MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

10 March 2026

Tēnā koe

Official Information Act request

Thank you for your email of 28 January 2026, requesting information about ACC and Jobseeker Support.

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.

- *In relation to the granting of Jobseeker support, with a medical deferment, while an acc client, has had their entitlements suspended, whilst the acc review process is waiting to happen, please provide to me, any and all msd policies/regulations/and legislation that pertains to granting that benefit given the circumstances as described. And also, conversely, when to decline, given the circumstances as described*

The qualifications for Jobseeker Support (JS) don't address this scenario, and do not prevent a person who is entitled to or receiving weekly compensation from the Accident Compensation Corporation (ACC) from qualifying for JS. However, any weekly compensation the person receives reduces the rate of JS on a dollar-for-dollar basis. When the amount of weekly compensation is higher than the rate of JS, the person is not entitled to a rate of JS.

You can find more information about the qualifications for JS, as well as the relevant legislation at the following links:

- Qualifications - Map
- Client has a health condition, injury or disability - Map
- Social Security Act 2018 Section 20 Jobseeker support: requirements – New Zealand Legislation
- Social Security Act 2018 Section 21 What is work gap – New Zealand Legislation
- Social Security Act 2018 Section 22 When person is available for work – New Zealand Legislation

- *Please provide, " screenshots " that are gone through, from start to finish, when an msd client, is applying for the benefit as described in 1),*

above.....when said client is sitting across from a msd case manager, whilst that application is being processed via msd's computer system.

Please find the attached **Appendix** for information about the Ministry of Social Development's (the Ministry's) processes for granting Jobseeker Support on the grounds of hardship.

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

Granting JS on the grounds of hardship

When a client meets the qualifications for JS but doesn't meet the residency qualification (but does meet the other qualifications, e.g. the job search and age criteria), their application can be considered for JS on the grounds of hardship.

On registration of JS, the system will check the New Zealand residency details in CMS, and where the client has less than two years New Zealand residence, the entitlement code (in SDT1A) will be set to '11 – Hardship'.

It is mandatory to record cash assets (including a zero value) on the INCMA screen before granting.

There are validations in the form of warning and error messages when registering and recommending granting JS on grounds of hardship – these are outlined in the table below:

Action taken	Error/warning message	Correct action
SDT1A – if the entitlement code is entered as '1 – Statutory' but the client has less than two years New Zealand residency	Entitlement code is not valid	Change entitlement code
SDT1A – if you try to override the entitlement code to '11 – Hardship' but the client's New Zealand residency is two years or more	NZ residency is more than 2 years	Change entitlement code
SGRT - if the client's residency records in CMS have been updated since registration e.g. client had less than two years New Zealand residency entered, and their entitlement code was automatically set to '11 – Hardship', but subsequently you updated their residency details to more than two years without changing the 'entitlement code' in SDT1A to '1 – Statutory'	Cannot grant JS	Change entitlement code in SDT1A to '1 – Statutory'
SGRT – if the client had more than two years New Zealand residency, and their entitlement code was set to '1 – Statutory', and their residency details were then updated to less than two years residency, without changing the 'entitlement code' in SDT1A	Less than 2 years 2 years residency held	Change entitlement code in SDT1A to '11 – Hardship'
SGRT - where no cash assets are recorded, record the cash assets (including a zero value) before the recommendation can be made:	No cash assets held for this client	Record the cash assets (including a zero value) before the recommendation can be made
SGRT - if the client's cash assets recorded are above the allowed threshold	Check cash assets for this client	Check client has exceptional circumstances

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