



20 November 2025

Tēnā koe

Official Information Act Request

Thank you for your email of 26 October 2025, requesting information about the Orphans Benefit/Unsupported Child's Benefit application process and copies of Doogoo pages included as links in your previous request.

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 separately below.

I have attached the Doogoo pages outlined in **Appendix One** that were hyperlinked in the 'Orphans Benefit and Unsupported Child's Benefit Procedures' and 'Unsupported Child's Benefit Case Manager guidelines for interviews' documents released to you in your previous request.

Please note that some of the links contained in these documents lead to the Ministry's internal version of the Manuals and Procedures website which is identical to the public version. The documents and links in the Appendix are provided in order of when they appear in the two documents, starting with the 'Orphan's Benefit and Unsupported Child's Benefit Procedures' document

This can be found linked here: www.workandincome.govt.nz/map/. I have linked these pages below instead of providing them in a pdf format.

In relation to Task 3. "New Application appointment" reads; "UCB only: if the child is aged 14+ please encourage the client to bring them to the appointment as they'll both need to sign the UCB interview sheet." I understand this to mean that there is nothing in law that says a UCB applicant "must" bring the child who is the subject of the application with them to the appointment. Please can you confirm or deny this, and also provide me with a copy or copies of the relevant internal policy or similar document/s. In addition, it is possible / permissible for a UCB applicant to be e-mailed or posted a blank UCB interview sheet for completion by them at their home, then have the child who is the subject of the application sign it there, and subsequently have the applicant bring the completed and signed form to the appointment? Again, please also provide me with a copy or copies of the relevant policy or similar document/s.

Unsupported Child Benefit (UCB) is considered a main benefit. The requirement to attend a face-to face appointment, is part of the application process. The Ministry has an obligation to investigate applications including the person's eligibility for any assistance. A discussion at a face-to-face appointment ensures the Ministry is interviewing the correct person.

The Ministry also has a responsibility to consider all a client's needs and whether there are any risks to children or young people in the care of a caregiver, which is why a child or young person is requested to attend the UCB application. The requirement that a child over 14 who is included in an application for UCB is not set out in legislation.

In relation to Task 4. "Complete the Request Screen" reads as follows:

- *Note the request screen*
- *Verbally advise the client of the 20 working day rule*

Don't send the request letter (unless the client requests the letter or you have not advised the 20 working day rule).

Please provide me with the following information related to an application for UCB;:

1. *What is the meaning of a "request"?*
2. *What is the purpose of a "request"?*
3. *What is the "20 working day rule"?*
4. *How could it happen that a client is not verbally advised of the "20 working day rule"?*
5. *Is there an alternative way to advise a client – other than verbally – of the "20 day working rule"?*
6. *How important is the "20 day working rule" to a client's application being granted or declined?*
7. *Is it possible for a client's application to "lapse" if they have not been verbally advised of the "20 working day rule"?*
8. *Is it possible for a client's application to "lapse" if they have not been advised – other than verbally – of the "20 working day rule"?*
9. *Why should a "request letter" not be sent to a client unless they request it?*
10. *How would a client know to request a "request letter" if they are not told they can or must request a "request letter"?*

The request screen records a clients request for financial assistance. It is a initial record of a request for financial support and saves the date of this initial contact which is then used as the starting point for any payments the client may be deemed eligible for.

The 20-working day rule is covered both on the Manuals and Procedures website (linked above) and within the Social Security Regulations 2018 Section 166 (3)(a). An application form and any supporting evidence must be provided by the client and received by the Ministry within 20-working days days after the clients first contact or the application will lapse. This period can be extended if there is a good

and sufficient reason for not being able to provide any documents required. However, there is no discretion to extend the 20-working day period when completing assigned pre-benefit activities.

Clients are advised of the 20-working day rule verbally if they ring the Ministry otherwise it is stated on the Ministry website under the general information contained under each main benefit page (for example it is stated here www.workandincome.govt.nz/products/a-z-benefits/unsupported-childs-benefit.html under the How to Apply tab). Potentially a client may not be informed about the 20-working day rule if they bring in all necessary documentation and information relating to their benefit application during their appointment.

A request letter is a letter which informs a client that further information is needed to complete their application for financial assistance and will detail what information is still outstanding. A client may request how they receive this letter with the two options being a physical letter sent by post or it may be uploaded to MyMSD.

A client does not need to request this letter for one to be sent. Alternatively, a case manager may opt to phone a client and discuss the outstanding information required if this is the preferred method of contact as stated by a client.

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.

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 or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham
General Manager
Ministerial and Executive Services

Appendix:

Appendix One

01. HIYA – Orphan's Benefit and Unsupported Child's Benefit
02. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/qualifications.html
03. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/obligations.html
04. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/multiple-children-01.html
05. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/child-support-01.html
06. Child Support Pass-on – Doogle
07. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/commencement-date.html
08. www.workandincome.govt.nz/map/deskfile/main-benefits-rates/orphans-benefit-and-unsupported-childs-benefit-cur.html
09. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/payment.html
10. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-order-in-place.html
11. www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/single-and-caring-for-an-orphans-or-unsupported-ch-01.html
12. Unsupported Child's Benefit - Case manager guidelines for interviews – Doogle (this has already been provided to you in the previous response).
13. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/breakdown-in-the-childs-family.html
14. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-documentation.html
15. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/care-and-protection-issues-01.html
16. Family Violence Intervention Programme (FVIP) – Doogle
17. Integrated Service Response – Doogle
18. Independent Assessment Provider for Unsupported Childs Benefit application – Doogle
19. UCB – Independent provider scenarios – Doogle
20. Family Reconciliation Counselling (FRC) UCB Referral Process – Doogle

21. School and Year Start-up Payment – Doogle
22. www.workandincome.govt.nz/map/deskfile/extra-help-information/orphans-benefit-and-unsupported-childs-benefit-tables/school-and-year-start-up-payment-current-01.html
23. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/establishment-grant.html
24. www.workandincome.govt.nz/map/deskfile/extra-help-information/orphans-benefit-and-unsupported-childs-benefit-tables/establishment-grant-rate.html
25. Establishment Grant – Doogle
26. Extraordinary Care Fund – Doogle
27. www.workandincome.govt.nz/map/definitions/oranga-tamariki-act-1989.html
28. Permanent Care (known as Home for Life) – Doogle
29. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-child-discharged-to-caregiver.html
30. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-order-in-place.html
31. www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/changes-and-reviews-jobseeker-support/changes-and-reviews.html
32. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/changes-and-reviews-ob-and-ucb/child-changes-01.html
33. UCB/OB Caregiver applies for an Advance, RAP or SNG – Doogle
34. Unsupported Child's Benefit Application process for Young Parent Payment clients – Doogle
35. UCB Process Service Centre
36. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/independent-assessment-provider-01.html
37. www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/social-obligations-01.html
38. Social obligations – helpful links – Doogle
39. Unsupported Child's Benefit interview form
40. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/breakdown-in-the-childs-family.html
41. www.workandincome.govt.nz/map/legislation/guidelines/privacy-act-2020-guidelines/privacy-act-2020-guidelines.html
42. How to handle requests for personal information – Doogle

Orphan's Benefit and Unsupported Child's benefit

Information and processes for Orphan's Benefit and Unsupported Child's Benefit, including extra help payments like Extraordinary Care Fund, School and Year Start Up Payment (SAYSUP), and Establishment Grants.

The [Orphan's Benefit \(OB\) and Unsupported Child's Benefit \(UCB\)](#) provides income support to the caregiver of a child whose parents can't support them as their principal caregiver (excl caregivers getting help from Oranga Tamariki or Family Tax Credit).

This can be for several reasons, including where the natural or adoptive parents are deceased, or are unable to look after the child due to long-term illness / incapacity or a family breakdown.

The [rate of payment](#) is based on the child's age. The income and assets of the caregiver won't affect the payment of these benefits. For UCB, child support will be sought from the child's parents.

Note: if the child is a 16-17 year old, Youth Payment should be considered.

See the following Map links for more information:

- [Child Support - Paying parent](#)
- [Orphan's Benefit](#)
- [Unsupported Child's Benefit](#)

Applying for OB or UCB

Removal of 12 month requirement

Since 1 July 2021, all clients who are taking care of a child for a period of less than 12 months can access OB or UCB as long as they meet all the other qualifications.

Clients who may now qualify for OB or UCB because of the removal of the 12 month requirement, include those caring for a child because the child's parent is:

- unable to care for the child as they're in prison for a short time (less than 12 months.)
- suffering from a serious illness or incapacity and is unable to care for the child (less than 12 months).

Note: This is not a full list, more information on the change will be available in Map.

Principal Caregiver vs Principal Temporary Caregiver

Clients who now qualify for OB or UCB under the new rules are called **Principal Temporary Caregivers**. This is applied to clients who are responsible for a child's primary day-to-day care on a temporary or short term basis that is less than 12 months.

If a client will have the child in care long term (12 months or more) they will still be considered the child's **Principal Caregiver**.

Note: All clients who were granted OB or UCB before 1 July 2021 are considered the child's Principal Caregiver.

CSR process

Step	Process
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1.	<p>Check the caller's eligibility to OB / UCB</p> <ul style="list-style-type: none"> • Orphan's and Unsupported Child's Benefit <p>As a listener, your role is to understand what is being said. Get the client's reason for calling using open-ended questions which promote more than one sentence responses:</p> <ul style="list-style-type: none"> • <i>'Could you tell me a bit more about your situation?'</i> <p>To make sure you've understood, paraphrase what you've heard:</p> <ul style="list-style-type: none"> • <i>'What I'm hearing is....'</i> and <i>'sounds like you're saying....'</i> are great ways to reflect back and paraphrase • Ask questions to clarify certain points <i>'what do you mean when you say....'</i> and <i>'is this what you mean?'</i> • Summarise the caller's comments every so often to confirm your understanding
2.	<p>Check if the client has a SWN and locate the record</p> <ul style="list-style-type: none"> • CMS User Guide: How to search for a client <p>If there is no record, you will need to create one.</p> <ul style="list-style-type: none"> • CMS User Guide: Creating a new person
3.	<p>New Application appointment</p> <ul style="list-style-type: none"> • Book it in as a face-to-face appointment with a case manager at the client's local office, through Q-Manager. <p>UCB only: if the child is aged 14+ please encourage the client to bring them to the appointment as they'll both need to sign the UCB interview sheet.</p>
4.	<p>Complete the Request Screen</p> <ul style="list-style-type: none"> • Note the request screen • Verbally advise the client of the 20 working day rule <p>Don't send the request letter (unless the client requests the letter or you have not advised the 20 working day rule).</p>

OB and UCB SWIFTT actions

Checking OB or UCB payments

Step	Process
1.	<ul style="list-style-type: none"> • Launch 'SWIFTT' • go to 'SDETI'
2.	<ul style="list-style-type: none"> • select record • go to next activity field and type 'SSTAI' • press 'ENTER'
3.	<p>To view payments:</p> <ul style="list-style-type: none"> • SPYHI

Suspending OB and UCB benefits



If the client gets OB / UCB for more than one child and only one child is to be excluded - don't action, instead:

- create a client event note
- add details of the OB or UCB review required
- send to the service centre ready for processing queue in CMS

Step	Suspension Process
1.	<ul style="list-style-type: none"> • Launch 'SWIFTT' • go to 'SDETI'
2.	<ul style="list-style-type: none"> • select record • go to next activity and type 'SSTAI' • press 'ENTER'
3.	SBSR <ul style="list-style-type: none"> • suspend from the beginning of the next pay period (either the next Monday or the Monday following the child leaving the client's care - whichever is the later date).
4.	<ul style="list-style-type: none"> • create a client event note • add details of the OB or UCB review required • send to the service centre ready for processing queue in CMS

Suspending OB and UCB records - if only receiving for 1 child

Step	Process
1.	Launch SWIFTT <ul style="list-style-type: none"> • go to SDETI
2.	Select the record <ol style="list-style-type: none"> 1. go to next activity and type SSTAI 2. press ENTER
3.	SBSR <ul style="list-style-type: none"> • suspend the benefit from the beginning of the next pay period
4.	<ul style="list-style-type: none"> • create a client event note • add details of the OB or UCB review required • send to the service centre ready for processing queue in CMS

Extraordinary Care Fund, School and Year Start-up Payment (SAYSUP), and other Extra Help payments

Extraordinary Care Fund (ECF)

ECF is available to cover additional costs for children who are showing promise in a particular area or who are experiencing significant difficulty that's impacting on their development.

- [ECF Eligibility](#) (Map)
- [ECF Applications - costs excluded](#) (Map)

1. Clients can apply at any time during the year through the [Extraordinary Care Fund application](#) (Work and Income website). Clients can print this off, complete it and return to us by uploading the completed form via MyMSD or dropping it into their nearest office, no appointment needed.

2. When an application is provided, we'll send it to the ECF team who'll add it to the next application round (4 rounds per year) for the panel to consider.
3. Applicants can receive **one grant** of up to \$2,000 each financial year. More information: [Payment](#) (Map)
4. When a client calls to check the status of their application, check the client's 'View Letters' to see if anything about their ECF application has been sent to them. Take a look at the 'application window' dates [Extraordinary Care Fund timeframe](#) (Doogle) and if you're still unable to shed any light on the progress of their application, please take the client's details (SWN, name, contact ph) and email it to: [Extraordinary Care Fund team](#)



ECF isn't covered by the Review of Decision process. If a client wants the decision reconsidered, they'll need to complete a Personal Details form outlining their reasons. See: [Reconsideration of decision](#) (Doogle)

For any escalations, please email [Extraordinary Care Fund team](#).

School and Year Start-up Payment (SAYSUP)

An annual one off payment that helps with the costs that mostly happen at the beginning of the year eg, school uniforms, stationery, school fees, etc. The amount available depends on the age of the child.

This application can be made online through the Work and Income website (the form isn't in MyMSD) annually from **mid January until the end of February**. If the client misses the application window, they'll need a good and sufficient reason for their application to be considered.

Important things to remember:

- SAYSUP is automatically processed, but for automation to happen, the details the client puts in application has to match the information held in MSD system EXACTLY. If there's a spelling error of their child's name, or a wrong date in their birthday the task is sent for manual processing by CPU.
- To check if the application is in queue for processing, go to S2P and from there and it will appear under the "specialised SAYSUP" heading. This means the client has completed the application, submitted it online and doesn't need to do anything else.
- Advise the client that their application has been received and will be paid within 10 working days. Submitting a further application may delay payment as the second application will hold up the first one.
- A client event note will be left in CMS when the payment has been issued to the client.

More information:

[School and Year Start-up Payment](#) (Doogle)

[School and Year Start-up Payment](#) (Work and Income)

Establishment Grant

This is a one-off payment of \$350 made to all clients who are granted OB / UCB. It's paid automatically into the client's bank account within 3 days of the benefit being granted.

Note: Payment is not available to those who get an upfront payment as part of the 'Home for Life' support package from Oranga Tamariki.

More information: [Establishment Grant](#) (Map)

Clothing grant

This is a weekly payment made automatically to help pay for the child's clothing. The amount received depends on the age of the child.

More information: [Clothing Allowance](#) (Map)

Holiday and Birthday Allowance

Clients who receive OB UCB payments will also get:

- a 'Holiday payment' approx two weeks before December 25. This payment is intended to allow caregivers to purchase a gift or prepare a celebration, event or experience.
- another payment two weeks in advance of the child's birthday to allow caregivers time to purchase a gift or prepare a celebration, event or experience for the child.

For more information, see: [Holiday and Birthday Allowance](#) (Work and Income)

Determining if a client qualifies for OB or UCB

The removal of the 12 month eligibility rule does not impact the application process for these payments.


Clients must still meet all other existing qualifications, and a family breakdown must still be established for UCB.

More information about how a breakdown can be established can be found: [What is a breakdown in the child's family](#) (Map)

Note: Where there's no proof of a family breakdown, or you cannot establish a family breakdown, a referral should be made to Barnados. This should only happen when there is no other way to establish a family breakdown. If proof already exists, then no referral is needed.

Please see [Breakdown in the child's family](#) (Map) for further information about when to refer.

If you are unsure if a referral is needed, speak to your onsite Capability Developer.

 **CM process only:** Where it is clear OB should be granted, the staff member should process the application. No proof of a family breakdown needs to be established.

Family breakdown vs family arrangement

Some families may have an arrangement where a family member (who is not the child's parent) takes primary responsibility for the child's day to day care. This could be for several reasons, including to support the parent's working arrangements or opportunities for the child to learn about their culture by staying with extended family.

A client will not qualify for UCB in situations where a family arrangement has been put in place but there has been no family breakdown.

Example: Johnny has moved in with his aunt because she lives closer to the school his parents want him to attend. His parents and aunt have come to an agreement that he will live with her during the school year and with them during the holidays. Even though Johnny's parents are not caring for him on a day-to-day basis, no family breakdown has occurred and so Johnny's aunt does not qualify for UCB. Situations when OB and UCB cannot be granted

Situations when OB and UCB should not be granted

There are certain situations in which OB and UCB should not be granted, even if a client is caring for someone else's child. This could be when:

- someone is looking after a child for the school holidays
- the child is being cared for by a host family if they are studying in NZ
- there is a boarding school arrangement
- someone caring for a child while their parent recovers from a short term illness
- arrangements are made for someone to look after a child to support a parent's employment
- there is a family arrangement where there has been no family breakdown (for UCB)

Note: This list is not exhaustive.

In these situations, OB and UCB should be declined without a referral to an Independent Assessment Provider as no breakdown has occurred. The client should test eligibility to other assistance if needed.

Flow on impacts to other assistance

Sole Parent Support

Single clients who qualify under the current rules for OB or UCB may choose to receive Sole Parent Support (SPS) instead.

Clients who access OB or UCB as a 'Principal Temporary Caregiver' will not be able to do so. This is because in order to qualify for SPS, the period of care must be long-term or permanent.

It is important that Sole Parent Support is only offered where the client meets the definition of 'Principal Caregiver' and the care is expected to be long-term or permanent.

OB and UCB specific assistance

All clients who are eligible for OB or UCB as Principal Temporary Caregivers are eligible for all OB or UCB specific assistance.

Take a look at the 'Extra Help for OB and UCB clients' section for more information.

Birthday and Holiday Allowance

The Birthday and Holiday Allowance payments were introduced 1 December 2021. These are one off payments that will be paid to clients before a child's birthday and December 25 respectively. Clients who qualify for OB or UCB under a 'Principal Temporary Caregiver' relationship will also be eligible for these payments.

Supplementary assistance

Clients who qualify for OB or UCB under the new 'Principal Temporary Caregiver' definition will also qualify for other child related supplementary assistance. This includes Childcare assistance (CCA), Child Disability Allowance (CDA), and Disability Allowance (DA).

Please make sure the client meets all other qualifications before granting this assistance.



CM only processes below

Granting OB or UCB

Grant process for OB and UCB

The grant process for OB and UCB remains largely unchanged, however there are two new fields to complete when including an OB or UCB child in the SCHIE screen.

These fields are labelled: **"Principal Caregiver?"** and **"Pay BSTC?"** and will only be visible and mandatory for OB and UCB clients. Further instructions for how to complete these fields can be found below.

Principal Caregiver field	<p>If the client is the child's Principal Caregiver:</p> <ol style="list-style-type: none"> 1. Fill in the screen as per BAU; and 2. Enter 'Y' into the 'Principal Caregiver' Field. <p>If the client is a Principal Temporary Caregiver, go to SCHIE and:</p> <ol style="list-style-type: none"> 1. Fill in the screen as per BAU; and 2. Enter 'N' into the 'Principal Caregiver' Field.
Impact of the removal of the 12 month eligibility rule on Best Start tax credit (BSTC) entitlement	Currently, BSTC is paid automatically when a child of qualifying age is included in OB or UCB if the client is also receiving a main benefit. Because clients who are caring for a child for less than 12 months will not be considered the child's "Principal Caregiver", they will no longer qualify for BSTC automatically. This is because they may not meet Inland Revenue's definition of "Principal Caregiver."
Pay BSTC field	<p>The "Pay BSTC" field needs to be completed for all OB and UCB children under three so that BSTC is paid correctly, and the correct information is sent to IR.</p> <p>Note: This field is only mandatory if the child is under three years of age or is being included from a date prior to their third birthday. After the child turns four, this field will disappear. If you are including a child that is four or older, this field will not appear, and you will only need to complete the "Principal Caregiver" field.</p>

Main benefit + OB or UCB

If the client is receiving a main benefit and OB or UCB, use the value of the "Principal Caregiver" field to determine the value for the "Pay BSTC" field.

- "Y" in "Principal Caregiver" field = "Y" in Pay BSTC field.
- "N" in "Principal Caregiver" field = "N" in Pay BSTC field.

This will pay BSTC alongside the clients benefit.

Note: The SNSRA screen should be completed as per BAU if the client wants their FTC paid by IR.

Refer the client to IR to test eligibility for BSTC when "N" is entered. More information about this can be found below.

Non-beneficiary assistance + OB or UCB | OB or UCB only

If the client is not receiving a main benefit, then "N" should always be entered in the "Pay BSTC" field regardless of what value is entered in the "Principal Caregiver" field.

This is because MSD cannot determine eligibility, and clients will need to talk to IR about if they are eligible for BSTC.

Child inclusion from a date before their 3rd birthday

The “Pay BSTC” field will default to “N” if a three year old child is being included in OB or UCB because children only qualify up until they turn three. If the child must be included from a date prior to their third birthday, and they are eligible to receive BSTC (the client is the child’s “Principal Caregiver”) you will need to:

1. Complete SCHIE as per BAU
2. Enter “Y” in the “Principal Caregiver” field
3. Change “N” to “Y” in the “Pay BSTC” field
4. Press enter.

This will pay BSTC from the date of inclusion up until the day before the child’s third birthday. Once the arrears have been paid out, the field will default back to “N” overnight.

Referring clients to IR to test their BTSC eligibility | Sending letters

Test BSTC eligibility

If a client is receiving a main benefit and OB or UCB, and the value in the “Pay BSTC” field is “N”, they should be referred to IR to test eligibility to BSTC.

If IR determines the client is eligible for BSTC, they will give the client a letter to prove that they have discussed this.

Please advise the client that they will need to take this letter to their local office.

Once this letter has been provided, you should:

1. Scan the letter to the client’s CMS record, save it under supporting documents and select WfF tax credits. (See screenshot)
2. Open SWIFTT and go to SCHI
3. Select the correct child and “CHG”
4. Change “N” to “Y” in the “Pay BSTC” field
5. Press enter.

Once this has been changed, BSTC will start paying from FAD.

The image shows two screenshots from a system interface. The top screenshot is the 'Edit Document Details' form for a client named 'Test Tester Client - SWN'. It has a 'Document Details' section with three dropdown menus: 'Type' (set to 'Supporting'), 'WfF Tax Credits' (set to 'WfF Tax Credits'), and 'Owner' (set to 'Test Client'). There are 'Save' and 'Cancel' buttons at the bottom. The bottom screenshot is the 'Client Documents' page, which has a 'Complete List' button and a table of documents. The table has columns for Action, Document Name, Document Details, Owner, Child's Name, and Status. It lists various documents like 'Letter', 'Trust Documents', 'WfF Tax Credits', 'Person Details', 'Seniors Annual Review', and 'TTW Grant'.

Action	Document Name	Document Details	Owner	Child's Name	Status
View	Letter		Test Tester Client		Saved
View	Letter		Test Tester Client		Saved
View	Letter		Test Tester Client		Saved
View	Trust Documents	Lawyer Letter	Test Tester Client		Saved
View	WfF Tax Credits	WfF Tax Credits	Test Tester Client		Saved
View	Letter		Test Tester Client		Linked
View	Person Details		Test Tester Client		Linked
View	WfF Tax Credits	WfF Tax Credits	Test Tester Client		Linked
View	Seniors Annual Review		Shared		Linked
View	TTW Grant		Shared		Linked

Note: If you can't process the action immediately, you should scan the letter to the client's file. Create a new client event note: Service Delivery; Financial Assistance; Unsupported Child's Benefit or Orphan's Benefit and note that the client has provided proof from IR that they are eligible to receive BSTC. You will then need to assign it the site's work queue for processing.

Sending grant letters to OB and UCB clients

Because "Principal Temporary Caregivers" may not be eligible for BSTC, they'll need to be sent a different version of the OB or UCB grant letter. You should prepare the letter as per BAU, but select the optional paragraph below:

Best Start tax credit

Best Start tax credit is a Working for Families tax credit. You may be eligible to receive this tax credit if any of the children in your care are less than three years old. The tax credit is income tested for children aged one and older.

If you want to receive the Best Start tax credit, please contact Inland Revenue to check if you are eligible.

Once you have selected this, send the letter to the client as per business as usual.

Review of Circumstances

Clients who receive UCB, either with or without a main benefit, must complete a "Confirming your Circumstances" form at regular intervals to confirm that their circumstances have not changed since UCB was granted or their last review.

If you are completing a review for a client who was granted UCB as a "Principal Temporary Caregiver" from 1 July 2021 onwards, you will need to clear the CYC expiry and:

- check if the client has now had any UCB children in their care for 12 months or more. You can check what date the child was included from in "SCHI" in SWIFTT.
- if so, select that child in "SCHI" and update the "Principal Caregiver?" flag in SCHIE to "Y"
- check the client's record to see if the client may qualify for other assistance, such as Sole Parent Support.

If it looks like the client may qualify, contact them to discuss their circumstances and test eligibility.

If the client is eligible and would like to apply for further assistance following your conversation, please direct them to the online application. Create a request for financial assistance in their CMS record and manage any other actions as per business as usual.

Note: OB clients do not complete a CYC. If you engage with an OB client at any point from 1 July 2022 onwards, please ensure that you check if they were granted OB as a "Principal Temporary Caregiver". If they were, and the child has been in their care for 12 months or more, please update the "Principal Caregiver" flag and test eligibility to other assistance if it looks like they may qualify.

Child Support Pass-on

Welcome to the Child Support Pass-on (CSPO) homepage. Click on the links below to find out more information.



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Child+support+pass-on+overview\]](https://doogle.ssi.govt.nz/community/display/HIYA/Child+support+pass-on+overview)

General overview

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Child+support+pass-on+overview\]](https://doogle.ssi.govt.nz/community/display/HIYA/Child+support+pass-on+overview)

Provides an overview of Child Support Pass-on



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Charging+child+support+income\]](https://doogle.ssi.govt.nz/community/display/HIYA/Charging+child+support+income)

Charging Child Support income

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Charging+child+support+income\]](https://doogle.ssi.govt.nz/community/display/HIYA/Charging+child+support+income)

This page provides information on charging info share Child Support as income.



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Correcting+child+support+income\]](https://doogle.ssi.govt.nz/community/display/HIYA/Correcting+child+support+income)

Correcting Child Support income

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Correcting+child+support+income\]](https://doogle.ssi.govt.nz/community/display/HIYA/Correcting+child+support+income)

This page provides information on correcting info share Child Support income.



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Types+of+child+support+are+self-declared\]](https://doogle.ssi.govt.nz/community/display/HIYA/Types+of+child+support+are+self-declared)

Self-declaring Child Support

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Types+of+child+support+are+self-declared\]](https://doogle.ssi.govt.nz/community/display/HIYA/Types+of+child+support+are+self-declared)

This page provides information on self-declaring non-info share Child Support income.



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Allowable+cost+for+TAS+and+SpB\]](https://doogle.ssi.govt.nz/community/display/HIYA/Allowable+cost+for+TAS+and+SpB)

Including Child Support as an allowable cost for Temporary Additional Support or Special Benefit

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Allowable+cost+for+TAS+and+SpB\]](https://doogle.ssi.govt.nz/community/display/HIYA/Allowable+cost+for+TAS+and+SpB)

Information about what Child Support can be included as an allowable cost.



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Annual+Review+-+Due+paid+assessment\]](https://doogle.ssi.govt.nz/community/display/HIYA/Annual+Review+-+Due+paid+assessment)

Review of Annual Income (Due Paid Assessments)

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Annual+Review+-+Due+paid+assessment\]](https://doogle.ssi.govt.nz/community/display/HIYA/Annual+Review+-+Due+paid+assessment)

Changes to what income needs to be verified for Child Support.



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Beneficiary+assistance+on+a+suspended+rec\]](https://doogle.ssi.govt.nz/community/display/HIYA/Beneficiary+assistance+on+a+suspended+rec)

Paying non-bene on a sus

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Beneficiary+assistance+on+a+suspended+rec\]](https://doogle.ssi.govt.nz/community/display/HIYA/Beneficiary+assistance+on+a+suspended+rec)

Information on paying non-bene on a sus when Child Support suspends the

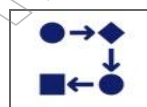


[\[https://doogle.ssi.govt.nz/resources/core-procedures/child-support/child-support-and-income/core-procedures/child-support/child-support-and-income\]](https://doogle.ssi.govt.nz/resources/core-procedures/child-support/child-support-and-income/core-procedures/child-support/child-support-and-income)

Students CSPO

[\[https://doogle.ssi.govt.nz/resources/core-procedures/child-support/child-support-and-income\]](https://doogle.ssi.govt.nz/resources/core-procedures/child-support/child-support-and-income/core-procedures/child-support/child-support-and-income)

Information about how Child Support assists students.



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Transferring+between+benefits\]](https://doogle.ssi.govt.nz/community/display/HIYA/Transferring+between+benefits)

Transferring between benefits

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Transferring+between+benefits\]](https://doogle.ssi.govt.nz/community/display/HIYA/Transferring+between+benefits)

Actions to take when clients are transferring between benefit



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Removing+obligations+to+pay+Child+Support\]](https://doogle.ssi.govt.nz/community/display/HIYA/Removing+obligations+to+pay+Child+Support)

Removing obligations to pay

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Removing+obligations+to+pay+Child+Support\]](https://doogle.ssi.govt.nz/community/display/HIYA/Removing+obligations+to+pay+Child+Support)

Information on the removal of obligations to pay for sole parents, and when the



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Exceptions\]](https://doogle.ssi.govt.nz/community/display/HIYA/Exceptions)

Exceptions

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Exceptions\]](https://doogle.ssi.govt.nz/community/display/HIYA/Exceptions)

explains the processes for c



[\[https://doogle.ssi.govt.nz/resources/core-procedures/child-support/child-support-and-income/core-procedures/child-support/child-support-and-income\]](https://doogle.ssi.govt.nz/resources/core-procedures/child-support/child-support-and-income/core-procedures/child-support/child-support-and-income)

Transitional arrangements

[\[https://doogle.ssi.govt.nz/resources/core-procedures/child-support/child-support-and-income\]](https://doogle.ssi.govt.nz/resources/core-procedures/child-support/child-support-and-income/core-procedures/child-support/child-support-and-income)

Information on the transition



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Effect+on+Childcare+assistance\]](https://doogle.ssi.govt.nz/community/display/HIYA/Effect+on+Childcare+assistance)

Child Support income for Childcare Assistance

[\[https://doogle.ssi.govt.nz/community/display/HIYA/Effect+on+Childcare+assistance\]](https://doogle.ssi.govt.nz/community/display/HIYA/Effect+on+Childcare+assistance)

Describes new screens that are available for recording Child Support income for Childcare Assistance.



[\[https://doogle.ssi.govt.nz/community/display/HIYA/Effect+on+Childcare+assistance\]](https://doogle.ssi.govt.nz/community/display/HIYA/Effect+on+Childcare+assistance)

Data matching and partial

[\[https://doogle.ssi.govt.nz/cc\]](https://doogle.ssi.govt.nz/cc)

Information on how data ma



[\https://doogle.ssi.govt.nz/resou
[and-income/core-procedures/child-support/chil](https://doogle.ssi.govt.nz/resou)
[workarounds.html\]](https://doogle.ssi.govt.nz/resou)

Child Support Pass-on de

[\https://doogle.ssi.govt.nz/re

[manuals/work-and-income/cc](https://doogle.ssi.govt.nz/re)

[pass-on-defects-and-workar](https://doogle.ssi.govt.nz/re)

Information on defects and \

Content owner: [Work and Income National Office](#) Last updated: 26 February 2024

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Family Violence Intervention Programme (FVIP)

Welcome to the Family Violence Intervention Programme (FVIP) homepage. Click on the links below to find o

FVIP programme information



[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/family-violence-programme-information.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/family-violence-programme-information.html)

Family violence programme information

[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/family-violence-programme-information.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/family-violence-programme-information.html)

This page provides information about the Family Violence Intervention Programme (FVIP)

FVIP practice guidelines

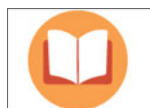


[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-practice-guidelines.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-practice-guidelines.html)

FVIP practice guidelines [\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-practice-guidelines.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-practice-guidelines.html)

This page provides information on the FVIP Coordinators guide

FVIP operational guidelines



[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvrc-operational-guidelines.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvrc-operational-guidelines.html)

FVIP operational guidelines [\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvrc-operational-guidelines.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvrc-operational-guidelines.html)

This page provides information on operational guidelines for FVRCs

FVIP escalation process



[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/escalation-process-for-fvip.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/escalation-process-for-fvip.html)

FVIP escalation process [\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/escalation-process-for-fvip.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/escalation-process-for-fvip.html)

FVIP escalation process

Financial Assistance



[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/domestic-violence-special-needs-grant.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/domestic-violence-special-needs-grant.html)

Domestic Violence Programme [\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/domestic-violence-special-needs-grant.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/domestic-violence-special-needs-grant.html)

Key FVIP stakeholder relationships



[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-stakeholder-relationships.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-stakeholder-relationships.html)

Key FVIP stakeholder relationships

[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-stakeholder-relationships.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-stakeholder-relationships.html)

Key FVIP stakeholder relationships

Information sharing



[\[https://doogole.ssi.govt.nz/helping-clients/products-services/work-and-income/family-violence-intervention/information-sharing-guidance-key-messages.html\]](https://doogole.ssi.govt.nz/helping-clients/products-services/work-and-income/family-violence-intervention/information-sharing-guidance-key-messages.html)

Information sharing [\[https://doogole.ssi.govt.nz/helping-clients/products-services/work-and-income/family-violence-intervention/information-sharing-guidance-key-messages.html\]](https://doogole.ssi.govt.nz/helping-clients/products-services/work-and-income/family-violence-intervention/information-sharing-guidance-key-messages.html)

This page provides guidance on sharing information about the Family Violence Act and/or Oranga

FVIP resources



[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-resources.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-resources.html)

FVIP resources [\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-resources.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/fvip-resources.html)

This page provides an overview of FVIP resources

Other relevant policies and guidelines



[\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/other-relevant-policies-and-guidelines.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/other-relevant-policies-and-guidelines.html)

Other policies and guidelines [\[http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/other-relevant-policies-and-guidelines.html\]](http://doogole/resources/helping-clients/products-services/work-and-income/family-violence-intervention/other-relevant-policies-and-guidelines.html)

This page provides links to other relevant policies and guidelines

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Integrated Service Response

This page provides information about the Integrated Service Response with links to frequently asked questions, the practice guide, and other documents related to the Integrated Service Response.

On this Page:

Introduction

The Integrated Service Response provides family focused case management to families with high and complex needs.

This approach is about looking at a family's circumstances holistically and working with them long-term.

We are giving families the skills and support they need to be effective parents, to cope with stress and the challenges of family life and to improve outcomes for them and their children.

Child safety and development is the key focus of this approach.

Frequently asked questions

A frequently asked questions sheet has been developed and is available here.

[Frequently asked questions](#) (Word 70.5KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-faq.doc>]

New features have been developed and release, check them out here.

[New features in CST user guide September 2010](#) (Word 7.64MB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/20100903-new-features-in-cst-user-guide-september-2010.doc>]

Practice guide

A Practice guide has been developed for Integrated Service co-ordinators.

[Integrated Service Response - Practice Guide](#) (Word 748.5KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/integrated-service-response-practice-guide.doc>]

[Appendix 1 Procedures for notification of suspected or actual child abuse or neglect](#) [<http://dooogle/resources/helping-clients/products-services/work-and-income/family-violence-intervention/index.html#ChildAbuseReportingProcedures13>]

[Appendix 2 IAP data mining report - example](#) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-02iap-data-mining-report-example.doc>]

[Appendix 3 Initial assessment form](#) (Excel 39.5KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-03-initial-assessment-form.xls>]

[Appendix 4 Authority to release information - consent form](#) (Word 47.5KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-consent-form.doc>]

[Appendix 5 Family profile form](#) (Word 189KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-05-family-profile-form.doc>]

[Appendix 6 Family plan](#) (Word 53KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-06-family-plan.doc>]

[Appendix 7 Privacy and information sharing](#) (Word 49KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-07-privacy-and-information-sharing.doc>]

[Appendix 8 Manual report template](#) (Excel 560KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-manual-report-template.xls>]

[Appendix 9 Contact centre process for ISR clients](#) (Word 32KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-9-contact-centre-process-for-isr-clients-.doc>]

[Appendix 10 Employee assistance programme](#) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-10-employee-assistance-programme.doc>]

[Appendix 11 Handover check sheet](#) (Word 48KB) [<http://dooogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-11-handover-check-sheet.doc>]

[income/integrated-service-response/appendix-11-handover-check-sheet.doc\]](#)

[Appendix 12 Process summary \(Word, 53KB\)](#) [\(Word 53KB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-12-integrated-service-response-process-summary.doc\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-12-integrated-service-response-process-summary.doc)

[Appendix 13 UCVII processes \(Word, 446.5KB\)](#) [\(Word 446.5KB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-13-ucvii-processes-for-integrated-service-response.doc\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-13-ucvii-processes-for-integrated-service-response.doc)

[Appendix 14 Links to other information and further reading \(Word 41.5KB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-14-links-to-other-services-and-further-reading.doc\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/appendix-14-links-to-other-services-and-further-reading.doc)

Engagement process

Integrated Service co-ordinators work with families by providing intensive case management, drawing together services and coordinating timely and appropriate interventions. There are three levels of response to engaging the family;

Oranga Tamariki

MSD Response

Integrated Service Response

The response and engagement process will differ depending on each family's circumstances.

Details of the engagement process can be found here.

[Integrated Service Coordinator - Engagement Process \(Word 49.5KB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-engagement-process.doc\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-engagement-process.doc)

Resources

There are some additional resources for the Integrated Service Response available on doogle:

[ISR Overview Presentation - updated August 2010 \(Powerpoint 4.31MB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-overview-presentation.ppt\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-overview-presentation.ppt)

[ISR - Forms](#) [\[http://doogle/resources/helping-clients/products-services/work-and-income/integrated-service-response/forms.html\]](http://doogle/resources/helping-clients/products-services/work-and-income/integrated-service-response/forms.html)

[ISR - CST User Guide 2010 \(Word 8.78MB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-cst-user-guide.doc\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-cst-user-guide.doc)

[ISR - CST Presentation \(Powerpoint 1.06MB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-cst-presentation.ppt\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-cst-presentation.ppt)

[ISR - Client Profile Form \(Word 121.5KB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/client-profile-form.doc\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/client-profile-form.doc)

[ISR - Reporting Presentation \(Powerpoint 584.5KB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-reporting-presentation.ppt\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-reporting-presentation.ppt)

[ISR - Manual Report Template \(Excel 560KB\)](#) [\[http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-manual-report-template.xls\]](http://doogle/documents/resources/helping-clients/products-services/work-and-income/integrated-service-response/isr-manual-report-template.xls)

Web links

The attached web links will provide you with tools and resources to assist your clients.

[Family Violence Intervention Programme](#) [\[http://doogle/resources/helping-clients/products-services/work-and-income/family-violence-intervention/index.html\]](http://doogle/resources/helping-clients/products-services/work-and-income/family-violence-intervention/index.html)

[Family and Community Services, Early Intervention Services - Strengthening Families and Family Start](#) [\[http://www.familyservices.govt.nz/working-with-us/programmes-services/early-intervention/index.html\]](http://www.familyservices.govt.nz/working-with-us/programmes-services/early-intervention/index.html)

[Family Services Directory](#) [\[http://www.familyservices.govt.nz/directory/\]](http://www.familyservices.govt.nz/directory/)

[Women's refuge information](#) [\[http://www.womensrefuge.org.nz/\]](http://www.womensrefuge.org.nz/)

[Shine \(formerly known as Preventing Violence in the Home\)](#) [\[http://www.preventingviolence.org.nz/\]](http://www.preventingviolence.org.nz/)

[Ministry of Health website](#) [\[http://www.moh.govt.nz/moh.nsf\]](http://www.moh.govt.nz/moh.nsf)

[Oranga Tamariki website](#) [\[http://www.cyf.govt.nz/\]](http://www.cyf.govt.nz/)

[Oranga Tamariki child mortality report \[http://www.msd.govt.nz/about-msd-and-our-work/newsroom/media-releases/2006/pr-2006-07-27-2.html\]](http://www.msd.govt.nz/about-msd-and-our-work/newsroom/media-releases/2006/pr-2006-07-27-2.html)

[Alcohol Advisory Council \[http://www.alcohol.org.nz/\]](http://www.alcohol.org.nz/)

Content owner: [Work and Income Design and Improvement](#) **Last updated:** 29 November 2020

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Independent Assessment Provider for Unsupported Childs Benefit application

This page provides a step by step process for arranging an Independent Assessment Provider for an Unsupported Childs Benefit application.

Stage	Steps	Tools & Forms
Contact the Independent Assessment Provider to arrange caregiver appointment	<p>1. Call Barnardos on 04 801 1603 for arranging appointment only.</p> <p>Password for referral form is detailed in the next section.</p> <p>2. Arrange an appointment for the caregiver to meet with Barnardos.</p> <p>Please note</p> <p>Children aged 14 years and over need to attend the assessment appointment with the caregiver.</p> <p>Children aged 13 years and younger are not to attend the appointment. This is because generally it may not be appropriate for children aged 13 or younger to participate in family breakdown discussions.</p> <p>Barnardos unable to book appointment:</p> <p>If they are unable to book an appointment immediately, continue with the steps below.</p> <p>The Barnardos local assessor will contact the caregiver to arrange an appointment. When the appointment details have been confirmed Barnardos will email the appointment details to the referring case manager. This is for the case manager's information only and should be noted on the caregiver's record.</p> <p>The case manager is not required to advise the caregiver as Barnardos has already confirmed the appointment details with them.</p>	
Complete Assessment Provider referral	<p>3. Complete the UCB assessment referral form, which can be found in CMS 'New Letter' (enter N/A in any fields that are not applicable).</p> <p>On the referral form you will need to insert the password BFBA in the relevant field.</p> <p>Check all details and print the referral form and send to Barnados.</p> <p>The completed UCB Referral form can be viewed in 'Launch Correspondence'.</p> <p>Please note - When Barnardos sends the Family Breakdown Assessment (FBA) report back to you, they will add the password:</p> <p>BFBA</p> <p>from the UCB Referral Form.</p>	<p>Sending the UCB assessment referral form to Barnardos (Word 246.86KB) [http://doogoo/documents/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/sending-the-ucb-assessment-referral-form.docx]</p>

Stage	Steps	Tools & Forms
	<ol style="list-style-type: none"> <li data-bbox="363 119 998 210">4. The caregiver and case manager sign the form. If the child is aged over 14 years they will also sign the UCB assessment referral form. <li data-bbox="363 239 998 329">5. Give the caregiver page 3 (client information) of the referral form which contains privacy information and appointment details. <li data-bbox="363 359 998 512">6. Email the PDF copy of the referral form to Barnardos: FBAHub@barnardos.org.nz [mailto:FBAHub@barnardos.org.nz]. See the link 'Sending the UCB assessment referral form to Barnardos' for the step by step process. <li data-bbox="363 541 998 632">7. When you close ECS, a copy of the UCB assessment referral form is saved automatically to the caregiver's record. 	
Add a Client Event	<ol style="list-style-type: none"> <li data-bbox="363 674 998 737">8. Add a Client Event to the caregiver's record detailing the actions taken. 	
Paying the Independent Assessment Provider	<ol style="list-style-type: none"> <li data-bbox="363 779 998 947">9. Payment of the Independent Assessment Provider fees is a departmental cost met by National Office. All payments to the Independent Assessment Provider are made by National Contracts, Work and Income. 	

Content owner: [Work and Income National Office](#) Last updated: 29 November 2020

Independent Provider assessment scenarios

These scenarios are designed to show a range of different whānau circumstances that may or may not constitute 'family breakdown' when caregivers are applying for UCB and will help guide you on how to make the determination yourself or, where required, refer a determination to an Independent Provider. If you have any questions, please talk to your Capability Developer.

Family Breakdown – Referral to Independent Provider – Izzy and her children	
<p>Situation</p> <p>Oranga Tamariki received a notification of perceived risk to the safety of three children currently living with their mother and her partner. Oranga Tamariki contact the mother, Izzy, who contacts Grandma to take the children as Izzy doesn't want OT involved.</p> <p>The family call a whānau hui and Izzy is challenged about drug use, care of the children and school attendance. Izzy agrees the children need to be cared for outside the home.</p> <p>The children have lived with Grandma previously off and on. It's agreed Grandma will take the younger two children; the older child will live with their Great-Uncle as it's closer to school and he responds well to the structure in that home.</p> <p>The Grandma applies for Unsupported Childs Benefit for the two grandchildren who are now in her care.</p>	<p>Oranga Tamariki Decision</p> <p>Oranga Tamariki call Grandma who confirms she now has the children in her care. Oranga Tamariki close the case without completing an investigation as the Grandma has confirmed grandchildren are now her care.</p>
	<p>Case manager interview</p> <p>Case manager completes Unsupported Childs Benefit interview with Grandma: At the interview Grandma explains that the children's mother Lizzy had not been taking good care of her children. For example children not attending school. The matter was referred to OT, but after OT spoke to her (Grandma) and found out that the children were now in her care after a whānau hui, they did not proceed with an investigation. Grandma has no documentation from OT.</p> <p>Grandma provided confirmation letter from the school that the two grandchildren had not been attending regularly and they were concerned. Grandma also shared with case manager that the grandchildren have been attending school since being with her.</p> <p>Her daughter cannot provide financial assistance, the father of the children is unknown as far as Grandma is aware and has not been involved at with the children. When asked about the relationship between Lizzy and her children Grandma said the children love their mother, but she is not a good caregiver, she thinks most of the time about herself and not the children.</p>
	<p>Case manager decision</p> <p>Case manager determines that they will need to refer this case to the Independent Provider for them to determine if a family breakdown exists as the only evidence is from the school around absences concerns. There is no evidence provided from OT as they closed the case without investigating further.</p>
	<p>Recommendation from Independent provider</p> <p>After speaking with Izzy, Grandma and Great-Uncle, the independent assessor determines that a Family Breakdown has occurred and sends through the report.</p>

Family Breakdown – No referral to Independent Provider needed – Dylan and Aunty Sarah

Situation

Aunty Sarah has taken care of Dylan for the past month and has applied for Unsupported Child's Benefit, as she is unable to financially support Dylan due to her own commitments.

Dylan is from his mother, Jenna's, first relationship. She confirms that she's not managing Dylan well and that the situation would escalate if he remains in her care – either she or Dylan would be hurt.

Dylan has attempted to live with his father, Wira, but this didn't go well and he doesn't get on with his step-mother. Wira doesn't want Dylan to live with him again because he believes it would put his new family at risk. Dylan has recently been diagnosed with ADHD with assessments indicating he may be on the Autism Spectrum.

Aunty Sarah

Aunty Sarah has no other children living with her and gets along well with Dylan.

His behaviour has improved since living with Aunty Sarah, and supports the new arrangement. Any change of school at this point would be very disruptive. Aunty Sarah advises Dylan's teacher appreciates the time she puts in to getting Dylan to school.

Aunty Sarah provides evidence from Dylan's doctor of his condition and confirmation that Sarah should remain Dylan's caregiver as there has been improvement from when he last saw Dylan three months prior to Sarah taking over his care. A change would cause Dylan to become unsettled and he may act out with violent tendencies.

Aunty Sarah provided a letter from Dylan's mother (Jenna) stating that she is fearful of what she may do and is not in a state of mind to continue care of Dylan and a copy of a letter Jenna's doctor wrote to Jenna about her mental well-being. Jenna gave permission in her letter for Aunty Sarah to provide these two letters to Work and Income.

Case manager interview

Case manager completes UCB interview with Aunty Sarah.

Finds out Jenna (Dylan's mother) is unable to provide financial support and does not feel capable of caring for Dylan. His father is unwilling to provide care and also financial support due to his own family commitments. Dylan does not want to go back to his mother or his father. He does not get on with them and he is angry when around them.

Also obtains verification from Dylan's doctor, Jenna's doctor and Jenna's letter.

Case manager decision

Case manager determines that sufficient evidence has been provided for a decision to be made regarding Aunty Sarah's application for UCB and **does not need to refer the case to an Independent Provider.**

Both parents cannot provide full-time care for Dylan and cannot support Dylan financially. Based on the evidence provided Aunty Sarah will be granted UCB for Dylan as there is a family breakdown.

Family Arrangement – Lilly and her grandparents

Situation

Lilly and her parents, Shelz and Gavin, lived with Gavin's parents before moving into their own home when Lilly was 10.

Lilly doesn't like sharing a room with her sister and has returned to live with her grandparents. She enjoys a close relationship with her grandmother and likes spending time with her.

The grandparents' home is better located for sports activities and her friends.

Both parents confirm they can financially support Lilly living with her grandparents.

Shelz and Gavin

Lilly and Shelz sometimes argue but it seems to be normal adolescent behaviour. Lilly often goes to her parents' home to spend the night. She was there the previous night for her sister's birthday.

Shelz and Gavin both support Lilly living with her grandparents. They confirm it's crowded in their home, but Lilly could return if she wanted to. The parents are paying all Lilly's school fees, however when needed they will be able to provide financial support to Gavin's parents.

Case manager interview

Case manager completes UCB interview with grandmother who has applied for UCB.

When asked about financial assistance from Lilly's parents grandmother said Shelz and Gavin were OK with helping them out if needed. But a friend said she should apply for Unsupported Childs Benefit. Grandmother is OK to ask for money when needed but as Lilly lives with them she does not want to ask all the time. When case manager asked if asking all the time would be an issue with Lilly's parents, grandmother said no it wouldn't be.

When asked about Lilly's relationship with her parents, grandmother said it was fine she loves her parents she just wants her own space and it's great they are closer to Lilly's sports facilities and her friends. When asked who takes Lilly to her sports, grandmother said sometimes she or grandpa does, and when they can't, her mum or dad.

Case manager decision

There is **no breakdown in the relationship** Lilly has with her parents. Lilly's parents are able to provide financial support for her. Lilly's grandmother does not qualify to receive UCB. UCB is declined as there is no family breakdown.

Family Breakdown – No referral to Independent Provider needed – Bobbi-Jo

Situation

Bobbi-Jo, her brother and her sister were removed from their father, John, after intervention from Oranga Tamariki. Concerns were raised about the father's meth habit, and that he had hit the sister. The children's mother, who also struggled with drugs, had left two years previously. Bobbi-Jo, then 12 years old went to live with her Great Aunt Zarrah and UCB was granted. OT evidence provided Bobbi-Jo was to live with Zarrah who would provide full-time care.

John recently completed rehab and has restarted contact with Bobbi-Jo. John has a new partner and baby and wanted Bobbi-Jo to come back to his care. After an OT family group conference, decision was made that John and his partner were capable of caring for Bobbi-Jo full-time. Bobbi-Jo is now 14 years old. Zarrah advised Work and Income and her UCB was cancelled.

After moving in with her father John, Bobbi-Jo started complaining about his parties and drinking. His new partner would butt-in saying to her to keep her mouth shut that it was none of her business. Then full blown arguments started between Bobbi-Jo and her dad's new partner. Bobbi-Jo was punched when they argued one time. Bobbi-Jo has been threatened by dad's partner and he has done nothing to help his daughter.

Bobbi-Jo had enough after the last argument she had with both her dad and his partner. She rang Zarrah to come and get her.

Bobbi-Jo, Dad and Zarrah

The day after picking up Bobbi-Jo again, Zarrah rang OT and a few weeks later OT called a family group conference. At the conference, John said Bobbi-Jo was difficult, didn't listen, and got into conflict with the partner; that she was jealous of the baby.

Bobbi-Jo responded that was not true. She was not jealous of the baby. It was the parties and drinking and being told it was none of her business. It was hard for her to study and do her school-work. She was often left to care for the baby while the parties went on to early hours of the morning.

After a lot of blaming and finger pointing by John, his partner and Bobbi-Jo, John told OT he didn't want anything to do with Bobbi-Jo anymore. He would rather focus on his baby and his partner. Bobbi-Jo can do what she wants. Also, he cannot give any money to support her.

Bobbi-Jo asked to be put in the care of her Great Aunt and Zarrah agreed to have full-time care of her.

Case manager interview

Three months after UCB was cancelled, Zarrah re-applied for UCB. Bobbi-Jo was back in her care as Bobbie-Jo had a fall out with her dad and his new partner.

Case manager completed UCB interview.

Verification was provided to the case manager of the OT family group conference outcome which verified the decision and breakdown in Bobbi-Jo's relationship with her dad and his partner.

Case manager asked about Bobbi-Jo's mother. Zarrah said Bobbie-Jo's mother hadn't been in the picture for years and they didn't know her whereabouts.

Case manager decision

Zarrah qualifies to receive UCB for Bobbi-Jo again as it has been determined through **verification received from OT a family breakdown has occurred** and no financial support was to come from Bobbi-Jo's dad.

Family Breakdown – No referral to Independent Provider needed - Millie

Situation

Millie moved in with her grandmother when she was six. Millie's mother - had severe mental health, and Millie's father is unknown. Through the family courts a decision was made that full-time care arrangements for Millie would go to her grandmother due to the mental health of Millie's mum who could not care for Millie.

Grandma was diagnosed with cancer two years ago. Her daughter, Hera, moved in to support both Grandma, who appointed Hera as an agent, and Millie. It was decided that Grandma would move to a rest home.

Grandma, Hera and Millie discussed the situation and agreed that Hera would continue to care for Millie.

Millie and Hera

Hera and Millie attend a family court hearing. It was determined by the court that Millie had a stable life with Grandma and there was no need for agency involvement. There were no objections to Millie's care being transferred to Hera.

Hera applies for UCB for Millie.

Case manager interview

Case manager completes the UCB Interview for Hera and obtains verification from the family court of transfer of care for Millie.

Also confirms that no financial support is provided for Millie.

Case manager decision

This can be considered as transfer of caregiver. The **original family breakdown remained in place** and the current situation was about a transfer of care, there is no requirement for a Family Breakdown Assessment by the Independent Provider.

Family Reconciliation Counselling (FRC) UCB Referral Process

Information about Family Reconciliation Counselling, how to determine when FRC is appropriate and a step by step process for arranging FRC UCB

Work and Income can pay for a maximum of 6 FRC sessions where:

UCB has been granted because there has been a serious breakdown in the child's relationship with their parents.

UCB hasn't been granted as there is no serious relationship breakdown, but the independent assessment provider has recommended FRC

Generally, the FRC provider will issue a report when the counselling sessions have been completed, or will let us know if the client hasn't come to their appointment.

Stage	Steps	Tools & Forms
Determine whether Family Reconciliation Counselling (FRC) is the best option	<p>1. Where UCB has been granted, Work and Income will pay for FRC if:</p> <ul style="list-style-type: none"> all parties are willing to participate in FRC the parent/s want to have the child return home and the child is not at risk. <p>Where there is no serious relationship breakdown, but the Independent Assessment Provider for family breakdown has recommended FRC, Work and Income may consider paying for sessions where:</p> <ul style="list-style-type: none"> UCB has been declined as there is no relationship/family breakdown and a breakdown is likely to occur and all parties are willing to participate. <p>The case manager will determine whether FRC is the best option for the child and their family taking the Independent Assessment provider recommendations into account.</p> <p>If the reason for FRC doesn't fall into one of the above categories, Work and Income won't pay for counselling.</p> <p>If the case manager identifies the child is at risk of harm or injury, observes behaviour that raises concern, or the client discloses family violence, follow the process for reporting child abuse [http://doogee.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/client-info-sharing/child-abuse-reporting.html] and discuss this with a manager.</p>	
Approval	<p>2. If the case manager decides that FRC is the best option they must get the service centre manager or Director, Service Delivery Partnerships and Programmes to approve this in writing (this can be an email).</p> <p>Once the case manager has approval from the service centre manager or Director, Service Delivery Partnerships and Programmes they can refer the child and family to FRC.</p>	
Complete Provider Referral	<p>3. Barnardos is the contracted provider for FRC.</p> <p>Complete the 'UCB Family Reconciliation Referral form'. From within the caregiver's record select the Actions menu icon and select 'New letter'.</p>	

Stage	Steps	Tools & Forms
	<p>4. In ECS, enter N/A in any fields that are not applicable and select 'View draft'.</p> <p>5. Email the electronic copy of the referral form by selecting the email icon (envelope). You will get a pop up box and select 'Send copy'.</p> <p>Add Barnardos' email address: FBAHUB@Barnardos.org.nz [mailto:FBAHUB@Barnardos.org.nz].</p> <p>6. Close ECS and a copy of the referral is saved to Launch Correspondence.</p> <p>Barnardos will contact the family members to organise FRC.</p>	
Note CMS	<p>7. Add a Client Event note to the caregiver's record detailing the actions taken.</p>	
Paying the Provider	<p>8. On behalf of Work and Income, the case manager will confirm agreement to pay FRC to a maximum of six sessions per family.</p> <p>Payment of the FRC fees is a departmental cost met by National Office and paid by National Contracts.</p>	
Report from the Provider	<p>9. Barnardos will provide a report at the completion of the counselling sessions or will advise if the parent/s and/or child has failed to attend.</p> <p>The purpose of FRC is to enable the child to return home to their parent/s.</p>	
Child returning to parent/s	<p>10. If the outcome of FRC is that the child is returning home, contact the caregiver to find out when this will occur. The UCB for the caregiver will need to be cancelled.</p> <p>Please follow up with the parent/s of the child that they are aware of any financial assistance they may be due.</p>	<p>Permanent return to parents care [http://doogle/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/changes-and-reviews-ob-and-ucb/permanent-return-to-parents-care-01.html]</p>
Child not returning home	<p>11. If the outcome of the FRC is that the child is not returning to their parent/s care, you will need to note this in the caregiver's Client Event.</p> <p>There is no further action needed if this is the case.</p>	

School and Year Start-up Payment

This page outlines information on how the School and Year Start-up Payment is processed.

On this Page:

Latest News

Application dates

Applications for the 2025 School and Year Start-up Payments (SAYSUP) will be available from Monday the 13th of January until Friday the 28th of February 2025. The payment is available to carers receiving Orphan's or Unsupported Child's Benefit and will help with pre-school or school-related costs. The amount paid depends on the age of the child. Clients will be sent a reminder letter via email or through the post.

Please ensure you remind eligible clients that they can start applying for this payment from the 13th of January until the 28th of February 2025. Late applications will be accepted if there is good and sufficient reason for missing the deadline.

Go to the [Work and Income website School and Year Start-up Payment page \[http://www.workandincome.govt.nz/products/a-z-benefits/school-and-year-start-up-payment.html\]](http://www.workandincome.govt.nz/products/a-z-benefits/school-and-year-start-up-payment.html)

How does a client apply for School and Year Start-up Payment?

Please note: School and Year Start-up Payment (SAYSUP) is either paid automatically or processed by Central Processing Unit. Case managers should not be granting these payments.

SAYSUP is a non-taxable, non-recoverable one-off payment for clients receiving OB or UCB.

Clients can apply for SAYSUP each year between the first Monday after 10 January and the last day of February. If a client wishes to apply, they will need to complete an application via the Work and Income website. There will be no paper applications, all applications must be completed online. If clients do not have access to the internet, they can use the kiosks located at service centres to apply online. If a client requires support to apply online, you can help them complete their application at the kiosk.

Clients need to ensure that they enter the child's name and date of birth exactly as it appears in SWIFTT. The children they are receiving OB/UCB for will be stated on a School and Year Start-up Payment letter including their dates of birth.

How is School and Year Start-up Payment paid

Once the client submits their online application the system will automatically process the School and Year Start-up Payment.

If the system cannot automatically pay the School and Year Start-up Payment, the client record will be exceptioned and will be manually processed by Central Processing Unit.

Where the client's OB/UCB is not current (suspended, registered, expired, cancelled), the School and Year Start-up Payment cannot be paid.

Note: the client is welcome to make a new application if their OB/UCB is made current again within the School and Year Start-up Payment application window.

Clients are required to list all of the OB/UCB children that they want to include in their application for the School and Year Start-up Payment. If an OB/UCB child is not listed on the application, the School and Year Start-up Payment will not be paid for that child.

Client has applied for multiple children

A client can apply for SAYSUP for multiple children on the same online application form. There may be instances where the system automatically pays SAYSUP for some children and other children are exceptioned meaning the payment will be manually processed by Central Processing Unit for those children.

In these cases, the client will receive the automatically paid SAYSUP first and the manually paid SAYSUP on a different day. Payment will be made for all eligible children within 10 days.

Clients applying after the application window has closed

Clients are required to apply for SAYSUP between the first Monday after 10 January and the end of February each year. However,

where there is a good and sufficient reason, applications may be considered after the closing date.

If a client makes contact to submit a late application for School and Year Start-up Payment, you should:

advise the client that the application window has closed, and their application will only be considered if there is a good reason for not applying within the application window.

If the client still wishes to submit their application and they believe they have a good and sufficient reason for applying late, you should:

print a manual SAYSUP application form from doogle which will only be available on doogle after the application window closes

create a 'School and Year Start-up Payment - Application' client event

scan the completed application form and link to the client event

assign it to 'Central Processing Unit Ready for Processing' work queue for Central Processing Unit to manually process.

Good and sufficient reasons may include, (but are not limited to):

death of a close relative

severe illness or hospitalisation of client or family member

essential overseas travel.

Where a child comes into care after the last day of February and has costs associated with starting a new school, this can be considered as a good and sufficient reason up until the end of the school year.

[SAYSUP late application form \(PDF 171.04KB\)](#) [<http://doogle/documents/resources/helping-clients/forms-templates/work-and-income/forms/school-and-year-start-up-payment-late-application-s53w.pdf>]

Viewing School and Year Start-up Payments

All payments made for the School and Year Start-up payment can be viewed in the SPYHI screen in SWIFTT.

To view details of the payment:

select the UCB/OB service in SDETI

go to the SPYHI screen

enter the relevant record number

enter 'INQ'

the SPYDI screen will display which will show details of the payment made.

[School and Year Start-up Payment rates](https://www.workandincome.govt.nz/products/a-z-benefits/school-and-year-start-up-payment.html#null) [<https://www.workandincome.govt.nz/products/a-z-benefits/school-and-year-start-up-payment.html#null>]

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Establishment Grant

This page outlines information on how the Establishment Grant is processed.

On this Page:

How is the Establishment Grant paid?

Please note: Establishment Grant is either paid automatically or processed by Centralised Services. Case managers should not be granting these payments.

The Establishment Grant is a non-taxable, non-recoverable one-off payment of \$350 per child, which is made to carers who are granted OB or UCB for a child. The client or partner can only ever receive the Establishment Grant once for each OB/UCB child.

From 1 December 2014 when OB/UCB is granted or a new child is included in the client's current OB/UCB, the Establishment Grant will be automatically paid directly to the client's bank account.

You will need to inform the client verbally that they will receive the Establishment Grant, what it is for, the amount of the grant and when the payment is expected to be made.

If the system cannot automatically pay the Establishment Grant the client record will be exceptioned and will be manually processed by Centralised Services.

The Establishment Grant payments will be made directly to the client's bank account within three days.

SCHIE Screen

When granting OB or UCB or when a new child is included into OB or UCB, a 'Y' or 'N' will need to be entered into the 'Oranga Tamariki Home for Life (OB/UCB)' field on the SCHIE screen in SWIFTT (as per the following screenshot).

The screenshot shows the SCHIE screen in SWIFTT. The title bar indicates 'SWIFTT - SUAT9 - Windows Internet Explorer'. The main window has a blue background with white text. At the top, there are three fields: 'SCHIE00000317DEC141412', 'ESTOPARE', and 'SUAT9'. Below these is a header bar with the text 'CHILD INCLUSION/EXCLUSION'. The form contains several fields: 'Client :', 'Child :', 'Action', 'Date received' (with a value of '000000'), 'Effective date' (with a value of '000000'), 'Reason for exclusion' (with a value of '000'), and 'CYF Home for Life (OB/UCB)' (with a checkbox). The 'CYF Home for Life (OB/UCB)' field is highlighted with a red rectangle. At the bottom, there are several buttons: 'f1 SCHI', 'f2 SNSRA', 'f3 SSUPI', 'f4 SDT1A', 'f5', 'f6 NDTA', 'f7 LSUM', and 'f8 CSAAC'. Below these buttons is a 'Next activity' field and a 'SUCCESSFUL ENTRY' message. A 'Six Copy' button is also visible.

If a 'Y' is entered into this field the Establishment Grant will not be paid.

When a Y or N has been entered into the field only Data Integrity Unit can change this.

Home for Life status is given to approved carers who have provided a permanent home to a child who was in the care of Oranga Tamariki. Home for Life is a support package which includes a lump sum payment of \$2,500 when they are first approved Home for Life status.

Carers with Home for Life status are not eligible for the Establishment Grant as the Home for Life lump sum payment is to help with additional increased costs as a result of a child coming into care.

[Home for Life doogle \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/home-for-life.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/home-for-life.html)

Once 'Y' or 'N' has been entered into the 'Oranga Tamariki Home for Life (OB/UCB)' field, this will show on the SCHI screen next to the child's name.

Viewing the Establishment Grant payments

All payments made for the Establishment Grant can be viewed in the SPYHI screen in SWIFTT.

To view details of the payment:

select the UCB/OB service in SDETI

go to the SPYHI screen

enter the relevant record number

enter 'INQ'

the SPYDI screen will display and show details of the payment made.

Content owner: [Work and Income National Office](#) Last updated: 29 November 2020

Extraordinary Care Fund

Carers can apply for a grant from the Extraordinary Care Fund to help support a child in their care who is experiencing difficulties that are significantly impacting on their development.

Overview [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/extraordinary-care-fund/ecf-overview.html>]

This page provides an overview of the Extraordinary Care Fund.

Process Flow Chart [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/extraordinary-care-fund/ecf-process-flow-chart.html>]

This page provides a flow chart of the Extraordinary Care Fund process.

Process Overview [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/extraordinary-care-fund/ecf-process-overview.html>]

This page provides a quick reference guide of the Extraordinary Care Fund process

Appointment [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/extraordinary-care-fund/ecf-appointment.html>]

This page explains the application and referral process for carers applying for the Extraordinary Care Fund.

Time Frame [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/extraordinary-care-fund/ecf-timeframe.html>]

This page provides an overview of the Extraordinary Care Fund time frame.

Secretariat [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/extraordinary-care-fund/ecf-secretariat.html>]

This page provides information on the role of the Secretariat in the application process for the Extraordinary Care Fund.

Expert panel [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/extraordinary-care-fund/ecf-expert-panel.html>]

This page provides information on the role of the Expert Panel.

Processing applications [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/extraordinary-care-fund/ecf-processing-applications.html>]

This page provides an overview of the processing of Extraordinary Care Fund applications.

Reconsideration of a decision [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/extraordinary-care-fund/ecf-reconsideration-of-a-decision.html>]

This page provides information on the Reconsideration of a decision process.

Centralised Services [<http://doogle/business-delivery/centralised-services/centralised-practice-work/extraordinary-care-fund.html>]

This page describes what actions are taken for Extraordinary Care Fund applications.

Permanent Care (known as Home for Life)

This page provides the process to follow for Permanent Care (known as Home for Life), when clients have been granted parenting or guardianship orders.

On this Page:

What is Permanent Care?

When children can't live with their own family, what makes the biggest difference are foster parents who provide a safe and stable home, stick by them through thick and thin, and let them know they belong.

Giving a child a home for life means she or he is no longer in the care of Oranga Tamariki. The caregiver becomes a home for life parent and in most cases they will become the child's legal guardian, often in addition to child's birth parents.

Permanent Care discussion

Each child who is moving into a new permanent home will have a social worker assigned to them from Oranga Tamariki or a contracted agency.

When considering a permanent placement, the caregiver and social worker will meet with you to discuss any income support available to the caregiver and any supporting documents required.

You need to consider whether the client is already getting ongoing assistance. If not, assess whether they qualify for assistance including Accommodation Supplement or other extra help to provide all the support we can have. Discuss the rates and address any concerns the caregiver may have.

Supporting documents required for Orphan's Benefit or Unsupported Child's Benefit include:

- the child's birth certificate
- the caregiver's passport or birth certificate
- a full bank statement for the caregiver
- the caregiver's IRD number
- the parenting or guardianship court order or the Confirmation of child status – Permanent Care
- the child's parent's names and contact details
- verification of any income the child receives

Note: Generally this meeting will take place before any court orders for financial support from Oranga Tamariki to the caregiver has been made.

Permanent Care application

Once the court hearing to grant parenting or guardianship orders in favour of the caregiver has been held, the caregiver and social worker will meet again with the case manager. During this meeting the caregiver may apply for income support.

Note: Caregivers must provide all the correct supporting documentation.

When applying for Orphan's Benefit or Unsupported Child's Benefit, caregivers must provide verification of the court order. Oranga Tamariki or their contracted agent should complete the Confirmation of Child Status – Permanent Care Template to support the application.

You will determine the caregiver's eligibility for income support and note in CMS any financial assistance ordered by the court to be provided by Oranga Tamariki.

What financial assistance should be considered?

If the caregiver is getting a main benefit you will need to talk to the client about any additional obligations in relation to the child now being included in their benefit.

Examples include but are not limited to:

- Unsupported Child's Benefit
- Orphan's Benefit
- Child Disability Allowance

Disability Allowance

You will need to check the caregiver is getting help from us and assess in line with processing standards.

If you need help to determine whether income should be chargeable for benefit purposes, contact Helpline or your Regional Solicitor.

Oranga Tamariki child discharged to caregiver

Where Oranga Tamariki has had care, custody or sole guardianship of a child but the child is now in the legal custody of a foster carer, the child is considered to be in a permanent placement. This is referred to permanent care.

[MAP - Oranga Tamariki Child discharged to caregiver \[http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-child-discharged-to-caregiver.html\]](http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-child-discharged-to-caregiver.html)

[MAP - Process for children in permanency \[http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/process-for-children-in-permanency-01.html\]](http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/process-for-children-in-permanency-01.html)

Oranga Tamariki order in place

The following table identifies when Unsupported Child's Benefit can be paid and when it cannot, depending on the type of order in place and the section of CYP & F Act that applies.

Refer a case to your local solicitor if indicated by the table, or if it is possible to either pay or not pay under the relevant section (eg section 86 or 91). Please read the relevant section carefully.

[MAP - Oranga Tamariki order in place \[http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-order-in-place.html\]](http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-order-in-place.html)

Content owner: [Work and Income National Office](#) Last updated: 29 November 2020

UCB/OB Caregiver applies for an Advance, RAP or SNG

This page contains Helpline tips information for Work and Income staff processing a caregiver of Unsupported Childs Benefit/Orphans Benefit (UCB/OB) who has applied for an Advance Payment of Benefit, Recoverable Assistance Payment (RAP) or a Special Needs Grant (SNG).

The caregiver is subject to the income and asset test like every other client when an application for an Advance, RAP or Special Needs Grant is made.

UCB/OB children are considered dependent children for SNG, RAP or Advance Payment of Benefit. Therefore, the appropriate income and/or asset test of a client with dependent children must apply.

Assistance for the child's needs

The caregiver who is receiving the UCB or the OB may apply for an Advance Payment of Benefit or SNG for items needed for the child or children in their care. The Advance Payment of Benefit or Special Needs Grant can be processed under the UCB or OB record in the usual manner.

NOTE: do not register a non-beneficiary record in these situations.

Assistance for the client's needs

When the client requires assistance for themselves and not for the child's needs consider a Special Needs Grant, Recoverable Assistance Payment or Advance Payment of Benefit if they are receiving another main benefit.

You must register a non-beneficiary record if the client is not receiving a main benefit to pay RAP or SNG in respect of assistance for themselves and not the child.

For more information see in MAP:

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

[Special Needs Grant \[http://doogle/map/income-support/extra-help/special-needs-grant/introduction.html\]](http://doogle/map/income-support/extra-help/special-needs-grant/introduction.html)

[Recoverable Assistance Payment \[http://doogle/map/income-support/extra-help/recoverable-assistance-payment/index.html\]](http://doogle/map/income-support/extra-help/recoverable-assistance-payment/index.html)

If you have any further questions please contact us at:

[Helpline \[http://doogle/helping-you/policy-helpline/helpline/index.html\]](http://doogle/helping-you/policy-helpline/helpline/index.html)

Unsupported Child's Benefit Application process for Young Parent Payment clients

This page provides the Youth Service Support Unit (YSSU) with the process to follow when Young Parent Payment (YPP) clients apply for Unsupported Child's Benefit (UCB) and the referral process to an Independent Assessment Provider.

Stage	Steps	Tools & Forms
Application Process for UCB for YPP clients	<p>1. All YPP clients who apply for UCB must submit their application through their service provider or specialist case worker. The service provider or specialist case worker will scan and upload the application form and any supporting documentation into ART or CMS for the Youth Service Support Unit (YSSU) to process.</p> <p>In every application for UCB YSSU will:</p> <ul style="list-style-type: none"> determine if the YPP client meets the basic qualifications for UCB (age, residency, whether there is another parent able to provide care etc) contact the YPP client to discuss what the child's circumstances are and if a breakdown in the child's family has occurred (for more information on talking to the YPP clients see step 2) advise the client that in all cases, except where Oranga Tamariki documentation has established a family breakdown the YPP client and child will be referred to an Independent Assessment Provider <p>Note: if the child has recently been discharged from Oranga Tamariki care and they do not have written confirmation, the central processing officer must ring the Oranga Tamariki Contact Centre on 0508 FAMILY to obtain confirmation or by emailing contact@ot.govt.nz [mailto:contact@ot.govt.nz].</p>	<p>MAP - Unsupported Child's Benefit [http://doogole/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/index.html]</p>
Talking to the YPP client	<p>2. The central processing officer must contact the YPP client to obtain further information on the following:</p> <ul style="list-style-type: none"> the reason for the application for UCB? (e.g. what is the event or situation that prompted the YPP client to apply for UCB, i.e. family breakdown between the child and parent(s) or their sibling(s)) how or who was financially maintaining the child immediately prior to the application for UCB? (e.g. living with parents) is the child financially dependent on the YPP client? (e.g. are the child's parent(s) able or willing to provide some financial support, if not, why?) 	

Stage	Steps	Tools & Forms
Independent Assessment Provider	<p>3. In most cases refer the YPP client and child to an Independent Assessment Provider for a Family Breakdown Assessment report.</p> <p>For the step by step process to refer a YPP client to an Independent Assessment Provider see the link in Tools and Forms.</p> <p>The Independent Assessment Provider report should explain relevant details of the relationship breakdown including:</p> <ul style="list-style-type: none"> the provider's contact or attempts to make contact with the parents who the relationship breakdown is with how long the client has been experiencing a breakdown a brief history a risk assessment why the child has moved from home what has been tried what contact the child has had with their parents or other family members could any change facilitate a return home and a recommendation for reconciliation counselling (if appropriate). <p>The report must include the above details. If not, then refer back to the</p>	<p>Referral process to an Independent Assessment Provider for YPP clients applying for UCB [https://teamsite.ssi.govt.nz/resources/helping-clients/products-services/work-and-income/youth-services/ypp-client-ucb-referral-process-to-an-independent-assessment-provider.html]</p> <p>Youth Payment - Family Breakdown [https://doogle.ssi.govt.nz/map/youth-service/youth-payment/family-breakdown-01.html]</p> <p>Young Parent Payment - Family Breakdown [https://doogle.ssi.govt.nz/map/youth-service/young-parent-payment/family-breakdown-01.html]</p>

Stage	Steps	Tools & Forms
	<p>Independent Assessment Provider. Ensure any additional information from the Independent Assessment Provider is in writing and is kept with the original report.</p> <p>It shouldn't take more than five working days, or within a timeframe agreed to by YSSU and the Independent Assessment Provider, for the report to reach YSSU.</p> <p>If there are any concerns about the timeframe for reports to reach YSSU that cannot be resolved, YSSU should contact Work and Income National Contracts Team.</p> <p>When the report is received from the Independent Assessment Provider, you must record a Client Event note in CMS and where appropriate upload the report to ART for the provider.</p> <p>Parents who live in another area</p> <p>When the parents of the child are living in another area from the YPP client, a joint Independent Assessment may be undertaken.</p> <p>In this situation the YPP client's Independent Assessment Provider office will contact the parents and give them the option to meet with an assessor in their area, and the following could happen:</p> <ul style="list-style-type: none"> • If the parents choose not to have a meeting, the YPP client's assessor will conduct an interview over the phone • If the parents choose to have a meeting, the Independent Assessment Provider will arrange a meeting in the parents' area <p>The Independent Assessment Provider in the YPP client's area will contact YSSU to inform them about:</p> <ul style="list-style-type: none"> • the date the client was interviewed • timeframe for the parents' interview and • timeframe for the full report. • Following the parents' interview, a report is forwarded to the client's Independent Assessment Provider who considers the information and includes it in their report. 	
Independent Assessment Provider - Recommendations and Disputes	<p>4. The information contained in the assessment report will assist central processing officers to</p>	

Stage	Steps	Tools & Forms
	<p>decide if UCB should be granted or declined.</p> <p>If you have concerns about the recommendations made by the Independent Assessment Provider you should follow the steps below:</p> <ol style="list-style-type: none"> 1. Give an objective account of your concerns to the Independent Assessment Provider assessor and ask for reasons behind their recommendation. Additional information should always be documented 2. If you need further help to decide, discuss the case with your Technical Officer. <p>Service provided by the Independent Assessment Provider</p> <p>If you have any concerns about the service provided by the Independent Assessment Provider (including their practise and procedures), discuss this with your manager. Where possible issues should be resolved between YSSU and the Independent Assessment Provider.</p> <p>If the issue cannot be resolved, or if you have any queries, contact Work and Income National Contracts Team.</p> <p>Requests to access the report</p> <p>The Independent Assessment Provider report remains confidential to Work and Income and the service provider or specialist case worker if UCB is granted.</p> <p>If a parent or client requests a copy of the Independent Assessment Provider report, they must make this request to Work and Income.</p> <p>Generally the information that can be released to a person is the information that contains personal information about them. Information about the client should not be released to the parent and vice versa without first discussing with Contact Centre Operations Team at National Office.</p> <p>Sometimes it is difficult to decide what information is about the YPP client or child and what information is about the parent.</p> <p>When considering releasing information from the report you must</p>	

Stage	Steps	Tools & Forms
Family Reconciliation Counselling	<p data-bbox="427 117 779 176">first consult the Contact Centre Operations Team.</p> <p data-bbox="365 222 841 340">5. Relationship Service Whakawhanaugatanga (RSW) is the provider for Family Reconciliation Counselling.</p> <p data-bbox="427 373 870 491">A maximum of six sessions can be paid for if UCB has been granted as a result of a serious breakdown in the client's relationship with their parents.</p> <p data-bbox="427 525 841 583">Work and Income can pay for Family Reconciliation Counselling where:</p> <ul data-bbox="397 600 837 802" style="list-style-type: none"> • UCB has been granted • all parties are willing to participate in Family Reconciliation Counselling • the parents want to have the child return home and • the child is not at risk. <p data-bbox="427 827 870 1003">A maximum of six sessions can be paid for where the assessment provider has not recommended granting UCB because there is no relationship breakdown, but have recommended Family Reconciliation Counselling.</p> <p data-bbox="427 1024 837 1083">Work and Income can look at paying for the sessions where:</p> <ul data-bbox="397 1100 854 1268" style="list-style-type: none"> • UCB has been declined as there is no serious relationship breakdown • a relationship breakdown is likely to occur and • all parties are willing to participate. <p data-bbox="427 1289 854 1436">If the reason for Family Reconciliation Counselling does not fall in the above categories, it is not appropriate for Work and Income for pay for the counselling.</p> <p data-bbox="427 1457 863 1604">Generally the Family Reconciliation Counselling provider will provide a report at the completion of the counselling session or will advise if the client has failed to show.</p> <p data-bbox="427 1625 863 1894">When YSSU receive the report from the Family Reconciliation Counselling provider, central processing officers must record that the report has been received in Client Event notes in CMS, and where appropriate upload the report in ART for the service provider or specialist case worker.</p>	<p data-bbox="941 222 1503 361">Referral process for Family Reconciliation Counselling [http://doogie/resources/helping-clients/products-services/work-and-income/youth-services/family-reconciliation-counselling-for-yp-or-ypc-clients.html]</p>

UCB application received by case manager

Discussion with caregiver about the breakdown in the child's family.
UCB Interview sheet completed

Parental involvement is mandatory unless care and protection issues identified or discharged from CYF/ home for life.

Check if evidence exists for family breakdown

No

Arrange Independent Assessment appointment and send the UCB assessment referral form.

Family Breakdown Assessment Report received with recommendation

Yes

Decide eligibility for UCB
Request approval from SCM

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Social obligations - helpful links

Social obligations - helpful links

[Overview](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/overview.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/overview.html>]



This page provides you with information about social obligations, who has them, how clients know they have social obligations and OBMAN.

[Actively engaging with clients](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/regular-engagement-and-support.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/regular-engagement-and-support.html>]



This page provides you with information about regular engagement and support for clients who have social obligations.

[Contact steps](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/contact-steps.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/contact-steps.html>]



This page provides you with information about the individual 'Contact Steps' for clients who have social obligations.

[End to end process when a client fails their social obligations](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/social-obligations-failure.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/social-obligations-failure.html>]



This page provides you with information about initiating a failure, re complying, sanctions, disputes and reviews for social obligations.

[Change in circumstances affecting social obligations](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/what-happens-when-a-client-changes-circumstances.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/what-happens-when-a-client-changes-circumstances.html>]



This page provides you with information about clients with social obligations who have a change to their circumstances.

[Other circumstances affecting social obligations](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/allegations.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/allegations.html>]



This page provides you with information about the other circumstances where you might engage with clients about social obligations.

[OBMAN](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/obman/index.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/obman/index.html>]



This page provides you with information on the Obligations Management (OBMAN) system and links to the user guide.

[Social obligations - FAQs for staff \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/social-obligations-faqs.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/social-obligations-faqs.html)



This page provides you with social obligation questions and answers about the policy, practice and systems.

Content owner: [Work and Income Operational Support](#) Last updated: 29 November 2020

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Unsupported Child's Benefit interview form



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

This interview form needs to be completed with all Unsupported Child's Benefit applications. It helps to find out:

- if a breakdown in the child's family has taken place
- whether the parents are able but unwilling to provide full support for the child
- why (due to the breakdown) the child's natural, adoptive or step-parent is unable to provide fully for the child
- the period the parent(s) are unable to provide fully for the child
- how long the caregiver is likely to have the child in their care
- what the caregiver's responsibilities are.

Please try to write as much of the applicant's or young person's own words as possible.

Applicant's details

1

What is the applicant's client number? | |

2

What is the applicant's full name?

First and middle names

Surname or family name

3

What date was the applicant born?

Day Month Year

Child/Young person's details

4

What is the child/young person's full name?

First and middle names

Surname or family name

5

What is their date of birth?

Day Month Year

Family Breakdown

6

Why can't the child/young person live with their mother?



Please explain what's happened

7 **INFORMATION FOR Q7:**
This will help us understand the timeframe for the family breakdown.

7

When did the breakdown with the mother occur?

--	--	--

Day Month Year

☐

Uncertain of the date



Tell us how long the situation has been going on

8 **INFORMATION FOR Q8:**
This will help us understand if the situation could be short term or a longer duration.

8

What steps (if any) have been taken to reconcile the breakdown with their mother?

9

Why can't the child/young person live with their father?

Please explain what's happened.

10 **INFORMATION FOR Q10:**
This will help us understand the timeframe for the family breakdown.

10

When did the breakdown with the father occur?

--	--	--

Day Month Year

☐

Uncertain of the date



Tell us how long the situation has been going on

11 **INFORMATION FOR Q11:**
This will help us understand if the situation could be short term or a longer duration.

11

What steps (if any) have been taken to reconcile the breakdown with their father?

Financial support

12

What financial support for the child was arranged when the care decision was made?

13

Why can't the mother financially support the child?

14

Why can't the father financially support the child?

Living with the caregiver

15

Is the living arrangement likely to change?

☐ No

☐ Yes



Tell us what would need to happen to bring about a change, and when it would be likely to happen?

16

How does the applicant describe the living arrangement?

☐ Boarding

☐ Renting

☐ Caregiving

☐ Uncertain



Please describe the arrangement below

17

When did the arrangement become permanent?

Day Month Year



Please provide more information below

INFORMATION FOR Q15:
This will help determine if the arrangement will be short or long term

Other support

18

Are there any other agencies supporting the child/young person, parents or caregiver?

☐ No

☐ Yes



Tell us which agencies are providing support

19

Has the applicant applied for Child Support?

☐ No

☐ Yes

Please ask the applicant to complete a Child Support application form as they're required by the Child Support legislation to apply for this.

20

Please provide any other information that may be helpful.

Declaration

The information I have given in this interview that has been documented above is true and complete.

I understand that the Ministry of Social Development may share information with an assessment provider to help to determine my eligibility for this assistance.

Young person's name (print)

Young person's signature (if aged 14 years or over)

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

Applicant's name (print)

Applicant's signature

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

Interviewer's name (print)

Interviewer's signature

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

How to handle requests for personal information

This page explains what 'personal information' is, people's rights to access their personal information, and the process for handling access requests. You can find templates to help you manage requests under 'Related links'.

On this Page:

What is 'personal information' about someone?

Personal information is information which tells us something about a specific individual. The information doesn't need to name the person if they're identifiable in other ways.

At te Manatū Whakahiato Ora (MSD) we hold many different kinds of personal information, such as: people's names, addresses and other contact details, birthdates, etc. We may also hold clients' medical, financial, and employment information, and information about their families and living situation.

This information is held in documents, emails, notes, and reports, and is stored in many places including CMS, EDRMS (Objective), physical files, and core systems like SWIFTT, TRIM, and HIYA.

A person doesn't need to be named for the information to be 'personal information'. If the information tells us something about them, and our systems can link it back to them, then it is personal information.

Official information is all information held by MSD.

People have a right to ask for their own personal information

Under the Privacy Act 2020, people are entitled to ask us:

whether MSD has personal information about them, and
for access to any personal information that we hold about them.

We call these 'access requests'.

Where MSD staff are requesting access to their personal information (or official information in a personal capacity), please see [this page \[http://doogee/business-groups/people-culture-strategy/maes/staff-information-requests.html\]](http://doogee/business-groups/people-culture-strategy/maes/staff-information-requests.html) for information on how to handle these requests.

Timing

Under the Privacy Act we have 20 working days to respond to access requests. The Office of the Privacy Commissioner's website has a [Response Calendar \[https://www.privacy.org.nz/your-rights/your-privacy-rights/\]](https://www.privacy.org.nz/your-rights/your-privacy-rights/) to help you work out the response due date on Privacy Act Requests.

There's a limited range of reasons for refusing an access request. For example, some of the information may not be provided if the information would endanger the life or health of the requester or another person. If we refuse an access request, we must still respond to them within 20 working days and let them know we are refusing their request. If you don't know whether the information can be released, or if you think there is a risk that the information might negatively affect the health or safety of the requestor or another person if we release it, whakapā mai at [PrivacyOfficer@msd.govt.nz \[mailto:PrivacyOfficer@msd.govt.nz\]](mailto:PrivacyOfficer@msd.govt.nz) for a kōrero (chat) and some advice.

It doesn't matter why they want it

People don't have to give us a reason for asking for access to their information. If it's about them, they're entitled to get it, unless the law allows us to say no.

They don't have to spell out what they want

People often ask for "all the information you have about me".

The Privacy Act doesn't require them to be more specific and people often can't be more specific because they don't know what we hold – that's why they're asking.

Talk to the requester

It's fine to have a kōrero with the person about what they need – that might be helpful for them. They may ask for all the information we hold about them, but in actual fact, they only want to know how we've calculated their benefit, or what records we have about their medical history.

By having a kōrero with them you might be able to narrow down the search parameters, which will make it quicker and easier for you to respond to them. But, if they want everything, we must consider their request.

They don't have to mention the Privacy Act

Requesters don't always mention the Privacy Act when they ask for their information. Sometimes they get it wrong and talk about the Official Information Act instead.

It doesn't matter. It's up to us to know that if they ask for information about themselves, then the Privacy Act applies.

Helpful links when responding to Privacy Act Requests

Requesting Call Recordings

To request call recordings (except when it's for NZ Police evidential purposes or security incidents), fill in the [Business Request for Call Recordings form](http://doogle/helping-you/msd-service-desk/forms-and-requests/business-request-for-call-recordings.html) [http://doogle/helping-you/msd-service-desk/forms-and-requests/business-request-for-call-recordings.html] on Doogle.

An analyst then burns the specified recordings onto a CD and courier it to the appropriate office/staff member to include with their reply.

You won't necessarily know the specific dates of the calls or the IDs/staff the requestor wants. In this case, just write the date range and any of the client's known phone number(s).

Requesting Emails

There's two parts to this process, depending on what we know about how the individual has been interacting with MSD:

When we know every staff member who would have sent or received emails about the client, we can reach out to the Windows Team in IT, who can carry out searches for relevant emails; or

When we don't know every staff member who has sent or received emails about the client, we can reach out to the Internal Integrity Team in Workplace Integrity, who can use the RAFT system to search for relevant emails.

When you need to know what members have accessed a client's record, use the [Audit Request Form](https://doogle.ssi.govt.nz/helping-you/msd-service-desk/forms-and-requests/audit-request-form.html) [https://doogle.ssi.govt.nz/helping-you/msd-service-desk/forms-and-requests/audit-request-form.html].

Requesting client information stored within M365

Some client information could be stored within Microsoft 365 (Microsoft Teams; One Drive; Exchange Online; SharePoint or other applications). Email the Information Group te Rōpū Whakamōhiōhio at [the Information Group](mailto:infohelp@msd.govt.nz) [mailto:infohelp@msd.govt.nz] for help extracting this information.

Templates for responding to requests for personal information

Some helpful templates for responding to an access request are linked on the right-hand side of this page.

Kia mahi tahi tātou ki te tiaki i te mōhiōhio o ngā iwi o Aotearoa!

Let's work together to steward the information of New Zealanders!



20 November 2025

M.R.M

fyi-request-31929-9d875fa7@requests.fyi.org.nz

Tēnā koe M.R.M,

Official Information Act Request

Thank you for your email of 26 October 2025, requesting information about the Orphans Benefit/Unsupported Childs Benefit application process and copies of Doogle pages included as links in your previous request.

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 separately below.

I have attached the Doogle pages outlined in **Appendix One** that were hyperlinked in the 'Orphans Benefit and Unsupported Child's Benefit Procedures' and 'Unsupported Childs Benefit Case Manager guidelines for interviews' documents released to you in your previous request.

Please note that some of the links contained in these documents lead to the Ministry's internal version of the Manuals and Procedures website which is identical to the public version. The documents and links in the Appendix are provided in order of when they appear in the two documents, starting with the 'Orphan's Benefit and Unsupported Child's Benefit Procedures' document

This can be found linked here: www.workandincome.govt.nz/map/. I have linked these pages below instead of providing them in a pdf format.

In relation to Task 3. "New Application appointment" reads; "UCB only: if the child is aged 14+ please encourage the client to bring them to the appointment as they'll both need to sign the UCB interview sheet." I understand this to mean that there is nothing in law that says a UCB applicant "must" bring the child who is the subject of the application with them to the appointment. Please can you confirm or deny this, and also provide me with a copy or copies of the relevant internal policy or similar document/s. In addition, it is possible / permissible for a UCB applicant to be e-mailed or posted a blank UCB interview sheet for completion by them at their home, then have the child who is the subject of the application sign it there, and subsequently have the applicant bring the completed and signed form to the appointment? Again, please also provide me with a copy or copies of the relevant policy or similar document/s.

Unsupported Child Benefit (UCB) is considered a main benefit. The requirement to attend a face-to face appointment, is part of the application process. The Ministry has an obligation to investigate applications including the person's eligibility for any assistance. A discussion at a face-to-face appointment ensures the Ministry is interviewing the correct person.

The Ministry also has a responsibility to consider all a client's needs and whether there are any risks to children or young people in the care of a caregiver, which is why a child or young person is requested to attend the UCB application. The requirement that a child over 14 who is included in an application for UCB is not set out in legislation.

In relation to Task 4. "Complete the Request Screen" reads as follows:

- *Note the request screen*
- *Verbally advise the client of the 20 working day rule*

Don't send the request letter (unless the client requests the letter or you have not advised the 20 working day rule).

Please provide me with the following information related to an application for UCB;:

1. *What is the meaning of a "request"?*
2. *What is the purpose of a "request"?*
3. *What is the "20 working day rule"?*
4. *How could it happen that a client is not verbally advised of the "20 working day rule"?*
5. *Is there an alternative way to advise a client – other than verbally – of the "20 day working rule"?*
6. *How important is the "20 day working rule" to a client's application being granted or declined?*
7. *Is it possible for a client's application to "lapse" if they have not been verbally advised of the "20 working day rule"?*
8. *Is it possible for a client's application to "lapse" if they have not been advised – other than verbally – of the "20 working day rule"?*
9. *Why should a "request letter" not be sent to a client unless they request it?*
10. *How would a client know to request a "request letter" if they are not told they can or must request a "request letter"?*

The request screen records a clients request for financial assistance. It is a initial record of a request for financial support and saves the date of this initial contact which is then used as the starting point for any payments the client may be deemed eligible for.

The 20-working day rule is covered both on the Manuals and Procedures website (linked above) and within the Social Security Regulations 2018 Section 166 (3)(a). An application form and any supporting evidence must be provided by the client and received by the Ministry within 20-working days days after the clients first contact or the application will lapse. This period can be extended if there is a good

and sufficient reason for not being able to provide any documents required. However, there is no discretion to extend the 20-working day period when completing assigned pre-benefit activities.

Clients are advised of the 20-working day rule verbally if they ring the Ministry otherwise it is stated on the Ministry website under the general information contained under each main benefit page (for example it is stated here www.workandincome.govt.nz/products/a-z-benefits/unsupported-childs-benefit.html under the How to Apply tab). Potentially a client may not be informed about the 20-working day rule if they bring in all necessary documentation and information relating to their benefit application during their appointment.

A request letter is a letter which informs a client that further information is needed to complete their application for financial assistance and will detail what information is still outstanding. A client may request how they receive this letter with the two options being a physical letter sent by post or it may be uploaded to MyMSD.

A client does not need to request this letter for one to be sent. Alternatively, a case manager may opt to phone a client and discuss the outstanding information required if this is the preferred method of contact as stated by a client.

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.

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 or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham
General Manager
Ministerial and Executive Services

Appendix:

Appendix One

01. HIYA – Orphan's Benefit and Unsupported Child's Benefit
02. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/qualifications.html
03. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/obligations.html
04. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/multiple-children-01.html
05. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/child-support-01.html
06. Child Support Pass-on – Doogle
07. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/commencement-date.html
08. www.workandincome.govt.nz/map/deskfile/main-benefits-rates/orphans-benefit-and-unsupported-childs-benefit-cur.html
09. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/payment.html
10. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-order-in-place.html
11. www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/single-and-caring-for-an-orphans-or-unsupported-ch-01.html
12. Unsupported Child's Benefit - Case manager guidelines for interviews – Doogle (this has already been provided to you in the previous response).
13. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/breakdown-in-the-childs-family.html
14. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-documentation.html
15. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/care-and-protection-issues-01.html
16. Family Violence Intervention Programme (FVIP) – Doogle
17. Integrated Service Response – Doogle
18. Independent Assessment Provider for Unsupported Childs Benefit application – Doogle
19. UCB – Independent provider scenarios – Doogle
20. Family Reconciliation Counselling (FRC) UCB Referral Process – Doogle

21. School and Year Start-up Payment – Doogle
22. www.workandincome.govt.nz/map/deskfile/extra-help-information/orphans-benefit-and-unsupported-childs-benefit-tables/school-and-year-start-up-payment-current-01.html
23. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/establishment-grant.html
24. www.workandincome.govt.nz/map/deskfile/extra-help-information/orphans-benefit-and-unsupported-childs-benefit-tables/establishment-grant-rate.html
25. Establishment Grant – Doogle
26. Extraordinary Care Fund – Doogle
27. www.workandincome.govt.nz/map/definitions/oranga-tamariki-act-1989.html
28. Permanent Care (known as Home for Life) – Doogle
29. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-child-discharged-to-caregiver.html
30. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/oranga-tamariki-order-in-place.html
31. www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/changes-and-reviews-jobseeker-support/changes-and-reviews.html
32. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/changes-and-reviews-ob-and-ucb/child-changes-01.html
33. UCB/OB Caregiver applies for an Advance, RAP or SNG – Doogle
34. Unsupported Child's Benefit Application process for Young Parent Payment clients – Doogle
35. UCB Process Service Centre
36. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/independent-assessment-provider-01.html
37. www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/social-obligations-01.html
38. Social obligations – helpful links – Doogle
39. Unsupported Child's Benefit interview form
40. www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/breakdown-in-the-childs-family.html
41. www.workandincome.govt.nz/map/legislation/guidelines/privacy-act-2020-guidelines/privacy-act-2020-guidelines.html
42. How to handle requests for personal information – Doogle