



14 July 2025

Tēnā koe

### **Official Information Act request**

Thank you for your request, dated 21 May 2025, submitted via the Work and Income Contact Centre, regarding the Disability Allowance (DA):

- *"Policy information as to how the Disability Allowance is processed and how the weekly amount paid to a client is calculated."*

I have considered your request under the Official Information Act 1982 (the Act).

Please find my decision on each part of your request set out below.

### ***Policy information as to how the Disability Allowance is processed***

To be eligible for a DA, a client must have a disability that is likely to last at least 6 months. A medical practitioner or nurse practitioner must complete a medical certificate and that certificate must indicate they need ongoing supervision or treatment from a health practitioner or help with normal living tasks.

When determining how much a client may be eligible for, a client must have costs (and evidence of these costs) that are additional, ongoing and directly related to their disability.

This information, as well as additional policy information on the DA, is available on the Ministry's Manuals and Procedures website, here:

- [www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/index.html](http://www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/index.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/nature-of-disability-01.html](http://www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/nature-of-disability-01.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/proof-of-costs-01.html](http://www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/proof-of-costs-01.html)
- <https://www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/types-of-costs-01.html>

- [www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/changes-and-reviews-disability-allowance/review-of-disability-allowance-01.html](http://www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/changes-and-reviews-disability-allowance/review-of-disability-allowance-01.html)

### ***How the weekly amount paid to a client is calculated***

The weekly DA payment a client receives is calculated by the Ministry's SWIFTT system. The calculation takes into account the cost and frequency of approved DA costs the client has. As an example, a client may have medical fees as one of their approved DA costs, and they may visit their doctor once a month on average, at a cost of \$40 per visit. To find out the weekly payment the client is entitled to, the Ministry staff member enters the cost and frequency information into the SWIFTT database. The database then calculates both the client's DA entitlement for this cost over a 52-week period and the weekly payment they will receive to go towards medical fees.

The above process applies when the Ministry initially grants the client's DA. The 52-week and weekly entitlements are then recalculated whenever there is a change in the client's disability costs or during the annual review of the DA. If there are no changes to the client's disability costs, the client will continue to receive the same payment amount.

The maximum DA payment a client can receive per week is \$80.35 (as at 1 April 2025). If all the client's approved DA costs add up to less than this maximum weekly rate, the weekly DA payment amount the client receives is rounded up to the next five cents.

If the weekly DA amount the client is entitled to is less than 50 cents, the weekly payment will be rounded up to 50 cents per week.

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**