



We deliver a wide range of services to help New Zealanders to help themselves become safe, strong and independent



We assess people's need for, and deliver, financial assistance

Benefits

- **Jobseeker Support** – income support for people who are not in full-time employment and are available for and willing to work, **and** for people who have reduced capacity to work, due to health condition, injury or disability
- **Emergency Benefit** – income support for people unable to earn a sufficient livelihood (and are in hardship) and not eligible to receive any other benefit
- **Sole Parent Support** – income support for sole parents with one or more dependent children (under age of 14)
- **Supported Living Payment** – income support for people with a serious health condition, injury, disability or are totally blind
- **Youth Payment and Young Parent Payment** – income support and incentive payments for young people and young parents

Other financial support

- **Disability Assistance** – for people with ongoing disability costs or caregivers of children with a serious disability
- **Hardship Assistance** – to help people with emergency or essential costs, eg civil defence payments, funeral grants, live organ donor assistance, temporary additional support, temporary accommodation assistance, special needs grants
- **Special Circumstances Assistance** – for people in special circumstances, such as victims of domestic violence and witness protection cases
- **Recoverable assistance** – for non-beneficiaries to meet essential needs for specific items or services eg fridge, washing machine
- **Work Assistance** – for beneficiaries, low-income earners, students and former beneficiaries to assist them to obtain and maintain employment

Retirement benefits

- **New Zealand Superannuation** – income for people who have reached the qualifying age of 65 and meet residency requirements
- **Veteran's Pension** – for ex-service personnel who served in the armed forces in a declared war or emergency

Accommodation costs

- **Accommodation Supplements** – a subsidy for renters, boarders and home owners with limited income and cash assets to meet their accommodation costs
- **Housing support products** – for people to move into private market housing eg bond payment or moving costs
- **Emergency Housing Special Needs Grant** – a grant that supports individuals and families with the cost of short term accommodation in times of urgent need

Student financial support (via StudyLink)

- **Student Allowances** – non-recoverable assistance to support students with living costs while they undertake full-time tertiary study
- **Student Loans** – loans to tertiary students undertaking studies at approved tertiary institutions
- **Study scholarships and awards** – to tertiary students and teachers

Child-related benefits

- **Childcare Assistance** – childcare subsidy to assist low and middle income parents to enter employment, training or education, the costs of early childhood education for eligible parents and the Early Learning Programme Assistance for those enrolled in Family Start or Early Start
- **Orphan's/Unsupported Child's Benefit** – income support to the caregiver of a child whose parents can't support them

Discounts and concessions

For low income individuals, families and seniors through the SuperGold Card and Community Services Card.



We anticipate the need for future support and services:

Employment support and services

- Connecting clients to employers and job opportunities through intensive job search assistance, and offering employment workshops
- Up-skilling clients through industry-based recruitment partnerships, pre-employment training, and other services and programmes eg Drivers' Licence programmes
- Responding to local labour market conditions to working with local employers and industry partners

- Supporting young people to gain the skills they need to work and have an independent future through the Youth Service and young people not in education, employment or training

Housing support and services

- Coordinating the provision of state/social, emergency and transitional housing
- Managing the register of applications for state/social housing
- Assessing and reviewing people's eligibility for emergency, transitional and state/social housing, and income related rent
- Contracting state/social housing tenancies by paying the Income-Related Rent Subsidy (IRRS) to registered community housing providers and Housing New Zealand
- Developing and maintaining relationships across government and with housing providers and other stakeholders to better understand and influence the housing sector
- Providing products, incentives and services to help households occupying or seeking state/social housing, to access or retain alternative housing solutions
- Providing support services for people in emergency and transitional housing or to those in need of state/social housing or at risk of needing it
- Providing support to help providers secure access to properties for state/social housing tenancies eg upfront funding.
- Forecasting demand for housing support and proactively developing appropriate supply options



We provide policy advice to Ministers on:

- employment support
- income support
- families and communities
- poverty
- youth
- seniors and international
- disability issues
- state/social housing
- social sector issues.



We produce and publish the following reports:

- valuations of the benefit and state/social housing systems
- Household Incomes Report
- evaluations of services, programmes, pilots and trials
- State/social Housing Purchasing strategy.



We protect the integrity of the welfare system by:

- minimising errors, fraud and abuse of the benefit system and income related rent
- managing the collection of overpayments, recoverable assistance loans and other balances owed by former clients.



We design, deliver and purchase community services, programmes and initiatives, including:

- supporting victims, survivors and perpetrators of family violence and sexual violence
- initiatives which work to change attitudes and behaviours, and grow leadership within communities to address family violence
- reducing the isolation, abuse and neglect of older people
- building people's financial capability and resilience
- ensuring refugee and migrant communities have access to social services and can participate in local initiatives
- supporting community providers to further develop their capability
- accreditation of social service providers contracted by the Ministry, Oranga Tamariki, the Ministry of Justice, and Department for Corrections
- supporting the Tairāwhiti place-based initiative.



We advocate for key population groups through the:

- **Office for Seniors** – supports the rights and interests of older people, ensuring they can age positively, are highly valued and recognised as integral part of communities
- **Office for Disability Issues** – is the focal point within Government on disability issues. It supports the implementation of the New Zealand Disability Strategy and the United Nations Convention on the Rights of Persons with Disabilities
- **Ministry of Youth Development** – provides and maximises opportunities for the positive engagement and contribution of young people, including funding youth development opportunities designed to develop their personal, social and decision-making skills



We resolve claims of abuse and neglect:

For people who were under the supervision or in the care, custody or guardianship of the state, or who had come to the notice of the state prior to 2008.