

## Appendix 1: Mandatory Reviews – detailed design

Assistance	Review date	When is the client notified about the review	What circumstances are being confirmed	Client action	Outcome
<b>Supported Living Payment – including careers</b>	52 weeks since they last confirmed their circumstances	At least 20 working days before their review date	Confirmation of client’s circumstances including: <ul style="list-style-type: none"> <li>Boarder or renter information</li> <li>Income including partners</li> <li>Number of hours worked</li> <li>Relationship status</li> <li>Children in care</li> </ul>	Client confirms their circumstances – no change	The same rate will automatically continue, and review date reset.
				Client doesn’t respond	Automatically stops at review date
				Client states they have a change in circumstances	A staff member actions the change in circumstances
				Client contacts MSD and cannot complete the review in the required time	A staff member decides whether to extend review date for up to 20 working days or exempt the client from the review
<b>Emergency Benefit</b>	If expiry is greater than 52 weeks – 52 weeks since they last confirmed their circumstances  If no expiry – 52 weeks since they last confirmed their circumstances	At least 20 working days before their review date	Confirmation of client’s circumstances including: <ul style="list-style-type: none"> <li>Boarder or renter information</li> <li>Relationship Status</li> <li>Income including partners</li> <li>Number of hours worked (if analogous benefit is SLP)</li> <li>Cash Assets (if applicable)</li> <li>Children in care</li> <li>Residency</li> </ul>	Client confirms their circumstances – no change	The same rate will continue, and review date reset.
				Client doesn’t respond	Automatically stops at review date
				Client states they have a change in circumstances	A staff member actions the change in circumstances
				Client contacts MSD and cannot complete the review in the required time	A staff member decides whether to extend review date for up to 20 working days or exempt the client from the review
<b>Emergency Maintenance Allowance</b>			Confirmation of client’s circumstances including: <ul style="list-style-type: none"> <li>Boarder or renter information</li> <li>Relationship status</li> <li>Income</li> <li>Cash Assets (if applicable)</li> <li>Children in care</li> <li>Residency</li> </ul>	Client confirms their circumstances – no change	The same rate will continue, and review date reset
				Client doesn’t respond	Automatically stops at review date
				Client states they have a change in circumstances	A staff member actions the change in circumstances
				Client contacts MSD and cannot complete the review in the required time	A staff member decides whether to extend review date for up to 20 working days or exempt the client from the review
<b>Disability Allowance</b>	52 weeks since they last confirmed their circumstances	At least 20 working days before their review date	Confirmation of client’s circumstances including: <ul style="list-style-type: none"> <li>Disability related costs</li> </ul> For non-beneficiaries <ul style="list-style-type: none"> <li>Disability related costs and</li> <li>Boarder or renter information</li> <li>income including partners</li> </ul>	Client confirms their circumstances – no change	The same rate will automatically continue, and review date reset
				Client doesn’t respond	Automatically stops at review date
				Client states they have a change in circumstances	A staff member actions the change in circumstances
				Client says costs have increased or new costs	The staff member follows the current process to action this change
				Client contacts MSD and cannot complete the review in the required time	A staff member decides whether to extend review date for up to 20 working days or exempt the client from the review.
<b>Accommodation Supplement</b>	52 weeks since they last confirmed their circumstances	At least 20 working days before their review date	Confirmation of client’s circumstances including: <ul style="list-style-type: none"> <li>Boarder or renter information</li> <li>Income, including partners (for non-beneficiaries)</li> <li>Assets</li> <li>Accommodation costs</li> <li>Address</li> <li>Children in care</li> </ul>	Client confirms their circumstances – no change	The same rate will automatically continue, and review date reset
				Client doesn’t respond	Automatically stops at review date
				Client states they have a change in circumstances	A staff member actions the change in circumstances
				Client contacts MSD and cannot complete the review in the required time	A staff member decides whether to extend review date for up to 20 working days or exempt the client from the review
<b>New Zealand Superannuation with a Non-Qualified Partner</b>	52 weeks since they last confirmed their circumstances	At least 20 working days before their review date	Confirmation of client’s circumstances including: <ul style="list-style-type: none"> <li>Boarder or renter information</li> <li>Income including partners</li> <li>Relationship status</li> </ul>	Client confirms their circumstances – no change	The same rate will automatically continue, and review date reset
				Client doesn’t respond	Automatically stops at review date
				Clients states they have a change in circumstances	A staff member actions the change in circumstances
				Client contacts MSD and cannot complete the review in the required time	A staff member decides whether to extend review date for up to 20 working days or exempt the client from the review