work and scanned the newspaper for a job that might suit him. He applied at a couple of places but never heard anything back. He supplied the names of the firms. When pressed to put a date on it, Possum states he started looking for work on 14 July 1997.

Possum's story rings true. Accept 14 July 1997 as his date of entitlement.

◆ Step 2: calculate the stand-down and the commencement date

Possum's gross income is for the 26 week period prior to his date of entitlement. As his earnings in this period were very little, he's subject to a 1 week stand-down from 14 July 1997 (i.e. from his date of entitlement). Possum has imposed his own stand-down, so his benefit will commence on his application date, 4 August 1997.

◆ Step 3: check that the customer meets all 'payment criteria' at commencement date

Possum was in NZ on 4 August 1997 and registered with NZES by 15 August 1997 (i.e. 5 working days following the date you registered his claim on SWIFTT). Benefit payment can commence on 4 August 1997.

SWIFTT will automatically assess Possum's commencement date correctly.

A note on BTCHI to advise how Possum's date of event was arrived at is a good idea.

Questions about this scenario

- ◆ What if Possum wasn't able to identify when he commenced his job search?

If this was the case, the date of event would then be the date he applied for UB or the date he registered with NZES, whichever is the earlier (provided he registered with NZES within 5 working days).

However we need to be encouraging and flexible in our attempts to identify an earlier date when appropriate.

- ◆ What happens if Possum was self-employed while he was in the bush. What is the difference between self-supporting and self-employment?

If Possum was self-employed then this date of event would be the date he ceased self-employment. Sometimes, the distinction between self-employed and self-supporting can be vague. Self-employment is an activity carried out (regularly) for pecuniary profit. Full self-employment would require the person to be involved in this activity for at least an average of 30 hours each week.

Self-supporting would involve a person living off their savings or reserves, including the one off sale of an asset.



Scenario 3: a sole parent comes home

Lassie Alone is a New Zealander who left for Australia when she was 19 years old. She met a bloke, fell in love, got married, and had a child while she was living in Australia. And then it all went wrong. She separated from her husband on 18 July 1997. She returned to NZ with her son, Laddie, on 27 July 1997. She contacted the Call Centre on 1 August 1997 and arranged an appointment to apply for DPB. Lassie was interviewed on 5 August 1997.

Commencement date decision

- ◆ Step 1: identify the date of event

Lassie's date of event is 27 July 1997, the date she returned to NZ. To be 'entitled' to DPB, Lassie must be resident and present in NZ.

- ◆ Step 2: calculate the stand-down and the commencement date

Lassie was dependent on her husband. She will have a 1 week stand-down from the date she returned to NZ (i.e. from 27 July 1997 to 2 August 1997).

As Lassie applied for DPB within 28 days of the date of event, she is covered by the retrospective provisions. This means Lassie's commencement date is 3 August 1997.

- ◆ Step 3: check that the customer meets all the payment criteria at commencement date

Lassie was resident and present in NZ, and met all other criteria for DPB, at 3 August 1997. Commence benefit payment from 3 August 1997.

Questions about this scenario

- ◆ Can SWIFTT automatically assess this case and come up with the right answer?

Yes, if you input the right information. Lassie's date of event is the date she returned to NZ, not the date she separated from her husband.

- ◆ (Not about commencement date but) If the child was born in Australia, how can Lassie get DPB? Is this because of the reciprocal agreement?

Lassie is entitled to DPB as she was ordinarily resident at the time she applied for DPB, and because she'd lived in NZ for not less than 10 years prior to the date she qualified as a sole parent in terms of section 27B(1)(a). Her entitlement has nothing to do with the reciprocal agreement.

Scenario 4: the redundant freezing worker

Chopped Liver worked for Lowe Walker in Hawera. He was made redundant on 25 July 1997 and got a healthy redundancy payment but no holiday pay. He registered with NZES on 31 July 1997, then went to his local Service Centre to apply for UB. He was interviewed the same day.

Chopped Liver is a married man with one child. His gross earnings over the 26 week period prior to his date of entitlement were \$1090.58 (he earned \$690.58 per week and got \$10,400

redundancy). This meant that Chopped's UB would not commence until 6 October 1997 (10 week stand-down from the date his work ceased). He was pretty cut up about this.

On 18 August 1997 he found himself a temporary job. It only paid \$200 gross per week but it was better than nothing. The job lasted for 10 weeks. It finished on 24 October 1997. Chopped asked when his benefit would start.

Commencement date decision

- ◆ Step 1: identify the date of event

The date of event is 24 October 1997, the date Chopped ceased his temporary job.

- ◆ Step 2: calculate the stand-down and the commencement date

Chopped Liver's gross income for the 26 weeks prior to entitlement date is \$822.21. This means that Chopped will get a 4 week stand-down from the date his temporary job ceases. His commencement date will be 24 November 1997.

- ◆ Step 3: check that the customer meets all payment criteria at commencement date

Provided Chopped is currently registered with NZES, and resident and present in NZ on 24 October 1997, his benefit can commence on that day.

Questions about this scenario

- ◆ Is it not unfair to impose a second stand-down on Chopped Liver (i.e. the first one after he'd finished work for Lowe Walker, and the second one after he'd finished his temporary job)?

The law requires you to impose a stand-down following temporary work if the income and domestic circumstances in the preceding 26 weeks results in a stand-down of 3 weeks or more. Refer to section 80(11) and 80(12) of the Social Security Act 1964.

Also you need to remember that the stand-down now has regard to the size of the customer's family and is imposed from the date of entitlement and not the date of application. This makes it more relevant to the customer's ability to support themselves during the stand-down period.



Who should we talk to?

If you have any questions about the policy change and clarification contained in this bulletin, contact the SCOPE Policy Help Desk, or [REDACTED] or [REDACTED]

[REDACTED]

Manager

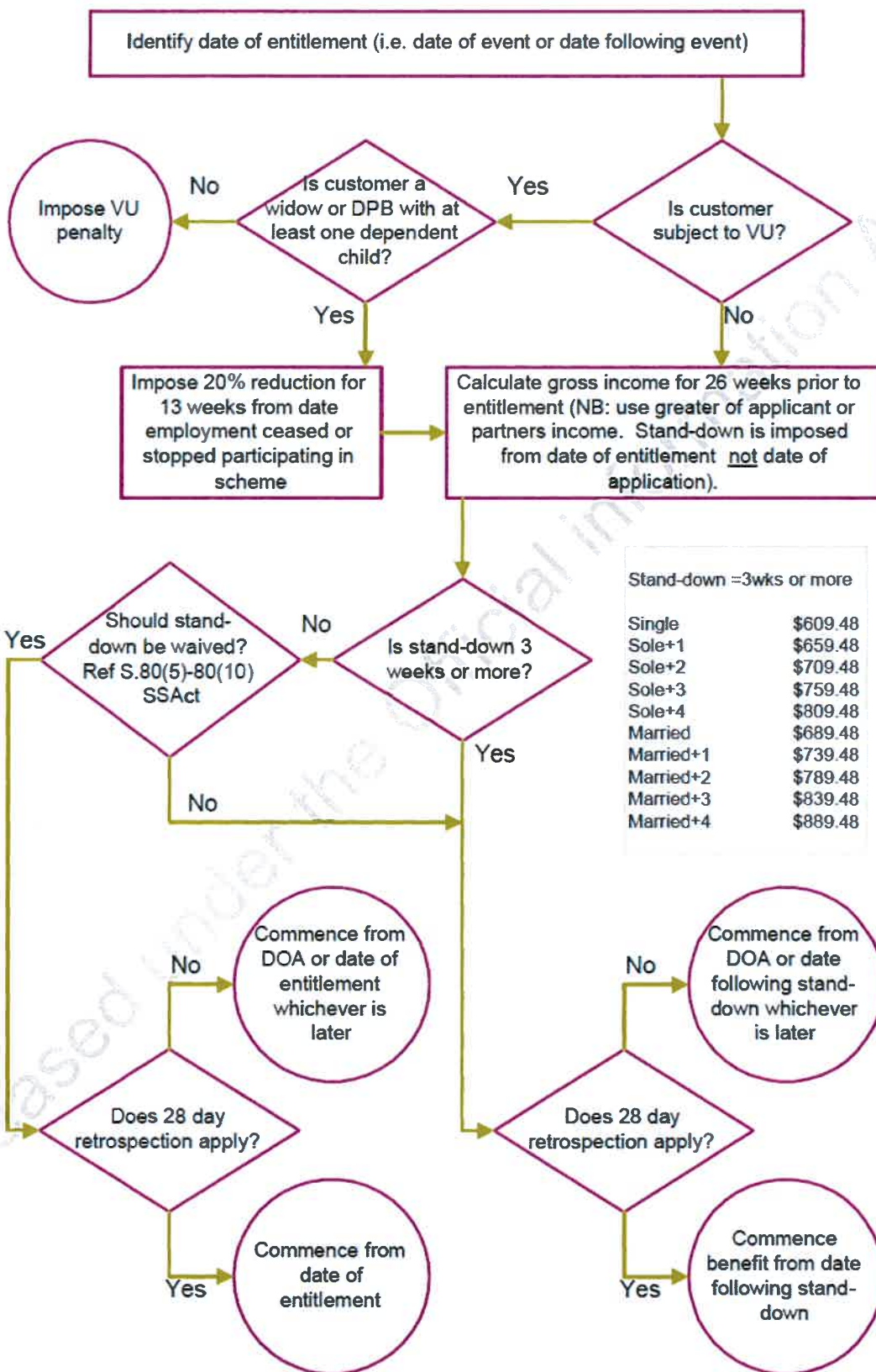
Operational Policy



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Flow chart 1: commencement date (for expert users)

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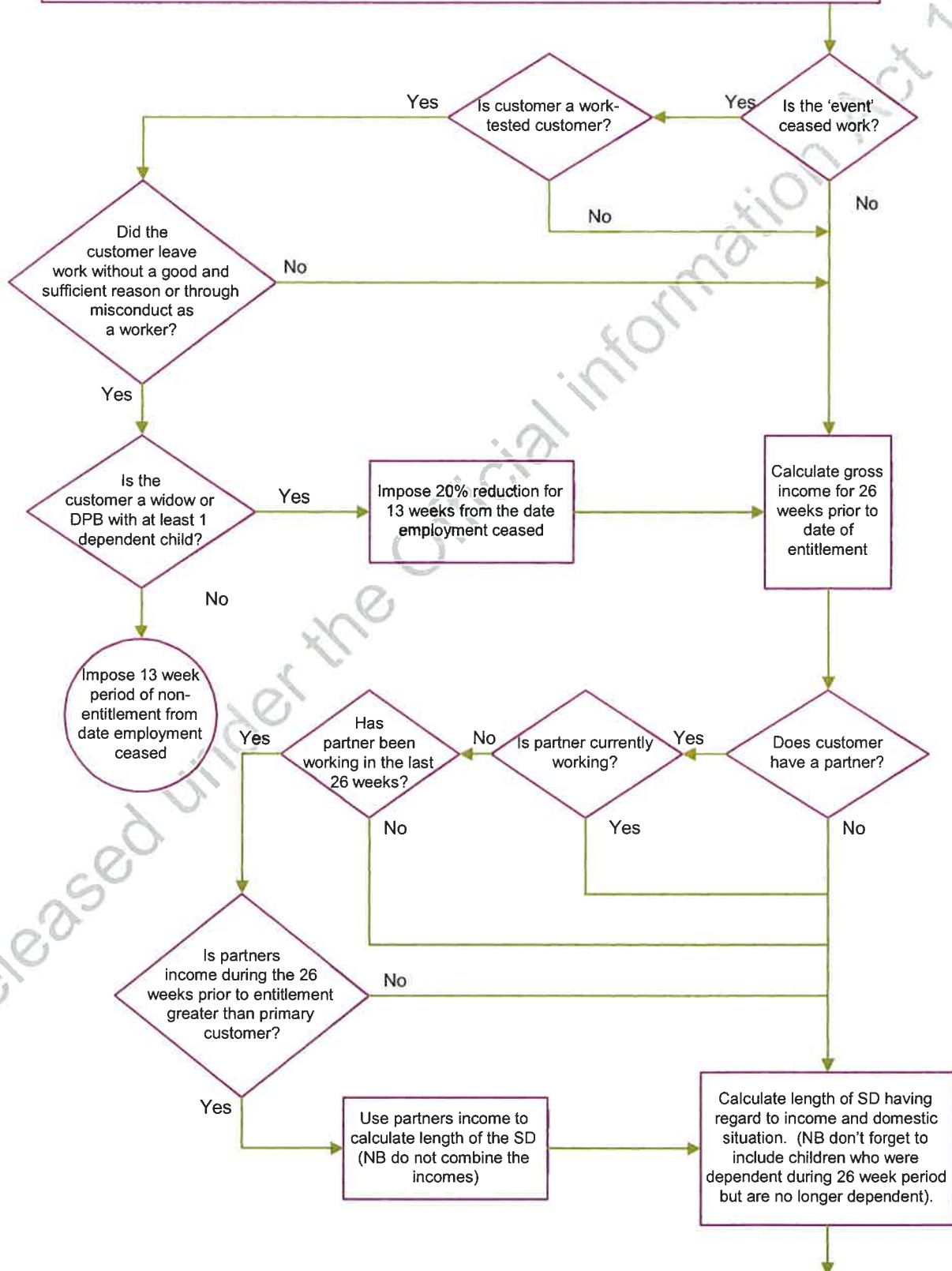


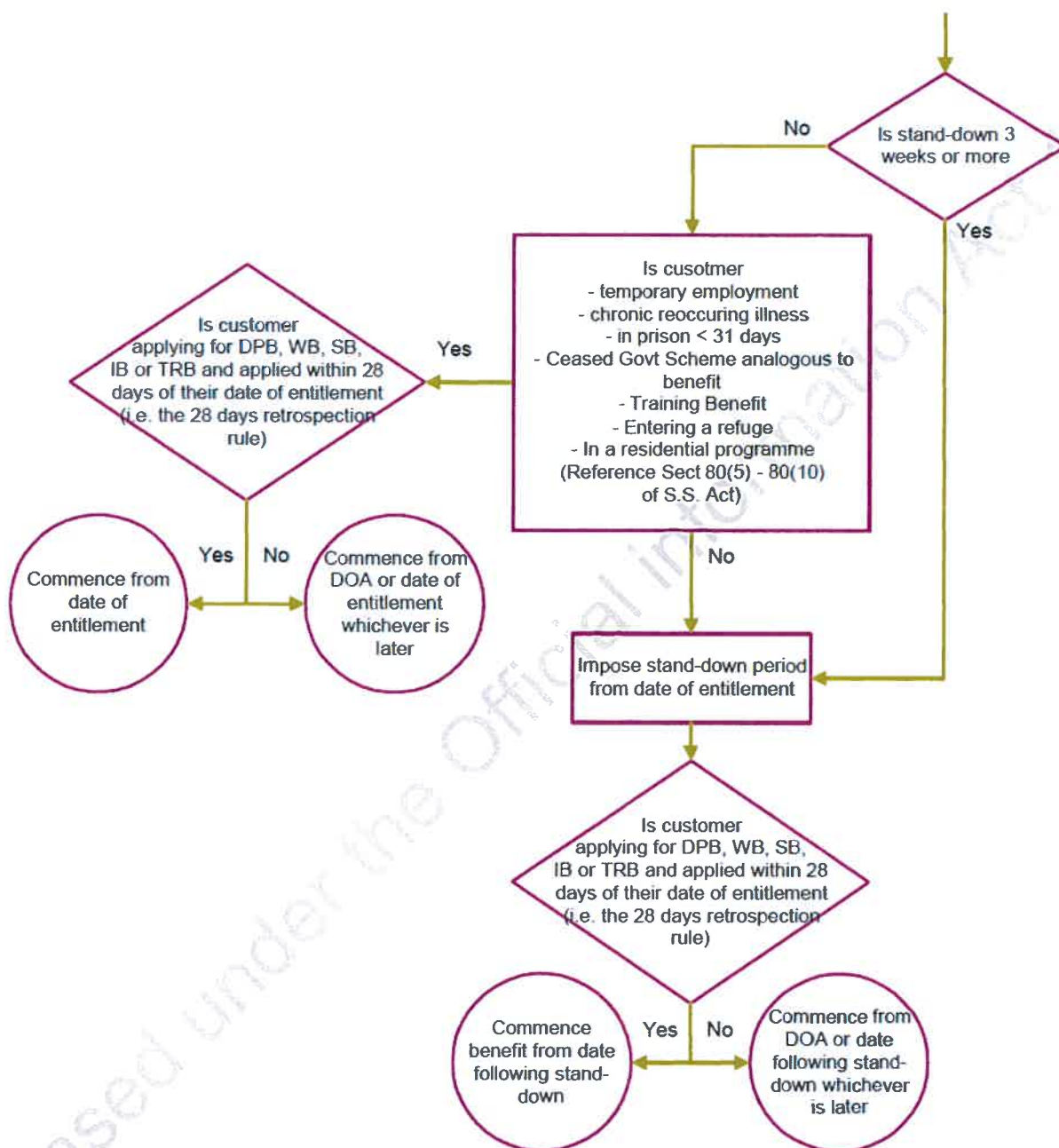
Flow chart 2: commencement date (for new users) This

flow chart is on two pages.

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Identify date of entitlement (i.e. date of event or date following event) NB. If event is ceased work, calculate the 'date ceased work' (i.e. the period covered by H/P, sick pay, pay in lieu of notice, retirement pay and any other termination payments).





2.1.0 Initial stand-down

- 2.1.1 The provisions for commencement date of benefits are found in section 80 of the Act for all benefits, except New Zealand Superannuation and Veterans Pension.
- 2.1.2 Any application received for a Social Security Benefit prior to 1st April 1997 in general would have been subject to a two-week stand-down regardless of the customer's circumstances. Where income was particularly high, a high income stand-down of up to 10 weeks could be imposed.
- 2.1.3 From 1st April 1997 an Initial Stand-down applies to all benefit applicants and may range from 1 to 10 weeks. The length of stand-down is calculated by a single formula, taking into account:
- the customer's average weekly gross (before tax) income earned in the 26 weeks immediately before the later of either:
 - the date the person qualified for the benefit, or
 - the date the employment ceased (i.e. after any holiday pay, etc., has expired),
 - the number of dependent children in the applicant's care at any time during the same 26 week period.
- 2.1.4 All gross income received in the 26 week period described above, as defined in section 3 of the Act and in section 2.1.1.3, must be verified and added together and includes:
- holiday pay;
 - normal salary/wages;
 - gross income from investments;
 - rent;
 - earning-related accident compensation payments;
 - pay in lieu of notice;
 - pay in lieu of accumulated leave;
 - redundancy payments received after 30th November 1992 (see section 2.1.5 below);
 - other benefit payments;
 - payments made on the completion of fixed contracts; and

- bonus payments paid at the time of termination;

and the total of these amounts is then divided by 26 to get the average gross weekly income.

2.1.5 Redundancy payments received on or after 30th November 1992 are taken into account in the assessment of the stand-down. The definition of a "redundancy payment" is contained in section 80B of the Act and includes:

- redundancy/ severance payments;
- payments made at the time of seasonal layoffs;
- directors fees; and
- payments for the completion of services specified in a contract.

2.1.6 Where the applicant has a partner who has been, or still is, working, it is the higher of their two incomes which should be used to calculate the length of the stand-down. Do not combine their income.

2.1.7 The family circumstances of the customer in the past 26 weeks must be taken into account. This means that if the customer had a dependent child in their care at any time in the preceding 26 weeks you must take this into account, regardless of whether that child is in the care of the applicant at the time of application.

2.1.8 The definition of a dependent child is found in section 3 of the Social Security Act 1964. "Dependent child" means a child

(a) whose care is primarily the responsibility of that person; and

(b) who is being maintained as a member of that person's family; and

(c) who is financially dependent on that person; and

(d) who is not a child in respect of whom payments are being made under section 363 of the Children, Young Persons and Their Families Act 1989 (i.e. a foster child).

Note that if an applicant is getting OB/UCB for a child in their care, this child would be included as a dependent child for calculating the Initial Stand-down. However, the OB/UCB payments are not included as income.

2.1.9 Once the customer's family circumstances and gross average weekly income for the past 26 weeks has been established, this must be compared with thresholds to work out the Stand-down period. The thresholds are based on the current gross average ordinary time weekly wage (AOTWW). The AOTWW changes regularly and it is important that the most up-to-date figure is used. Up-to-date figures can be found in the ROAD Deskfile.

2.1.10 Generally, SWIFTT will work out the Initial Stand-down once you have entered the appropriate information. However, the formula for

determining the stand-down period is contained in Schedule 28 of the Social Security Amendment Act 1996. Please refer to your departmental Solicitor if you would like a copy of this.

2.1.1.0 Cessation of employment

- 2.1.1.1 If an applicant has ceased employment recently, careful attention must be paid to their cessation date when determining the entitlement date to benefit.
- 2.1.1.2 The definition of ceased in relation to employment is contained in section 3 of the Social Security Act.
- 2.1.1.3 The following payments are taken into account in determining the date of cessation of employment:
- any wages/salary (including sick pay) paid after the termination date;
 - holiday pay;
 - pay in lieu of notice;
 - pay in lieu of accumulated leave;
 - payments made on the completion of fixed term engagements.
 - gratuity / retirement payment received after 1/1/94,
- whichever is the later.
- For an assessment of the gratuity, contact HELPLINE.
- 2.1.1.4 To decide the effective date employment ceased, the number of actual days represented by the payment(s) received at employment termination must be assessed.
- 2.1.1.5 To assess the number of days represented by the continuing payment(s):
- calculate the daily rate of pay received over the last four weeks; and
 - divide the daily rate into the lump sum and accept the answer in whole days as representing the number of days of continued pay.
- 2.1.1.6 To establish the effective date of cessation of employment, take the date that the applicant's employment terminated and add to this the number of days calculated in 9.1014 above.
- 2.1.1.7 Saturdays and Sundays are disregarded for the purposes of counting the days on which wages are deemed to have continued.

Example

Total gross earnings over four weeks	\$800.00
--------------------------------------	----------

Lump Sum holiday pay	\$750.00
Daily rate of pay (800 divided by 20)	\$40.00
Number of days holiday pay (\$750 divided by 40)	18.75 days (treat as 18 complete days)

2.1.2.0 Imposing the stand-down

2.1.2.1 For details of how to impose the Stand-down, refer to the chapter of the Main benefits manual which relates to the benefit you are granting.

2.1.3.0 No waiver of the stand-down

2.1.3.1 Prior to 1st April 1997, one week of the two-week stand-down could be waived where an applicant was experiencing financial hardship and had no other means of support. From 1st April 1997 there is no provision to waive any part of the Initial Stand-down.

2.1.4.0 Circumstances when stand-down is not imposed

2.1.4.1 There are circumstances when a Stand-down is not imposed and these are listed below. However, it is important to note that if the customer's income and family circumstances in the past 26 weeks indicate a stand-down of three (3) weeks or more, then the stand-down must be imposed. Circumstances when the Initial Stand-down is not imposed are:

- application for Training Benefit,
- Sickness Benefit applications for chronic recurring illnesses, where the customer was previously receiving Sickness Benefit for the same illness;
- applicants who have spent less than 31 days in prison, and were receiving a benefit immediately previous, and they apply for Benefit immediately upon release;
- re-applications for Benefit after having been in temporary employment for less than 26 weeks;
- applicants who have been receiving payments under a government-assisted scheme which the Director-General considers analogous to a benefit. This applies to Conservation Corps, and Youth Services Corps administered by the Ministry of Youth Affairs;
- applicants for DPB who have entered a refuge following the breakdown of a relationship;
- applicants who have entered a residential programme and whose benefit is required to contribute towards the cost of care.

5.4.1.0 Initial stand down: general

5.4.1.1 Section 80 of the Act contains provisions for calculating the initial stand

down period.

- 5.4.1.2 The Redundancy Payments (Taxation and Benefits) Act came into force on 30 November 1992. Redundancy payments received on or after this date are included in the definition of "average income" and form part of the initial stand down assessment.
- 5.4.1.3 Average income is defined in Section 80B of the Social Security Act. All income received by an applicant in the 26-week period prior to cessation of employment is used in the initial stand down assessment. (Refer section 5.4.1.8 for a comment about redundancy payments.)
- 5.4.1.4 This includes, where the applicant is able to supply details, income earned while working overseas.
- 5.4.1.5 See Core topics: Commencing, paying, and stopping benefits, part 2.1.0, for a description of the Initial Stand Down and details of how to calculate the stand down length.
- 5.4.1.6 All income received in the 26 weeks prior to the effective cessation date (as defined in part 4.1.2.0) must be verified and added together and includes:
- holiday pay;
 - normal salary/wages;
 - net income from investments;
 - rent;
 - earnings related accident compensation payments;
 - pay in lieu of notice;
 - pay in lieu of accumulated leave;
 - redundancy payments received after 30/11/92 (see section 5.4.1.7 below);
 - other benefit payments;
 - payments made on the completion of fixed term contracts;
 - bonus payments paid at the time of termination; and
 - gratuity and retirement payments.

The total figure is then divided by 26 to get the average gross weekly income.

- 5.4.1.7 Redundancy payments are taken into account in the assessment of the initial stand down. The definition of a "redundancy payment" is contained in Section 80B of the Act and includes:
- redundancy/severance payments;
 - payments made at the time of seasonal layoffs;
 - directors' fees; and

- payments for the completion of services specified in a contract.

5.4.1.8 The method of calculation is to add 1/26th of the gross redundancy payment to the average gross income figure determined in 5.5316 above. The combined total is treated as the income received when determining the initial stand down.

5.4.2.0 Initial stand down non-entitlement assessment formula

5.4.2.1 Applicants for:

- Unemployment Benefit;
- Independent Youth Benefit; and
- Job Search Allowance;

From 1 April 1997 an Initial Stand Down applies to all benefit applicants and ranges in length from 1 to 10 weeks. The length of stand down is calculated by a single formula taking into account:

- the customers average weekly before tax (gross) income earned in the 26 weeks immediately before the later of;
 - ☐ the date the person qualified for the benefit; or
 - ☐ the date the employment ceased (after any holiday pay etc. has expired)
- the number of dependent children in their care at any time during the same 26 week period.

5.4.2.2 The initial stand down does not apply to Training Benefit unless the applicant's income and family circumstances in the 26 weeks up until the date of entitlement would mean a stand down of 3 weeks or more. In this case, the whole 3 week stand down must be imposed.

5.4.2.3 Once you have determined the customers family circumstances and their gross average weekly income in the past 26 weeks you will compare this to thresholds to work out the stand down. These thresholds are based on the current gross average ordinary time weekly wage (AOTWW). (Remember the AOTWW changes regularly and you need to make sure you have the most up to date figure.)

Generally SWIFTT will work out the stand down for you once you have entered the appropriate information. However the formula for determining the stand down period is contained in Schedule 28 of the Social Security Amendment Act 1996.

5.4.5.0 Redundancy payments received prior to 30 November 1992, general

5.4.5.1 The Redundancy Payments (Taxation and Benefits) Act came into effect

on 30 November 1992. Redundancy payments made on or after this date became subject to taxation at the standard taxation rates. For details of how to treat redundancy payments received on or after 30 November 1992, refer to sections 5.4.1.7 and 5.4.1.8).

- 5.4.5.2 Redundancy payments made prior to 30 November 1992 incurred a lower rate of tax. Payments made prior to 30 November 1992 are therefore treated differently when assessing entitlement to unemployment benefit.
- 5.4.5.3 "Redundancy payments" received prior to 30 November 1992 include the amount, after the deduction of income tax, of any:
- redundancy or severance payment;
 - ex gratia payments;
 - bonuses;
 - retirement leave;
 - long service leave;
 - gifts/ex gratia payments in lieu of redundancy/severance payments; and
 - any other payments (excluding holiday pay).
- 5.4.5.4 A refund of an employee's superannuation contributions at the ending of employment is not defined as a redundancy payment.

5.4.6.0 Redundancy payments by instalment

- 5.4.6.1 Where an applicant who is entitled to receive a redundancy payment has not received the whole or part of that redundancy payment, they are able to receive a benefit on a provisional basis. At this time no account is taken of the redundancy payment still to be received by the applicant.
- 5.4.6.2 Where arrangements are made to pay the redundancy by instalment, and the instalment is received within 52 weeks from the date of cessation of the employment to which the redundancy payment related, any payment of benefit which the applicant has received must be reviewed for the initial stand down period of non-entitlement.
- 5.4.6.3 The initial stand down period of non-entitlement needs to be re-assessed from back at the time when the benefit was first granted. If the customer had served less than 10 weeks stand-down when they began receiving benefit, review the income that was received in the 26 week period prior to receipt of the benefit, plus any redundancy payment that had been received, to determine the appropriate initial stand down period of non-entitlement. The maximum period of non-entitlement that can be imposed is 10 weeks.
- 5.4.6.4 Where applicable, overpayments should be established and recovered by cash refund if possible.

5.4.6.5 Any redundancy payment instalment received more than 52 weeks after the date that the employment ceased (to which that redundancy payments instalment refers) is treated as a capital payment and ignored.

5.4.6.6 If the original redundancy payment had resulted in a period of non-entitlement of less than 10 weeks, benefit entitlement will need to be re-assessed under the redundancy payment provisions detailed in sections 5.4.1.1 to 5.4.6.3 above. An overpayment must be established for the balance of the period for which benefit was paid, up to a maximum period of non-entitlement of 10 weeks. The overpayment is assessed on the net amount of redundancy payment received prior to 1 April 1997 and the gross amount of redundancy payment after 1 April 1997.

5.4.7.0 Redundancy payments received by seasonal workers

5.4.7.1 Seasonal workers often receive Unemployment Benefit once their seasonal employment ceases.

5.4.7.2 There are situations where the employer announces during the off season that the employment is terminated, and redundancy payments are made.

5.4.7.3 In the instance where that redundancy payment is received within 52 weeks of the date that the seasonal employment ceased, under section 86 (1A) of the Act an overpayment of benefit paid is to be established for any payment that the person would not have been entitled to if the redundancy payment received had been taken into account in calculating the Initial Stand Down.

5.4.7.4 This provision came into effect on 1 April 1997.

8.2.0 Redundancy pay

8.2.1 Redundancy happens either:

- voluntarily, where workers accept redundancy willingly due to a staff surplus; or
- as an enforced decision.

8.2.2 Staff in both cases receive payment in recognition of the loss of work, eg in terms of seniority, future prospects and promotion, status, security and income.

8.2.3 Employees usually receive pay in accordance with an established employee's agreement. Payment may also be received in accordance with an informal agreement made between the employees and employer.

8.2.4 If there is no redundancy agreement, ask the employer to confirm that:

- the payment is to compensate for redundancy; and

- in voluntary redundancy cases, the employee has not been replaced.

8.2.5 Often redundancy pay includes holiday pay. Always obtain full details of the payment.

8.2.8 Redundancy or voluntary redundancy must not be confused with other reasons for an employee losing a job, eg being unable to perform duties or laid off for misconduct.

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Document Seven:

ROAD2 pages

5.4.1.0 Initial stand down: general

- 5.4.1.1 Section 80 of the Act contains provisions for calculating the initial stand down period.
- 5.4.1.2 The Redundancy Payments (Taxation and Benefits) Act came into force on 30 November 1992. Redundancy payments received on or after this date are included in the definition of "average income" and form part of the initial stand down assessment.
- 5.4.1.3 Average income is defined in Section 80B of the Social Security Act. All income received by an applicant in the 26-week period prior to cessation of employment is used in the initial stand down assessment. (Refer section 5.4.1.8 for a comment about redundancy payments.)
- 5.4.1.4 This includes, where the applicant is able to supply details, income earned while working overseas.
- 5.4.1.5 See Core topics: Commencing, paying, and stopping benefits, part 2.1.0, for a description of the Initial Stand Down and details of how to calculate the stand down length.

5.4.1.6 All income received in the 26 weeks prior to the effective cessation date (as defined in part 4.1.2.0) must be verified and added together and includes:

- ♦ holiday pay;
- ♦ normal salary/wages;
- ♦ net income from investments;
- ♦ rent;
- ♦ earnings related accident compensation payments;
- ♦ pay in lieu of notice;
- ♦ pay in lieu of accumulated leave;
- ♦ redundancy payments received after 30/11/92 (see section 5.4.1.7 below);
- ♦ other benefit payments;
- ♦ payments made on the completion of fixed term contracts;
- ♦ bonus payments paid at the time of termination; and
- ♦ gratuity and retirement payments.

The total figure is then divided by 26 to get the average gross weekly income.

5.4.1.7 Redundancy payments are taken into account in the assessment of the initial stand down. The definition of a "redundancy payment" is contained in Section 80B of the Act and includes:

- ♦ redundancy/severance payments;
- ♦ payments made at the time of seasonal layoffs;
- ♦ directors' fees; and
- ♦ payments for the completion of services specified in a contract.

5.4.1.8 The method of calculation is to add 1/26th of the gross redundancy payment to the average gross income figure determined in 5.5316 above. The combined total is treated as the income received when determining the initial stand down.

5.4.2.0 Initial stand down non-entitlement assessment formula

5.4.2.1 Applicants for:

- ♦ Unemployment Benefit;
- ♦ Independent Youth Benefit; and
- ♦ Job Search Allowance;

From 1 April 1997 an Initial Stand Down applies to all benefit applicants and ranges in length from 1 to 10 weeks. The length of stand down is calculated by a single formula taking into account:

- ♦ the customers average weekly before tax (gross) income earned in the 26 weeks immediately before the later of;
 - the date the person qualified for the benefit; or
 - the date the employment ceased (after any holiday pay etc. has expired)
- ♦ the number of dependent children in their care at any time during the same 26 week period.

5.4.2.2 The initial stand down does not apply to Training Benefit unless the applicant's income and family circumstances in the 26 weeks up until the date of entitlement would mean a stand down of 3 weeks or more. In this case, the whole 3 week stand down must be imposed.

5.4.2.3 Once you have determined the customers family circumstances and their gross average weekly income in the past 26 weeks you will compare this to thresholds to work out the stand down. These thresholds are based on the current gross average ordinary time weekly wage (AOTWW). (Remember the AOTWW changes regularly and you need to make sure you have the most up to date figure.)

Generally SWIFTT will work out the stand down for you once you have entered the appropriate information. However the formula for determining the stand down period is contained in Schedule 28 of the Social Security Amendment Act 1996.

5.4.5.0 Redundancy payments received prior to 30 November 1992, general

- 5.4.5.1 The Redundancy Payments (Taxation and Benefits) Act came into effect on 30 November 1992. Redundancy payments made on or after this date became subject to taxation at the standard taxation rates. For details of how to treat redundancy payments received on or after 30 November 1992, refer to sections 5.4.1.7 and 5.4.1.8).
- 5.4.5.2 Redundancy payments made prior to 30 November 1992 incurred a lower rate of tax. Payments made prior to 30 November 1992 are therefore treated differently when assessing entitlement to unemployment benefit.
- 5.4.5.3 "Redundancy payments" received prior to 30 November 1992 include the amount, after the deduction of income tax, of any:
- ♦ redundancy or severance payment;
 - ♦ ex gratia payments;
 - ♦ bonuses;
 - ♦ retirement leave;
 - ♦ long service leave;
 - ♦ gifts/ex gratia payments in lieu of redundancy/severance payments; and
 - ♦ any other payments (excluding holiday pay).
- 5.4.5.4 A refund of an employee's superannuation contributions at the ending of employment is not defined as a redundancy payment.

5.4.6.0 Redundancy payments by instalment

- 5.4.6.1 Where an applicant who is entitled to receive a redundancy payment has not received the whole or part of that redundancy payment, they are able to receive a benefit on a provisional basis. At this time no account is taken of the redundancy payment still to be received by the applicant.
- 5.4.6.2 Where arrangements are made to pay the redundancy by instalment, and the instalment is received within 52 weeks from the date of cessation of the employment to which the redundancy payment related, any payment of benefit which the applicant has received must be reviewed for the initial stand down period of non-entitlement.
- 5.4.6.3 The initial stand down period of non-entitlement needs to be re-assessed from back at the time when the benefit was first granted. If the customer had served less than 10 weeks stand-down when they began receiving benefit, review the income that was received in the 26 week period prior to receipt of the benefit, plus any redundancy payment that had been received, to determine the appropriate initial stand down period of non-entitlement. The maximum period of non-entitlement that can be imposed is 10 weeks.
- 5.4.6.4 Where applicable, overpayments should be established and recovered by cash refund if possible.
- 5.4.6.5 Any redundancy payment instalment received more than 52 weeks after the date that the employment ceased (to which that redundancy payments instalment refers) is treated as a capital payment and ignored.
- 5.4.6.6 If the original redundancy payment had resulted in a period of non-entitlement of less than 10 weeks, benefit entitlement will need to be re-assessed under the redundancy payment provisions detailed in sections 5.4.1.1 to 5.4.6.3 above. An overpayment must be established for the balance of the period for which benefit was paid, up to a maximum period of non-entitlement of 10 weeks. The overpayment is assessed on the net amount of redundancy payment received prior to 1 April 1997 and the gross amount of redundancy payment after 1 April 1997.

5.4.7.0 Redundancy payments received by seasonal workers

- 5.4.7.1 Seasonal workers often receive Unemployment Benefit once their seasonal employment ceases.
- 5.4.7.2 There are situations where the employer announces during the off season that the employment is terminated, and redundancy payments are made.
- 5.4.7.3 In the instance where that redundancy payment is received within 52 weeks of the date that the seasonal employment ceased, under section 86 (1A) of the Act an overpayment of benefit paid is to be established for any payment that the person would not have been entitled to if the redundancy payment received had been taken into account in calculating the Initial Stand Down.
- 5.4.7.4 This provision came into effect on 1 April 1997.

8.2.0 Redundancy pay

- 8.2.1 Redundancy happens either:
- ♦ voluntarily, where workers accept redundancy willingly due to a staff surplus; or
 - ♦ as an enforced decision.
- 8.2.2 Staff in both cases receive payment in recognition of the loss of work, e.g. in terms of seniority, future prospects and promotion, status, security and income.
- 8.2.3 Employees usually receive pay in accordance with an established employee's agreement. Payment may also be received in accordance with an informal agreement made between the employees and employer.
- 8.2.4 If there is no redundancy agreement, ask the employer to confirm that:
- ♦ the payment is to compensate for redundancy; and
 - ♦ in voluntary redundancy cases, the employee has not been replaced.
- 8.2.5 Often redundancy pay includes holiday pay. Always obtain full details of the payment.

- 8.2.8 Redundancy or voluntary redundancy must not be confused with other reasons for an employee losing a job, e.g. being unable to perform duties or laid off for misconduct.

2.1.0 Initial stand-down

- 2.1.1 The provisions for commencement date of benefits are found in section 80 of the Act for all benefits, except New Zealand Superannuation and Veterans Pension.
- 2.1.2 Any application received for a Social Security Benefit prior to 1st April 1997 in general would have been subject to a two-week stand-down regardless of the customer's circumstances. Where income was particularly high, a high income stand-down of up to 10 weeks could be imposed.
- 2.1.3 From 1st April 1997 an Initial Stand-down applies to all benefit applicants and may range from 1 to 10 weeks. The length of stand-down is calculated by a single formula, taking into account:
- ♦ the customer's average weekly gross (before tax) income earned in the 26 weeks immediately before the later of either:
 - the date the person qualified for the benefit, or
 - the date the employment ceased (i.e. after any holiday pay, etc., has expired),
 - ♦ the number of dependent children in the applicant's care at any time during the same 26 week period.

2.1.4 All gross income received in the 26 week period described above, as defined in section 3 of the Act and in section 2.1.1.3, must be verified and added together and includes:

- ♦ holiday pay;
- ♦ normal salary/wages;
- ♦ gross income from investments;
- ♦ rent;
- ♦ earning-related accident compensation payments;
- ♦ pay in lieu of notice;
- ♦ pay in lieu of accumulated leave;
- ♦ redundancy payments received after 30th November 1992 (see section 2.1.5 below);
- ♦ other benefit payments;
- ♦ payments made on the completion of fixed contracts; and
- ♦ bonus payments paid at the time of termination;

and the total of these amounts is then divided by 26 to get the average gross weekly income.

2.1.5 Redundancy payments received on or after 30th November 1992 are taken into account in the assessment of the stand-down. The definition of a "redundancy payment" is contained in section 80B of the Act and includes:

- ♦ redundancy/ severance payments;
- ♦ payments made at the time of seasonal layoffs;
- ♦ directors fees; and
- ♦ payments for the completion of services specified in a contract.

2.1.6 Where the applicant has a partner who has been, or still is, working, it is the higher of their two incomes which should be used to calculate the length of the stand-down. Do not combine their income.

2.1.7 The family circumstances of the customer in the past 26 weeks must be taken into account. This means that if the customer had a dependent child in their care at any time in the preceding 26 weeks you must take this into account, regardless of whether that child is in the care of the applicant at the time of application.

2.1.8 The definition of a dependent child is found in section 3 of the Social Security Act 1964. "Dependent child" means a child

(a) whose care is primarily the responsibility of that person; and

(b) who is being maintained as a member of that person's family; and

(c) who is financially dependent on that person; and

(d) who is not a child in respect of whom payments are being made under section 363 of the Children, Young Persons and Their Families Act 1989 (i.e. a foster child).

Note that if an applicant is getting OB/UCB for a child in their care, this child would be included as a dependent child for calculating the Initial Stand-down. However, the OB/UCB payments are not included as income.

2.1.9 Once the customer's family circumstances and gross average weekly income for the past 26 weeks has been established, this must be compared with thresholds to work out the Stand-down period. The thresholds are based on the current gross average ordinary time weekly wage (AOTWW). The AOTWW changes regularly and it is important that the most up-to-date figure is used. Up-to-date figures can be found in the ROAD Deskfile.

2.1.10 Generally, SWIFTT will work out the Initial Stand-down once you have entered the appropriate information. However, the formula for determining the stand-down period is contained in Schedule 28 of the Social Security Amendment Act 1996. Please refer to your departmental Solicitor if you would like a copy of this.

2.1.1.0 Cessation of employment

- 2.1.1.1 If an applicant has ceased employment recently, careful attention must be paid to their cessation date when determining the entitlement date to benefit.
- 2.1.1.2 The definition of ceased in relation to employment is contained in section 3 of the Social Security Act.
- 2.1.1.3 The following payments are taken into account in determining the date of cessation of employment:
- ♦ any wages/salary (including sick pay) paid after the termination date;
 - ♦ holiday pay;
 - ♦ pay in lieu of notice;
 - ♦ pay in lieu of accumulated leave;
 - ♦ payments made on the completion of fixed term engagements.
- 2.1.1.4 To decide the effective date employment ceased, the number of actual days represented by the payment(s) received at employment termination must be assessed.
- 2.1.1.5 To assess the number of days represented by the continuing payment(s):
- ♦ calculate the daily rate of pay received over the last four weeks; and
 - ♦ divide the daily rate into the lump sum and accept the answer in whole days as representing the number of days of continued pay.
- 2.1.1.6 To establish the effective date of cessation of employment, take the date that the applicant's employment terminated and add to this the number of days calculated in 9.1014 above.

- 2.1.1.7 Saturdays and Sundays are disregarded for the purposes of counting the days on which wages are deemed to have continued.

Example

Total gross earnings over four weeks	\$800.00
Lump Sum holiday pay	\$750.00
Daily rate of pay (800 divided by 20)	\$40.00
Number of days holiday pay (\$750 divided by 40)	18.75 days (treat as 18 complete days)

2.1.2.0 Imposing the stand-down

- 2.1.2.1 For details of how to impose the Stand-down, refer to the chapter of the Main benefits manual which relates to the benefit you are granting.

Released under the Official Information Act 1982

2.1.3.0 No waiver of the stand-down

- 2.1.3.1 Prior to 1st April 1997, one week of the two-week stand-down could be waived where an applicant was experiencing financial hardship and had no other means of support. From 1st April 1997 there is no provision to waive any part of the Initial Stand-down.

Released under the Official Information Act 1982

2.1.4.0 Circumstances when stand-down is not imposed

2.1.4.1 There are circumstances when a Stand-down is not imposed and these are listed below. However, it is important to note that if the customer's income and family circumstances in the past 26 weeks indicate a stand-down of three (3) weeks or more, then the stand-down must be imposed. Circumstances when the Initial Stand-down is not imposed are:

- ♦ application for Training Benefit,
- ♦ Sickness Benefit applications for chronic recurring illnesses, where the customer was previously receiving Sickness Benefit for the same illness;
- ♦ applicants who have spent less than 31 days in prison, and were receiving a benefit immediately previous, and they apply for Benefit immediately upon release;
- ♦ re-applications for Benefit after having been in temporary employment for less than 26 weeks;
- ♦ applicants who have been receiving payments under a government-assisted scheme which the Director-General considers analogous to a benefit. This applies to Conservation Corps, and Youth Services Corps administered by the Ministry of Youth Affairs;
- ♦ applicants for DPB who have entered a refuge following the breakdown of a relationship;
- ♦ applicants who have entered a residential programme and whose benefit is required to contribute towards the cost of care.

Document Eight:

WINZ ROAD Pages

2.1.0 Initial stand-down

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- 2.1.3 From 1st April 1997 an Initial Stand-down applies to all benefit applicants and may range from 1 to 10 weeks. The length of stand-down is calculated by a single formula, taking into account:
- the customer's average weekly gross (before tax) income earned in the 26 weeks immediately before the later of either:
 - the date the person qualified for the benefit, or
 - the date the employment ceased (i.e. after any holiday pay, etc., has expired),
 - the number of dependent children in the applicant's care at any time during the same 26 week period.
- 2.1.4 All gross income received in the 26 week period described above, as defined in section 3 of the Act and in section 2.1.1.3, must be verified and added together and includes:
- holiday pay;
 - normal salary/wages;
 - gross income from investments;
 - rent;
 - earning-related accident compensation payments;
 - pay in lieu of notice;
 - pay in lieu of accumulated leave;
 - redundancy payments received after 30th November 1992 (see section 2.1.5 below);
 - other benefit payments;
 - payments made on the completion of fixed contracts; and

- bonus payments paid at the time of termination;
- and the total of these amounts is then divided by 26 to get the average gross weekly income.

2.1.5 Redundancy payments received on or after 30th November 1992 are taken into account in the assessment of the stand-down. The definition of a “redundancy payment” is contained in section 80B of the Act and includes:

- redundancy/ severance payments;
- payments made at the time of seasonal layoffs;
- directors fees; and
- payments for the completion of services specified in a contract.

2.1.6 Where the applicant has a partner who has been, or still is, working, it is the higher of their two incomes which should be used to calculate the length of the stand-down. Do not combine their income.

2.1.7 The family circumstances of the customer in the past 26 weeks must be taken into account. This means that if the customer had a dependent child in their care at any time in the preceding 26 weeks you must take this into account, regardless of whether that child is in the care of the applicant at the time of application.

2.1.8 The definition of a dependent child is found in section 3 of the Social Security Act 1964. “Dependent child” means a child

(a) whose care is primarily the responsibility of that person; and

(b) who is being maintained as a member of that person’s family; and

(c) who is financially dependent on that person; and

(d) who is not a child in respect of whom payments are being made under section 363 of the Children, Young Persons and Their Families Act 1989 (i.e. a foster child).

Note that if an applicant is getting OB/UCB for a child in their care, this child would be included as a dependent child for calculating the Initial Stand-down. However, the OB/UCB payments are not included as income.

2.1.9 Once the customer’s family circumstances and gross average weekly income for the past 26 weeks has been established, this must be compared with thresholds to work out the Stand-down period. The thresholds are based on the current gross average ordinary time weekly wage (AOTWW). The AOTWW changes regularly and it is important that the most up-to-date figure is used. Up-to-date figures can be found in the ROAD Deskfile.

2.1.10 Generally, SWIFTT will work out the Initial Stand-down once you have entered the appropriate information. However, the formula for

determining the stand-down period is contained in Schedule 28 of the Social Security Amendment Act 1996. Please refer to your departmental Solicitor if you would like a copy of this.

2.1.1.0 Cessation of employment

- 2.1.1.1 If an applicant has ceased employment recently, careful attention must be paid to their cessation date when determining the entitlement date to benefit.
- 2.1.1.2 The definition of ceased in relation to employment is contained in section 3 of the Social Security Act.
- 2.1.1.3 The following payments are taken into account in determining the date of cessation of employment:

- any wages/salary (including sick pay) paid after the termination date;
 - holiday pay;
 - pay in lieu of notice;
 - pay in lieu of accumulated leave;
 - payments made on the completion of fixed term engagements.
 - gratuity / retirement payment received after 1/1/94,
- whichever is the later.

For an assessment of the gratuity, contact HELPLINE.

- 2.1.1.4 To decide the effective date employment ceased, the number of actual days represented by the payment(s) received at employment termination must be assessed.
- 2.1.1.5 To assess the number of days represented by the continuing payment(s):
- calculate the daily rate of pay received over the last four weeks; and
 - divide the daily rate into the lump sum and accept the answer in whole days as representing the number of days of continued pay.
- 2.1.1.6 To establish the effective date of cessation of employment, take the date that the applicant's employment terminated and add to this the number of days calculated in 9.1014 above.
- 2.1.1.7 Saturdays and Sundays are disregarded for the purposes of counting the days on which wages are deemed to have continued.

Example

Total gross earnings over four weeks	\$800.00
--------------------------------------	----------

Lump Sum holiday pay	\$750.00
Daily rate of pay (800 divided by 20)	\$40.00
Number of days holiday pay (\$750 divided by 40)	18.75 days (treat as 18 complete days)

2.1.2.0 Imposing the stand-down

2.1.2.1 For details of how to impose the Stand-down, refer to the chapter of the Main benefits manual which relates to the benefit you are granting.

2.1.3.0 No waiver of the stand-down

2.1.3.1 Prior to 1st April 1997, one week of the two-week stand-down could be waived where an applicant was experiencing financial hardship and had no other means of support. From 1st April 1997 there is no provision to waive any part of the Initial Stand-down.

2.1.4.0 Circumstances when stand-down is not imposed

2.1.4.1 There are circumstances when a Stand-down is not imposed and these are listed below. However, it is important to note that if the customer's income and family circumstances in the past 26 weeks indicate a stand-down of three (3) weeks or more, then the stand-down must be imposed. Circumstances when the Initial Stand-down is not imposed are:

- application for Training Benefit,
- Sickness Benefit applications for chronic recurring illnesses, where the customer was previously receiving Sickness Benefit for the same illness;
- applicants who have spent less than 31 days in prison, and were receiving a benefit immediately previous, and they apply for Benefit immediately upon release;
- re-applications for Benefit after having been in temporary employment for less than 26 weeks;
- applicants who have been receiving payments under a government-assisted scheme which the Director-General considers analogous to a benefit. This applies to Conservation Corps, and Youth Services Corps administered by the Ministry of Youth Affairs;
- applicants for DPB who have entered a refuge following the breakdown of a relationship;
- applicants who have entered a residential programme and whose benefit is required to contribute towards the cost of care.

5.4.1.0 Initial stand down: general

5.4.1.1 Section 80 of the Act contains provisions for calculating the initial stand

down period.

- 5.4.1.2 The Redundancy Payments (Taxation and Benefits) Act came into force on 30 November 1992. Redundancy payments received on or after this date are included in the definition of "average income" and form part of the initial stand down assessment.
- 5.4.1.3 Average income is defined in Section 80B of the Social Security Act. All income received by an applicant in the 26-week period prior to cessation of employment is used in the initial stand down assessment. (Refer section 5.4.1.8 for a comment about redundancy payments.)
- 5.4.1.4 This includes, where the applicant is able to supply details, income earned while working overseas.
- 5.4.1.5 See Core topics: Commencing, paying, and stopping benefits, part 2.1.0, for a description of the Initial Stand Down and details of how to calculate the stand down length.
- 5.4.1.6 All income received in the 26 weeks prior to the effective cessation date (as defined in part 4.1.2.0) must be verified and added together and includes:
- holiday pay;
 - normal salary/wages;
 - net income from investments;
 - rent;
 - earnings related accident compensation payments;
 - pay in lieu of notice;
 - pay in lieu of accumulated leave;
 - redundancy payments received after 30/11/92 (see section 5.4.1.7 below);
 - other benefit payments;
 - payments made on the completion of fixed term contracts;
 - bonus payments paid at the time of termination; and
 - gratuity and retirement payments.

The total figure is then divided by 26 to get the average gross weekly income.

- 5.4.1.7 Redundancy payments are taken into account in the assessment of the initial stand down. The definition of a "redundancy payment" is contained in Section 80B of the Act and includes:
- redundancy/severance payments;
 - payments made at the time of seasonal layoffs;
 - directors' fees; and

- payments for the completion of services specified in a contract.

5.4.1.8 The method of calculation is to add 1/26th of the gross redundancy payment to the average gross income figure determined in 5.5316 above. The combined total is treated as the income received when determining the initial stand down.

5.4.2.0 Initial stand down non-entitlement assessment formula

5.4.2.1 Applicants for:

- Unemployment Benefit;
- Independent Youth Benefit; and
- Job Search Allowance;

From 1 April 1997 an Initial Stand Down applies to all benefit applicants and ranges in length from 1 to 10 weeks. The length of stand down is calculated by a single formula taking into account:

- the customers average weekly before tax (gross) income earned in the 26 weeks immediately before the later of;
 - ☐ the date the person qualified for the benefit; or
 - ☐ the date the employment ceased (after any holiday pay etc. has expired)
- the number of dependent children in their care at any time during the same 26 week period.

5.4.2.2 The initial stand down does not apply to Training Benefit unless the applicant's income and family circumstances in the 26 weeks up until the date of entitlement would mean a stand down of 3 weeks or more. In this case, the whole 3 week stand down must be imposed.

5.4.2.3 Once you have determined the customers family circumstances and their gross average weekly income in the past 26 weeks you will compare this to thresholds to work out the stand down. These thresholds are based on the current gross average ordinary time weekly wage (AOTWW). (Remember the AOTWW changes regularly and you need to make sure you have the most up to date figure.)

Generally SWIFTT will work out the stand down for you once you have entered the appropriate information. However the formula for determining the stand down period is contained in Schedule 28 of the Social Security Amendment Act 1996.

5.4.5.0 Redundancy payments received prior to 30 November 1992, general

5.4.5.1 The Redundancy Payments (Taxation and Benefits) Act came into effect

on 30 November 1992. Redundancy payments made on or after this date became subject to taxation at the standard taxation rates. For details of how to treat redundancy payments received on or after 30 November 1992, refer to sections 5.4.1.7 and 5.4.1.8).

- 5.4.5.2 Redundancy payments made prior to 30 November 1992 incurred a lower rate of tax. Payments made prior to 30 November 1992 are therefore treated differently when assessing entitlement to unemployment benefit.
- 5.4.5.3 "Redundancy payments" received prior to 30 November 1992 include the amount, after the deduction of income tax, of any:
- redundancy or severance payment;
 - ex gratia payments;
 - bonuses;
 - retirement leave;
 - long service leave;
 - gifts/ex gratia payments in lieu of redundancy/severance payments; and
 - any other payments (excluding holiday pay).
- 5.4.5.4 A refund of an employee's superannuation contributions at the ending of employment is not defined as a redundancy payment.

5.4.6.0 Redundancy payments by instalment

- 5.4.6.1 Where an applicant who is entitled to receive a redundancy payment has not received the whole or part of that redundancy payment, they are able to receive a benefit on a provisional basis. At this time no account is taken of the redundancy payment still to be received by the applicant.
- 5.4.6.2 Where arrangements are made to pay the redundancy by instalment, and the instalment is received within 52 weeks from the date of cessation of the employment to which the redundancy payment related, any payment of benefit which the applicant has received must be reviewed for the initial stand down period of non-entitlement.
- 5.4.6.3 The initial stand down period of non-entitlement needs to be re-assessed from back at the time when the benefit was first granted. If the customer had served less than 10 weeks stand-down when they began receiving benefit, review the income that was received in the 26 week period prior to receipt of the benefit, plus any redundancy payment that had been received, to determine the appropriate initial stand down period of non-entitlement. The maximum period of non-entitlement that can be imposed is 10 weeks.
- 5.4.6.4 Where applicable, overpayments should be established and recovered by cash refund if possible.

5.4.6.5 Any redundancy payment instalment received more than 52 weeks after the date that the employment ceased (to which that redundancy payments instalment refers) is treated as a capital payment and ignored.

5.4.6.6 If the original redundancy payment had resulted in a period of non-entitlement of less than 10 weeks, benefit entitlement will need to be re-assessed under the redundancy payment provisions detailed in sections 5.4.1.1 to 5.4.6.3 above. An overpayment must be established for the balance of the period for which benefit was paid, up to a maximum period of non-entitlement of 10 weeks. The overpayment is assessed on the net amount of redundancy payment received prior to 1 April 1997 and the gross amount of redundancy payment after 1 April 1997.

5.4.7.0 Redundancy payments received by seasonal workers

5.4.7.1 Seasonal workers often receive Unemployment Benefit once their seasonal employment ceases.

5.4.7.2 There are situations where the employer announces during the off season that the employment is terminated, and redundancy payments are made.

5.4.7.3 In the instance where that redundancy payment is received within 52 weeks of the date that the seasonal employment ceased, under section 86 (1A) of the Act an overpayment of benefit paid is to be established for any payment that the person would not have been entitled to if the redundancy payment received had been taken into account in calculating the Initial Stand Down.

5.4.7.4 This provision came into effect on 1 April 1997.

8.2.0 Redundancy pay

8.2.1 Redundancy happens either:

- voluntarily, where workers accept redundancy willingly due to a staff surplus; or
- as an enforced decision.

8.2.2 Staff in both cases receive payment in recognition of the loss of work, eg in terms of seniority, future prospects and promotion, status, security and income.

8.2.3 Employees usually receive pay in accordance with an established employee's agreement. Payment may also be received in accordance with an informal agreement made between the employees and employer.

8.2.4 If there is no redundancy agreement, ask the employer to confirm that:

- the payment is to compensate for redundancy; and

- in voluntary redundancy cases, the employee has not been replaced.

8.2.5 Often redundancy pay includes holiday pay. Always obtain full details of the payment.

8.2.8 Redundancy or voluntary redundancy must not be confused with other reasons for an employee losing a job, eg being unable to perform duties or laid off for misconduct.

Released under the Official Information Act 1982

Document Nine:

A short history of Map and its predecessors

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MAP



Has existed since 22 November 1999.

MAP was originally an acronym for "Manuals and procedures", but it now does not stand for anything (it's what might be termed a [pseudo-acronym](#)). And because Map is pronounced as a word rather than as a series of letters, by convention, only the first letter is capitalized.

Is provided using HTML files and accessed using a browser.

ROAD (WINZROAD)



Existed from 1 October 1998 to 15 July 2013.

ROAD was an acronym for "Rapid On-line Access to Documentation".

Was originally named WINZROAD (which combined two acronyms - "Work and Income New Zealand" and "Rapid On-line Access to Documentation").

Was provided using HTML files and accessed using a browser.

ROAD2



Existed from 30 July 1998 to 1 October 2002 - though the Work and Income New Zealand content was only available until 27 August 1999, and none of it was maintained after 8 February 1999 (the consolidated legislation, which was maintained after 8 February 1999, remained available until 11 October 2000).

ROAD2 was an acronym for "Rapid On-line Access to Documentation 2".

Was sometimes known instead as ROAD II or (just) ROAD.

Was provided using HTML files and accessed using a browser.

ROAD

Existed from 1 July 1996 to 16 September 1998.

ROAD was an acronym for "Rapid On-line Access to Documentation".

With the advent of ROAD2 was sometimes known instead as ROAD1 or ROAD I.

Was provided using PDF files and accessed using Acrobat Reader.