



12 February 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 8 January 2025, requesting information about the operational procedures for the Ministry of Social Development's (the Ministry's) Information Sharding Agreement with the New Zealand Customs Service (Customs).

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

You can find a copy of the signed Information Sharing Agreement between Customs and the Ministry on the Ministry's website, here:

[www.msd.govt.nz/documents/about-msd-and-our-work/newsroom/aisa-msd-customs.pdf](http://www.msd.govt.nz/documents/about-msd-and-our-work/newsroom/aisa-msd-customs.pdf)

There is some further information on our website about information sharing between Customs and the Ministry that you may find helpful: [www.msd.govt.nz/about-msd-and-our-work/publications-resources/information-releases/cabinet-papers/2019/information-sharing-agreement-between-the-msd-and-the-nz-customs-service.html](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/information-releases/cabinet-papers/2019/information-sharing-agreement-between-the-msd-and-the-nz-customs-service.html)

Please also see the following documents attached, which are the operational protocol and procedures documents you requested:

- New Zealand Customs Service/MSD – Departures/Arrivals Match.
- Integrity Intervention Officer (IIO) Customs Match – Child Disability Allowance.
- Customs/MSD AISA operational protocol variation.

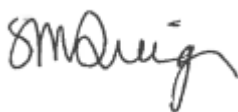
In the first document, you will note information about clients becoming a positive match. A 'positive match' occurs when an individual is identified, as appearing on both sets of data and the discrepancy, as per the purpose of the match, is present.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham

**General Manager**

**Ministerial and Executive Services**



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA



## **Appendix A**

# **Operational protocol to support the Arrivals/Departures Approved Information Sharing Agreement**

Between

**Ministry of Social Development, Te Manatū  
Whakahiato Ora**

and

**New Zealand Customs Service, Te Mana Arai o  
Aotearoa**

To allow MSD to verify entitlements to benefits, to help to prevent MSD clients  
from incurring debt, and to recover debts owed

Updated June 2021

## SIGNATORIES

Signed for and on behalf of Ministry of Social Development/Te Manatū Whakahiato Ora



Liz Jones  
Acting DCE Service Delivery

Date 15/6/21

Signed for and on behalf of The New Zealand Customs Service/Te Mana Arai o Aotearoa



Sharon May  
DCE Finance, Technology and Infrastructure

Date 22/06/21

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT



## **1 Parties**

- 1.1 The Sovereign in right of New Zealand acting by and through the Chief Executive of the Ministry for Social Development ("MSD").

MSD is the Lead Agency.

**AND**

- 1.2 The Sovereign in right of New Zealand acting by and through the Comptroller of Customs ("Customs").

## **2 Background**

### **The "Arrivals/Departures" AISA**

- 2.1 Since 1992, Customs and MSD have shared information about people who are leaving or arriving in New Zealand, so that MSD can identify which of those people are its clients and verify their entitlement to benefits. Until recently, this information sharing took the form of an authorised information match under part 10 of the Privacy Act (known as the "Arrivals/Departures match").
- 2.2 From 20 May 2019, by Order in Council, the information sharing now occurs under an Approved Information Sharing Agreement ("AISA") between the Parties. The Arrivals/Departures AISA supersedes previous information matching agreements.
- 2.3 The AISA requires the Parties to develop an Operational Protocol ("protocol") to set out the operational and technical details of the information sharing process. This document is the result.
- 2.4 This protocol largely mirrors the earlier Information Matching Agreement (dated 15 July 1993 and varied on 6 December 2013). The only material change is that MSD no longer must notify the client and wait for their response before it suspends most payments ("notice of adverse action"). MSD is now permitted to suspend those payments as soon as eligibility expires, as long as it informs the client what it has done and corrects any error promptly. Immediate suspension prevents clients from incurring a debt that they must repay on their return to New Zealand.
- 2.5 Recipients of New Zealand Superannuation, Veterans Pension and Student Allowances must still receive a notice of adverse action before those core benefits are suspended. However, MSD may immediately suspend any supplementary payment that they receive (for example Winter Energy Payment) without prior notice.

### 3 Interpretation

3.1 In this document, unless the context otherwise requires:

<b>"AIMOS"</b>	means the Automated Information Matching Operating System: a case management tool that assists MSD to process and report on its information matching programmes.
<b>"AISA"</b>	means the Approved Information Sharing Agreement between Customs and MSD, developed under part 9A of the Privacy Act and brought in to force by Order in Council from 20 May 2019.
<b>"Beneficiary"</b>	means a person who has been granted a benefit, including a recipient of New Zealand Superannuation, Veterans Pension or Student Allowance.
<b>"Benefit"</b>	has the meaning given to that term in Schedule 2 of the Social Security Act 2018, and includes – <ul style="list-style-type: none"><li>(a) a lump sum payable under section 90 of that Act</li><li>(b) any special assistance payable under a programme approved under section 101 of that Act</li><li>(c) a Student Allowance</li></ul>
<b>"Client"</b>	means an applicant for or recipient of a benefit.
<b>"CusMod"</b>	means the New Zealand Customs Service's core business IT system.
<b>"CusMod information"</b>	means passenger records held on CusMod.
<b>"Departure/arrival information"</b>	means personal information supplied by Customs to MSD as permitted by the AISA and set out in clause 2 of Schedule 1 of this protocol. Note that this definition differs from the definition of "arrival/departure information" in the Customs and Excise Act 2018.
<b>"Expiry of eligibility"</b>	means expiry of eligibility because the client is not in New Zealand.
<b>"IAP"</b>	means the Information Analysis Platform that holds replicas of the data from core MSD application systems.
<b>"IIC"</b>	means the MSD Integrity Intervention Centre.
<b>"IIO"</b>	means Integrity Intervention Officer.
<b>"Match"</b>	means an individual client's information held by MSD corresponding with information supplied by Customs about potentially the same person; and "Matches", "Matching" and "Matched" have corresponding meanings.
<b>"Lead agency"</b>	means the public sector agency that is designated in the AISA and Order in Council as the lead agency. MSD is the lead agency for this agreement.

**“Normal Business Hours”** means between the hours of 8.30am and 5.00pm any day of the week other than Saturday, Sunday or a public holiday generally observed in Wellington.

**“Notice of Adverse Action”** means a written notification to the client about action that MSD intends to take as a result of the match, which provides a period for response before the action occurs.

**“NZSOS Programme”** The COVID-19 New Zealanders Stranded Overseas Support Programme (NZSOS Programme) means the special assistance programme established on 20 April 2020 to allow continued financial support to MSD clients who are stranded overseas because of COVID-19. This programme has been extended and expires on 31 August 2021.

**“Protocol”** means this document, including its schedules.

**“WASP”** means the Warrant Absence Suspend Processing System: a case management tool that assists MSD to process and report on its information matching programmes.

## **4 Purpose of the protocol**

4.1 The purpose of this protocol is to set out the operational and technical details of the information sharing process permitted under the AISA. In particular, it:

- (a) revokes and replaces the Arrivals/Departures Information Matching Agreement between MSD and Customs of 15 July 2013, as amended on 6 December 2013;
- (b) defines the terms and conditions under which the Parties exchange information in accordance with the AISA;
- (c) records the legal basis for the information flow and the safeguards that will apply to protect the privacy and security of the information;
- (d) details the process for reviewing, terminating or varying the protocol;
- (e) details the reporting requirements that apply to the information sharing permitted under the AISA.

4.2 The protocol also sets out when and how MSD may directly access CusMod in accordance with the authority in section 314 of the Customs and Excise Act 2018.

## **5 Structure of the protocol**

5.1 The main body of this protocol sets out the general clauses that apply to the relationship between the Parties.

5.2 Schedule 1 sets out:

- (a) the process for sharing the information on a daily basis
- (b) the safeguards that apply to protect the privacy of the people concerned, and
- (c) the reporting requirements.

5.3 Schedule 2 sets out the process for MSD to request and access further information from Customs if required (as authorised under section 314 of the Customs and Excise Act 2018).

5.4 Schedule 3 sets out the operating costs that apply to this information sharing arrangement.

## **6 Effect and order of precedence**

- 6.1 This protocol has been developed under clause 10 of the AISA. It governs how the information sharing that is permitted by the AISA will occur in practice. The Parties are required to comply with it.
- 6.2 If there is a discrepancy between what the AISA permits and the terms of this protocol (including its Schedules), it is the terms of the AISA that prevail.

## **7 Term and termination**

- 7.1 This protocol commences on the date it is signed by both Parties and continues in effect until it is suspended or terminated.
- 7.2 The information sharing described in the AISA and the protocol may be suspended or terminated at any time by either Party by giving 3 months written notice to the other Party.
- 7.3 The obligations in the protocol concerning security, use, retention and destruction of information will remain in force despite any suspension or termination.

## **8 Review and variance**

- 8.1 A Party may request a review of the protocol at any time.
- 8.2 However, the Parties agree to complete a review of the information sharing, including this protocol, prior to 20 May 2021.
- 8.3 Any Party may propose a variation to the protocol, by giving reasonable notice to the other Party and providing reasons for the variation.
- 8.4 The protocol may be varied in writing, and duly signed by the delegated representatives of Chief Executive of MSD and the Comptroller of Customs.
- 8.5 MSD will inform the Privacy Commissioner of any variation to the protocol and ensure that the Privacy Commissioner has an updated copy of it.

## **9 Legal Authority and Application of the Privacy Act 1993**

- 9.1 The legal authority enabling the sharing of information described in the protocol is the Arrivals/Departures AISA, as brought into force by Order in Council on 20 May 2019.
- 9.2 The AISA provides a limited exemption from information privacy principles 2, 10 and 11. It allows Customs to disclose personal information, and allows MSD to collect and use that information in accordance with the AISA.
- 9.3 Except to the extent permitted by the AISA or by legislation, the Privacy Act applies as normal.
- 9.4 The AISA also does not alter any other rights or obligations that clients or the Parties may have under other legislation. For instance, nothing in this information sharing arrangement changes the requirements of the Social Security Act 2018 that determine a person's eligibility for a benefit.

## **10 Management of the Relationship and Primary Contacts**

- 10.1 Each Party will nominate a relationship manager to act as that Party's representative for managing the relationship between the Parties, and other high-level issues.
- 10.2 The relationship managers will be responsible for:
- (a) establishing and maintaining communication and understanding between the two Parties; and
  - (b) providing assistance in resolving any disputes between the Parties.
- 10.3 In addition to nominating relationship managers, each Party will nominate a primary contact in each Schedule as signatory to that schedule. The primary contact will act as the first point of contact in all matters relating to the work covered by that Schedule.
- 10.4 Primary contacts will be responsible for:
- (a) coordinating the supply and delivery of data (or direct access to data) and supporting material;
  - (b) notifying the other Party of policy and systems changes at an operational level that may affect the supply or use of, or access to, the data;
  - (c) discussing and resolving, in the first instance, any data quality issues;
  - (d) agreeing changes relating to the content and format of the data supplied and arrangements pertaining to supply, use and access;
  - (e) consulting with the Party's legal advisers or other relevant specialist advisers to ensure that any proposed changes are consistent with the legal authority under which this information sharing is conducted;
  - (f) taking all reasonable steps to ensure that the obligations recorded in this protocol are observed, and notifying the other Party if any problems become apparent;
  - (g) contacting the other Party and co-ordinating any response if a privacy breach occurs.
- 10.5 The Parties agree to advise each other in writing of any change of relationship managers or primary contacts.

## **11 Costs**

- 11.1 MSD will pay Customs the operating costs set out in Schedule 3 of the protocol.
- 11.2 If Customs wishes to change the operating costs, it will give MSD at least one month's written notice of what it proposes to charge and the reasons for the change.
- 11.3 Any change under clause 11.2 will not take effect until the Parties agree, but MSD will not unreasonably withhold its agreement.

## **12 Dispute resolution**

- 12.1 If any dispute or difference arises between the Parties about the interpretation, application or need for variation of this protocol, the Parties will negotiate in good faith with a view to resolving that dispute or difference as quickly as possible.
- 12.2 In the first instance, the relevant primary contacts will work together to identify the reasons for disagreement and what can be done to achieve agreement.

- 12.3 If agreement cannot be reached, the issue will be escalated within 28 days to the relationship managers, who will be asked to make judgements necessary to resolve the issue.
- 12.4 If resolution is still not possible, the matter will be referred to the Chief Executive of MSD and the Comptroller of Customs, or their delegated representatives, in order to resolve the dispute.

### **13 Public comment**

- 13.1 The Parties agree that they will each:
- a) consult the other Party prior to making any public comment about the Arrivals/Departures information sharing arrangement, or prior to publicly disclosing any information about the arrangement; and
  - b) wherever it is practicable and legal to do so, obtain the agreement of the other Party to that comment or disclosure (including on the form and content of the comment or information to be disclosed).
- 13.2 However, clause 13.1 does not obstruct or limit any legal obligations to release information, including obligations arising under the Official Information Act 1982 or obligations to provide individuals with access to information about themselves under principle 6 of the Privacy Act 1993.

### **14 No assignment or subcontracting**

- 14.1 Neither Party may assign, transfer, subcontract or otherwise dispose of all or any part of the processes described in this protocol without the prior written agreement of the other Party.
- 14.2 The Parties must ensure that any assignment or subcontracting of all or any part of the processes described in this protocol will continue to comply with all legal requirements, including the provisions of the AISA, and with the terms of this protocol.
- 14.3 It must be a condition of any agreement under clause 14.1 that the assignee or contractor must be obliged by a term in the relevant contract for services to apply no less a standard of care, conduct and confidentiality in relation to the information to which this agreement relates as any employee of the Party would be required to observe.

## Schedule 1

### Process for daily information sharing, safeguards for privacy, and reporting

#### 1 Permitted purposes of information sharing

- 1.1 The Parties agree that personal information will only be shared and used for the purposes permitted by the AISA. These purposes are:
- (a) to verify the entitlement or eligibility of any client travelling overseas to receive a benefit;
  - (b) to verify the amount of any benefit that –
    - (i) a client travelling overseas is entitled or eligible to receive; or
    - (ii) a client who has travelled overseas was entitled or eligible to receive;
  - (c) to avoid the overpayment of benefits and debts to the Crown being incurred by clients travelling overseas; or
  - (d) enabling the recovery of any debt due to the Crown in respect of any benefit.

#### 2 What information can be shared?

- 2.1 The information ("Departures/Arrivals information") that can be shared between the Parties is set out below.
- 2.2 Included in the file to be transferred are 1 batch header, 1 batch footer and multiple movement records.

##### Batch Header

Fields	Expected Content Format	Details
Source	Char	NZCS
Destination	Char	MSD
Message Date	Date Time	
Message ID	Number	Identifier for the message
File ID	Char	Name of the file, start and end date and times of the week period that the file includes data for
Information Type	Char	PAX MOVEMENT
Security classification	Char	IN CONFIDENCE
Period Covered From	Date Time	Records equal to and later than this date/time are included
Period Covered To	Date Time	Records up to but not including this date/time are included
Expected Transactions Count	Number	Expected count of transactions in this file

**Batch footer**

Fields	Expected Content Format	Details
Transaction count	Number	Number of transactions supplied in the file (Expected Transactions Count = Transaction Count + Error Count)
Error count	Number	Number of transactions not included in the file due to errors.

**Movement records**

Header Fields	Expected Content Format	Details
Pax Movement ID	Number	Unique identifier for the Pax Movement
Create Date Time	Date Time	Date time that the Pax Movement was created for
Sent Date Time	Date Time	Date time this message is sent
Record Type	Char	Type of Pax Movement by relating to when it has been processed. A, R and F are create, C is removed
Travel Document Fields	Expected Content Format	Details
Travel Document No	Char	Passport or identity card
Citizenship (from travel document)	Char	Valid value from country code table
Person Fields	Expected Content Format	Details
DOB	Date	Date of birth of the passport holder
Gender	Char	U, -, X (all Unknown), M, F
Holder Endorses Flag	Char	Holder indicator (H=holder, E = Endorsee)
Name Fields	Expected Content Format	Details
Family	Char	Family name of the passport holder
Given Names	Char	All the given names of the passport holder
Flight fields	Expected Content Format	Details
Flight No.	Char	Number of the flight or name of ship
Actual Date Time	Date Time	In local time
NZ Port	Char	The port at which the person left or entered NZ
Direction	Char	Direction of travel (A = Arrival, D = Departure)



### **3 Frequency of supply of information**

- 3.1 At 04.00am every day (from Monday to Sunday inclusive), Customs will collate a daily file relating to the period up to and including 03.25am and make that information available to MSD in accordance with this protocol. This file is to include all Departures/Arrivals information recorded since the previous daily file was sent to MSD.
- 3.2 Routine transfers under clause 3.1 will number no more than 366 in any twelve-month period.
- 3.3 In addition to the routine transfers under clause 3.1, MSD may also request information from Customs on an ad hoc basis.
- 3.4 When responding to ad hoc requests, Customs is to include all Departures/Arrivals information recorded over a period that is agreed by the Parties.
- 3.5 Ad hoc requests under clause 3.3 are not to exceed 6 in any 12-month period.
- 3.6 If information in either a routine or ad hoc file is corrupted or unusable, that file will not count towards the permitted numbers of requests.

### **4 Transfer of information to MSD and file validation**

- 4.1 Customs will transfer the daily file of Departures/Arrivals information to the Customs SFTP internet facing server using the SFTP protocol and in line with standards required by the current version of the New Zealand Information Security Manual (NZSIM).
- 4.2 Use the SFTP protocol (over SSH v2) to ensure information is encrypted as it passes between the Customs and MSD networks.
- 4.3 MSD will use firewalls which limit network access to the SFTP servers to only authorised IT systems.
- 4.4 Customs will log into the MSD SFTP server via a SSH key.
- 4.5 MSD will ensure:
  - 4.5.1 user-level access control, meaning that users of the SFTP server should not be able to see data from other users
  - 4.5.2 asymmetric encryption-at-rest though use of the "GPG" software (compatible with PGP)
  - 4.5.3 access control lists on internal MSD file-shares where information is made available to business users
  - 4.5.4 access controls on destination systems where the information is made available to the business or consumed by IT systems (such as the IAP Data Warehouse)
- 4.6 At its discretion, Customs will undertake a manual quality assurance process on the Departures/Arrivals information prior to it being made available to MSD.
- 4.7 MSD will run a scheduled job (IAP-CUSTOMS-TRANSFER) every morning that will authenticate with the Customs website and look for the file to be processed.
- 4.8 After downloading and decrypting the daily file from the MSD SFTP server, MSD will operate a checking process to ensure that the Departures/Arrivals information is valid and complete.
- 4.9 MSD will immediately inform Customs of any Departure/Arrival information that is found to be corrupted or otherwise unavailable or unusable, either at the time MSD receives it, or

- during later use as part of the matching process.
- 4.13 If Customs receives notice that information is corrupted or unusable, Customs will provide a substitute file with the requested information as soon as reasonably practicable.
- 4.14 After validation MSD will transfer the daily file via FTP to the IAP data warehouse system, to conduct the match process set out below in clause 5, for the purposes permitted by the AISA. Encryption level will be in line with NZISM standards.

## **5 Matching process**

### **Information used for the match**

- 5.1 On transfer of the Departures/Arrivals information to IAP, MSD will institute a match with MSD Active Client data.
- 5.2 Initial matching will be based on name and date of birth.
- 5.3 In some cases, unique identifiers may be used to verify travel movements. For example, if a client does not make contact after the initial letter is sent, IIC will use CusMod to confirm if the client has returned to NZ and from what date.

## **6 Identity confirmation process**

- 6.1 MSD is required to take all reasonable steps to ensure that clients are accurately identified before suspending payments.
- 6.2 Positive matches range from exact singular matches (Level 1) to less accurate matches (down to Level 8).
- 6.3 All positive matches will be bulk loaded into IIC's two operational computer systems: AIMOS and WASP for verification and processing.
- 6.4 All main beneficiaries Level 1 matches are processed through WASP and will trigger an automatic suspension of payments upon expiry of eligibility and subsequent notification of clients. All other clients' (i.e. NZS, VP, 'Non-beneficiaries' etc) cases are created in AIMOS. In certain cases Supplementary Assistance can continue for 28 days once main benefit is suspended.
- 6.5 All other matches (Levels 2-8) will be loaded to AIMOS and manually verified before payments are suspended upon expiry of eligibility or before a notice of adverse action is sent.
- 6.6 The process for verifying matches may include:
- (a) checking against individual client files
  - (b) checking details in CusMod using the process set out in Schedule 2
  - (c) IIC may transfer individual positive Match data to other units in MSD for further verification and processing.

## **7 Notifying clients**

### **Notice of adverse action for certain payments**

- 7.1 Upon expiry of eligibility for New Zealand Superannuation, Veterans Pension or Student Allowance, MSD will write to the client to notify them:
- (a) that their eligibility expired on a particular date (with reasons to show why they are ineligible);

- (b) that their payment will be suspended on a specified date unless the client demonstrates that the information is incorrect and that they are still eligible for the payment. They need to inform MSD when they return to New Zealand so that their payments can be reinstated.
  - (c) that MSD may need to recover any payment made after eligibility expired;
  - (d) that they are entitled to ask for this decision to be reviewed, and who to contact if they wish it to be reviewed.
- 7.2 The notice will include the information received from Customs that suggests the client's eligibility has expired (including the date they left New Zealand).
- 7.3 MSD will send the notice to the client's postal address. Clients can also choose to have their letters either sent to their postal address, online in MyMSD or both. If a client has opted to receive their mail online only, a notice will not be sent to their home address.
- 7.4 The specified date for the client to respond must be no later than 10 working days after receiving the notice.
- 7.5 If the client has not contacted MSD by the specified date, or if the client contacts MSD but MSD is satisfied that the client's eligibility has expired, MSD may immediately suspend the payment once the specified date has elapsed.

**Notification process for clients receiving all other payments**

- 7.6 Upon expiry of eligibility for all payments other than those specified in clause 5.9, MSD may immediately suspend those payments, unless the client has made prior arrangements with MSD for continuation of their payments while they are overseas.
- 7.7 On the day that the payment is suspended, MSD will notify the client in writing:
  - (a) that their eligibility expired on a particular date (with reasons to show why they are ineligible);
  - (b) that one or more named types of payment have been suspended;
  - (c) that MSD may need to recover any payment made after eligibility expired;
  - (d) that they are entitled to ask for this decision to be reviewed, and who to contact if they wish it to be reviewed.
- 7.8 The notice will include the information received from Customs that suggests the client's eligibility has expired (including the date they left New Zealand).
- 7.9 MSD will send the notice to the client's postal address. Clients can also choose to have their letters either sent to their postal address, online in MyMSD, or both. If a client has opted to receive their mail online only, a notice will not be sent to their home address.

## **8 Security of Information**

- 8.1 The format, transfer, storage and processing of information under this protocol must conform to any currently applicable New Zealand government standards for information security.
- 8.2 If the specifications in this protocol (for instance relating to acceptable encryption levels) are updated in those government standards, the Parties agree to adjust the requirements that apply to this information sharing as soon as reasonably practicable, and to update the protocol accordingly.

#### **Security during transfer of information**

- 8.3 Unless otherwise stated in the standards referred to in clause 8.1, the file will be extracted from CusMod and made available to MSD in XML format, which conforms to the e-Gif XNAL standard and PGP encrypted. See clause 4 for other security controls.
- 8.4 If online transfer is not possible, the backup method of transfer will be a password-protected IronKey.

#### **Security of information at rest**

- 8.5 MSD will ensure that all Departure/Arrival information received from Customs and all match information (including backup copies) is stored and used in a way that does not expose it to unauthorised use or disclosure.

#### **Security during or after a disaster**

- 8.6 In the event of any disaster the Parties will co-operate and will take all reasonable steps to ensure the security and/or recovery of the information affected during the force majeure.

#### **Role-based access and training**

- 8.7 Customs will ensure that only a small number of authorised MSD users can access the Departure/Arrival files from the website within the Customs network.
- 8.8 MSD will ensure that only authorised users can access the Departures/Arrivals information within IAP, IIC or other relevant areas of its information systems. Those users must have a legitimate need to access the information for their roles, and for the purposes permitted under the AISA.
- 8.9 Each party will ensure that authorised staff are appropriately trained, and that they understand their obligations to maintain the confidentiality of the information and to use it only for purposes permitted under the AISA.

### **9 Accuracy and completeness of information**

- 9.1 Customs will check the Departures/Arrivals information to ensure that it is accurate, complete and up to date. This includes:
- (a) checking information at the time it is entered into CusMod;
  - (b) checking entries where there are potential discrepancies;
  - (c) checking a random sample of entries in the daily file.
- 9.2 Customs will ensure that the file that it makes available to MSD contains only the personal information that it is legally permitted to share with MSD under the AISA.
- 9.3 Both Parties will undertake quality checks on information to be used for the purposes permitted by the AISA, which may include a manual check on a sample extract of Departures/Arrivals information.
- 9.4 If MSD suspends a benefit in error on the basis of information shared under the AISA, MSD will ensure that the error is corrected and any applicable repayment is made to the client as soon as reasonably practicable.

## **10 Retention and destruction of information**

### **Retention of information where a match is found**

- 10.1 In the event of an identified match, MSD will destroy the information not later than 60 working days after it becomes aware of the match, unless, before that period expires, MSD has considered the information and made a decision to:
- a) suspend one or more payments that the client receives when or if their eligibility expires; or
  - b) take another form of adverse action against the client.
- 10.2 Any adverse action commenced by MSD in accordance with the AISA will be commenced no later than 12 months from the dates on which the information was received or derived by MSD.

### **Retention of information where there is no match found**

- 10.3 If there is no positive match against Active Client file, MSD will securely destroy the information that it received from Customs asap.

### **No new databank**

- 10.5 The Parties will not permit the information used in this programme to be linked or merged in such a way that it creates a new separate permanent register or databank of information about all or any of the individuals whose information has been subject to the programme.
- 10.6 However, for purposes of audit and verification, MSD may maintain a database of individuals who have been the subject of a match for up to 2.5 years after the date of the match, at which time their information will be purged. Any such information will only be available to MSD systems administration and IT staff.

## **11 Incident notification**

- 11.1 Each Party will notify the other immediately if it becomes aware of any circumstances, incidents or events that have or may have compromised the security of the information that it collects or shares in accordance with the Arrivals/Departures AISA or with this protocol, or the privacy of individuals to whom that information relates.
- 11.2 In the event of a security or privacy breach, MSD, as the Lead Agency under the AISA, is primarily responsible for complying with any legal obligations in relation to breach notification.
- 11.3 However, the Parties agree to co-operate with one another and to provide all reasonable support to ensure that the breach can be accurately and promptly investigated, mitigated, and notified, and to ensure that any subsequent changes of process or procedure for the information sharing are appropriately implemented.

## **12 Access and correction requests**

- 12.1 Each Party will be responsible for responding to requests to access or correct Departures/Arrivals information as appropriate in the circumstances, in accordance with information privacy principles 6 and 7.
- 12.2 The Parties will provide reasonable assistance to clients who wish to make an access or correction request, for example by transferring the request to the other Party if it is more appropriate that that Party responds to it, or by informing the other Party that the information has been corrected, or the client has provided a statement of correction.

### **13 Reporting**

- 13.1 MSD is responsible for reporting on the operation of the information sharing permitted by the AISA:
- at intervals required by the Privacy Commissioner under section 96U of the Privacy Act 1993
  - and about the matters required by the Privacy Commissioner under section 96T of the Privacy Act 1993 (selected from the list in clause 9 of the Privacy Regulations 1993).
- 13.2 MSD must establish and maintain a system that enables the required reporting to occur.
- 13.3 MSD must include any report in its Annual Report under the Public Finance Act 1989 and in accordance with sections 96S to 96U of the Privacy Act.

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## **Schedule 2**

### **Online enquiry access to CusMod**

#### **1. Purpose**

This Schedule defines the terms and conditions under which MSD employees may directly access Departures/Arrivals information in CusMod for the purposes of the AISA and this protocol, and in accordance with section 314 of the Customs and Excise Act 2018.

#### **2 Relevance, timeliness, completeness and integrity of information**

##### **2.1 Relevance**

2.1.1 An IIO will only access information on CusMod for the purposes permitted under the AISA and this protocol.

2.1.2 In particular, CusMod will only be used by an IIO for the following purposes:

- a) support the accurate identification of the client; or
- b) determine whether the client is in New Zealand; or
- c) determine whether the client continues to be eligible for one or more benefits.

2.1.3 In accordance with the purposes in clause 2.1.2, CusMod will be used in the following circumstances:

- a) where a positive match is identified during the data matching process described in Schedule 1 (the data match), but the accuracy of the match result requires verification; or
- b) for the purpose of the COVID-19 New Zealanders Stranded Overseas Support Programme (NZSOS Programme):
  - (i) where a positive match is identified during the data match, but the client has made contact to advise they are not currently overseas; or
  - (ii) where a positive match is identified during the data match but the accuracy of the match result requires verification
  - (iii) where there has not been a positive match during the data match, but the client has made contact to advise they are stranded overseas; or
  - (iv) where MSD intends to suspend payments at the conclusion of the NZSOS Programme, to determine whether the client is still overseas.

2.1.4 MSD access to CusMod for the purpose of the NZSOS programme ceases on 30 October 2021 unless an extension is agreed by both parties in writing and reflected in an update to this operational protocol.

- 2.1.5 Before accessing CusMod, MSD must believe on reasonable grounds that the information held on CusMod is or may be capable of resolving one or more of the matters referred to in clause 2.1.2.

## **2.2 Timeliness and expected volumes**

- 2.2.1 CusMod will be used on an “as required” basis by authorised IIOs within the IIC.
- 2.2.2 Information is entered into CusMod at the point of entry or departure from New Zealand. This means that information held in CusMod is real-time information.
- 2.2.3 The expected number of CusMod enquiries will be 1500 per week.
- 2.2.4 IIOs will only be allowed to access CusMod during normal business hours except in exceptional circumstances and with agreement with Customs.

## **2.3 Completeness and integrity**

- 2.3.1 While Customs takes all reasonable steps to ensure that information is correct at the time of entry into CusMod, the fact that the information is real-time information means that there has not necessarily been an opportunity to check or correct it and it therefore cannot always be relied on.

## **3 Query technique**

- 3.1 Records will initially be searched using name and date of birth information. In some cases, a passport number (where available) may be used to verify travel movements.
- 3.2 To support the search function, Customs will make a facility available to complete a soundex search simultaneously when a client name search is being completed. The soundex facility means that the system will search for all surnames with a similar sound and/or spelling when completing the search. This function will provide support in locating differently spelt versions of a person's name.
- 3.3 On entry of this search term, CusMod will display all persona and passport matches it finds to an interim window on a “passenger search” screen. The following information will be displayed:
- (a) Passport number, country of citizenship
  - (b) Given names, surname, date of birth
  - (c) Gender
  - (d) Passport status (holder or endorsement)
- 3.4 The IIO will use this information to determine whether there is a match with the



active client information that MSD holds. The IIO will only continue to use CusMod where a match is established.

3.5 Once a match is established in CusMod, the client is selected and a request made to the system to display passenger travel movement information. This screen will display the following information:

- (a) Full name
- (b) Date of birth
- (c) Nationality
- (d) Gender
- (e) Passport number and country of citizenship
- (f) Date and place of departure from New Zealand; destination; and all flight/craft details
- (g) Date and place of arrival in New Zealand; point of departure to New Zealand; and flight/craft details.

3.6 Where a search has been successfully completed in CusMod, a printout will be obtained and attached to the client's file. The information obtained will remain on the file and may form part of the critical data to make a decision about eligibility for a benefit. It will be destroyed subject to any applicable destruction protocols.

3.7 Where the search does not satisfactorily resolve the query, no data will be used in relation to a client or attached to the client's file.

## **4 Controls and security**

### **4.1 Control of access to CusMod**

4.1.1 Access to CusMod is controlled by Customs. MSD will nominate staff that they consider suitable to have access to CusMod. To gain access to CusMod, the IIO must complete an application and MSD must forward the application to Customs. Customs will complete the appropriate security checks for applicants and make a final decision on access rights.

4.1.2 IIOs will have read-only access. They must not be able to make any changes to information held in CusMod.

4.1.3 Each IIO who is authorised to access CusMod will be assigned a unique user logon and password, so that each staff member making enquiries can be uniquely identified.

4.1.4 No more than 50 IIOs will be authorised to access CusMod, unless MSD obtains the prior approval of Customs.

- 4.1.5 Access to CusMod will be secured via the transport protocol, user logon and permitted functions within the workflow management system. All network traffic must take place via a secure 128 SSL session (https) or in accordance with any updated government security standards – no access will be via any other protocol.
- 4.1.6 IIOs will only be allowed to access CusMod using an authorised MSD device and from within the recognised MSD network.

## **4.2 Security**

### **4.2.1 Customs will:**

- (a) be responsible for the security of CusMod information, including during its transmission to MSD
- (b) maintain a register of IIOs who are authorised to access CusMod
- (c) ensure that an IIO's access is removed once MSD advises Customs that the employee no longer requires access.

### **4.2.2 MSD will:**

- (a) ensure the security of data that it holds during transmission to Customs
- (b) ensure that IIOs are clear which CusMod files they are allowed to access and for what purposes
- (c) advise Customs when an IIO no longer requires access to CusMod
- (d) report any security breaches to Customs immediately
- (e) validate the CusMod generated list of enquiries against its own records and resolve any variances.

## **5 Retention and destruction of information**

- 5.1 MSD will destroy matched information that does not disclose a discrepancy as soon as practicable.
- 5.2 In the event of an identified match, MSD will destroy the information not later than 60 working days after it becomes aware of the match, unless, before that period expires, MSD has considered the information and made a decision to suspend or take action.
- 5.3 MSD will destroy matched information that reveals a discrepancy as soon as practicable after it is no longer needed for the purposes of taking adverse action.

## **6 Databank of previous queries**

- 6.1 Neither Party will create a new databank of queries, or results of queries, made under this Schedule.

## 7 Audit process

- 7.1 Customs will complete an audit at least annually. The audit will be focused on ensuring that:
- (a) only approved personnel are using CusMod
  - (b) enquiries being made in CusMod are for permitted purposes
  - (c) no unauthorised disclosure of information is taking place.
- 7.2 Customs will ensure that an audit trail is available that will show which CusMod files have been accessed by IIOs. It will notify MSD of the results of audits that it undertakes.
- 7.3 MSD will:
- (a) co-operate with any Customs audits
  - (b) conduct its own random and full audit checks to ensure that CusMod enquiries made by an IIO are checked against the Customs report for any discrepancies
  - (c) make those audit checks available to Customs on request.

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## **Schedule 3**

### **Operating costs and contacts**

#### **1. Operating costs**

- 1.1 \$1,000 per month (exclusive of GST). Customs will charge MSD per record sent.
- 1.2 The operating costs are payable monthly in arrears.
- 1.3 Customs will issue an invoice for the operating costs.

#### **2 Contacts**

- 2.1 The initial contact persons are as follows:
  - (i) MSD: Lead Advisor, Information Sharing.
  - (ii) Customs: Team Leader, Border Systems.
- 2.2 All notices and other communication between the Parties under this Agreement shall be sent to the contact persons specified above.
- 2.3 The contact persons set out above may be updated from time to time by notice to the other Party and the Privacy Commissioner.

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## Appendix 1

### Match levels

Compared Data Items or Portions of Data Items	Match Level Number
<b>Group 1</b>	
MSD & Customs Surnames MSD & Customs First Names MSD & Customs Second Names MSD & Customs Date of Birth	1
<b>Group 2</b>	
MSD & Customs Surnames MSD & Customs First Names up to two letters out MSD & Customs Second Names MSD & Customs Date of Birth	2
MSD & Customs Surnames MSD & Customs First Names on soundex MSD & Customs Second Names MSD & Customs Date of Birth	3
MSD & Customs Surname MSD & Customs First Names MSD & Customs Date of Birth	4
MSD & Customs Surnames MSD & Customs First Names MSD & Customs Second Names MSD & Customs any two sections of the Date of Birth	5
MSD & Customs Surnames same first four letters, up to two letters out on rest of surname MSD & Customs First Names MSD & Customs Second Names MSD & Customs Date of Birth	6
MSD & Customs Surnames same first four letters, soundex on rest of surname MSD & Customs First Name MSD & Customs Second Names MSD & Customs Date of Birth	7
MSD & Customs Surnames MSD First Name & Customs Second Name MSD Second Name & Customs First Name MSD & Customs Date of Birth	8

## Appendix 2



# Cabinet Social Wellbeing Committee

## Minute of Decision

*This document contains information for the New Zealand Cabinet. It must be treated in confidence and handled in accordance with any security classification, or other endorsement. The information can only be released, including under the Official Information Act 1982, by persons with the appropriate authority.*

### Extending the COVID-19 New Zealanders Stranded Overseas Support Programme

Portfolio                      Social Development and Employment

On 7 April 2021, the Cabinet Social Wellbeing Committee, having been authorised by the Prime Minister to have Power to Act:

- 1        **noted** that:
  - 1.1      on 3 April 2020, the COVID-19 Ministerial Group agreed to resume or continue payment of certain benefits and pensions to Ministry of Social Development (MSD) clients stranded abroad as a result of COVID-19 [CMG-20-MIN-0047];
  - 1.2      on 20 April 2020, the Minister for Social Development and Employment established the COVID-19 New Zealanders Stranded Overseas Support Programme (NZSOS programme) to provide special financial support to eligible MSD clients overseas who are unable to return to New Zealand due to COVID-19;
- 2        **noted** that in September 2020, Cabinet agreed to extend the expiry of the NZSOS programme from 20 October 2020 to 27 April 2021 [CAB-20-MIN-0452];
- 3        **noted** that as at 22 March 2021, 1,298 clients were being supported by the NZSOS programme, and the impact of COVID-19 may be limiting these clients' ability to return to New Zealand before the expiry of the programme;
- 4        **agreed** to extend the NZSOS programme for four months, to 31 August 2021;
- 5        **noted** that the Minister for Social Development and Employment will amend the NZSOS programme with immediate effect before 27 April 2021 to

implement the extension, and to allow payments currently being made under the existing programme to continue to eligible clients;

- 6 **directed** MSD officials to clearly communicate to clients that the NZSOS programme will not be extended further beyond 31 August 2021;
- 7 **directed** MSD officials to undertake a check of the location and eligibility of all clients being supported by the NZSOS programme to receive ongoing support under the programme commencing in the week of 12 April 2021;
- 8 **noted** that MSD officials will determine the eligibility of most clients who respond to the check referred to in paragraph 7 above by the end of May 2021 and payments will be stopped for those who do not respond to the check by 6 June 2021;
- 9 **directed** MSD officials to undertake a check of the eligibility of New Zealand Superannuation (NZS) and Veterans' Pension (VP) clients being supported by the NZSOS programme to alternative support options, including payment under statutory portability provisions and reciprocal social security agreements, and to transition as many clients as possible to alternative supports;
- 10 **directed** MSD officials to actively work to transition NZS and VP clients to alternative support options and encourage the 71 beneficiaries currently being supported by the programme to return to New Zealand;
- 11 **noted** that once MSD has gathered information about clients' locations, as part of the eligibility check noted in paragraph 7 above, if quarantine-free travel opens with another country (including Australia), MSD will directly communicate with clients in that country to re-assess their eligibility for continued payment under the NZSOS programme and payments will be stopped within seven weeks, unless MSD is satisfied they remain eligible;
- 12 **noted** that MSD officials will report back to the Minister for Social Development and Employment on the number of people being supported by the NZSOS programme, who have exited the programme and who are eligible to transition to alternative support options by 1 July 2021;
- 13 **agreed** to increase spending to provide for the costs associated with the decision in paragraph 4 above, with the following impact on the operating balance and net core Crown debt:

	\$m - increase/(decrease)				
Vote Social Development	2020/21	2021/22	2022/23	2023/24	2024/25 & Outyears
Operating Balance	6.012	6.111	-	-	-
Impact					
Debt Impact	-	-	-	-	-
No Impact	0.904	0.921	-	-	-
<b>Total</b>	<b>6.916</b>	<b>7.032</b>	<b>-</b>	<b>-</b>	<b>-</b>

- 14 **approved** the following changes to appropriations to give effect to the decision in paragraph 13 above:

	\$m - increase/(decrease)				
Vote Social Development Minister for Social Development and Employment	2020/21	2021/22	2022/23	2023/24	2024/25 & Outyears
Benefits or Related Expenses: NZ Beneficiaries Stranded Overseas	6.916	7.032	-	-	
<b>Total Operating</b>	<b>6.916</b>	<b>7.032</b>	<b>-</b>	<b>-</b>	

- 15 **agreed** that the changes to appropriations for 2020/21 above be included in the 2020/21 Supplementary Estimates and that, in the interim, the increases be met from Imprest Supply;
- 16 **agreed** that the operating balance impact and net core Crown debt impact in paragraph 13 above of the expenses incurred under paragraph 14 above be charged against the COVID-19 Response and Recovery Fund established as part of Budget 2020;
- 17 **authorised** the Minister for Social Development and Employment to make minor and technical policy, design, and implementation decisions regarding the NZSOS programme.

Rachel Clarke  
Committee Secretary

**Present:**

Rt Hon Jacinda Ardern  
Hon Grant Robertson  
Hon Kelvin Davis  
Hon Dr Megan Woods  
Hon Chris Hipkins  
Hon Carmel Sepuloni (Chair)  
Hon Andrew Little  
Hon Poto Williams  
Hon Kris Faafoi  
Hon Peeni Henare  
Hon Willie Jackson  
Hon Ayesha Verrall  
Hon Aupito William Sio  
Hon Priyanca Radhakrishnan

**Officials present from:**

Office of the Prime  
Minister  
Office of the SWC Chair  
Officials Committee for  
SWC



## New Zealand Customs Service / MSD - Departures / Arrivals Match

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On this Page:

In this match the Ministry of Social Development (MSD) is the matching and [user agency \[http://doogle/resources/helping-clients/fraud-investigation/fraud-investigation-procedures/fraud-glossary.html\]](http://doogle/resources/helping-clients/fraud-investigation/fraud-investigation-procedures/fraud-glossary.html); Customs is the [source agency \[http://doogle/resources/helping-clients/fraud-investigation/fraud-investigation-procedures/fraud-glossary.html\]](http://doogle/resources/helping-clients/fraud-investigation/fraud-investigation-procedures/fraud-glossary.html).

This match is run weekly.

### Procedures

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1. Customs prepares a weekly tape that records all individual travel movements to and from New Zealand. The Customs data is matched against the entire SWIFTT and SAL database.
2. All clients who appear to have no entitlement to their MSD payments while absent from New Zealand for any period of time are immediately produced as a positive match.
3. Clients who have a certain period of entitlement to their benefit/pension payments while absent from New Zealand (for example, 28 days for Sole Parent Support with no work preparation activities assigned; 26 weeks New Zealand Superannuation) have their departure details stored in a "holding file" until one of two events occur:

The client returns to New Zealand within the allowable period.

When the arrival data is matched with the departure data in the "holding file" the client is excluded from becoming a [positive match \[http://doogle/resources/helping-clients/fraud-investigation/fraud-investigation-procedures/fraud-glossary.html\]](http://doogle/resources/helping-clients/fraud-investigation/fraud-investigation-procedures/fraud-glossary.html) and the computer destroys all match details.

The client has exceeded the allowable period of absence.

When no arrival data has been received by expiry of entitlement period, a [positive match \[http://doogle/resources/helping-clients/fraud-investigation/fraud-investigation-procedures/fraud-glossary.html\]](http://doogle/resources/helping-clients/fraud-investigation/fraud-investigation-procedures/fraud-glossary.html) is produced.

4. All positive matches are loaded from IAP into AIMOS.

For more information see:

[The Integrity Intervention Centre \(IIC\) \[http://doogle/resources/helping-clients/fraud-investigation/the-integrity-intervention-centre-iic-01.html\]](http://doogle/resources/helping-clients/fraud-investigation/the-integrity-intervention-centre-iic-01.html)

# **Integrity Intervention Officer (IIO) Customs Match**

***CHILD DISABILITY ALLOWANCE (CDA)***

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

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## INTRODUCTION

This training manual will give you an understanding of how to process a Child Disability Allowance (CDA) case within the Customs Match.

The Customs Match is the sharing of information between the NZ Customs and the Ministry of Social Development (MSD). The purpose of this match is to identify clients in receipt of financial assistance who travel out of the country for more than 28 days. If MSD are going to use the information received, we must let the client know and allow a 10-working day notice period for the client to check the information before we take adverse action on the file. After 10 days, payments can be stopped, and overpayments are able to be established on a clients file.

In May 2019 new legislation was implemented for the Customs match. An Approved Information Sharing Arrangement (AISA) has been developed between the NZ Customs and MSD which enables some payments to be stopped at day 29 of a client being overseas, without the 10-day notice period. This allows clients to receive their correct entitlement and reduce the creation of a significant quantity of debts for clients.

Services covered by the AISA include:

- ✓ Accommodation Supplement (AS)
- ✓ Disability Allowance (DA)
- ✓ Temporary Additional Support (TAS)
- ✓ Special Benefit (SPB)
- ✓ Orphans Benefit (OB)
- ✓ Unsupported Child Benefit (UCB)
- ✓ Clothing Allowance (CA)
- ✓ Winter Energy Payment (WEP)
- ✓ Child Disability Allowance (CDA)
- ✓ Child Care Subsidy (CCS) including OSCAR and Early Learning Payment (ELP)
- ✓ Special Disability Allowance (SPDA)

Although CDA is included as a service covered by AISA, the Integrity Intervention Centre (IIC) are currently still allowing the 10-day notice period before taking adverse action on a clients file. Once a process is confirmed, the CDA match will move to the AISA rules.

IIC will only take action on clients who have not returned to NZ after the 10-day notice period. If a client has returned to NZ, the CDA service will be referred to the local office to follow up with payment. If a client is matched for receiving a Non-Beneficiary service i.e., Accommodation Supplement and CDA, we would apply the AISA rules to the non-beneficiary service at screening and allow the 10-day notice period for the CDA. The Non-beneficiary service can then be resolved at User Action stage, and the actions for the CDA will depend if the client has returned to NZ or not. This is discussed more later in the manual under "Multiple Services".

## CHILD DISABILITY ALLOWANCE

Child Disability Allowance (CDA) is a non-taxable allowance that is available to the principal caregiver of a dependent child who has a serious disability. It is paid because of the extra care that may be needed by a child who has a physical, sensory, psychiatric, or intellectual disability.

The client may also be able to receive a Disability Allowance to meet any additional costs the child as because of their disability.

Once a child turns 16 years of age, they may be able to receive Supported Living Payment on the ground of having a health condition, injury or disability.

## ABSENCE FROM NZ

Clients who are getting CDA but not a main benefit can be absent from New Zealand (NZ) and keep getting their payment for the first 28 days if it does not affect the client's eligibility for CDA. These cases come through the Customs match and are covered in this manual.

Clients getting a main benefit and CDA come through a separate spreadsheet called "Additional" and is worked by staff who process the Absence match.

If the client or child is leaving NZ permanently, CDA must be cancelled from the day after departure. CDA may be payable to the new caregiver if the child is remaining in NZ and the new caregiver meets the qualifications for CDA – IIC should stop the payments and refer the information to the local office to follow up with payments to the new caregiver.

## SCREENING

Screening is the process of making the decision whether to open and progress a case that is loaded into AIMOS for a client that has been matched through the Customs match as leaving New Zealand.

The act of opening a case is the intention of beginning action against the client matched.

For a decision to be made (based on information held and rules applied), the manual screening process will determine when a case should be opened.

The screening process is to:

1. Verify the personal details received from Customs matches our MSD client
2. Check the system to see if the client has notified of their intentions to travel
3. Check if the client was receiving payments during their absence
4. Remove files which meet the 'LEG rules'

## S2P TASK

Screening cases will come through the Straight 2 Processing (S2P) tool as a task; as below:

**Customs Screening**

Match

Income Month

Match Date

Run ID

Case Status

Multi Client Name

Number of possible matches

Case ID

SMN

MSD Name

ACC Client Name

Employee Name

Matched Name

MSD DOB

Agency DOB

Matched DOB

ID Number

Match Indicator

Assignment Type

Match Level

Associated Package

Total Active Incentive

Employee Name

Number of Associated Person

Trading Name

Comp Start

Comp End

Service Type

Offender Status

Item Data

**Task History**

PID	Date	Status	User	Result
41013021	18/01/2022 10:49:34 AM	Queued	ETC	
	18/01/2022 10:50:04 AM	Assigned	Auto	

**Outcome**

Results

☒ Valid

☐ Invalid

☐ Client Known

☐ Already Reported

☐ By match identified (ouch client)

☐ Legitimate

☐ Screening Completed - Case Opened



## VERIFYING OUR CLIENT

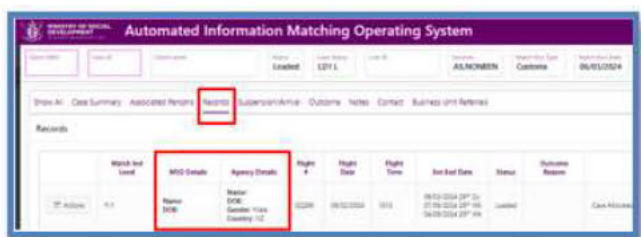
The correct client must always be verified BEFORE continuing to screen each case.

**To verify the client in CMS and/or AIMOS, always check:**

- ✓ Agency Surname and MSD Surname match
- ✓ Agency Christian name and MSD Christian name match (Remember to check MSD aliases in CMS)
- ✓ Agency Date of Birth and MSD Date of Birth match
- ✓ Agency gender and MSD gender match
- ✓ Agency passport number and MSD passport number in CMS
- ✓ Agency passport origin and MSD passport origin in CMS
- ✓ Agency passport code and MSD residential address in CMS

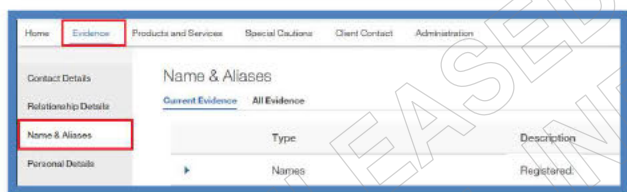
### AIMOS

In the "Records" tab in AIMOS locate the Agency Details (these are the details received from Customs). Compare the Agency details with MSD details to help establish if the correct person is matched.



### Evidence tab - CMS

Check for aliases in CMS, the alias history may help to establish if the correct person is matched. This is under the evidence tab on the CMS Homepage.



### Scanned Documents

Check Scanned Documents for any proof that will confirm this is the correct client i.e., passport/birth and/or marriage certificates.



**!** If your findings are that it is the wrong person, LEG the case as "WRONG PERSON" in AIMOS making sure no notes are in any other MSD system. See AIMOS (SCREENING) section on how to update AIMOS.

**!** If you find we are matching the correct client, continue to check if they notified of their absence from NZ.

## SCREENING RULES

The following rules are used to determine what cases are made OPEN and what cases are made LEGITIMATE (closed).

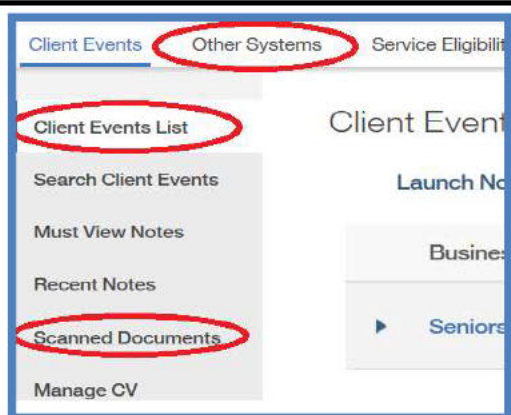
The following records are to be removed and recorded as 'LEGITIMATE' in AIMOS.

LEG RULES	LEG REASONS IN AIMOS
Incorrect client is matched	Wrong Person
All travel details are recorded, and MSD has taken the correct actions	Already Recorded by MSD
CDA status is cancelled or suspended more than 8 weeks before the client LNZ (Leg and send referral for frontline to cancel record)	Entitlement Not Impacted
Client advised MSD of their correct travel dates/details and the correct actions have not been taken (Leg and refer)	Already Recorded by MSD
Matched client is receiving a work tested benefit (JS/SPS/EB/SLP/EMA/YP/YPP) and receiving CDA. This will have been actioned via the Absence/Additional match.	MSD decision not to progress



## IS MSD AWARE OF THE TRAVEL?

Once it is confirmed that the correct client was matched, check if the client advised MSD of their intention to travel.

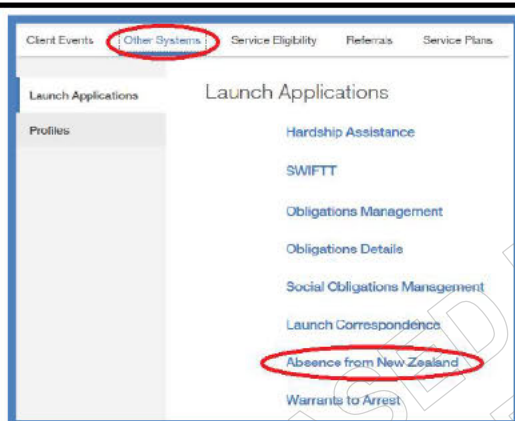


### Client Event List

Check CMS notes written up to a month prior to the clients' matched leaving date to see if they notified of their travel.

### Scanned Documents

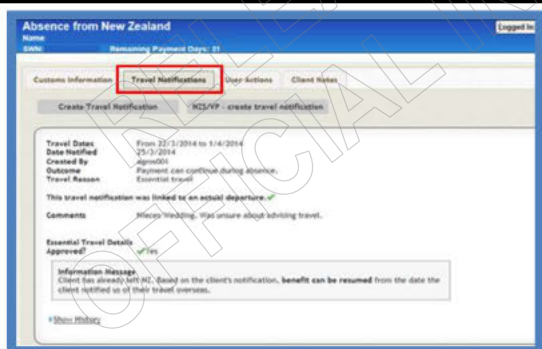
Check Scanned Documents in case the client has provided their travel itinerary or completed a Personal Details form to declare their travel.



### WASP

Sometimes a client will notify of their intentions to travel via MyMSD. These notifications will sit in WASP. Other business units may also add the client's notification into WASP, so it is important to check WASP.

To open WASP go to the Other Systems tab in CMS Service Delivery Case and select "Absence from New Zealand".



### WASP – Travel Notifications

If the client has declared leaving NZ on the same date as AIMOS you can leg the case. Still check if the payments have stopped correctly as a referral may also need to be sent.

! If the client has not advised of their travel continue to the SWIFTT checks.

! If the client has advised of their travel the case can be legged as "Already recorded" however check SWIFTT to see if the appropriate actions have been taken to the payments. If the payments are still current the case can still be legged, but a referral will also need to be sent to the local office via CMS.

! If all appropriate actions have been taken on the file based on the clients notification, the case can be legged as "Already recorded".

Client : F

SWN:  Service type:  Relationship type:  Current Status:

Surname	Relat.type	Reason	Given names	DOB	Days	Wks	Service From	To	Status
1	Caregiver				14	2	FAMILY	25/01/05	Active
2	Caregiver						CDA	25/01/05	Active
3	Caregiver						JS	01/10/21	Active

Select record number to action:

To view details of the CDA, look for the child on the RNCLI screen. This will show any current (active) or suspended CDA. Non-current CDA will show when entering a [N] in the current field (see green box in RNCLI screenshot).

CHILD DISABILITY ALLOWANCE INQUIRY			
Client :		P	
Child :		M	
Application date :	20/11/17	Lapse date :	18/12/17
Evidence received date :	20/11/17		
<b>Commencement date :</b>	<b>20/11/17</b>	Medical Review date :	26/01/24
Status :	Current	Reason for change :	Other
Bank reference :			
Building society :			
Child location :	Attends normal school or kindergarten		
Disability type :	Physical		
Medical diagnosis :	TICS		
Rate per week :	52.79		
File district :	NEW BRIGHTON		
Comment :			

This screen is the equivalent of the SSTAI screen and displays the current status of the allowance, rate per week etc.

PHIST00000418JUL222207

PAYMENT HISTORY INQUIRY

SWN

Client

From date

290722

F

Pay date	Amt due	FOP	Amt iss	Type	Paid	Bank reference	Return	Action
26/07/22	105.58		105.58	REG	CLNT			
12/07/22	105.58		105.58	REG	CLNT			
28/06/22	105.58		105.58	REG	CLNT			
14/06/22	105.58		105.58	REG	CLNT			
31/05/22	105.58		105.58	REG	CLNT			
17/05/22	105.58		105.58	REG	CLNT			
03/05/22	105.58		105.58	REG	CLNT			
19/04/22	105.58		105.58	REG	CLNT			
05/04/22	101.77		101.77	REG	CLNT			
22/03/22	99.66		99.66	REG	CLNT			
08/03/22	99.66		99.66	REG	CLNT			
22/02/22	99.66		99.66	REG	CLNT			
08/02/22	99.66		99.66	REG	CLNT			
02/02/22	420.00		420.00	ARR	CLNT			
30/11/21	78.30		78.30	REG	CLNT			

P.D.

RTGS (R)

DASH (R)

CHEQ (P)

PX

FX

NEXT (T)

BACK (B)

ENTER

This is a payments history screen, check this screen to see if a client was receiving CDA during the period they travelled overseas.

**!** If the CDA is suspended less than 8 weeks before the client left NZ, check for any notes regarding the client's absence from NZ. If there are no notes about the client leaving NZ, leave an "already suspended" screening note in CMS and open the AIMOS case.

## OPEN OR LEG

The following are common scenarios you will come across at Screening stage.

### **WRONG PERSON MATCHED**

If the Customs name, date of birth or gender does not match our MSD client we cannot progress our case. LEG the case in AIMOS and add a paperclip note as to why the case has been legged i.e., "Name and DOB do not match. Wrong person." Outcome S2P accordingly.

### **CORRECT PERSON MATCHED - NO NOTES ABOUT TRAVEL**

If we have matched the correct client and they haven't notified of their travel, we must check if they were receiving payments during their absence.

If the payments are current, we will need to open our case to ensure we are paying the client correctly. The "Opening a case" note should be added to CMS and the AIMOS case should be opened. Outcome S2P accordingly.

If the CDA has been suspended for less than 8 weeks prior to absence the case still needs to be opened. Add the "suspended more than 8 weeks" note into CMS and leave it in progress. AIMOS case should be opened. Outcome S2P accordingly.

If the CDA has been suspended for more than 8 weeks prior to absence the case can be legged as "Entitlement Not Impacted". The "suspended more than 8 weeks" referral should be sent to the local office. AIMOS case should be closed. Outcome S2P accordingly.

### **CORRECT PERSON MATCHED - NOTES ABOUT TRAVEL**

If we have matched the correct client and they have notified of their travel, the case must be "legged" and we should also check if MSD have stopped the payments.

If the CDA is current, the "Legging a case" referral note should be added to CMS and put into the local office Ready for Processing work queue so they can follow up on payments. and the AIMOS case should be legged. Outcome S2P accordingly.

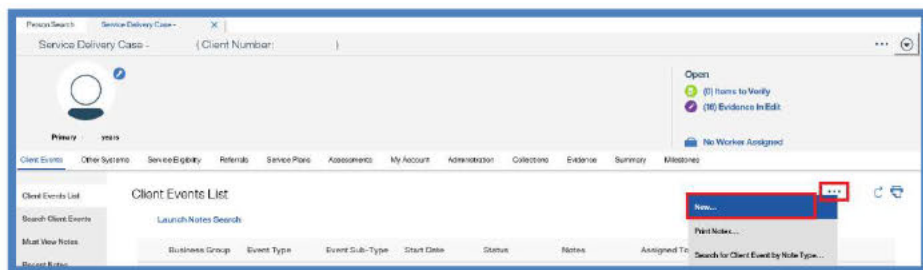
If the CDA has been suspended for more than 8 weeks prior to absence the case can be legged as "Entitlement Not Impacted". The "suspended more than 8 weeks" referral should be sent to the local office. AIMOS case should be closed. Outcome S2P accordingly.



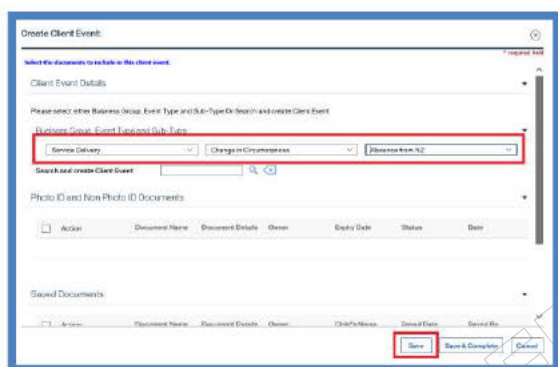
## UPDATING CMS - SCREENING

If the case is to be opened, a screening note must be added in CMS to ensure the rest of MSD are aware that IIC have received the matched information.

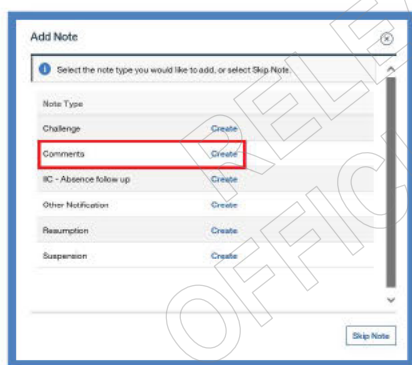
Refer to the screen below, a new Client Event note must be added.



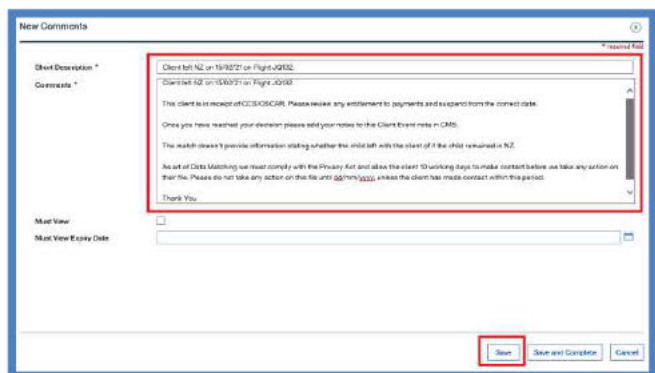
For all clients use: Service Delivery – Change in Circumstances – Absence from NZ and then 'save' the note.



Select Comments – Create



Add the applicable screening note template provided in the templates document sent to you via email (it can also be found within this manual) and select 'Save'.



Proceed to update AIMOS.

## AIMOS - SCREENING

### OPENING A CASE

A case should be opened when:

- ✓ There are no notes about the client LNZ and the CDA is current
- ✓ There are no notes about the client LNZ and the CDA is suspended after the client LNZ
- ✓ There are no notes about the client LNZ and the CDA is suspended less than 8 weeks before the client LNZ

To open the case, in the Records tab, click on the **Actions** button and then click on the **Update Record Status** button.

The screenshot shows the AIMOS interface with the 'Records' tab selected. The 'Actions' button is highlighted, and the 'Update Record Status' button is also highlighted. The interface includes fields for Client SWN, Case ID, Client name, Status (Loaded), Case Status (LD1 L), Link ID, Services (AS, NONBEN), and Match Run Type (Customs). The 'Records' tab is selected, and the 'Update Record Status' button is highlighted.

Match Ind Level	MSD Details	Agency Details	Flight #	Flight Date	Flight Time	Ent End Date	Status	Outcome Reason
F/1	Name: DOB:	Name: DOB: Gender: Male Country: NZ	SQ286	06/02/2024	1515	06/03/2024 29 <sup>th</sup> Dy 07/08/2024 26 <sup>th</sup> Wk 04/09/2024 30 <sup>th</sup> Wk	Loaded	Case Allocated

The following window will appear:

The 'Update Record Status' window is shown. It includes fields for Record ID (1), Flight Date (06/02/2024), Status (Loaded), Reason, and Comments. The 'New Status' dropdown menu is open, showing options: Open, Legitimate, and Error. The 'Open' option is highlighted.

Select **Open** status then click **Update Record Status**.

To make it easier for the next person who works an open case, it is appreciated if comments can be added to the comments box shown above as to why the case has been opened and what actions you have taken i.e. No notes about LNZ, CDA current, CMS note added.

## LEGGING A CASE

A case should be LEG when:

- ✓ There are notes about the client LNZ and the CDA is suspended
- ✓ There are notes about the client LNZ and the CDA is current (a referral should also be made to the clients local office)
- ✓ The CDA is suspended/expired/cancelled for any reason or more than 8 weeks before the client LNZ

Once the decision is made to make a case LEGITIMATE, in AIMOS update the record status by clicking the '**Update Record Status**' button and then selecting **LEGITIMATE**.

**Automated Information Matching Operating System**

Client SWN: Case ID: Client name: Status: Loaded Case Status: LD1 L Link ID: Services: AS, NONBEN Match Run Type: Customs

Show All Case Summary Associated Persons **Records** Suspension/Arrival Outcome Notes Contact Business Unit Referrals

**Records**

Match Ind Level	MSD Details	Agency Details	Flight #	Flight Date	Flight Time	Ent End Date	Status	Outcome Reason
F/1	Name: DOB:	Name: DOB: Gender: Male Country: NZ	SQ285	06/02/2024	1515	06/03/2024 29 <sup>th</sup> Dy 07/08/2024 26 <sup>th</sup> Wk 04/09/2024 30 <sup>th</sup> Wk	Loaded	Case Allocated

Actions: **Update Record Status**

The following window will appear:

**Update Record Status**

Record ID: 1 Flight Date: 06/02/2024

Status: Loaded

New Status: **Legitimate**

Reason:

Comments:

Cancel **Update Record Status**

Click on Legitimate.

Choose the reason for legging and add a note in the comments section with the reasons for legging, then click Update Record Status.



## MULTIPLE SERVICES - SCREENING

Sometimes a CDA case will have other services attached to it. This will show in the Services box in the top right corner of AIMOS.

Client SWN	Case ID	Client name	Matched DoB	Status	Case Status	Link ID	Services	Match Run Type
				Loaded	LD 1 L		AS, CDA, NONBEN	Customs

Match Ind/Level	MSD Details	Agency Details	Flight #	Flight Date	Passport Number	Agency Country	Flight Time	Ent End
7/1	Name: DOB: Country: PH	Name: DOB: Gender: Country: PH	QF140	07/10/2024		PH	0600	05/11/2024 08/04/2025 06/05/2025

The above screenshot shows this client has been matched for receiving No beneficiary Accommodation Supplement and CDA. You will need to work both services in this case.

Complete all screening actions (checking CMS, WASP and SWIFTT) to see if the client notified of their absence. If the case is to be opened, add two separate CMS notes (one for CDA and another for the non-beneficiary assistance).

Suspend the non-bene assistance from either 29<sup>th</sup> day (if this does not create a debt) or FAD (if debt to be created). AISA rules.

NOTE: the relevant LEG rules still apply if a client is matched for multiple services i.e. client advised of their correct departure date however both the Non-beneficiary service and the CDA are current. Send a referral to the clients local office to follow up with the correct actions for the Non-beneficiary and CDA services (one referral note).

Proceed to open the case in AIMOS. Go to the susp/arrival tab and update suspension details for non-beneficiary service, this will generate a letter to client advising of the suspension.

View/Edit	Service	Ref	Status	Action	Effective Date
	Child Disability Allowance		Current		
	Accommodation Supplement		Current	Suspend/Decline	06/03/2024

There are times when one service is not current at the time of screening. Do not delete services at screening, the service is just not updated if not current.

## UPDATING S2P (SCREENING)

A Once AIMOS has been updated with either OPEN or LEGITIMATE, complete the S2P task in the Outcome section. Select one of the outcomes below and then click on Result.

**Outcome** Result

**Result:**

☐ Hold  
☐ Client Known  
☐ Already Actioned  
☐ No match identified (multi-client)  
☐ Legitimate  
☒ Screening Completed – Case Opened

**Result Note:**

☒ **Multi Assigned**  
 no data found

☒ **Other tasks for this client**  
 no data found

Outcome result	When to use
<b>Hold</b>	Putting a task on hold to work on at a later time
<b>Client Known</b>	The client is known to you
<b>Already Actioned</b>	Case has already been actioned
<b>No match identified (multi-client)</b>	None of the clients in the multi match have been identified as the correct client, no case opened.
<b>Legitimate</b>	Decision was made NOT to open and progress the case
<b>Screening completed - case opened</b>	Decision was made to open and progress the case



## WORKING THE CASE

If there are no notes to indicate if client returned, complete a CUSMOD check.

**CLIENT HAS NOT RETURNED**

Only a suspension letter will be sent from AIMOS at user actions stage.

IIC does not know if the child has remained in NZ or has been absent, it is up to the local office to establish this and complete all follow up actions.

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IIC will send a referral to the client's local office to follow up with any further entitlement checks for the CDA.

	SWIFTT	CMS	AIMOS
Client has returned	n/a	Referral to local office	Outcome case (resolvable then outcome)
Client has not returned	Suspend CDA from 29 <sup>th</sup> day (or from day after LNZ if left permanently)	Add "CDA suspended" note from templates and refer to local office	<p>Update Suspension/Arrival tab with suspension details.</p> <p>Send system generated suspension letter.</p> <p><b>DO NOT MAKE THE CASE RESOLVABLE.</b></p>

To view details of the CDA, search for the child on the RNCLI screen. There may be more than one page and each child may have more than one entry. Look for the CDA Active entry.

If the CDA is already suspended proceed to close AIMOS. If the CDA is still current, continue with the suspension actions (HCAC). There could be more than one child, so each child will need to be actioned separately.

Client : \_\_\_\_\_ F

SWN  Service type  Relationship type  0 Current  Y

Surname  Given names  DOB  Service From  To

Relat.type Reason Days Wks

1	Category	14	2	FAMILY	26/01/06	Active
2	Category			CDA	25/01/06	Active
3	Category			JS	01/10/21	Active

Select record number to action  2

To view details of the CDA, look for the child on the RNCLI screen. This will show any current (active) or suspended CDA. Non-current CDA will show when entering a [N] in the current field (see green box in RNCLI screenshot below).

Select the record by entering the number in the record number to action field and press enter.

HCAI T00000214JUL222207

### CHILD DISABILITY ALLOWANCE INQUIRY

Client : F  
Child : M

Application date : 20/11/17 Lapse date : 18/12/17  
Evidence received date : 28/11/17  
Commencement date : 20/11/17 Medical Review date : 26/01/24  
Status : Current Reason for change : Other  
Bank reference :  
Building society :  
Child location : Attends normal school or kindergarten  
Disability type : Physical  
Medical diagnosis : TICS

Rate per week : 52.79

File district : NEW BRIGHTON  
Comment :

INQUIRY (F) CREDIT (F) HCAI (F) HCAC (F) HCAIS (F) F4 F5 F6 F7 F8 F9 F10 F11 F12 F13 F14 F15 F16 F17 F18 F19 F20 F21 F22 F23 F24 F25 F26 F27 F28 F29 F30 F31 F32 F33 F34 F35 F36 F37 F38 F39 F40 F41 F42 F43 F44 F45 F46 F47 F48 F49 F50 F51 F52 F53 F54 F55 F56 F57 F58 F59 F60 F61 F62 F63 F64 F65 F66 F67 F68 F69 F70 F71 F72 F73 F74 F75 F76 F77 F78 F79 F80 F81 F82 F83 F84 F85 F86 F87 F88 F89 F90 F91 F92 F93 F94 F95 F96 F97 F98 F99 F100 F101 F102 F103 F104 F105 F106 F107 F108 F109 F110 F111 F112 F113 F114 F115 F116 F117 F118 F119 F120 F121 F122 F123 F124 F125 F126 F127 F128 F129 F130 F131 F132 F133 F134 F135 F136 F137 F138 F139 F140 F141 F142 F143 F144 F145 F146 F147 F148 F149 F150 F151 F152 F153 F154 F155 F156 F157 F158 F159 F160 F161 F162 F163 F164 F165 F166 F167 F168 F169 F170 F171 F172 F173 F174 F175 F176 F177 F178 F179 F180 F181 F182 F183 F184 F185 F186 F187 F188 F189 F190 F191 F192 F193 F194 F195 F196 F197 F198 F199 F200 F201 F202 F203 F204 F205 F206 F207 F208 F209 F210 F211 F212 F213 F214 F215 F216 F217 F218 F219 F220 F221 F222 F223 F224 F225 F226 F227 F228 F229 F230 F231 F232 F233 F234 F235 F236 F237 F238 F239 F240 F241 F242 F243 F244 F245 F246 F247 F248 F249 F250 F251 F252 F253 F254 F255 F256 F257 F258 F259 F260 F261 F262 F263 F264 F265 F266 F267 F268 F269 F270 F271 F272 F273 F274 F275 F276 F277 F278 F279 F280 F281 F282 F283 F284 F285 F286 F287 F288 F289 F290 F291 F292 F293 F294 F295 F296 F297 F298 F299 F300 F301 F302 F303 F304 F305 F306 F307 F308 F309 F310 F311 F312 F313 F314 F315 F316 F317 F318 F319 F320 F321 F322 F323 F324 F325 F326 F327 F328 F329 F330 F331 F332 F333 F334 F335 F336 F337 F338 F339 F340 F341 F342 F343 F344 F345 F346 F347 F348 F349 F350 F351 F352 F353 F354 F355 F356 F357 F358 F359 F360 F361 F362 F363 F364 F365 F366 F367 F368 F369 F370 F371 F372 F373 F374 F375 F376 F377 F378 F379 F380 F381 F382 F383 F384 F385 F386 F387 F388 F389 F390 F391 F392 F393 F394 F395 F396 F397 F398 F399 F400 F401 F402 F403 F404 F405 F406 F407 F408 F409 F410 F411 F412 F413 F414 F415 F416 F417 F418 F419 F420 F421 F422 F423 F424 F425 F426 F427 F428 F429 F430 F431 F432 F433 F434 F435 F436 F437 F438 F439 F440 F441 F442 F443 F444 F445 F446 F447 F448 F449 F450 F451 F452 F453 F454 F455 F456 F457 F458 F459 F460 F461 F462 F463 F464 F465 F466 F467 F468 F469 F470 F471 F472 F473 F474 F475 F476 F477 F478 F479 F480 F481 F482 F483 F484 F485 F486 F487 F488 F489 F490 F491 F492 F493 F494 F495 F496 F497 F498 F499 F500 F501 F502 F503 F504 F505 F506 F507 F508 F509 F510 F511 F512 F513 F514 F515 F516 F517 F518 F519 F520 F521 F522 F523 F524 F525 F526 F527 F528 F529 F530 F531 F532 F533 F534 F535 F536 F537 F538 F539 F540 F541 F542 F543 F544 F545 F546 F547 F548 F549 F550 F551 F552 F553 F554 F555 F556 F557 F558 F559 F560 F561 F562 F563 F564 F565 F566 F567 F568 F569 F570 F571 F572 F573 F574 F575 F576 F577 F578 F579 F580 F581 F582 F583 F584 F585 F586 F587 F588 F589 F590 F591 F592 F593 F594 F595 F596 F597 F598 F599 F600 F601 F602 F603 F604 F605 F606 F607 F608 F609 F610 F611 F612 F613 F614 F615 F616 F617 F618 F619 F620 F621 F622 F623 F624 F625 F626 F627 F628 F629 F630 F631 F632 F633 F634 F635 F636 F637 F638 F639 F640 F641 F642 F643 F644 F645 F646 F647 F648 F649 F650 F651 F652 F653 F654 F655 F656 F657 F658 F659 F660 F661 F662 F663 F664 F665 F666 F667 F668 F669 F670 F671 F672 F673 F674 F675 F676 F677 F678 F679 F680 F681 F682 F683 F684 F685 F686 F687 F688 F689 F690 F691 F692 F693 F694 F695 F696 F697 F698 F699 F700 F701 F702 F703 F704 F705 F706 F707 F708 F709 F710 F711 F712 F713 F714 F715 F716 F717 F718 F719 F720 F721 F722 F723 F724 F725 F726 F727 F728 F729 F730 F731 F732 F733 F734 F735 F736 F737 F738 F739 F740 F741 F742 F743 F744 F745 F746 F747 F748 F749 F750 F751 F752 F753 F754 F755 F756 F757 F758 F759 F760 F761 F762 F763 F764 F765 F766 F767 F768 F769 F770 F771 F772 F773 F774 F775 F776 F777 F778 F779 F780 F781 F782 F783 F784 F785 F786 F787 F788 F789 F790 F791 F792 F793 F794 F795 F796 F797 F798 F799 F800 F801 F802 F803 F804 F805 F806 F807 F808 F809 F810 F811 F812 F813 F814 F815 F816 F817 F818 F819 F820 F821 F822 F823 F824 F825 F826 F827 F828 F829 F830 F831 F832 F833 F834 F835 F836 F837 F838 F839 F840 F841 F842 F843 F844 F845 F846 F847 F848 F849 F850 F851 F852 F853 F854 F855 F856 F857 F858 F859 F860 F861 F862 F863 F864 F865 F866 F867 F868 F869 F870 F871 F872 F873 F874 F875 F876 F877 F878 F879 F880 F881 F882 F883 F884 F885 F886 F887 F888 F889 F890 F891 F892 F893 F894 F895 F896 F897 F898 F899 F900 F901 F902 F903 F904 F905 F906 F907 F908 F909 F910 F911 F912 F913 F914 F915 F916 F917 F918 F919 F920 F921 F922 F923 F924 F925 F926 F927 F928 F929 F930 F931 F932 F933 F934 F935 F936 F937 F938 F939 F940 F941 F942 F943 F944 F945 F946 F947 F948 F949 F950 F951 F952 F953 F954 F955 F956 F957 F958 F959 F960 F961 F962 F963 F964 F965 F966 F967 F968 F969 F970 F971 F972 F973 F974 F975 F976 F977 F978 F979 F980 F981 F982 F983 F984 F985 F986 F987 F988 F989 F990 F991 F992 F993 F994 F995 F996 F997 F998 F999 F1000 F1001 F1002 F1003 F1004 F1005 F1006 F1007 F1008 F1009 F1010 F1011 F1012 F1013 F1014 F1015 F1016 F1017 F1018 F1019 F1020 F1021 F1022 F1023 F1024 F1025 F1026 F1027 F1028 F1029 F1030 F1031 F1032 F1033 F1034 F1035 F1036 F1037 F1038 F1039 F1040 F1041 F1042 F1043 F1044 F1045 F1046 F1047 F1048 F1049 F1050 F1051 F1052 F1053 F1054 F1055 F1056 F1057 F1058 F1059 F1060 F1061 F1062 F1063 F1064 F1065 F1066 F1067 F1068 F1069 F1070 F1071 F1072 F1073 F1074 F1075 F1076 F1077 F1078 F1079 F1080 F1081 F1082 F1083 F1084 F1085 F1086 F1087 F1088 F1089 F1090 F1091 F1092 F1093 F1094 F1095 F1096 F1097 F1098 F1099 F1100 F1101 F1102 F1103 F1104 F1105 F1106 F1107 F1108 F1109 F1110 F1111 F1112 F1113 F1114 F1115 F1116 F1117 F1118 F1119 F1120 F1121 F1122 F1123 F1124 F1125 F1126 F1127 F1128 F1129 F1130 F1131 F1132 F1133 F1134 F1135 F1136 F1137 F1138 F1139 F1140 F1141 F1142 F1143 F1144 F1145 F1146 F1147 F1148 F1149 F1150 F1151 F1152 F1153 F1154 F1155 F1156 F1157 F1158 F1159 F1160 F1161 F1162 F1163 F1164 F1165 F1166 F1167 F1168 F1169 F1170 F1171 F1172 F1173 F1174 F1175 F1176 F1177 F1178 F1179 F1180 F1181 F1182 F1183 F1184 F1185 F1186 F1187 F1188 F1189 F1190 F1191 F1192 F1193 F1194 F1195 F1196 F1197 F1198 F1199 F1200 F1201 F1202 F1203 F1204 F1205 F1206 F1207 F1208 F1209 F1210 F1211 F1212 F1213 F1214 F1215 F1216 F1217 F1218 F1219 F1220 F1221 F1222 F1223 F1224 F1225 F1226 F1227 F1228 F1229 F1230 F1231 F1232 F1233 F1234 F1235 F1236 F1237 F1238 F1239 F1240 F1241 F1242 F1243 F1244 F1245 F1246 F1247 F1248 F1249 F1250 F1251 F1252 F1253 F1254 F1255 F1256 F1257 F1258 F1259 F1260 F1261 F1262 F1263 F1264 F1265 F1266 F1267 F1268 F1269 F1270 F1271 F1272 F1273 F1274 F1275 F1276 F1277 F1278 F1279 F1280 F1281 F1282 F1283 F1284 F1285 F1286 F1287 F1288 F1289 F1290 F1291 F1292 F1293 F1294 F1295 F1296 F1297 F1298 F1299 F1300 F1301 F1302 F1303 F1304 F1305 F1306 F1307 F1308 F1309 F1310 F1311 F1312 F1313 F1314 F1315 F1316 F1317 F1318 F1319 F1320 F1321 F1322 F1323 F1324 F1325 F1326 F1327 F1328 F1329 F1330 F1331 F1332 F1333 F1334 F1335 F1336 F1337 F1338 F1339 F1340 F1341 F1342 F1343 F1344 F1345 F1346 F1347 F1348 F1349 F1350 F1351 F1352 F1353 F1354 F1355 F1356 F1357 F1358 F1359 F1360 F1361 F1362 F1363 F1364 F1365 F1366 F1367 F1368 F1369 F1370 F1371 F1372 F1373 F1374 F1375 F1376 F1377 F1378 F1379 F1380 F1381 F1382 F1383 F1384 F1385 F1386 F1387 F1388 F1389 F1390 F1391 F1392 F1393 F1394 F1395 F1396 F1397 F1398 F1399 F1400 F1401 F1402 F1403 F1404 F1405 F1406 F1407 F1408 F1409 F1410 F1411 F1412 F1413 F1414 F1415 F1416 F1417 F1418 F1419 F1420 F1421 F1422 F1423 F1424 F1425 F1426 F1427 F1428 F1429 F1430 F1431 F1432 F1433 F1434 F1435 F1436 F1437 F1438 F1439 F1440 F1441 F1442 F1443 F1444 F1445 F1446 F1447 F1448 F1449 F1450 F1451 F1452 F1453 F1454 F1455 F1456 F1457 F1458 F1459 F1460 F1461 F1462 F1463 F1464 F1465 F1466 F1467 F1468 F1469 F1470 F1471 F1472 F1473 F1474 F1475 F1476 F1477 F1478 F1479 F1480 F1481 F1482 F1483 F1484 F1485 F1486 F1487 F1488 F1489 F1490 F1491 F1492 F1493 F1494 F1495 F1496 F1497 F1498 F1499 F1500 F1501 F1502 F1503 F1504 F1505 F1506 F1507 F1508 F1509 F1510 F1511 F1512 F1513 F1514 F1515 F1516 F1517 F1518 F1519 F1520 F1521 F1522 F1523 F1524 F1525 F1526 F1527 F1528 F1529 F1530 F1531 F1532 F1533 F1534 F1535 F1536 F1537 F1538 F1539 F1540 F1541 F1542 F1543 F1544 F1545 F1546 F1547 F1548 F1549 F1550 F1551 F1552 F1553 F1554 F1555 F1556 F1557 F1558 F1559 F1560 F1561 F1562 F1563 F1564 F1565 F1566 F1567 F1568 F1569 F1570 F1571 F1572 F1573 F1574 F1575 F1576 F1577 F1578 F1579 F1580 F1581 F1582 F1583 F1584 F1585 F1586 F1587 F1588 F1589 F1590 F1591 F1592 F1593 F1594 F1595 F1596 F1597 F1598 F1599 F1600 F1601 F1602 F1603 F1604 F1605 F1606 F1607 F1608 F1609 F1610 F1611 F1612 F1613 F1614 F1615 F1616 F1617 F1618 F1619 F1620 F1621 F1622 F1623 F1624 F1625 F1626 F1627 F1628 F1629 F1630 F1631 F1632 F1633 F1634 F1635 F1636 F1637 F1638 F1639 F1640 F1641 F1642 F1643 F1644 F1645 F1646 F1647 F1648 F1649 F1650 F1651 F1652 F1653 F1654 F1655 F1656 F1657 F1658 F1659 F1660 F1661 F1662 F1663 F1664 F1665 F1666 F1667 F1668 F1669 F1670 F1671 F1672 F1673 F1674 F1675 F1676 F1677 F1678 F1679 F1680 F1681 F1682 F1683 F1684 F1685 F1686 F1687 F1688 F1689 F1690 F1691 F1692 F1693 F1694 F1695 F1696 F1697 F1698 F1699 F1700 F1701 F1702 F1703 F1704 F1705 F1706 F1707 F1708 F1709 F1710 F1711 F1712 F1713 F1714 F1715 F1716 F1717 F1718 F1719 F1720 F1721 F1722 F1723 F1724 F1725 F1726 F1727 F1728 F1729 F1730 F1731 F1732 F1733 F1734 F1735 F1736 F1737 F1738 F1739 F1740 F1741 F1742 F1743 F1744 F1745 F1746 F1747 F1748 F1749 F1750 F1751 F1752 F1753 F1754 F1755 F1756 F1757 F1758 F1759 F1760 F1761 F1762 F1763 F1764 F1765 F1766 F1767 F1768 F1769 F1770 F1771 F1772 F1773 F1774 F1775 F1776 F1777 F1778 F1779 F1780 F1781 F1782 F1783 F1784 F1785 F1786 F1787 F1788 F1789 F1790 F1791 F1792 F1793 F1794 F1795 F1796 F1797 F1798 F1799 F1800 F1801 F1802 F1803 F1804 F1805 F1806 F1807 F1808 F1809 F1810 F1811 F1812 F1813 F1814 F1815 F1816 F1817 F1818 F1819 F1820 F1821 F1822 F1823 F1824 F1825 F1826 F1827 F1828 F1829 F1830 F1831 F1832 F1833 F1834 F1835 F1836 F1837 F1838 F1839 F1840 F1841 F1842 F1843 F1844 F1845 F1846 F1847 F1848 F1849 F1850 F1851 F1852 F1853 F1854 F1855 F1856 F1857 F1858 F1859 F1860 F1861 F1862 F1863 F1864 F1865 F1866 F1867 F1868 F1869 F1870 F1871 F1872 F1873 F1874 F1875 F1876 F1877 F1878 F1879 F1880 F1881 F1882 F1883 F1884 F1885 F1886 F1887 F1888 F1889 F1890 F1891 F1892 F1893 F1894 F1895 F1896 F1897 F1898 F1899 F1900 F1901 F1902 F1903 F1904 F1905 F1906 F1907 F1908 F1909 F1910 F1911 F1912 F1913 F1914 F1915 F1916 F1917 F1918 F1919 F1920 F1921 F1922 F1923 F1924 F1925 F1926 F1927 F1928 F1929 F1930 F1931 F1932 F1933 F1934 F1935 F1936 F1937 F1938 F1939 F1940 F1941 F1942 F1943 F1944 F1945 F1946 F1947 F1948 F1949 F1950 F1951 F1952 F1953 F1954 F1955 F1956 F1957 F1958 F1959 F1960 F1961 F1962 F1963 F1964 F1965 F1966 F1967 F1968 F1969 F1970 F1971 F1972 F1973 F1974 F1975 F1976 F1977 F1978 F1979 F1980 F1981 F1982 F1983 F1984 F1985 F1986 F1987 F1988 F1989 F1990 F1991 F1992 F1993 F1994 F1995 F1996 F1997 F1998 F1999 F2000 F2001 F2002 F2003 F2004 F2005 F2006 F2007 F2008 F2009 F2010 F2011 F2012 F2013 F2014 F2015 F2016 F2017 F2018 F2019 F2020 F2021 F2022 F2023 F2024 F2025 F2026 F2027 F2028 F2029 F2030 F2031 F2032 F2033 F2034 F2035 F2036 F2037 F2038 F2039 F2040 F2041 F2042 F2043 F2044 F2045 F2046 F2047 F2048 F2049 F2050 F2051 F2052 F2053 F2054 F2055 F2056 F2057 F2058 F2059 F2060 F2061 F2062 F2063 F2064 F2065 F2066 F2067 F2068 F2069 F2070 F2071 F2072 F2073 F2074 F2075 F2076 F2077 F2078 F2079 F2080 F2081 F2082 F2083 F2084 F2085 F2086 F2087 F2088 F2089 F2090 F2091 F2092 F2093 F2094 F2095 F2096 F2097 F2098 F2099 F2100 F2101 F2102 F2103 F2104 F2105 F2106 F2107 F2108 F2109 F2110 F2111 F2112 F2113 F2114 F2115 F2116 F2117 F2118 F2119 F2120 F2121 F2122 F2123 F2124 F2125 F2126 F2127 F2128 F2129 F2130 F2131 F2132 F2133 F2134 F2135 F2136 F2137 F2138 F2139 F2140 F2141 F2142 F2143 F2144 F2145 F2146 F2147 F2148 F2149 F2150 F2151 F2152 F2153 F2154 F2155 F2156 F2157 F2158 F2159 F2160 F2161 F2162 F2163 F2164 F2165 F2166 F2167 F2168 F2169 F2170 F2171 F2172 F2173 F2174 F2175 F2176 F2177 F2178 F2179 F2180 F2181 F2182 F2183 F2184 F2185 F2186 F2187 F2188 F2189 F2190 F2191 F2192 F2193 F2194 F2195 F2196 F2197 F2198 F2199 F2200 F2201 F2202 F2203 F2204 F2205 F2206 F2207 F2208 F2209 F2210 F2211 F2212 F2213 F2214 F2215 F2216 F2217 F2218 F2219 F2220 F2221 F2222 F2223 F2224 F2225 F2226 F2227 F2228 F2229 F2230 F2231 F2232 F2233 F2234 F2235 F2236 F2237 F2238 F2239 F2240 F2241 F2242 F2243 F2244 F2245 F2246 F2247 F2248 F2249 F2250 F2251 F2252 F2253 F2254 F2255 F2256 F2257 F2258 F2259 F2260 F2261 F2262 F2263 F2264 F2265 F2266 F2267 F2268 F2269 F2270 F2271 F2272 F2273 F2274 F2275 F2276 F2277 F2278 F2279 F2280 F2281 F2282 F2283 F2284 F2285 F2286 F2287 F2288 F2289 F2290 F2291 F2292 F2293 F2294 F2295 F2296 F2297 F2298 F2299 F2300 F2301 F2302 F2303 F2304 F2305 F2306 F2307 F2308 F2309 F2310 F2311 F2312 F2313 F2314 F2315 F2316 F2317 F2318 F2319 F2320 F2321 F2322 F2323 F2324 F2325 F2326 F2327 F2328 F2329 F2330 F2331 F2332 F2333 F2334 F2335 F2336 F2337 F2338 F2339 F2340 F2341 F2342 F2343 F2344 F2345 F2346 F2347 F2348 F2349 F2350 F2351 F2352 F2353 F2354 F2355 F2356 F2357 F2358 F2359 F2360 F2361 F2362 F2363 F2364 F2365 F2366 F2367 F2368 F2369 F2370 F2371 F2372 F2373 F2374 F2375 F2376 F2377 F2378 F2379 F2380 F2381 F2382 F2383 F2384 F2385 F2386 F2387 F2388 F2389 F2390 F2391 F2392 F2393 F2394 F2395 F2396 F2397 F2398 F2399 F2400 F2401 F2402 F2403 F2404 F2405 F2406 F2407 F2408 F2409 F2410 F2411 F2412 F2413 F2414 F2415 F2416 F2417 F2418 F2419 F2420 F2421 F2422 F2423 F2424 F2425 F2426 F2427 F2428 F2429 F2430 F2431 F2432 F2433 F2434 F2435 F2436 F2437 F2438 F2439 F2440 F2441 F2442 F2443 F2444 F2445 F2446 F2447 F2448 F2449 F2450 F2451 F2452 F2453 F2454 F2455 F2456 F2457 F2458 F2459 F2460 F2461 F2462 F2463 F2464 F2465 F2466 F2467 F2468 F2469 F2470 F2471 F2472 F2473 F2474 F2475 F2476 F2477 F2478 F2479 F2480 F2481 F2482 F2483 F2484 F2485 F2486 F2487 F2488 F2489 F2490 F2491 F2492 F2493 F2494 F2495 F2496 F2497 F2498 F2499 F2500 F2501 F2502 F2503 F2504 F2505 F2506 F2507 F2508 F2509 F2510 F2511 F2512 F2513 F2514 F2515 F2516 F2517 F2518 F2519 F2520 F2521 F2522 F2523 F2524 F2525 F2526 F2527 F2528 F2529 F2530 F2531 F2532 F2533 F2534 F2535 F2536 F2537 F2538 F2539 F2540 F2541 F2542 F2543 F2544 F2545 F2546 F2547 F2548 F2549 F2550 F2551 F2552 F2553 F2554 F2555 F2556 F2557 F2558 F2559 F2560 F2561 F2562 F2563 F2564 F2565 F2566 F2567 F2568 F2569 F2570 F2571 F2572 F2573 F2574 F2575 F2576 F2577 F2578 F2579 F2580 F2581 F2582 F2583 F2584 F2585 F2586 F2587 F2588 F2589 F2590 F2591 F2592 F2593 F2594 F2595 F2596 F2597 F2598 F2599 F2600 F2601 F2602 F2603 F2604 F2605 F2606 F2607 F2608 F2609 F2610 F2611 F2612 F2613 F2614 F2615 F2616 F2617 F2618 F2619 F2620 F2621 F2622 F2623 F2624 F2625 F2626 F2627 F2628 F2629 F2630 F2631 F2632 F2633 F2634 F2635 F2636 F2637 F2638 F2639 F2



**DEBTI**

Update the details of the debt to reflect the reason and update the r208 indicator. To select a debt entry to change it, add a 'C' in the select column. You will be taken to the DEBTC screen.

**DEBTC**

Debt recoverable r208 Y/N? **Y** (yes)  
 Status: **1** (recoverable)  
 Reason for change: **2** (doubtful)  
 Comment: C/GIVER LNZ 00/00/00  
 DEBT

**Write down the overpayment period as this is to be added to the CMS note.**

**UPDATING CMS – USER ACTIONS****CLIENT HAS NOT RETURNED TO NZ**

When the CDA was suspended because the client hasn't returned to NZ, an automatic debt would have been created as the 29<sup>th</sup> day is in the past. It is important to add a CMS note ("Client hasn't returned" template) to both reflect the suspension and the overpayment created. This note should be added to the existing Client Event created at screening and referred to the client's local office so they can follow up on any ongoing entitlement to the payment.

**CLIENT HAS RETURNED TO NZ**

If we have found notes in CMS/AIMOS or checked CUSMOD and the client has returned to NZ, a referral ("Already returned" template) needs to be sent to the client's local office so they can follow up on entitlement to CDA. As our match information does not state whether the child also left NZ, the local office will be responsible for taking the appropriate actions to the CDA payment.

**NOTE: Add the appropriate note to the original Screening Client Event**

**Select "comments" and "create"**

**Add the appropriate template (based on whether the client has returned to NZ or not) and select 'Save'**

Once the note is saved, click on the actions menu (. . .) and from the drop-down menu select "Other Work Queue".

This note should then be referred to the clients' local office work queue. Select "Send to Workqueue".

**Proceed to update AIMOS.**

## AIMOS ACTIONS – USER ACTIONS

### CLIENT HAS NOT RETURNED

The client must be notified of the actions that have been taken on their record i.e. suspension. At user action stage, update AIMOS to generate the suspension letter.

Tick **CUSMOD Checked?** Box (if CUSMOD was checked). Go to the **Suspension/Arrival** tab and click on **Quick Fill Services**

Under the Action tab select **Suspend/Decline** from the dropdown box, **enter effective date of suspension (29<sup>th</sup> day)** and **Update**.

The following message will appear. Select **System Generate** and **OK**.

Leave the case at OPEN so the suspension letter can generate overnight.

**DO NOT MAKE THE CASE RESOLVABLE.**



CLIENT HAS RETURNED

In the Suspension/Arrival tab, update the Arrival Date box and tick CUSMOD Checked? (if CUSMOD was used).

Record Status in AIMOS from Open to Resolvable and then to Outcome.

View the options by clicking on the 'New Status' drop down arrow then select Outcome. Select the relevant Reason from the drop-down options available.

Outcome Reason	When to use
Left NZ	Use for all Outcome cases where you have created an Overpayment or will be NFA'ing.
NFIU Investigating	Use where NFIU are investigating the case
Positive Match is Wrong Person	Client has confirmed did not leave NZ and we have matched the wrong person.

Click on the Outcome tab and select '**Quick Fill Services**' screen.

Outcome

Outcome Services

Quick Fill Services

Outcome Debt Details

Outcome Summary

Outcome

Reason

Letter Type

Letter Sent

Referral

Original Balance

Current Balance

Total Balance

Total Waived

Total Payable

Client Balance

Partner's Balance

Prospective Savings

Last Event

Pending Event

The primary/main service will be prefilled that was loaded for the case. Services can be added or deleted if required.

Manage Outcome Service

Product/Service

Child Care Subsidy

Reference

Ref

Outcome

Action Taken

Action/Reason

File Updated

Status Change?

No

Changed Date

Changed To

Change Reason

Client Name

Partner SWN

Partner Affected?

Partner Name

Business Unit

Contact Web

Contact Date

Comments

Delete Service

Cancel

Update

Update and Create more

Add all services that have been assessed in this case

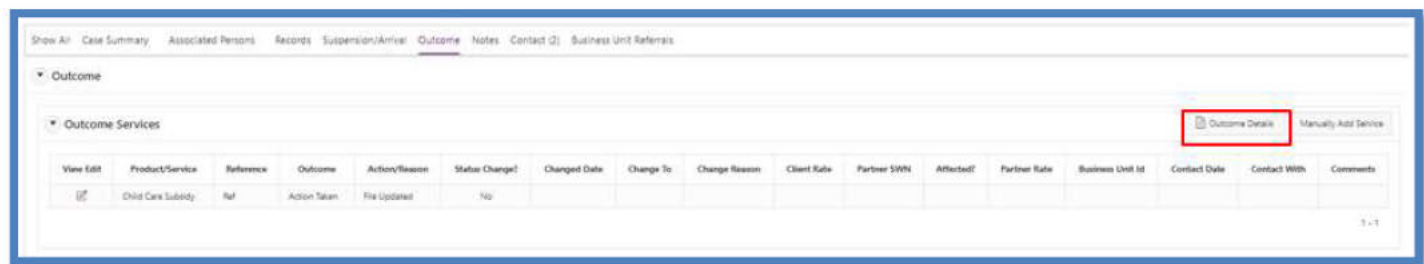
For CDA cases where the client has returned to NZ:

CDA	Option to choose
Outcome	Action Taken
Action/Reason	File Updated
Status Change?	No

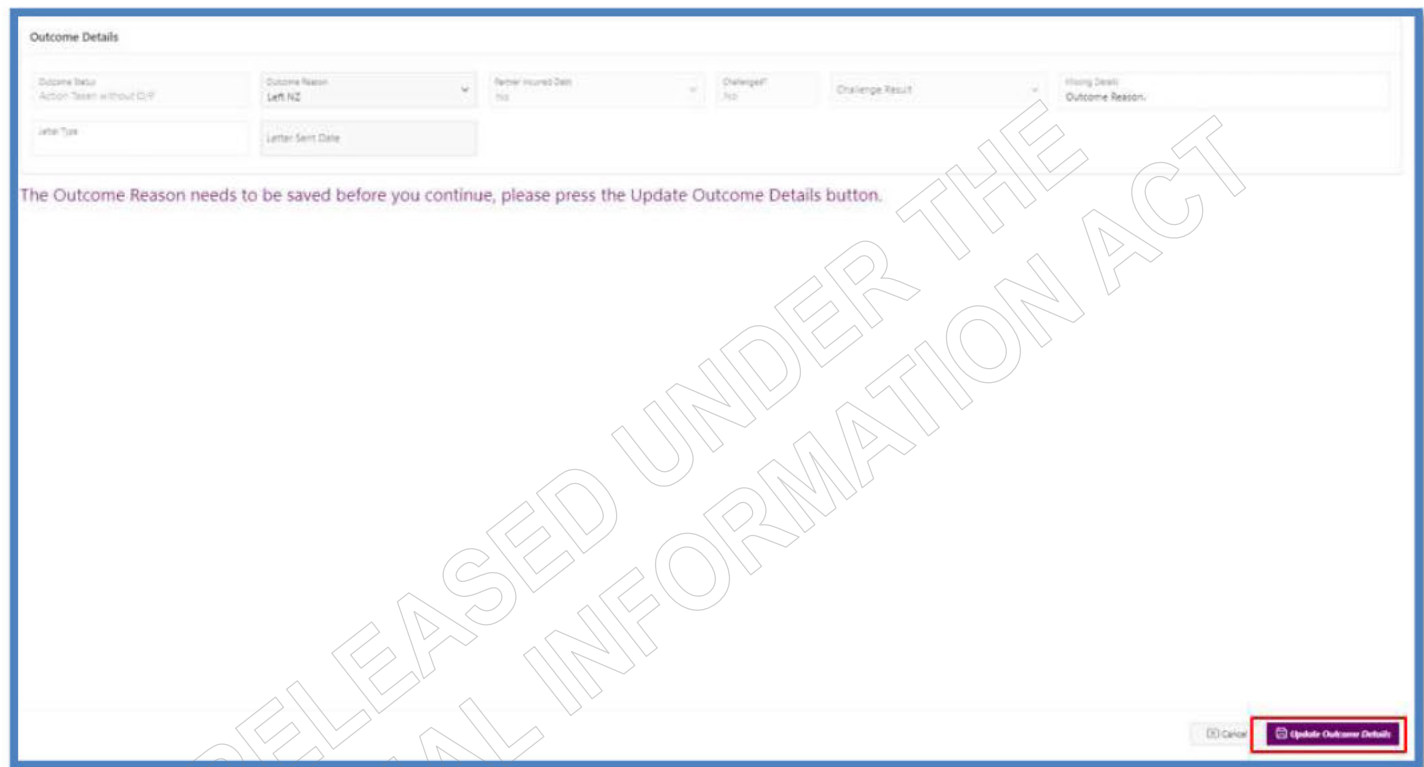
Click **Update**.



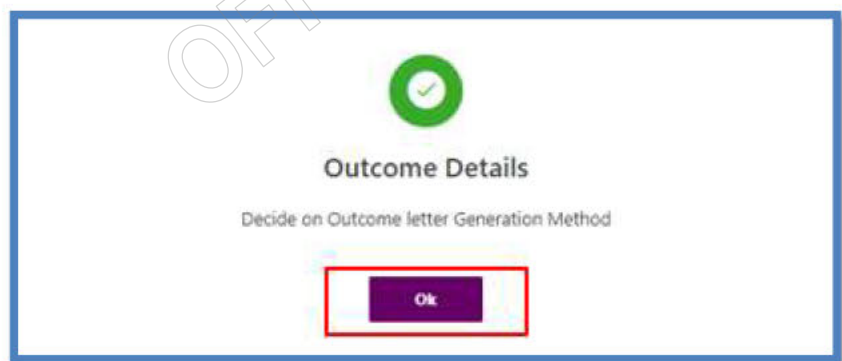
Click on the **Outcome Details** button



The screen below will show. Click on **Update Outcome Details**



If the Outcome details have been completed, a window will appear requesting you to complete the letter generation details.



Click **OK**

[illegible]

Click **Generate Letter**

**Detailed Outcome Layer**

After Selection  
Full Order

Select: Select Data

Include Outcome Change  
No

Comments

Product / Service	Reference	Outcome	Action / Reason	Status
Civil Fire Supply	Ref	Actual Name	Has Ignored	Blocked IS

10 Rows

**EXCLUDE THE LETTER.**

## AIMOS/MANUAL LETTERS

CDA only case and client has RETURNED: no letter to be sent – tick exclude.

CDA only case and client has NOT RETURNED: Send AIMOS suspension letter (at User Action) and AIMOS outcome letter (at Resolving)

**MULTIPLE SERVICE case:**

- Client has RETURNED and Non-bene service suspended from 29<sup>th</sup> day: No debt created: manual ECS letter to be sent (include resumption/arrears details).
- Client has RETURNED and Non-bene service suspended from FAD: Non bene debt created: manual ECS letter with non bene debt, resumption, arrears details.
- Client has NOT RETURNED and Non-bene service suspended from 29<sup>th</sup> day:
  - At User Action - Send Manual ECS Suspension letter for CDA
  - At Resolvable - Send Outcome letter with CDA debt details – tick exclude for the Non bene service.
- Client has NOT RETURNED and Non-bene service suspended from FAD:
  - At User Action – Send Manual ECS Suspension letter for CDA
  - At Resolvable – Send Outcome letter with Non bene and CDA debt details.

## CDA USER ACTIONS – MULTIPLE SERVICES

Sometimes a CDA case will have other services attached to it. This will show in the box in the top right corner of AIMOS. **You will need to work both services in the case.** The actions taken at user action stage will depend on whether the client has returned to NZ or not.

Check all systems (CMS, WASP, AIMOS and SWIFTT) to see if the client has made contact since screening. If there are no notes allowing the payments to continue and the client has not advised of a return date, check CUSMOD to see if the client has returned.

CDA USER ACTIONS – MULTIPLE SERVICES				
	SERVICE	SWIFTT	CMS	AIMOS
Client has returned	CDA	n/a	Referral to local office	Action Taken > File Updated > No
	Non bene service	<b>Suspended from FAD:</b> <ul style="list-style-type: none"> <li>- Complete BDR for any debt period</li> <li>- Resume payments from return date (if client has made contact)</li> <li>- Offset arrears from debt created.</li> </ul> <b>Suspended from 29<sup>th</sup> day:</b> <ul style="list-style-type: none"> <li>- Resume from return date</li> </ul>	Add overpayment note template (if debt established)	Debt case: Outcome case with debt details, manual NPC Customs letter to be sent. Include overpayment, resumption, arrears details as required.  No Debt case: Outcome case, manual MPC Customs letter to be sent. Include resumption and arrears details if required.
Client has not returned	CDA	Suspend CDA from 29 <sup>th</sup> day and make debt recoverable	Add "CDA suspended" note template and refer this to local office	Send ECS "Customs Suspension of Services" letter. <b>MAKE THE CASE RESOLVABLE</b>
	Non bene service	<b>Suspended from FAD:</b> <ul style="list-style-type: none"> <li>- Complete BDR for any debt period</li> </ul> <b>Suspended from 29<sup>th</sup> day:</b> <ul style="list-style-type: none"> <li>- n/a</li> </ul>	Add overpayment note template (if debt established)	No actions required until resolving stage.



## UPDATING S2P (USER ACTIONS)

Once AIMOS has been updated, complete the S2P task in the Outcome section. Select the appropriate outcome and then click on Result.

Outcome Result

Result:

- ☐ Hold
- ☐ Client Known
- ☐ Already Actioned
- ☐ Case made resolvable and ready to be finalised
- ☒ Case made resolvable and entitlement/referral completed
- ☐ Follow up required/further information requested
- ☐ Completed – Positive match is wrong person
- ☐ Completed – No Action Taken
- ☐ Completed – Action Taken
- ☐ Completed – 86(9a) completed
- ☐ Completed – 86(9a) Incomplete

Result Detail:

- ☐ Benefit suspended
- ☐ Benefit suspended and referral completed
- ☐ Referral completed

Result Note:

Outcome result	When to use
<b>Hold</b>	Putting a task on personal hold to work on later
<b>Client Known</b>	The client is known to you
<b>Already Actioned</b>	Case has already been actioned
<b>Case made resolvable and ready to be finalised</b>	You have suspended the CDA
<b>Follow up required/further information requested</b>	Need to add a date delay for some reason
<b>Completed – Positive match is wrong person</b>	Information received after screening that the wrong client was matched
<b>Completed – No Action Taken</b>	<ul style="list-style-type: none"> <li>No change to entitlement</li> <li>Payments have been allowed to continue</li> <li>Client returned to NZ on 29<sup>th</sup> day</li> <li>Local office is following up with the absence</li> </ul>
<b>Completed – Action Taken</b>	<ul style="list-style-type: none"> <li>Overpayment Established</li> <li>Client has returned to NZ (File Updated – Referred)</li> <li>Claim Savings</li> </ul>
<b>Completed – 86(9a) completed</b>	R208 has been completed
<b>Completed – 86(9a) incomplete</b>	Waiting for batching or SM approval to complete r208

## RESOLVING

At Resolving stage, the overpayment is recorded in AIMOS and a letter is sent to the client. There are no other actions to take in SWIFTT or CMS as this should have been completed at User Action stage.

A resolving task may also be generated because incoming contact as been received by an IIO who does not process CDA. Apply the User Action process to these cases i.e. if the client has returned to NZ – send the “client has returned” template to the local office and fully outcome AIMOS etc.

Resolvable cases will come through S2P as a task; as below:

**Request Information (PID-41549426)**

Queue: **ICC - Customs**  
 Sub-Queue: **Customs Resolvable**

Task Details

Task History

PID	Date	Status	User	Result
41549426	18/07/2022 09:03:03	Queued	STL	
44-415-10015	09/05/19	Assigned	Subit	

Task Notes

**Item Data**

Match: Customs

Income Month: 29/06/2022

Run ID: 15756

Case Status: Resolvable

Multi-Client Name: [Empty]

Number Of Possible Matches: [Empty]

Case ID: [Empty]

Sex: [Empty]

Mat Name: [Empty]

Mat DOB: [Empty]

ACC Client Name: [Empty]

Employer Name: [Empty]

Matched Name: [Empty]

ACC DOB: 06/06/1989

IN Number: [Empty]

Matched DOB: 06/06/1989

Assignment Type: [Empty]

Associated Person: [Empty]

Match Indicator: 2

Match Level: 1

Total Gross Income: [Empty]

Child Indicator: [Empty]

Flight Number: QF162

Extract Indicator: [Empty]

Acc Type: [Empty]

Number Of Associated Person: [Empty]

Compensation Start Date: [Empty]

Employer Name: [Empty]

Compensation End Date: [Empty]

Trading Name: [Empty]

Service Type: **Child Disability Allowance**

OUTCOME IN AIMOS

Update the record status in AIMOS to Outcome by clicking the update record status button.

The screenshot shows the AIMOS interface with the 'Records' tab selected. A table lists records with columns: Match Ind Level, MSD Details, Agency Details, Flight #, Flight Date, Flight Time, Ent End Date, Status, and Outcome Reason. The first record has a status of 'Loaded'. In the 'Actions' column, the 'Update Record Status' button is highlighted with a red box.

Select the New Status as 'Outcome'. Select a reason from the dropdown options. The options available are as follows including when to use each option.

The 'Update Record Status' dialog box is shown. It contains fields for 'Record ID' (1) and 'Flight Date' (03/12/2023). The 'Status' is 'Resolvable' and the 'New Status' is 'Outcome'. The 'Reason' dropdown is open, showing options: 'Left NZ', 'NFIU Team already Investigating', and 'Positive Match is Wrong Person'. The 'Update Record Status' button is highlighted with a red box.

Outcome Reason	When to use
Left NZ	Use for all Outcome cases where you have created an Overpayment or will be NFA'ing.
NFIU Investigating	Use where NFIU are investigating the case
Positive Match is Wrong Person	Client has confirmed did not leave NZ and we have matched the wrong person.

Click **Update Record Status** when fields have been updated.

Click on the Outcome tab and select '**Quick Fill Services**' screen

The primary/main service will be prefilled that was loaded for the case. Services can be added or deleted if required.

Add all services that have been assessed in this case

Outcome Services

Outcome Details

Manually Add Service

View Edit	Product/Service	Reference	Outcome	Action/Reason	Status Change?	Changed Date	Change To	Change Reason	Client Rate	Partner SWIN	Affected?	Partner Rate	Business Unit Id	Contact Date	Contact With	Comments
	Child Disability Allowance	Ref	Action Taken	Overpayment Established	No											
	Accommodation Supplement		Action Taken	Overpayment Established	No											

CDA	Option to choose
Outcome	Action Taken
Action/Reason	Overpayment Established
Status Change?	No

NON BENE SERVICE	Option to choose (O/P created)	Option to choose (No O/P)
Outcome	Action Taken	Action Taken
Action/Reason	Overpayment Established	File Updated
Status Change?	No	No



Click on the **Outcome Details** button

Show AllCase SummaryAssociated PersonsRecordsSuspension/ArrivalOutcomeNotesContact (2)Business Unit Referrals

Outcome

Outcome Services

Outcome Details

Manually Add Service

View Edit	Product/Service	Reference	Outcome	Action/Reason	Status Change?	Changed Date	Change To	Change Reason	Client Rate	Partner SWN	Affected?	Partner Rate	Business Unit Id	Contact Date	Contact With	Comments
	Child Care Subsidy	Ref	Action Taken	Fee Updated	No											

1 of 1

For each service that you have recorded the Action Reason of 'Overpayment Established' will need to have the overpayment details added to it.

Click on the **View Edit** button to update the overpayment details

Outcome Details

Outcome Status  
Action Taken with Out

Outcome Reason  
Left NZ

Former-Incurred Debt  
No

Challenged?  
No

Challenge Result

Issuing Details  
Client Payment Established details

Letter Type

Letter Sent Date

Client Details

Outcome Summary

Client Balance

Payment Established (OP/AR/OPCT)

View/Edit	Product/Service	Ref	From	To	Balance	RBS	Est Date	Est Status	Save Claim?	Full?	IC Start Date	IC End Date	IC Balance
	Accommodation Supplement												

1 of 1

Cancel

Update Outcome Details

View/Edit Outcome Client Details

Action/Reason  
Overpayment Established

Product/Service  
Accommodation Supplement

Reference

Debit From

Debit To

Balance

RBS

Established Date

Established Status

Savings Claimed by another unit?

Full debt claimed?

IC Start Date

IC End Date

IC Balance

Cancel

Update Service Details

For each service, complete the fields as follows:



From	The start of the overpayment period (includes claimed and IIC established).
To	The last day of the overpayment period (includes claimed and IIC established).
O/P Amt	The total overpayment for the service (includes claimed and IIC established).
RRS?	If the service has had retrospective rate substitution applied, e.g. we have assessed entitlement to the non-beneficiary rate for a supplementary allowance/payment
O/P Est Date	The date of overpayment was established (if there is both claimed and IIC debt, record the NDMC debt established date).
O/P Est Status	The status of the client's payments, non current if not receiving payments.
Sav Claim?	If part or all of the overpayment was established by another business unit other than IIC then this would be Yes, otherwise No.
Full?	If claimed savings is yes then this field must be updated. Select yes if the entire overpayment for the service was established by another business unit.
NDMC From	Where IIC has claimed partial savings enter the start date of the IIC part of the debt.
NDMC To	Where IIC has claimed partial savings enter the end date of the NDMC part of the debt.
NDMC O/P Amount	Where IIC has claimed partial savings enter the amount of the IIC part of the debt.

Next click on **Update Service Details**

View/Edit Outcome Client Details

Action/Reason  
Overpayment Established

Product/Service  
Accommodation Supplement

Reference

Debt From  
01/11/2024

Debt To  
02/11/2024

Balance  
5.85

RRS  
Yes

Established Date  
04/11/2024

Established Status  
Non-current

Savings Claimed by another unit?  
No

Full debt claimed?  
No

IIC Start Date  
01/11/2024

IIC End Date  
02/11/2024

IIC Balance  
5.85

Cancel Update Service Details

Update offset details in AIMOS if you have added an offset to the clients payments.

If there are any prospective savings, click on the **Outcome Summary** tab and enter the prospective savings.

**Outcome Details**

Outcome Status: Action Taken with CIR | Outcome Reason: Left NZ | Reason Involvement: No | Challenged?: No | Challenge Result: | Wrong Details: No details are missing

Letter Type: | Letter Sent Date: |

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**Client Details** | **Outcome Summary**

**Summary**

Original Balance: \$0.00

Current Balance: \$85

Total Balance: \$0.00

Total Withdrawal: |

Total Payable: \$0.00

**Summary**

Client Balance: \$85

Partner(s) Balance: | Total Balance Amount: \$85

Prospective Savings: |

Payment Stopped From: |

**Referral**

Referral?: No

Cancel | **Update Outcome Details**

Once all details have been added click on **Update Outcome Details**.

If the Outcome details have been completed, a window will appear requesting you to complete the letter generation details.

**Outcome Details**

Decide on Outcome letter Generation Method

**OK**

Click **OK**

**Outcome Details**

Outcome Status: Action Taken with CIR | Outcome Reason: Left NZ | Reason Involvement: No | Challenged?: No | Challenge Result: | Wrong Details: No details are missing

Letter Type: | Letter Sent Date: |

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**Client Details** | **Outcome Summary**

**Summary**

Original Balance: |

Current Balance: |

Total Balance: \$0.00

Total Withdrawal: |

Total Payable: |

**Summary**

Client Balance: |

Partner(s) Balance: | Total Balance Amount: |

Prospective Savings: |

Payment Stopped From: |

**Referral**

Referral?: No

Generate Letter | Cancel | **Update Outcome Details**

Click **Generate Letter**

Generate Outcome Letter

Letter Generation  
System Generate

Letter Sent Date

Include Status Change  
No

Comments

Product / Service	Reference	Outcome	Action / Reason	Exclude?
Accommodation Supplement		Action Taken	Overpayment Established	<input type="checkbox"/>
Child Care Subsidy	Ref	Action Taken	File Updated	<input checked="" type="checkbox"/>

Cancel

OK

If you have established an overpayment, in the 'Letter Generation' field, click on the down arrow button and select 'System Letter'.

Tick Exclude for any services you haven't established an overpayment for.

Click **OK**.

# CDA LETTER EXAMPLES

## Initial letter

Integrity Intervention Centre, Freepost 4274 PO Box 30 091 Lower Hutt 5040 \* Telephone 0800 909 333 \* Fax 0800 906 888

11 July 2022

Carterton 5713

Client Number: .....  
Case ID: .....

Tēnā koe

I'm getting in touch because New Zealand Customs Service (Customs) let us know about your recent travel.

MSD and Customs share information to make sure our information is up to date and we give you the right services.

The information we have from Customs shows you left New Zealand on 09/06/2022 on flight number NZ8.

### Let us know if we've made a mistake

If this information is wrong, please contact us within 10 working days of the date of this letter. We'll be able to correct this for you.

You can:

- call us on 0800 909 333 (+64 9 307 0172 from overseas). Our opening hours are over the page. When you call, we'll ask for your client number, which is 365-846-486 or
- answer the questions at the end of this letter and send them back to us.

We'll review your payments to make sure we have paid you the right amount. If we find we've paid you too much, you'll have to pay this money back. We'll let you know if you owe us any money.

### Talk with us

If you don't think we have this right or there's something you don't understand, please call us – we can usually fix it over the phone.

### We're here to help

We're here to help so please feel free to get in touch, or visit our website for more information. Our details are on the back.

**Travel Details****Email:** ndmc\_support\_team@msd.govt.nz**Fax:** 0800 906 888**Mail:**Integrity Intervention Centre  
Freepost 4274  
PO Box 30 091  
Lower Hutt 5040**Client name:** \_\_\_\_\_**Client number:** \_\_\_\_\_ **Ref: / 56 Case ID:** \_\_\_\_\_**Departure date:** 09/06/2022 by flight number: NZ8

Please circle **Yes / No** correctly and complete the relevant dates and information required in Sections 1 and 2 and return this form to us at the above address.

**1. Confirmation of departure date**

Are the departure details correct?

**Yes / No**If **No**, what date did you leave New Zealand? \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_Please tell us your reason/s for leaving New Zealand  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_**2. Current status**

Are you currently in New Zealand?

**Yes / No**If **Yes**, what date did you return to New Zealand? \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_If **No**, do you intend to return to New Zealand?**Yes / No**If **Yes**, what date do you intend to return to New Zealand? \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Please sign, date and send this form to the address above:

**Your name** (please print) \_\_\_\_\_**Sign Here** →**Date** →

Day

Month

Year



## Suspension letter

Integrity Intervention Centre, Freepost 4274 PO Box 30 091 Lower Hutt 5040 \* Telephone 0800 909 333 \* Fax 0800 906 888

9 June 2022

Onerahi  
Whangarei 0110

Client Number:  
Case ID:

Tēnā koe

I'm getting in touch to let you know we've had to stop your payments for now. This is because of the length of time you've been out of the country.

The information we have from Customs shows you left on 22/04/2022 on flight number LA800 and have not returned.

We have stopped the following payment/s:

- Child Disability Allowance from 21/05/2022

If you still need our help, get in touch when you're back in the country. If you still qualify, we can start these payments again from the date you return. We may be able to start your payments earlier, depending on your reason for being overseas.

### Let us know if we've made a mistake

If you think this information is wrong, contact us as soon as possible.

You can call us on 0800 909 333 (+64 9 307 0172 from overseas). You'll find our opening hours over the page. When you call, we'll ask you for your client number which is 400-376-851.

### Talk with us

If you don't think we have this right or there's something you don't understand, please call us – we can usually fix it over the phone.

You also have the right to ask us to review this decision formally. You can use the form on our website or you can write to us. You need to do this within three months. If it's after that, please get in touch anyway. If you have a good reason why you couldn't ask us earlier, we may still be able to review the decision for you. Visit [workandincome.govt.nz/rights](https://workandincome.govt.nz/rights) for more information.

## Resolving letter

Integrity Intervention Centre, Freepost 4274, PO Box 30 091, Lower Hutt 5040 \*Phone 0800 909 333 \*Fax 0800 906 888

20 June 2022

Onerahi  
Whangarei 0110

Client Number:  
Case ID:

Tēnā koe

We always want to make sure we get it right for people so we recently reviewed your payments after we found you'd left the country on 22/04/2022 on flight number LA800.

We wrote to you about this on 24/05/2022 and I'm getting back in touch to let you know we paid you too much.

### You need to pay some money back

From 21/05/2022 to 31/05/2022, unfortunately you received money from us you didn't qualify for because you were overseas.

Service	Amount overpaid
Child Disability Allowance	\$82.96
<b>Total Overpayment</b>	<b>\$82.96</b>

We have stopped your payments and you will need to pay back the money you owe.

### Ways you can pay

#### *Internet or phone banking*

- Account name: Work and Income Debtors Account
- Account Reference: 03-0049-0006243-025
- Reference: Put 'D' followed by your 9 digit client number. You can find this at the top of this letter.

#### *Online using your card*

Visit [www.workandincome.govt.nz](http://www.workandincome.govt.nz). You can pay using a debit or credit card.

However, we don't want you to get into more debt by paying off your debt with us by