MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

31 July 2026

Tēnā koe

Official Information Act request

Thank you for your email of 2 July 2026, requesting information about Supported Living Payment.

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.

- *The current MSD Manual and Procedures (MAP), operational policy, or guidance relating to Supported Living Payment where a benefit is suspended or reduced to nil due to earnings exceeding the income threshold.*
- *The policy or guidance that sets out the circumstances in which a Supported Living Payment may be cancelled following suspension or nil entitlement due to earnings.*
- *Internal guidance provided to Work and Income staff distinguishing between:*
    - *suspended benefits due to earnings;*
    - *nil entitlement due to earnings; and*
    - *cancellation following either of the above*

You can find this information on the Ministry's Manuals and Procedures (MAP) page at the following links:

- www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/changes-and-reviews-supported-living-payment/employment-01.html
- www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/charging-income-01.html
- www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/carers-receiving-other-income-01.html
- www.workandincome.govt.nz/map/deskfile/main-benefits-cut-out-points/supported-living-payment-cut-out-points-current.html

- www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/changes-and-reviews-jobseeker-support/guidelines-for-suspension-or-cancellation-01.html.

Please see the attached **Appendix** for the following pages from the Ministry's intranet, Doogle:

- Determining eligibility and obligations
- Supported Living Payment
- Online Income (Declare Wages)
- Benefit Suspension/Resumption
- Stop My Payment
- Adding/Changing Income & Assets

There are circumstances where a client's earnings will not affect their rate of benefit. You can find information about these circumstances on the Ministry's MAP page at the following links:

- www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/changes-and-reviews-supported-living-payment/sustainable-employment-trial-01.html
- www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/exemption-for-severe-disablement-01.html
- www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/personal-earnings-exemptions-01.html.

- *The legislative authority (including relevant sections of the Social Security Act 2018 or regulations) relied upon to cancel a Supported Living Payment in these circumstances.*

Sections 304, 305 and 325 of the Social Security Act 2018 state that a benefit can be cancelled, suspended, or varied from a date the Ministry reasonably determines. You can find these sections on the NZ Legislation website at the following link: www.legislation.govt.nz/act/public/2018/32/en/latest/.

- *If applicable, any changes to this policy since 1 January 2024, including:*
    - *previous versions of the relevant MAP guidance;*
    - *date of changes;*
    - *summary of changes; and*
    - *implementation instructions provided to staff.*

I can confirm that no changes have been made to this policy since 1 January 2024.

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

Determining eligibility and obligations

This page provides you with information to make decisions about eligibility to Jobseeker Support and Supported Living Payment.

For detailed guidelines for making decisions about eligibility to Jobseeker Support and Supported Living Payment on medical grounds refer to Decision Making Guidelines [https://doogle.ssi.govt.nz/documents/resources/helping-clients/procedures-manuals/work-and-income/health-disability/decision-making-guidelines.pdf]

1. Gather all available information

To ensure you make the right decision about eligibility and obligations you need to gather all information available. This may include:

Self-Assessment
medical certificate
benefit application
Jobseeker Profile
supporting documents the client has provided, eg specialist reports, hospital discharge summary, hospital clinic letter, needs assessments, etc
information contained in Work and Income records eg, Client Event notes, DA or CDA, previous RHA/RDA recommendations
any other information obtained from the client at interview.

Self-Assessment

This provides you with information on the client's perspective about:

activities they have been involved in now and in the past
the nature of the work they have previously undertaken eg sedentary, physical or a combination of these
the supports required for the client to be able to work
specific factors that will assist or limit their return to work
when the client expects to return to work or increase their hours of work.

> For more information see the Self-Assessment Guidelines and Procedures [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/self-assessment/self-assessment.html]

Medical Certificate

Use the medical certificate to identify:

a medical diagnosis, specifically the main condition that the health practitioner believes most greatly impacts on the client's ability to work
the health practitioner's view of how a client's medical condition, injury or disability impacts on their ability to work and the likely outlook eg whether the symptoms are expected to improve, deteriorate, remain stable or fluctuate
the date of eligibility and proposed medical reassessment.

> For more information on interpreting the Work Capacity Medical Certificate see the Decision Making Guidelines (PDF 254.24KB) [http://doogle/documents/resources/helping-clients/procedures-manuals/work-and-income/health-disability/decision-making-guidelines.pdf]

Benefit Application

Information contained in the client's application will provide you with details about the client's health condition, injury or disability and how this impacts on work.

It may also provide information on:

whether the person can work full or part-time and the type of work they could pursue now
any study or training undertaken by the client

their employment history during the past 52 weeks and why this ended.

Jobseeker Profile

The client's Jobseeker Profile will provide information about:

the client's work history and whether they can still work in this type of job
whether the client has a CV or referees available
any educational and trade qualifications
availability for work eg weekends, school hours
other vehicle licences, whether the client has used specific machinery/tools or software or speaks other languages

2. Interpret the information available

Does the client's perception of their barriers to work align with the barriers noted by the health practitioner? If not, then clarify with the client.
Is there an indication that the client could work either full-time or part-time with supports and services in place? If you are unsure whether to refer the client for any suggested supports and services contact the RHA/RDA for advice.
Does the client and health practitioner have similar expectations in terms of when the client will be able to work? If not, then clarify with the client.
Take note of any text comments made by the health practitioner on the medical certificate as these may help inform your decision.

> For more information on interpreting information refer to the Decision Making Guidelines (PDF 254.24KB) [http://doogle/documents/resources/helping-clients/procedures-manuals/work-and-income/health-disability/decision-making-guidelines.pdf]

3. Make your decision

Once you have considered all of the information available you need to make your decision.

It's important you make the right decisions about a person's eligibility and work ability. Your decisions drive the service the client will be streamed to and their obligations to look for or prepare for work.

You need to check to see whether all the information is telling you the same thing. Refer to the Decision Making Guidelines for detailed guidelines to help ensure decisions are accurate and that the correct services and supports are in place.

> Decision Making Guidelines (PDF 254.24KB) [http://doogle/documents/resources/helping-clients/procedures-manuals/work-and-income/health-disability/decision-making-guidelines.pdf]

4. Record your decision

The information you record and where you need to record it will depend on the decision you have made.

The following links will help ensure you record the right information to support the decision you have made:

> Simplified Access guidelines and procedures [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/simplified-access/give-a-person-simplified-access-to-supported-living-payment.html]
>
> Self-Assessment guidelines and procedures [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/self-assessment/self-assessment.html]
>
> Structured Interview guidelines and procedures [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/structured-interview/structured-interview.html]
>
> Processing Medical certificates [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/medical-certificate/medical-certificate.html]

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Supported Living Payment

On this page are guidance to Supported Living Payment and Supported Living Payment - Caring for benefits. Please contact the Regional Health and Disability team should you require further guidance.

Supported Living Payment (SLP)

Medical qualifications - Map [https://doogle.ssi.govt.nz/map/income-support/main-benefits/supported-living-payment/medical-qualifications-01.html]

When a client is not able to work 15 hours or per week because they are permanently and severely restricted in their capacity for work because of a health condition, injury, or disability, and they are applying for Supported Living Payment, they must provide, either:

A Work Capacity Medical Certificate (WCMC) from their medical or nurse practitioner. Deciding Supported Living Payment from a medical certificate - Map [https://doogle.ssi.govt.nz/map/income-support/main-benefits/supported-living-payment/deciding-supported-living-payment-from-a-medical-c-01.html]

or

Other suitable information that outlines their work capacity, e.g. existing clinical assessments or specialist reports; Deciding Supported Living Payment using existing assessments - Map [https://doogle.ssi.govt.nz/map/income-support/main-benefits/supported-living-payment/deciding-supported-living-payment-using-existing-a-01.html]

medical or nurse practitioner support letter

specialist letters/reports

needs assessments.

Key questions to consider/ask for discussion with the client:

Are there any specialists involved in their care– can the client provide a copy of current/latest clinical letters (They can request copies from their GP by phoning the GP practice reception/nurse and getting these emailed to them)?

Can the client provide a further GP letter – if they are not involved with a specialist, which outlines their current management and treatment plan and how their condition impacts on their ability to work in ANY employment in the next 2 years?

Are they awaiting treatment or on a waiting list – generally if so, we would have to await the outcome of treatment before we can assess for SLP as likely with treatment the condition may improve.

Supported Living Payment - Caring for (SLPC)

To meet eligibility, the person being cared for *(if they were not being cared for at home)* would require rest home, hospital, residential disability care, or the equivalent level of care.

The person being cared *(the supported person)* for should already meet eligibility for Supported Living Payment in their own right.

Partners cannot access SLP as a carer, as they would be included as a partner, with their receiving partner's SLP.

Age criteria to be a carer are:

- 18 years or older if they are caring for a person and do not have dependent children or
- 20 years or older if they are caring for a person and have dependent children.

Some examples of SLP carer eligibility that would be met are:

- A parent caring for a significantly disabled child who would otherwise need residential disability level care.
- An adult caring for a elderly parent, relative, or friend

During the assessment process and when granting or declining an SLPC application it is important to make sure the applicant and their family receive their full and correct entitlement, and they are referred to organisations to access all services available. (e.g. Carers New Zealand).

Key Questions to consider for discussion with the client:

- Is the person being cared for currently seeing any specialists (if so, please obtain a copy of the latest specialist report which they may obtain copies from their GP)?
- If they have had a recent hospital admission, please request of the copy of the hospital discharge summary?
- Has the GP arranged a referral for a NASC Assessment via disability or health services? This helps the supported person and carer gain access to eligible packages of care (e.g. personal cares at home for supported person, or respite break

How does there condition impact on their activities of daily living – mobility, walking, showering and do they require a walking aide? Please note that the onus is on the client to provide information to MSD to support their application. Therefore completing a health consent during this interview is a last resort measure as many GP’s are very slow at responding to MSD even after multiple attempts.	for the carer), and what equipment/s or services they’re eligible for. (e.g. wheelchair, assistive technology) • Is the person being cared for currently receiving or is going to receive support from external agencies e.g. Disability Support services (DSS), or Te Whatu Ora (Health NZ). And if so, how many hours per day/week are included in their package of cares • What was the client doing before taking on carer responsibilities?

Content owner: Work and Income Regional **Last updated:** 29 September 2025

Online Income (Declare Wages)

This page provides process and practice guidelines for Central Processing Officer's who manage online income declarations received via myMSD.

On this Page:

Online Income Flow Chart

Click on the flow chart below to enlarge.


[http://doogle/documents/business-groups/helping-clients/service-delivery/centralised-services/centralised-services-cpu/online-services/income-flowchart.pdf]

Exceptions / Certain Situations

The following Exceptions and Certain Situations are only specific to Declare Wages (WLM) tasks.

Ensure you are checking general income exceptions/certain situations [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/how-to-guides/adding-changing-income-assets.html] **in addition** to the below exceptions.

Client in receipt of specific assistance

YP/YPP client (youth services)	Follow process here [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/online-income-ypypp-process2.html]
NZ Super / VP Clients	**Client is on NS/VP** Check if any of the following apply: • Current Childcare assistance ◦ add income and complete any other required actions ◦ refer to Childcare unit to follow up on Childcare Assistance • Client has a non-qualified partner included into their NZ Super - follow the 'Seniors Referral Process' below • Client is currently receiving supplementary assistance AND income is over the AS income limit or DA income limit - follow the 'Seniors Referral Process' below ◦ AS income limit [https://doogle.ssi.govt.nz/map/deskfile/extra-help-information/accommodation-supplement-tables/income-limits-for-new-zealand-superannuation-and-v.html] (excludes any NZS or VP amount) ◦ DA income limit [https://doogle.ssi.govt.nz/map/deskfile/extra-help-information/disability-allowance-tables/disability-allowance-rates-19/disability-allowance-income-limits-current.html] (**includes** any NZS or VP amount) refer to MAP [https://doogle.ssi.govt.nz/map/income-support/extra-help/disability-allowance/new-zealand-superannuation-and-veterans-pension-clients.html] for know info. *If none of the above apply, process as normal.* **Seniors Referral Process** 1. Do not update income 2. Add NEW Client Event Note ◦ Business Group: Seniors ◦ Event type: Change in Circumstances ◦ Event sub-type: ▪ Current Childcare assistance: NZ Super/EB 65+ Extra Help Other ▪ Non-qualified spouse included: NZ Super Non-Qualified Partner ▪ AS income limit exceeded: NZ Super/EB 65+ Accommodation Supplement ▪ DA income limit exceeded: NZ Super/EB 65+ Disability Allowance 3. Add the following comment: ◦ Short Description: Income declared ◦ Comment: Add note to follow up on income declaration and refer to CEN that holds the income information. 4. 'Save' note only - this will automatically place the CEN into the Seniors work queue 5. Continue processing any other changes **How to ADD INCOME** NS/VP clients have a different pay cycle which is fortnightly. FAD for NS/VP client changes fortnightly and is always on a Wednesday. To find out what the FAD is for NS/VP clients for the income period you are processing, you can type [PP NS] (or VP) in the next activity field in SWIFTT and it will provide you with the pay period. The start date of the pay period is FAD. The Calendar which can be found in MAP also has fortnightly dates circled. The 'FAD' dates for NS/VP clients are the Wednesday after the circled dates on the calendar.
Non Standard Rates	Information on how to process these tasks can be found on the Income and Assets [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/how-to-guides/adding-changing-income-assets.html#:~:text=WLM/STP%20accordingly-,Non%2DStandard%20Rates,-If%20a%20client] page

JSSH/StudyLink (client and/or partner)	If the client or partner is in full-time study, check Q manager. Does the client have an approved or pending Student Allowance/Accommodation Benefit crossing your period? Note: Student loan only clients do not need income referred to Studylink because a Student Loan is not income tested NO - Process BAU YES - Do not action but refer to StudyLink to process: Note: If the client has auto generated/held arrears, first release/offset these as needed • Refer to StudyLink via S2P 'StudyLink – Referred Income'. Include all income information including any actions taken and the reason for referral. • Result WLM accordingly.
Current Childcare Subsidy	These tasks should not come through this queue. If you receive a record with current Childcare assistance, you will need to: • Put the task on hold • Email the Operational Analyst the client number and request the task be referred to the Childcare queue • Continue to process other tasks as normal.
Overseas Pension (OSP)	Information on how to process these tasks can be found on the Income and Assets [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/how-to-guides/adding-changing-income-assets.html#:~:text=Overseas%20Pension%20(OSP)] page

Income related

Income declared for the same period	MyMSD will advise clients that the new income they've declared will override what we currently hold in our system. • Call client if income declared does not look right • If unable to contact client, process declaration as is and send a letter explaining the actions we have taken
Multiple employers	**More than 1 employer over multiple declarations** *Example: client declares income on a Friday for their first employer, then the following Monday for the second employer due to working over the weekend.* In these cases, contact the client to confirm whether the income is to 'replace' what has already been declared, or whether it is 'on top of' existing income. Unable to contact client: • add both lots of income (to avoid creating debt if this needs to be reversed) and • send letter to client (refer to letter templates below) **More than 1 employer in same declaration** You can either: • enter up to 4 Wages/Salary types from the drop down box OR • if more than 4: use Wages/Salary 1-3 and combine the rest in the fourth Wages/Salary field. *DO NOT USE OTHER INCOME FIELD*
Income period crosses the benefit grant date	Check SPBTI screen to see if the client received a benefit in the past for the period declared. If yes, follow the process below; • Select past benefit via SPBTI screen and 'action' [BDR] - press enter • Complete DREW assessment and pay entitlement via BDR screen • Complete debt/arrears process - note: these payments will show on the current benefit • Return to current benefit via SDETI screen > select the benefit type and in the next activity field type [SSTAI] – press enter • Add/review income on the current record as normal
Client declares Income following request to 'Stop My Payment'	Where a client has requested their benefit to stop 'temporarily' via MyMSD – Stop My Payment, this is usually due to starting work (i.e. seasonal/contractual work). When clients declare income from their employer, we must ensure they are receiving full and correct entitlement (FACE). Where income details have been provided we should: • check if the client still has entitlement to main benefit (income under threshold) or as a Working for Families client. • contact the client to determine the reason for the temporary suspension i.e. avoiding overpayment, and confirm any on-going entitlement. If the client wishes to receive any partial benefit entitlements, we need to; • Pay any entitlement due to the client • Add notes into CMS • Issue letter to client to advise. Please remind the client during the conversation to continue to let us know if any of their circumstances change, either online or by ringing our contact centre.
Issued Amount Less than Zero	Where a SWIFTT error message shows issued amount in the current/next pay period is less than zero, this means that the client's outgoing payments (e.g. debt offset, rent redirection) are higher than the amount of benefit payment they are due. Process link: Issued amount less than zero [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/how-to-guides/issued-amount-less-than-zero.html]
Paid Parental Leave (PPL)	Paid Parental Leave Ending: There are instances where clients with PPL declare nil income to show that they have stopped working. If you suspect the PPL may be nearing its end of has already ended (note: payments only last 26 weeks) we should call the client to confirm and process as declared via outbound call and/or reading the supporting verification. • Search in scanned documents for the PPL verification letter. If this is not available, call the client to request this before we make any income changes on the file. • The final payment from IRD is going to be a smaller payment. This is due to when the PPL started for the client within the pay fortnight. How to read the Paid Parental Leave letter: • The left column is the pay dates where different rates will take effect from (PPL is paid fortnightly) • The final pay date is indicated in the last row of the table with the amount that will be due. Note, the last payment will be less than the typical fortnightly amount. • Add a nil income entry the week after the PPL is due to stop (if we hold the verification) **Note:** If we cannot get ahold of the client and do not have a Paid Parental Leave letter, leave the current income in SWIFTT and send a letter to the client requesting verification.

Benefit not current

Benefit Suspended	See Benefit Suspended [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/how-to-guides/benefit-suspension.html#:~:text=Action%20Required-,Benefit%20Suspended,-Where%20the%20benefit] how to guide for more information
Benefit Cancelled / Registered	**Income period is prior to cancellation date** See Debt/Arrears Management Process [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/how-to-guides/debt-arrears-management.html#:~:text=workstream%5D%20%2D%20press%20Enter-,Debt%20created%20on%20a%20cancelled%20benefit%20%2D%20Non%2DBene/WFF%20payment%20creating%20arrears,If%20you%20are] **Income period on/after cancellation/registration date** • No SWIFTT actions required • Issue ECS 'Online Income - Client not in receipt of current assistance' letter • Add note in CEN - *"Client is no longer in receipt of benefit, no SWIFTT action required. Letter sent to client to advise."* **Current Childcare Assistance** • Refer to 'Current Childcare Subsidy' section of exceptions **Social Housing Client - check if the client has an active SH case (CMS > Products and Services > Services** • "Active Tenancy" – refer CEN to 'Central Unit Housing' RFPQ for processing • No active tenancy – Process as normal
Benefit Expired	**Income period is prior to expiry date?** • Assess the payment due using DREW • Update INCMH screen • Pay entitlement via SBDR **Income period is after the expiry date?** • Update INCMH only and • Add CEN with actions taken and why

WLM messages

WLM exception message: There have been more than two wage declarations for this income period	*Exception message: "Re-assessment Manual. There have been more than two wage declarations for this income period, and at least one has resulted in arrears being paid to the client. Please check the record and contact the client to discuss before processing the wage declaration."* Where a client has made more than two wage declarations at separate times for the same period, WLM will check if any arrears have been created for this transaction. If any of the first two transactions result in arrears, the whole task will exception out to be manually assessed.Required action: • Check for any unusual patterns of income being declared i.e. multiple income declarations received for the same period over a few days, with amounts changing significantly resulting in arrears (e.g. a lower amount over-riding a higher amount previously declared). • If unusual pattern identified, contact the client to confirm the correct wage amount and process accordingly. • Also refer to the Potential Fraud process to assist with these cases further. If unable to contact, assess whether the 3rd declaration will create arrears or debt and process as below; **Where debt will be created;** • Process income • Add a MVN within the CEN to alert the next person who speaks with the client, to confirm their income for the period in question and to ensure the client understands how to use the online services correctly **Where arrears will be created;** • DO NOT PROCESS • Add a MVN within the CEN (tick the Must View Note box) to alert the next person who speaks with the client, to confirm their income for the period in question and to ensure the client understands how to use the online services correctly • Result WLM as "Complete" • Send letter to client
WLM exception message: **AS reassessed** 81000-13042 AS - future reassessment expiry exists	What this exception means: there is a future Accommodation Supplementary reassessment in place. This usually means that the clients Accommodation costs (AS costs) are changing from a future date and these changes have already been updated in the SADTA screen. The risk here, is that the supplementary assistance is assessed based on these future costs which may result in the client receiving the incorrect rate. To ensure our client is receiving their full and correct entitlement, we will need to: 1. Check SEXPI for future reassessment date – if the reassessment date is for the current week, complete a DREW assessment using the 'old' AS costs and pay entitlement via BDR up to the day before the future reassessment date. Leave clear notes of actions taken and result WLM accordingly. 2. Check SCOSH for 'old' AS costs 3. Update SADTA with the 'old' AS costs, and reassess AS from FAD ◦ Date costs changed: FAD ◦ Date client notified costs: FAD ◦ Reassess AS automatically Y/N?: Y ◦ Action - Add [D] to delete, next to the current costs ◦ Action - Add [A[to add the 'old' costs (F11 for codes - cost code, frequency) ◦ All costs recorded? [Y] 4. Reassess all other supplementary assistance BAU 5. Add to CEN explaining actions taken and why the action is being referred to the office for follow up, *e.g. "Income exception due to future AS costs being in place. New costs removed and old costs of [$as per SCOSH] added and reassessment of supplementary assistance completed from FAD to pay correct entitlement of [$amount]. CEN referred to the office to add the new AS costs [insert AS cost type and amount] closer to the effective date of change [insert date as per SEXPI] to avoid the incorrect rate of payment being paid prior to the date the costs actually change."* 6. Result WLM accordingly.

Automatic Debt / Arrears Management

Automatic offset of arrears against debt	Where arrears are generated due to an income change, and there is existing automated debt for the same (or part of) period that has been created as part of automation (not from a manual income review), the system will automatically offset the arrears against this debt. Any remaining arrears will automatically be put

	on hold and a task will exception out for a CPO to review. If there is debt created by a manual review of income, for the same (or part of) period, the CPO can use further arrears against the debt. Any remaining arrears can be issued to the client. **Automatic debt offset** If a debt is created, and there is not existing debt offset in place, the standard $10.50 per week debt offset will be applied.
Arrears over $3K generated by the system	Where an automated action creates arrears over $3K, the arrears will be held under the DIU district code which means they will need to release the arrears. This means you will need to: • Send a request to DIU in S2P; ◦ Select 'DIU' ◦ SWIFTT Request ◦ Insert client number and name ◦ Reason for request: 'SWIFTT exception follow up ◦ Note: 'Automated income action has resulted in arrears over $3k which is held under DIU district code. Please release arrears and put on hold so we can review further." • Complete and add arrears template to CEN • Submit for authentication via S2P

EOS Income (S2P)

Adding/Changing Income

This only applies to Online Income tasks received via S2P.

The client is asked whether their income will return to $0.00 or not. Where the client advises;

Won't return to previous declaration - Add following week as $0.00
Will return to previous declaration amount - Add following week as previous declaration amount
Will return to $0.00 - Add following week as $0.00
Won't return to $0.00 - No further action required. This week's income will continue to be charged.

Letter Templates

Use the below letter guide when sending manual letters to clients or when editing LSUM generated letters.

Part One: Acknowledge Income declaration	**Option 1:** Thank you for declaring your income online for the period [date] to [date]. **Option 2:** Thank you for declaring your income online for the week/s beginning [date].
Part Two: Review of assistance	**Main Benefit review:** We've reviewed your [Benefit Type] payments because your income has changed. Your payments will be $[amount] a week, starting from [date]. **Supplementary Assistance review:** We've reviewed your [supplementary assistance]. You'll now receive $[amount] a week from [date].
Part Three: Debts / Arrears	**DEBTS created:** Because of this change, you've been overpaid $[amount] from [period] to [period]. The amount you now owe is $[Total debt amount]. ***Option 1: Offset already in place*** You need to pay this back. But do not worry, you already pay us back at $[debt offset amount] a week, and this will keep going. ***Option 2: Added an offset amount*** You need to pay this back. You do not need to do anything. We will collect the money automatically by paying you $[debt offset amount] less each week until it is paid back. **ARREARS created:** Because of this change, we owe you $[amount] from [period] to [period]. We will pay this into your bank account tonight / on [date].
Part Four: Further Information Required	If there is additional information or evidence we require, add this in here. Note: Specific letter templates can be found in the relevant 'How To' page. e.g. letter template for self-employed/sole trader income can be found on the Income and Assets [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/how-to-guides/adding-changing-income-assets.html] page.
Part Five: Mandatory information required in every letter	Future payments will be $[amount] a week, starting with the payment due [date]. **Let us know when things change** When your situation changes, it's important to let us know straight away. The amount of money you can get from us may also change. We really don't want you to miss out on money you qualify for or get a debt you have to pay back. Most people find the easiest way to keep their information up to date is online using MyMSD. Visit www.my.msd.govt.nz to log in. You can also call us. **We're here to help** We're here to help so please feel free to get in touch or visit our website for more information. Our details are on the back. Everyone's situation is different so we're always happy to talk things through with you. **Declaring income on time** Please remember we need to receive your income declaration by 5pm Friday of the week you have earned your income. If you have trouble doing this online please give us a call, we are here to help. **Review Rights**

	If you disagree with this decision, you can ask for a review. We must receive your request for review within three months of this letter. For more details, please see the 'general information' section at the back of this letter.

Common Scenarios - Declare Wages specific

The following scenarios are only specific to Declare Wages.

Fixing an error - debt or arrears created

We have found that your income has not been reviewed correctly for the period [date] to [date].

If debt created:

Unfortunately, this means we have paid you $[debt amount] too much.

You need to pay this back. But do not worry. You already pay us back at $[debt offset amount] a week, and this will keep going.
You need to pay this back. You do not need to do anything. We will collect the money automatically by paying you $[debt offset amount] less each week until it is paid back.

The total amount you now owe us is $[total debt amount].

If you are worried about paying this back at this rate, or would like to talk about this more, please give us a call.

If arrears created:

We have found that your income has not been reviewed correctly for the period [date] to [date].

Unfortunately, we have not paid you enough. We will pay you $[arrears amount] tonight.

Your next payment will be $[amount] starting from date.

Multiple changes to income

Thanks for telling us about your income online for the period [date] to [date].

We need to check the information you gave us online is correct

We have been trying to contact you because it looks like you added several different amounts of income over the same timeframe.

On income lodge date you declared $[amount] for the period [date] to [date].

We need to check this is correct before we can make any changes to your payments.

Please give us a call

Please call us on 0800 559 009 to confirm the correct income for the above period. We can usually fix this over the phone.

Content owner: Work and Income Centralised Processing Unit (CPU) **Last updated:** 17 July 2026

Benefit Suspension / Resumption

This page provides guidelines for suspending a benefit and actions required when benefit is already suspended.

On this Page:

uspension: Certain Situations

Refer to the below guidelines for actions required where a benefit is already suspended.

Scenario	Action Required
Benefit Suspended	Where the benefit is suspended, we will need to check if: • SWIFTT has auto-suspended benefit • Suspension required through SBSR (Non-Bene only) • Benefit can be resumed **Benefit auto-sus ended – excess income** SWIFTT will always suspend benefits from FAD and complete nil BDRs from the date of suspension. In this case, you will need to: • Update the suspension date via SBSRC screen (if required) • If client receiving supplementary assistance, check eligibility to Non-Bene/WFF and pay via BDR • Edit LSUM or send ECS letter (Online Income – Non-Beneficiary/WFF review) to client if additional arrears/debt created due to BDRs **Benefit suspended – remains suspended due to excess income/hours** • Update income in INCMH screen • If client receiving supplementary assistance, check eligibility to Non-Bene/WFF and pay via BDR • Edit LSUM or send ECS letter (Online Income – Non-Beneficiary/WFF review) to client if additional arrears/debt created due to BDRs ◦ Include paragraph “if income continues to be over the limit…” - refer to manual letter templates under 'resources' section **Non-Bene auto-suspended** SWIFTT will auto-suspend a Non-Bene record via SSUPI screen which means only supplementary assistance is suspended. In these cases, suspend Non-Bene via SBSR. This way, an expiry will be put in place to cancel Non-Bene if it is not resumed after so many weeks. **Unable to resume – income prior to suspension** • Assess the payment due using DREW • Update income in INCMH • Pay entitlement via SBDR screen • Send letter to client advising of outcome **Unable to resume for any other reason – income on/after suspension date** • Update INCMH only • Add note: "Income updated in INCMH however unable to resume payments as they have been stopped due to [suspension reason]. Please reassess assistance further when resumed." • Complete CEN and result WLM task. **Benefit can be resumed** Refer to 'Benefit Suspension/Resumption' How To page for guidelines on resuming a benefit.
Client requests to suspend assistance -	Where the system has auto-suspended the benefit, you will need to:

benefit auto-suspended	1. Check if suspension has been completed from the correct date ◦ YES - continue to Step 2. ◦ NO - complete BDRs to correct the suspension date (edit letter to include debts created from BDR) 2. Check if any debts have been created as a result of the auto-suspension ◦ YES - name debts ◦ NO - continue to Step 3. 3. Check if the client is in receipt of Childcare assistance 1. YES - forward CEN to 'Centralised Services Ready for Processing' queue 2. NO - continue to Step 4. 4. Add note into CEN confirming actions completed.
Client requests to suspend assistance - benefit already stopped for another reason	If the client's benefit is already suspended for another reason, update the suspension reason in SWIFTT to reflect what the client has declared. In SBSRC screen: • Effective date: [Date benefit already suspended from] • Reason code: [F11] + *ENTER*
Client declares a change - benefit already stopped for another reason	We cannot resume a client's benefit if it has already been stopped for the following reasons: • Seasonal work • Residential Care - refer to RCS via email (MSD_RCS@msd.govt.nz [mailto:MSD_RCS@msd.govt.nz]) or to RSS (MSD_RSS@msd.govt.nz [mailto:MSD_RSS@msd.govt.nz]) - and copy sent email into CEN • Obligations failure • Warrant to Arrest • Absence from NZ • Address unknown • 52 week re-application **Unable to resume – change prior to suspension** • Assess the payment due using DREW • Update change in CMS/SWIFTT • Pay entitlement via SBDR screen • Add notes confirming actions taken • Send letter to client advising of outcome **Unable to resume for any other reason – change on/after suspension date** • Update change only • Add note: *"Have updated [changes made to client's record] however unable to resume payments as they have been stopped due to [suspension reason]. Please reassess assistance further when resumed."* • Complete CEN and result WLM task.
Client declares a change - benefit currently suspended due to excess income	Determine if benefit can be resumed. • YES - Complete resumption process • NO - ◦ Update changes declared ◦ Client receiving supplementary assistance? ▪ Check eligibility to Non-Bene/WFF for suspended period in DREW ▪ Pay entitlement via BDR ▪ Complete debt/arrears management ▪ Add notes confirming actions taken ▪ If arrears or debt remaining, advise client in letter

How to Suspend a Benefit

Step1.	**Suspend Benefit** In SBSR screen, complete the following fields: • Date received: [Date request received] • Action: [S] • Effective date: [Suspension date] • Reason for suspension: [F11] • Client or Ptnr started work: [select accordingly] • Transfer to FTC/BSTC to IR? [N] - if client is currently receiving these • No.of hours: [as per declaration] • Weekly income: [as per declaration] • Comment: [Workstream] + *ENTER* **Common suspension codes:** • Horticulture: [700] - including seasonal workers • In employment/returned to work: [038] - including if client works less than 30 hours • Stopped at client's request: [263] - if no other code fits
Step2.	Check in SRAUI or SBDR screen to confirm that system has suspended the benefit from the correct date. • YES - continue to next step • NO - complete BDRs (ensuring the correct code is being used) to correct this.
Step3.	Complete debt/arrears management. Refer to relevant 'How To' page for guidelines.
Step4.	Send a letter to the client advising them of their assistance being suspended and any debt that has been created as a result of the suspension.
Step5.	Add clear notes regarding suspension, reason for suspension and any debts created.

Resumption: Certain Situations

Non-Bene Resumption error message	Sometimes you will get an error message stating the assistance can't be resumed, this normally happens when the supplementary has been suspended via the SSUPI screen. Where this happens, the following process may be required: • Remove debt offset if in place • Resume via SSUPI • Resume via SBSR • Re-add debt offset amount

How to Resume a Benefit

Step1.	Before resuming the benefit, you will need to **update any changes** the client has declared first in SWIFTT so the system can pick up on the changes when the benefit is resumed. This includes: • Change of income • Change of essential costs • Child/ren included/excluded • Anything else that could potentially impact the client's entitlement

Step2.	**Check last regular (REG) pay date** In SPYHI, check the last regular pay date - this will show as 'RG' under the Tp column • Last payment date **before** suspension date - set 'Auto payee/offset' field in next screen to [Y] • Last payment date **after** suspension date - set 'Auto payee/offset' field in next screen to [N]
Step3.	**Resume benefit** In SBSR screen: • Date received: [today's date] • Actions (S/R): [R] - to 'resume' • Effective date: [resumption date] • Auto Income Reassessment: [as determined in previous step] • Auto payee/offset (Y/N): [by adding 'Y' in this field, any payee/debt offsets will be auto-recovered from any arrears created. if this is not required, add 'N'] • Press ENTER to confirm your action Note: these are the only fields that need to be changed.
Step4.	Check in SRAUI or SBDR screen to confirm that system has resumed the benefit from the correct date. • YES - continue to next step • NO - complete BDRs to correct this before moving to the next step
Step5.	Complete **debt/arrears management**. Refer to relevant 'How To' page for guidelines (including issuing arrears over $3000).
Step6.	Send a **letter** to the client advising them of their assistance being resumed and any arrears that have been created as a result of the resumption.
Step7.	Check if the client is in receipt of Childcare assistance • YES - forward CEN to ''Centralised Childcare Ready for Processing' queue • NO - Continue with any other processing required

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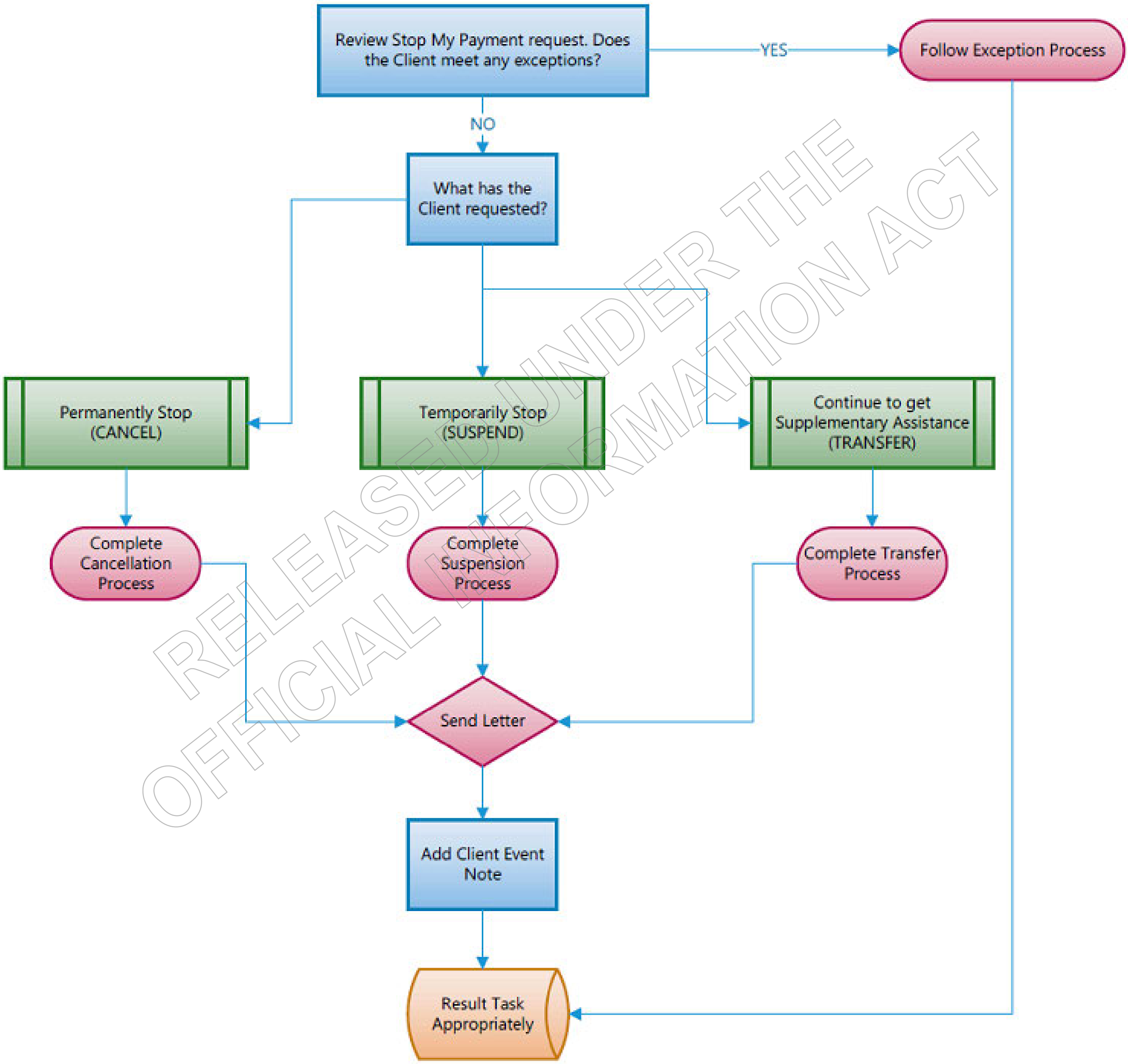
Stop My Payment

This page provides the written process for online Stop my Payment, followed by Centralised Services

On this Page:

Flow Chart



Exceptions

Exception	Required actions

Client has a Programme Tag	Determine if there is a current programme tag: navigate to CMS homepage under ‘Programme Tags’. • If blank, continue with process as normal • If 'Yes’, click on it to open up the ‘Programme Tags’ If programme tag exists but no active Case Owner in CMS, process as normal, and leave clear notes in CMS: ‘A current programme tag exists but no assigned Case Owner'. If there is an assigned Case Manager: • Email the Case Manager with the following template and suppress LSUM; Client has requested to stop their [assistance type] from [date] due to [reason for stopping assistance]. I have suspended assistance from [suspension date]. Please follow up as client has a current Programme Tag” (paste email showing to/from into CEN), suspend from the declared date, complete CEN. Send LSUM letter Result S2P task as ‘Completed’ or ‘Referred to SC’ if email sent to assigned CM
Multiple Stop My Payment declarations submitted?	1. Go through each of the declarations to determine the client's request. If unclear, contact the client to confirm what they would like to do. Refer to the conversations guidelines if required 2. Complete any multi-tasks if applicable 3. Continue processing BAU
Duplicate task	1. Check CMS and SWIFTT for any recent activities/notes 2. If the SMP request has already been completed OR someone is currently following up with the client regarding their assistance: 1. **Do not process** any further 2. Add note confirming request has already been completed OR being followed up 3. Result task in S2P as 'already processed'
Future cancellation / suspension / transfer date	**Cancellation/Suspension** Check SEXPI screen if the cancellation/suspension has already been actioned: • If yes – add note confirming cancellation/suspension has already been processed and result S2P task as ‘already processed’ • If no – check if cancellation date is more than 2 weeks in the future: ◦ Yes – add note to CMS confirming future cancellation and re-queue for date of cancellation/suspension ◦ No – continue with process BAU **Transfer** Re-queue all future transfers **How to Re-queue:** • Add note into CEN advising future change - do not complete CEN • Select 're-queue - future change' result in S2P and select the Monday of the week the change is due to happen This record will then be pushed out for processing closer to the transfer date
Non-Bene / Supplementary Assistance	Client has requested to stop assistance - however something in the declaration is not clear: 1. Call the client to discuss details, and how this may affect any remaining assistance **Call Successful:** 1. Suspend/cancel/leave assistance as per the discussion 2. All assistance that needs to be cancelled - complete through SBFTZ 3. Where only part of the assistance needs to be cancelled - complete this through SSUPI **Call Unsuccessful:**

	1. Suspend assistance as per request 2. Include note outlining what was unclear 3. Send letter including 'unable to contact' template below Letter Template: Non Bene/Supplementary Assistance - Unable to make contact *"There is no need to contact us if you want this assistance stopped permanently, it will cancel on [insert date from SEXPI]. After this date you will need to re-apply if you still require financial assistance".*
Transfer to Working for Families (Non Bene) - Check Own Home Costs	Where we have a transfer request and the client is a homeowner, we need to ensure there is valid verification on file. Where this is missing, call the client to request verification to support transfer. Furthermore, we can only transfer the supplementary assistance attached to the benefit at the time of the transfer. **Call Successful** and verification received: • Complete transfer and update costs/ complete reassessments • If the client is on maximum AS, test for any TAS eligibility and send letter of invitation if applicable and add a date of first contact in CMS in Products and Services/Financial Assistance using the SMP request date **Call Unsuccessful** • Complete transfer • Leave the Non-Bene assistance in a suspended state • Go into SBSRC screen - add comment "awaiting evidence" • Add a line in the SMP CEN that homeowner costs verification is required • Add a separate MVN: "once verification received, update SADTA with the costs, resume and reassess Non-Bene accordingly" • Add paragraph regarding homeowner costs to letter - refer to letter templates (Accommodation Supplement Reviews Page) • If the client is on maximum AS, test for any TAS eligibility and send a letter of invitation if applicable and add a date of first contact in CMS in Products and Services / Financial Assistance using the SMP request date
Change in Assets	Where the client has declared a cancellation of suspension due to change in assets, we will **contact the client** to confirm the type of asset. **Call Successful:** Cash Assets declared: 1. Collect the type, amount, date etc that this changed from 2. Adjust in SWIFTT 3. Complete any reassessments Non Cash Assets declared: 1. Refer to MAP [https://doogle.ssi.govt.nz/map/income-support/extra-help/accommodation-supplement/net-equity-01.html] to determine what information/ evidence is required from the client 2. Add into SWIFTT accordingly 3. Complete any reassessments **Call Unsuccessful:** 1. Suspend **all** assistance using the suspension code [003 - Comments: Assets in excess of limit] 2. Edit letter to clarify that the suspension is due to a 'change in assets' (refer to letter template below) 3. Add MVN on clients file about details of assets and that evidence is required Letter Template: Change in Assets - Supplementary assistance suspended *"You may still qualify for [enter assistance type] depending on the type and amount of assets you have gained. If you would still like to know if you qualify for on-going assistance, please contact us on 0800 559 009.* *There is no need to contact us if you want this assistance stopped permanently, it will cancel on [insert date from SEXPI]".*

Client no longer has accommodation costs	Where the client has advised they no longer have AS costs, we will need to call them to confirm if their address has changed or accommodation costs have changed. **Call Successful:** Client wants to: • Stop their AS ◦ Confirm with client if they want AS stopped permanently or temporarily ◦ Remove costs from SADTA (apply 14 day rule) ◦ Continue with suspension/cancellation process • Continue receiving AS - update address/costs ◦ Confirm client's new address and/or costs ◦ Refer to relevant 'How To' page to determine if evidence required **Call Unsuccessful:** • Remove the costs from SADTA using effective date on online request • If AS does not auto-suspend, then suspend AS through SSUPI using [207]
Child related changes	Where you come across a situation where you need to complete the following, please refer to the 'How To' Guide [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/tas-reapps-review/how-to-guide-index.html] for the child related changes steps • When you need to suspend Childcare Assistance • When you need to add a future expiry for Childcare Assistance • Child has left care • Child deceased
Change in relationship	Do NOT cancel or transfer. • Suspend assistance for both primary and partner (if any) via SBSR from the day after the date declared in the SMP request • Add a clear note confirming a change in the client's relationship status (e.g. remarried or reconciled). **DO NOT** forward CEN to SC • Send a letter to the client, including the *Suspension (CPU-completed) and potentially eligible for other assistance [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/online-stop-my-payment-220124.html#:~:text=2%3A%20Suspended%20benefit%20%2D-,potentially%20eligible%20for%20other%20assistance,-(In%20Work%20Assistance] template* information Client also in receipt of Childcare assistance? • Create a CEN (note type: Service Delivery > Financial Assistance > Childcare Assistance Review) • Add note advising follow up in Childcare assistance required due to change in client's circumstances • Forward CEN to Centralised Childcare Reviews Ready for Processing queue Result S2P task as 'Completed' or 'Referred to Service Centre' if client is in receipt of childcare assistance.
Client commencing work with MSD (MSD employee)	Do not process • Forward CEN to the Staff Assistance Unit Ready for Processing queue • Result S2P as 'Referred to Other Unit for follow-up'
Non Standard Rates (where client and partner are receiving different assistances - excluding SLP and NSZ)	Client has requested a stop due to going into employment. • Suspend assistance • Refer to Service Centre's Ready for Processing Queue However, if there is missing or unclear information in the declaration (e.g. no income or low income) call the client first, then refer to the Service Centre for reassessment.

Supported Living Payment	If not already auto-suspended, suspend SLP via SBSR screen. Do NOT cancel or transfer to WFF. Navigate to SDT1I screen and determine the type of SLP benefit (Health or Caring For) - F11 will show the corresponding Rate of payment code **SLP Health:** If the reason for stopping is employment related; • Add a note explaining the reason for suspension and that a Sustainable Employment Trial discussion is required. Do not complete CEN. • Forward the CEN to the Service Centre's Ready For Processing queue so the client can be contacted by frontline. • Result S2P task as 'Referred to Other Unit for follow-up' **SLP Caring For:** If the reason for stopping is no longer caring for a person • Add a note explaining the reason for suspension. Do not complete CEN. • Forward the CEN to the Service Centre's Ready For Processing queue so SLP eligibility can be reassessed. • Result S2P task as 'Referred to Other Unit for follow-up' Any other SMP reason for SLP clients (both SLP Health and Caring For) should be processed as normal. Ensure you: • Leave appropriate notes, and • Send the relevant letter to the client, and • Result action as Completed
New Zealand Superannuation / Veterans Pension Client	Do NOT process. • Create new client event note under: Seniors > Change in Circumstances > NZ Super • Add a new note to the client event and copy in declaration details • Note for the Service Centre to follow up • Click 'Save' – the note will automatically be put in the Seniors • Result S2P task as 'Referred to Other Unit for follow-up'
Seasonal / Horticulture Work	Do NOT cancel. • If not already auto-suspended, suspend assistance via SBSR screen using [700 code] • Add a clear note confirming the reason for suspension "Client has commenced seasonal/horticulture work. Assistance suspended as per StopMyPayment process. Manual letter issued." • Send a manual letter to the client including the *Suspended benefit - potentially eligible for other assistance (In Work Assistance, etc.)* part in the letter. • Result S2P task as 'Completed'
RSS/RCS Client	Do NOT process. • Copy declaration details into an email and send this to the appropriate unit for processing - MSD_RSS@msd.govt.nz [mailto:MSD_RSS@msd.govt.nz] or MSD_RCS@msd.govt.nz [mailto:MSD_RCS@msd.govt.nz] • Copy and paste the email to the SMP CEN (include the 'to' and 'from' section of the email • Complete CEN • Result S2P as 'Referred to Other Unit for follow-up'
Current Misc. Subsidy	**Request to transfer to Working for Families** Do not process. Refer to the appropriate unit as follows: • Early Learning Payment (ELP) as Misc. Subsidy ◦ Copy declaration into an email and send to ELP@msd.govt.nzto advise client has requested to stop their payments and transfer to WFF and to follow up with ELP. ◦ Copy and paste email into SMP CEN (include 'to' and 'from' section of email ◦ Complete the CEN ◦ Result S2P as 'Referred to Other Unit for follow-up'

	• Temporary Accommodation Assistance (TAA) as MISC. Subsidy ◦ Ensure we check [TAA Change in Circumstances process](https://doogle.ssi.govt.nz/community/display/HIYA/Temporary+Accommodation+Assistance+payment#expand-ChangeinCircumstancesprocess) [https://doogle.ssi.govt.nz/community/display/HIYA/Temporary+Accommodation+Assistance+payment#expand-ChangeinCircumstancesprocess] (refer to bottom of page in this link for the examples) to ensure we are following the correct guidance. **Note:** If any of our own exceptions apply first, follow our KB for guidance, if none apply, process TAA as per link. • Away from Home Allowance ◦ o Add note to follow up on Stop My Payment request ◦ o Forward the CEN to Service Centre’s Ready for Processing queue – do not complete CEN ◦ o Result S2P task as ‘Referred to Service Centre for follow-up’ **Request to cancel benefit** • Suspend benefit only (refer to suspension process) • Refer to the appropriate unit only as per above instructions • Result S2P as per above instructions
Special Benefit - request to cancel or transfer	Where the client is in receipt of Special Benefit (SPB) or has received this in the last 6 months, we will do the following: • Suspend benefit (refer to suspension process) • Add suspension notes and to follow up with cancellation due to receiving SPB • Forward the CEN to the Service Centre’s Ready for Processing queue • Result S2P as ‘referred to service centre for follow-up’
Benefit already suspended	**Request to cancel benefit** Check if there has been debt created in SDBTI. If yes, name the debt. **Request to suspend benefit** In most cases, the system will auto-suspend where the client has advised us to suspend their assistance. Where this happens, you will need to: 1. Check if suspension has been completed from the correct date ◦ YES - continue to Step 2. ◦ NO - complete BDRs to correct the suspension date (edit letter to include debts created from BDR) 2. In SBSRC, update the reason code to reflect Stop My Payment declaration 3. Check if any debts have been created as a result of the auto-suspension ◦ YES - name debts ◦ NO - continue to Step 3. 4. Check if the client is in receipt of Childcare assistance 1. YES - forward CEN to 'Centralised Services Ready for Processing' queue 2. NO - continue to Step 4. 5. Add note into CEN confirming actions completed. **Benefit already suspended due to excess income** Check if WFF (Non-Bene) has already been paid via backdated review. • YES - the cancellation/suspension/transfer date will be whichever later date of the following dates: ◦ The date the client advises that permanent work has started OR ◦ The date stated on the clients declaration OR ◦ The day after the supplementary assistance has been paid up to. • NO - check if SWIFTT and CMS notes to determine if a WFF assessment has already been completed for the suspended period: ◦ Yes - continue processing BAU ◦ No - ▪ Complete a DREW calculation to determine if client does qualify for WFF assistance (using income currently in INCMH)

	▪ Pay WFF entitlement via BDR (if any) ▪ Continue with process ▪ Include 'WFF (Non-Bene) paid via BDR' paragraph in your letter (refer to letter templates)

Study, going into Study

Use the below guidelines to determine actions required. All other changes can be processed as normal.

To refer to Studylink, select 'Reassign task to StudyLink' in the result options and click 'Result' button. Do not add any notes in CMS.

Scenario	Change declared	Action required
Current Student Allowance (SA)	Change in income/started work	Process the request **and** refer to StudyLink to review SA
Current Accommodation Benefit (AB)	• Change in assets • Sole parents declaring change/stop in AS costs	Process the request **and** refer to StudyLink to review AB
Current Jobseeker Support Student Hardship (JSSH)	Any	Do not action **and** refer to StudyLink to review JSSH
Client record assigned to StudyLink Processing Centre district/office	Any	Check Q manager to see if client is in receipt of current assistance from StudyLink • YES - follow the appropriate guidelines above • NO - process the request - referral not required
Current Non-Bene	Any	Process the request. Do not refer to StudyLink
Current benefit	Going into study	If client is on JS and the study is fulltime we can process the request as JS clients cannot remain on JS and study fulltime. Otherwise, suspend FAD and refer to site as clients may be able to remain on JS and study part-time or even SPS / SLP and study fulltime. (Refer to What's new - Map – Income Support > Main Benefits > (relevant benefit) > Changes and reviews > Study)

Cancel (Permanently Stop)

Step1.	**Is the reason for cancellation unclear?** • No - continue to next step • Yes - call the client first to determine why they would like their payments stopped ◦ If client provides information, continue to process. ◦ If client does not answer: ▪ Do NOT cancel the benefit ▪ Suspend the benefit only (refer to suspension process) ▪ Add MVN note into SMP CEN to follow up with client regarding cancellation reason and cancel accordingly
Step2.	**Reason for cancellation is in employment/returned to work.** Has client provided employers full details? (Business name, address, phone number) • Yes - move to next step • No - follow below guidelines Where the client has not provided their employment details, we will need to:

- Call client to confirm the following details:
  - Employer's business name
  - Employer's address
  - Phone number
- Call successful? Continue to the next step of the cancellation process
- Call unsuccessful? When cancelling in SBFTZ
  - Employer details: “Not provided”
  - Address: Add client’s details
  - Post code: Add client’s postcode
  - Continue with cancellation process

Step3.

Sole Parent Support - client in employment or returning to work

Work Bonus is payable to SPS clients who have **'Work Prep'** obligations. Check Work Bonus [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/work-bonus/index.html] to determine if client qualifies.

Client qualifies for work bonus?

- Resume benefit (if suspended) and continue with cancellation process
- Use [038] code when cancelling benefit in SBFTZ screen

Client does not qualify for work bonus?

- Continue with cancellation process
- Use [067] code when cancelling benefit in SBFTZ

Note: Do not use the Work Bonus payment to recover any debt created as a result of the cancellation.

Step4.

Determine Cancellation Date

The cancellation date will show on the Stop My Payment request. If date is conflicting or you are unsure, give the client a call to confirm.

Please also check the following list to determine what date the assistance should be cancelled:

- Left NZ – day after date declared in SMP request
- Returned to work – date declared in SMP request
- Client request – date declared in SMP request
- Change of assets – date declared in SMP request

Step5.

Client requested to transfer FTC payments to Inland Revenue?

No – continue to next step.

Yes – complete the following in the SNSRA screen:

- Date received: [Date SMP request submitted]
- FTC/BSTC paid by IR? (Y/N): [Y] + *ENTER*

Step6.

Cancel Benefit

In SBFTZ screen:

- Date received: [Date SMP request submitted]
- Paying arrangements: [as per SMP request]
- Effective date: [cancellation date as determined in step 2]
- Debt recovery suspension: [as per declaration]
- Reason Code: [F11]
- Client or Ptnr started work: [select accordingly]
- Comment: Stop My Payment + *ENTER*

Complete the following fields (in addition to above) if client was paid FTC by MSD:

- No. of hours (PRI): [hours of work as per declaration]
- Wkly income (PRI): [as per declaration]
- No. of hours (PTR): [add for partner if applicable]
- Wkly income (PTR): [add for partner if applicable]

Complete the following fields (in addition to above) if the client/partner has started working:

- Employer's business name: [as per declaration]
- Employer's address: [as per declaration]
- Post code: [as per declaration or NZ Postcode finder/Google Maps]
- Phone number: [as per declaration]

Common Cancellation Codes:

- Returned to work: [038]
- Stopped at client's request: [263] - if no other code fits
- Not unemployed [067] – if cancelling SPS and client does not qualify for work bonus

Reminders:

- If you've added [Y] to Paying arrangements, SWIFTT will automatically take you to the SDPAA screen.
- Once you've completed the SDPAA screen, go back into SRAUI to ensure the cancellation has taken place from the right date. If no, you will need to complete BDRs.

Step7. **Debt Repayment Management**

Client has requested stop to assistance:

- Update SPDAA with default $20.00 – ensure comments field is completed with the lower amount the Client wishes to pay back.
- Collections Unit will get a prompt to complete the arrangement.

Client has requested a transfer of benefit:

- Disregard the debt management request in the declaration.
- Take note of the offset on the current assistance to input into SOFSI in the NB assistance once transfer completed.

How to update the SDPAA Screen:

- Arrangement type: [F11 for codes]
- Value of regular payments: [$20.00]
- First payment date: [as per declaration]
- Bank account number: [this will prefill] – if differs from declaration, attempt to update.
- Comments: [the information from declaration- e.g. requested payment amount, date to start] + ENTER

Additional Information if you have trouble updating SDPAA:

Method of repayment does not have a code:

- Use 'O' as the arrangement type
- Add into comments section: "Client wants to make repayments by [repayment method on SMP request]"

New bank account number cannot be updated:

- Leave bank account as is and add all other required information.
- Add into comments section: "Client wants to use bank account [bank account number on SMP request] to make repayments".

First repayment date from declaration cannot be added – Debt Recovery Suspension:

- You will not be able to change the 'First Payment Date - leave the date as is
- Add into comments section: "Client has requested to start repayments from [repayment date on SMP request]"

First repayment date from declaration cannot be added – No Debt Recovery Suspension:

- Future repayment date - The latest date you can add is up to one month from the date you pick up the action.
- Past repayment date - Add in tomorrow's date

	• Add into comments section: "Client has requested to start repayments from [repayment date on SMP request]"
Step8.	**Client stated they no longer at address on file?** Refer to Address Changes 'How To' page for guidelines.
Step9.	Add SMP note to CEN. Refer to note template for guidelines.
Step10.	If client in receipt of Childcare Assistance, forward CEN to 'Centralised Childcare Ready for Processing' queue.'

Transfer to Working for Families (Non-Bene)

Step1.	**Has the client provided income details?** YES - move to the next step. NO - contact the client to confirm their income details. • Contact successful - add note confirming details obtained over the phone and continue to next step • Contact unsuccessful ◦ Complete transfer ◦ Leave the Non-Bene assistance in a suspended state ◦ Go into SBSRC screen - add comment "awaiting evidence" ◦ Add a line in the SMP CEN that income verification is required ◦ Add a separate MVN: "once verification received, update income details from [transfer date], resume and reassess Non-Bene accordingly" ◦ Add paragraph regarding income to letter - refer to letter templates
Step2.	**Client still living at address on file?** YES - Is the client a homeowner? YES- Refer to Transfer to Working for Families step. NO- move to next step NO - contact the client to confirm their current address and accommodation costs. • Contact successful - evidence not required - add note confirming details obtained over the phone and continue to next step • Contact successful - evidence required OR contact unsuccessful: ◦ Complete Transfer ◦ Leave the Non-Bene assistance in a suspended state ◦ SBSRC screen - add comment "awaiting evidence" ◦ Remove AS costs from SADTA ◦ Add a line to the SMP CEN note confirming what is required from the client ◦ Add Must View Note: *"Please reassess Non-Bene when client provides evidence of accommodation costs"* ◦ Continue with Transfer process ◦ Check if client receives mail via MyMSD: ▪ No - do not send letter ▪ Yes - send letter and add paragraph regarding no longer living at address on file - refer to letter templates
Step3.	**Check if client eligible for Working for Families (Non-Bene)** 1. Check if client has a manual rate or N/S rate in place ◦ Rate of Payment code ◦ If there is a code in there, hit F11 to find what the rate of payment code is. ◦ Take note of the rate of payment code as this is the type of non-bene that you will select in DREW when calculating non-bene entitlement 2. Calculate Non-Bene entitlement in DREW ◦ DREW benefit type - Non-Bene ◦ AS costs - SADTA

	◦ DA costs - SDAWA ◦ TAS costs - STAWA 3. Client eligible for Non-Bene? ◦ YES - continue to next step ◦ NO - cancel assistance. Refer to Cancel process
Step4.	**Debt offset/payee check** 1. In SOFSI, check if client already has a debt offset in place for debt and any advances ◦ Yes - take note/screenshot these repayment rates as you will need to re-add these once you've transferred the debt over to the Non-Bene record ◦ No - continue to next check 2. In PYECI, check if the client is currently redirecting any payments to a payee. ◦ Yes - take note /screenshot of payee name, payee bank account number, reference and amount of redirection ◦ No - continue to next step
Step5.	**Complete Transfer to Working for Families** In STRFB screen in SWIFTT, complete the following fields: • Date received: [date declaration received – refer to CEN] • New Service Type: [NONBEN] • Effective date: [as per suspension date] • Reason for transfer: [F11 – should be the same as suspension] + *ENTER* *Reminder: Check SRAUI to ensure the system has transferred to Non-Bene from the correct date. If no, take note of the actual transfer date as you may need to follow up and do BDRs.*
Step6.	**Update Cancelled Benefit** *Note: skip this step if client has non-current debt. You will update the cancelled benefit details after you've transferred the non-current debt.* 1. In SDETI screen: ◦ Select the cancelled benefit record ◦ Enter SBZC in the 'Next activity' field + *ENTER* 2. In SBZC screen: ◦ Effective date: [as per suspension date] ◦ Debt Recovery Suspension Y/N: [as per SMP request] ◦ Reason code: [F11 – should be the same as suspension] ◦ Employer's name: [as per SMP request] ◦ Employer's address: [as per SMP request] ◦ Post code: [NZ Postcode finder/Google Maps] ◦ Phone number: [as per SMP request] ◦ Comment: [Stop My Payment] + *ENTER* 3. In SDETI screen: ◦ Select the Non-Bene record + *ENTER*
Step7.	**Update Income Details** *Note: skip this step if income details not provided.* 1. In INCMH screen: ◦ Select record [1] ◦ Select action [CHG] + *ENTER* 2. In the next screen: ◦ Weekly hours [as per declaration] ◦ Amount: [gross amount as per declaration]

- A/P: [A]
- Comments: [Employers name as per SMP request] + *ENTER*

Step8.

Update Accommodation Costs (if applicable)
Note: Skip this step if client advises NO changes to their AS costs

In SADTA screen:

- Accommodation type: [F11]
- Date circumstances changed? [Date costs started/changed]
- Date client notified costs/change: [Date SMP request submitted]
- Action: [D]elete, [C]hange, [A]dd
- Costs: [New AS cost amount]
- Cost Code: [F11]
- Frequency: [F11]
- All costs recorded? [Y] + *ENTER*

Step9.

Resume Non-Bene (f not auto-resumed)

Note: if you are not able to resume due to client needing to provide further information/evidence, go straight to Step11.

In SBSR screen:

- Date received: [Date SMP request submitted]
- Effective date: [Date of transfer]
- Action: [R]
- Auto payee/offset: [N]
- Comment: [Stop My Payment] + *ENTER*

Step10.

Reassess Supplementary Assistance

Complete manual reassessment for each supplementary assistance if required:

- Accommodation Supplement – SASC screen
- Temporary Additional Support – STASC screen
- Disability Allowance – SDAC screen

In the relevant reassessment screen:

- Date received: [Date SMP request submitted]
- Effective date: [Date of transfer]
- Reason for change: [F11]
- Comment: [Stop My Payment] + *ENTER*

To add manual AS rate - In SASC screen:

- Date received: [Date SMP request submitted]
- Reassess: [Y]
- Effective date: [transfer date]
- Manual override: [amount as per DREW]
- Comment: [Stop My Payment] + *ENTER*

Reminders:

- *Check SRAUI that system has reassessed supplementary assistance from the correct date. If no, you will need to complete BDRs from the correct date.*
- *Check SWIFTT messages as you may be required to manually add debt or complete other actions*

Step11.

Reload Payees (if applicable)

Client has an agent on file?

If a client has an agent in PYECI, this means that the agent will be receiving the client's benefit payments on their behalf. We must re-load the agent back into the Non-Bene record.

Payees - Not enough entitlement to cover payments to payees?

- Load the payees that can be covered with payments
- Note all remaining redirections in the SMP client event note.
- Add paragraph to letter about not loading payees - refer to letter templates

Load payee/Agent
Go through each of the payee/agent records that you've noted down previously.

Go back into PYEES screen

- Search for the agent's name in the 'Search payee' search bar at the top + ENTER
- Select the agent record from the list:
  - Select record number to action: [select correct payee/agent record]
  - Select action: [LNK]
- In the next screen, you will need to add:
  - Effective date: [transfer date]
  - Agent to receive client mail: [N]
  - Amount (only for payees): [as per what you've noted down from Step B]
  - Payee's reference: [as per what you've noted from Step B]
  - Client consent given: [Y] + *ENTER*
- Add paragraph to setter about loading payees - refer to letter templates

Step12. **Debt/Arrears Management**

Check if the client has debt on their cancelled benefit:

- Go into SPBTI screen
- Pick up the cancelled benefit + DBT + ENTER

If there is debt sitting in there, you will need to transfer the debt to the Non-Bene record.

How to transfer debt from a cancelled benefit to Non-Bene:

Note: This must be done the same day the transfer has been completed. Hold the arrears if you have completed transfer around 12.3pm or 6pm.

1. SDETI screen
   - Select record number of Service to process: choose the benefit you've transferred from
   - In the 'Next activity' field, type SBZC + *ENTER*
2. SBZC screen
   - Reason code: 036 + *ENTER*
3. SDETI screen
   - Select record number of Service to process: choose the Non-Bene record
   - In the 'Next activity' field, type SDBTI + *ENTER*
   - Your debts from the cancelled benefit should now show in the debt screen
   - Add any debt offset for the advances as noted down earlier (step 5A.)
4. SDETI screen
   - Select record number of Service to process: choose the benefit you've transferred from
   - In the 'Next activity' field, type SBZC + *ENTER*
5. SBZC screen
   - Update the SBZC screen with the correct reason code
   - Note: if your reason for transfer is 'returned to work,' you will need to add the employer details
6. SDETI screen
   - Select record number of Service to process: choose the Non-Bene record + *ENTER*

- Continue with SMP process

  Have arrears/debt been created due to the transfer?
  If yes, we will need to use arrears to recover debt.

1. Check if client has/will be paid this week
   - In SSTAI – check when is the client's next pay day
     - This week? You can use full arrears amount to recover debt
     - Next week? Go into SPYHI screen
   - In SPYHI – check if the client has already been paid this week
     - Yes – You can use full arrears amount to recover debt
     - No – the amount of arrears to be issued to the client will be their Non-Bene entitlement for the week. Use the remaining amount to recover debt.
2. To recover debt:
   - In SAHPI screen - select arrears to recover debt with + DBT + *ENTER*
   - In the next screen (SDBTI) - select debt to be recovered + REC + *ENTER*
   - In the next screen (SDBTR) - enter amount + *ENTER*
3. If there is any debt remaining, an offset will need to be added in the SOFSI screen (refer to Debt/Arrears Management 'How To' page for steps)

Step13. Add SMP note to CEN. Refer to note template for guidelines.

Step14. If client in receipt of Childcare Assistance, forward CEN to 'Centralised Childcare Ready for Processing' queue.'

Suspend (Temporarily Stop)

Step1.

Determine Suspension Date
The Stop My Payment declaration will show the date the assistance needs to be suspended from. If that date is conflicting or you are unsure, give the client a call to confirm.

Refer to the following reasons to determine what date the assistance should be suspended from:

- Left NZ – day after date declared in SMP request
- Returned to work – date declared in SMP request
- Client request – date declared in SMP request
- Change of assets – date declared in SMP request

Step2.

Suspend benefit
In SBSR screen, complete the following fields:

- Date received: [Date SMP request received – refer to CEN]
- Action: [S]
- Effective date: [Suspension date]
- Reason for suspension: [F11]
- Client or Ptnr started work: [select accordingly]
- Transfer to FTC/BSTC to IR? [Y] - if client is currently receiving these
- of hours: [as per declaration]
- Weekly income: [as per declaration]
- Comment: [Stop My Payment] + *ENTER*

Common suspension codes:

- Horticulture: [700] - including seasonal workers
- In employment/returned to work: [038] - including if client works less than 30 hours
- Stopped at client's request: [263] - if no other code fits

Reminder:

	• *Check SRAUI to ensure the system has suspended the benefit from the correct date. If not, you will need to complete BDRs from the correct date.* • *Check SWIFTT messages as you may be required to manually add debt or complete other actions*
Step3.	Manage debt and arrears. Refer to Debt/Arrears Management 'How To' page for guidelines.
Step4.	Add SMP note to CEN. Refer to note template for guidelines.
Step5.	If client in receipt of Childcare Assistance, forward CEN to 'Centralised Childcare Ready for Processing' queue.'

Letter Templates

Use the below letter guide when sending manual letters to clients or when editing LSUM generated letters.

Part One: Acknowledge SMP declaration	***Option 1: Suspension (CPU-completed)*** This letter is to let you know that your [assistance type] has been suspended from [date]. This is because [insert reason i.e. you asked us to.]. ***Option 2: Transfer*** This letter is to let you know your [insert main benefit] has stopped from [insert transfer date]. This is because you have [insert reason for cancellation]. As per your request, we have transferred you to Working For Families assistance from [insert transfer date]. ***Option 3: Correcting suspension/cancellation date*** We have identified that your [Assistance type] has been stopped from the incorrect date. We have now stopped your [Assistance type] from the correct date of [date cancelled/suspended] as you [reason for stopping assistance]. ***Option 4: Suspension — Unable to Contact*** We tried to contact you to confirm some details about your Stop My Payment request but couldn't reach you. We've suspended your [assistance type] from [date], based on the information you provided online. If you still want this assistance stopped, you don't need to contact us. Your assistance will automatically cancel on [SEXPI cancellation date]. **If you still need help** If you didn't mean for your payments to stop or if you still need support, please contact us as soon as you can on 0800 559 009 or visit your local office. You may need to reapply depending on your circumstances.
Part Two: Review of assistance	***Option 1: Current assistance*** We've reviewed your [assistance] payments because of this. Your payments will be $[amount] a week, starting from [date]. ***Option 2: Suspended benefit - potentially eligible for other assistance (In Work Assistance, Change in Relationship reassessment, etc)*** You may be eligible for other types of financial assistance. If you would like to discuss this further, you'll need to contact your local Work and Income office or call us on 0800 559 009. If you don't contact us, your assistance will automatically cancel on [SEXPI date]. ***Option 3: Transfer - Non-Bene suspended*** Your Working for Families assistance has been stopped from [insert date] as you [reason for suspending Non-Bene e.g. have not provided your income details, no longer reside at the address we hold on our records]. ***Options 4: Transfer - not eligible to Non-Bene*** Unfortunately, you are not eligible to receive Working for Families Assistance. If your circumstances change, please visit www.workandincome.govt.nz to test your eligibility again.
Part Three:	***Option 1: Benefit suspended***

Debts	Because of this change, you've been overpaid $[amount] from [period] to [period]. The amount you now owe is $[Total debt amount]. Please call us within seven days to talk about ways to pay this back. There are lots of ways to pay. We want to make it as easy as possible for you. If you can't pay the full amount all at once, that's okay. You can pay it back over time at an amount you can manage. ***Option 2: Benefit cancelled*** The amount you now owe is $[Total debt amount]. Please call us within seven days to talk about ways to pay this back. There are lots of ways to pay. We want to make it as easy as possible for you. If you can't pay the full amount all at once, that's okay. You can pay it back over time at an amount you can manage. Even though you're no longer getting this support, there may be other ways we can help you. We provide a range of assistance across areas including housing, health and childcare. ***Option 3: Offset in place/added*** Because of this change, you've been overpaid $[amount] from [period] to [period]. You need to pay this back. You do not need to do anything. We will collect the money automatically by paying you $[debt offset amount] less each week until it is paid back.
Part Four: Additional info or more info/evidence required	If you are providing additional information or requesting information/evidence we require, add this in here. Specific letter templates can be found in the letter templates below or 'How To' pages ***Include if requesting information/evidence:*** We want to get this sorted for you as soon as possible. Please give us a call or declare these changes online using MyMSD.
Part Five: Mandatory information required in every letter	**Let us know when things change** When your situation changes, it's important to let us know straight away. The amount of money you can get from us may also change. We really don't want you to miss out on money you qualify for or get a debt you have to pay back. Most people find the easiest way to keep their information up to date is online using MyMSD. Visit www.my.msd.govt.nz to log in. You can also call us. **We're here to help** We're here to help so please feel free to get in touch or visit our website for more information. Our details are on the back. Everyone's situation is different so we're always happy to talk things through with you. **Review Rights** If you disagree with this decision, you can ask for a review. We must receive your request for review within three months of this letter. For more details, please see the 'general information' section at the back of this letter.

Other common scenarios

Non-Bene/Supplementary assistance – unable to contact client
There is no need to contact us if you want this assistance stopped permanently, it will cancel on [insert date from SEXPI]. After this date you will need to re-apply if you still require financial assistance.

Change in Assets – Unable to contact client
You may still qualify for [enter supps assistance] depending on the type and amount of assets you have gained. If you would like to know if you qualify for on-going assistance, please contact us on 0800 559 009.

There is no need to contact us if you want this assistance stopped permanently, it will cancel on [insert date from SEXPI]

Transfer to WFF (Non-Bene) - Payee loaded in SWIFTT

The following payments that we were making on your behalf on [benefit transferred from] will continue on your Working for Families assistance as follows:

[Payee name] at [amount] a week

[Payee name] at [amount] a week

Transfer to WFF (Non-Bene) - Payee NOT loaded in SWIFTT
We were making payments on your behalf on [benefit transferred from]. The total amount of the payments we made on your behalf is now more than your payments from us. This means you will need to make payments yourself for:

[Payee name] at [amount] a week

[Payee name] at [amount] a week

Client transferred to non-beneficiary with no current TAS but assessed as eligible

Based on your recent change of circumstances you may be eligible to receive Temporary Additional Support.

Temporary Additional Support is a weekly payment which helps people who cannot meet their essential living costs from what they earn, or from other sources. Your entitlement depends on your current circumstances. If you would like to apply for this assistance, you may be able to apply online or alternatively you can talk to us about it by calling us on 0800 559 009.

Client Event Note Templates

Edit CEN templates as required (*sections)

Cancellation CEN template

[Client's name] has requested on [declaration submission date] to permanently stop their payments from [date of event] as they have [reason for cancelling]. Please refer to the My Account tab within this note for declaration details.

Benefit has been cancelled from [date of event].

*Debt of $amount created for the period [dd/mm/yy] to [dd/mm/yy]. Debt named.

*SDPAA updated with debt repayment details.

*Client does not wish to transfer to WFF assistance.

*Client requested to transfer to WFF assistance however client is not eligible.

*Refer CEN to Childcare RFPQ to reassess CCS entitlement.

Letter sent.

Transfer CEN template

[Client's name] has requested on [declaration submission date] to permanently stop their payments from [date of event] and transfer to WFF assistance from [date of event] as they have [reason for transferring]. Please refer to the My Account tab for declaration details.

Benefit transfer completed from [dd/mm/yy] to [dd/mm/yy] as client has [reason i.e. returned to work]

*Backdated review required to correct transfer

*Arrears created for the period [dd/mm/yy] to [dd/mm/yy] for [type of assistance]

*Debt of $amount created for the period [dd/mm/yy] to [dd/mm/yy]. Debt named.

*Arrears/debts offset and remaining arrears/debts of $$ released/remain with offset of $$

Ongoing entitlements from [dd/mm/yy]:

[assistance type] @ $$

*Refer CEN to Childcare RFPQ to reassess CCS entitlement.

Letter sent.

Suspension CEN template

[Client's name] has requested on [declaration submission date] to temporarily stop their payments from [date of event] as they have [reason for suspending]. Please refer to the My Account tab within this note for declaration details.

Benefit has been suspended from [date of event].

*Debt of $amount created for the period [dd/mm/yy] to [dd/mm/yy]. Debt named.

*Refer CEN to Childcare to reassess CCS entitlement.

Letter sent.

Changes to Process

Date	Change Description
16/03/26	-Updated page content to align with current StopMyPayment handling. -Expanded and clarified exception scenarios, including; Client has a Programme Tag [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/online-stop-my-payment-220124.html#Exceptions2:~:text=Client%20has%20a-,Programme%20Tag,-Determine%20if%20there] , Change in relationship [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/online-stop-my-payment-220124.html#:~:text=Child%20deceased-,Change%20in%20relationship,-Do%20NOT%20cancel] , Seasonal / Horticulture Work [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/online-stop-my-payment-220124.html#:~:text=Seasonal%20/%20Horticulture%20Work] and Supported Living Payment [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/online-stop-my-payment-220124.html#LetterTemplates6:~:text=Supported%20Living%20Payment%C2%A0] . -Re-structured the page to improve navigation and readability. -Updated letter and note templates.

Content owner: Work and Income Centralised Processing Unit (CPU) **Last updated:** 17 April 2026

Adding/Changing Income & Assets

This page provides the steps for adding/changing income & assets

On this Page:

Adding/Updating Income

Check if the client's situation meets any of the exceptions / certain situations
YES - follow required actions
NO - continue to next step

Check if the client is eligible for an exemption
YES - add income with exemption included
NO - add income as declared by client

Navigate to INCMH screen in SWIFTT
New income:
Select record number to action by typing [0]
Select action by typing [ADD]

Updating income:
Select record number of the record you are changing [income period]
Select action by typing [CHG]

Fill out the income change screen with details from your declaration
Enter in Effective date: date for the beginning of income period
Frequency: Weekly/Monthly/Yearly [codes found in F11]
Hours: as per declaration
Gross income: as per declaration
Source of income: Employer name
SPS client: Childcare costs (if declared)
SLP Medical Client: Select [Y] for earnings exemption

Press Enter - check for any messages under the activity line noting any need for BDR's, reassessments, and debt/arrears management.

Is the client eligible for an exemption?

Childcare Cost Exemption

Sole parent clients may be eligible to receive a childcare cost exemption if they have childcare costs. We will assess this if they declare childcare costs in their declaration and the exemption will be the lesser of;

The amount the client has declared **or**
$20.00 (max amount)

The exemption will continue to be applied unless it is removed.

Where childcare costs are **not** declared, and the exemption is in place, we should remove it.

Personal Earnings Exemption

This is applicable for all SLP (health condition, injury or disability) clients and is a set rate of $20.00. For more information about this, please click here [http://doogle.ssi.govt.nz/map/income-support/main-benefits/supported-living-payment/personal-earnings-exemptions-01.html] .

The SLP Earnings Exemption will automatically set to Y or N if income is added into the Wages/Salary income field.

If removing the income from Wages/Salary field removes the exemption, SWIFTT will prompt you to check this, in this case change the exemption manually.

Exemption for severe disablement

For clients who are eligible, you will find a Must View Note on their file with the required process. Helpline will also provide further guidance if needed.

This exemption is applicable to all benefit types. For more information about this, please click here [http://doogle.ssi.govt.nz/map/income-support/main-benefits/supported-living-payment/exemption-for-severe-disablement-01.html] .

Income Exceptions / Certain Situations

Income already held or being followed up for period/s declared	Check if income has been automated or added/followed up by someone outside of CPU. **Income automated** Check that income has been added correctly from correct date and benefit has been reassessed correctly: • YES - check if arrears have been generated ◦ YES - complete debt/arrears management, send letter and add notes ◦ NO - send letter and add notes • NO - continue processing as normal **Income updated or followed up by someone outside of CPU** Check if income was updated or followed up on after the declaration submission date: • YES - add notes advising income already processed/followed and complete WLM task • NO - continue processing as normal
Formula Assessed Child Support - Income exists for effective period(s)	Because formula Assessed Child Support income is automated over 4 to 5 weeks it can create misleading or incorrect income records. Three ways it does this: 1. Every month $0.00 Child Support income is future added for the week the 21st falls in the next month. To ensure any wages or salary is correctly carried forward the system will also future add any other income that was present at the time. ◦ When processing around the week of the 21st be aware that wages existing in INCMH for this week could be old income carried forward from the previous month and should be confirmed via CMS and BTCHI ◦ When adding wages for any other period, if a future income box appears for the week of the 21st you will need to amend the wages to ensure they are carried forward 2. CS arrears income can be received at any day of the month and overlap with regular payments (stacking). When the total CS income for a week changes, this creates new INCMH records The declared wages that should carry forward through that period will be duplicated ◦ Be aware that wages existing when arrears payments are received could be old income carried forward and should be confirmed via CMS and BTCHI Note: Wages that exist for periods after the dates declared in your task should be checked in CMS to see if they were declared or just carried forward and require updating as per latest declared income
Potential Fraud Case	Call the client (using the '25' number [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/calling-clients-so-work-and-incomes-number-shows.html] so that it doesn't come up confidential) to confirm their income. • You can also check that the client understands how to declare their income – click here [https://doogle.ssi.govt.nz/resources/helping-clients/products-services/service-delivery/mymsd/how-to-use-mymsd.html#Declaringincome6] for information on how to do this. • Add and reassess income • Escalate the case to the L&CI team to investigate further Unable to contact client: • Do not add the income

	◦ Send the client a letter to clarify correct income (Manual letter template – Income KB) ◦ Add a MVN Escalate the case to the L&CI team to investigate further.
Due paid assessment	Due paid assessment completed for the same income period. Do not update income and add note: *"Due Paid have already completed an assessment for income period declared."*
IRIS income	Is income declared for the same period as IRIS assessment? • YES - do not update income and continue with any other changes (if applicable) • NO - update income and complete reassessments **Benefit suspended due to 'IRIS income'?** Check notes to see if there is any reason we cannot resume i.e. client must make representation or provide income evidence first. If cannot resume, continue with other changes (if applicable).

Calculating the rate

Hourly rate declared	**Calculating the gross amount** To calculate the gross income, multiply the hours worked and the hourly rate. To turn minutes into part of an hour you will need to complete the calculation below: • Divide the numbers of minutes by 60 • Add the hours and multiply this by the hourly rate = total gross amount *Example: the client worked 5hrs and 46mins at $16.50 per hour* *46 / 60 = 0.76 (do not round up the first 2 digits past the decimal point)* *5.76hrs x $16.50 = $95.04 total gross amount* **Hourly rate incorrectly declared as total gross amount** ***Previous actions*** Where we identify this error with previous, automated (or manual) *actions,* we will correct the record and where applicable consider Debt write-off under r208(01) Social Security Regulations 2018 [https://doogle.ssi.govt.nz/map/income-support/core-policy/current-client-debt/debt-write-off-criteria.html] . ***Current actions*** Calculate the correct gross amount using the information provided in the declaration (hourly rate x hours worked). Note: If the employer details are 'home-based' carer or 'self-employed' the income details may be correct. Check previous income history/notes before making amendments. ***Where it is unclear*** • Make contact with the client to confirm and update the system accordingly • If no contact can be made, follow the 'current action/s' process (above) and send a letter to the client. Sending a letter [https://doogle.ssi.govt.nz/documents/business-groups/helping-clients/service-delivery/centralised-services/centralised-services-cpu/online-services/ecs-income-letters-final.docx] will give the client the opportunity to make contact to correct the income details if they are wrong.
Direct Deduction in place?	Where a direct deduction is in place, this amount gets deducted from the clients entitlement. If you need to complete a BDR, you will need to complete a DREW assessment based on the income declared and minus the direct deduction amount from the assessed rate in DREW and pay that via BDR.
Income reduces benefit to nil	SWIFTT will prompt suspension when income entered is over the income cut-out point. We should suspend the benefit and assess Non-Bene/WFF assistance if supplementary assistance is current. 1. Suspend the benefit via the SBSR screen: ◦ Enter date received: [todays date]

	◦ Action (S/R): [S] - to suspend ◦ Effective date: [date of income period] ◦ Reason for suspension: [038] – Returned to Work (or [030] if Non-bene record) ◦ Transfer FTC to IRD: [N] ◦ Comments: “excess income” 2. Add/change income in the INCMH screen 3. If supplementary assistance is current, check eligibility to Non-Beneficiary/WFF assistance and pay any entitlement via backdated review. 4. Edit and issue LSUM letter 5. Add/complete client event note 6. Result action in WLM/STP accordingly

Non-Standard Rates

If a client and partner are on different benefit types, or only one half of the couple is receiving assistance, they should be receiving a Non-Standard Rate.

When calculating non-standard rates, use the following guidelines:

Income and Assets for both client and partner must be accounted for.
Income must be added as $0.01 with the actual income added to the comments
Rates must always be calculated in DREW for non-standard clients
When loading client data from SWIFTT into DREW, confirm the Rate of Payment (ROP) is correct
If the ROP is incorrect or previous weeks have been paid incorrectly, confirm the correct rate with a Capability Developer before reviewing

Note: Non-bene clients do not have a ROP code in SDT1I so this needs to be selected in DREW manually

Residency - Client on a Main Benefit	If SWIFTT reassesses assistance correctly, we can continue to process as normal. A manual rate of payment (SDT1I) or NS rate (SNSRA) should be applied in these cases. For different situations that may apply, follow the links below: **Client on a Main Benefit:** • Partner not permanently or lawfully resident in New Zealand [https://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/partner-not-permanently-or-lawfully-resident-in-ne-01.html] • Partner is overseas [https://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/partner-is-overseas-01.html] **Accommodation Supplement:** • Partner overseas [https://doogle.ssi.govt.nz/map/income-support/extra-help/accommodation-supplement/partner-overseas-01.html] • Partner's residence status [https://doogle.ssi.govt.nz/map/income-support/core-policy/residence/partners-residence-status.html] **Temporary Additional Support:** • Clients with specific circumstances [https://doogle.ssi.govt.nz/map/income-support/extra-help/temporary-additional-support/clients-with-specific-circumstances-01.html]
Client on main benefit declaring income - partner on NZS/VP	Check if NZS/VP client is in receipt of supplementary assistance • If yes, and income is over the limit, add a seniors CEN into the NZS/VP client's record and refer to seniors (as per Seniors Referral Process above) • If no, process ‘other main bene’ at a half-married rate
Adding a non-standard rate to SWIFTT	SNSRA - Add Non-Standard Rate • Date received: [today's date] • Non-std.rate add/chg? [Y] • Weekly rate: [add correct benefit rate] • Effective date: [date of income change] • Reason code: [7]

	• Pay GA: [Y]

Benefit Specific Situations

Jobseeker 18year old - living at home?	You will need to check if an 18 - 19 year old client on JS is living at home as these clients have a different rate of payment [https://doogle.ssi.govt.nz/map/deskfile/main-benefits-rates/jobseeker-support-current.html] . To check whether the client is living at home, go to the SDT1A screen to view the 'Living at home (Y/N) field.
Jobseeker (Primary) Client works 30+ hours	Jobseeker clients who work full-time [https://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/changes-and-reviews-jobseeker-support/full-time-employment-03.html] are considered in full time employment. We should suspend the benefit and assess Non-Bene/WFF assistance if supplementary assistance is current. *(Note: this rule does not apply to JS partners - only the primary client)* 1. Suspend the benefit via the SBSR screen: ◦ Date received: [todays date] ◦ Action (S/R): [S] - to suspend ◦ Effective date: [date of income period] ◦ Reason code: [038] – Returned to Work (or [030] if Non-bene record) ◦ Transfer FTC to IRD: [N] ◦ Comments: “excess income” 2. Add/change income in the INCMH screen 3. If supplementary assistance is current, check eligibility to Non-Beneficiary/WFF assistance and pay any entitlement via backdated review. 4. Edit and issue LSUM letter 5. Add/complete client event note 6. Result action in WLM/STP accordingly
Jobseeker - grand-parented or sole parent	This only applies if the client is working full-time [https://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/changes-and-reviews-jobseeker-support/full-time-employment-03.html] [https://doogle.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/temporary-employment-period-01.html] Generally, clients who work 30+ hours are considered to be in full time employment. However, clients receiving JS at a grand-parented or sole parent rate are able to work full-time for a temporary period provided their income, when assessed over a 52 week period, does not full reduce their benefit. In these cases we will; • Process income as normal • Add a must view note - *"Client has declared 30+ hours work. A discussion should be had with the client if this continues 25+ weeks and confirmation of whether it is full time work as this may affect benefit entitlement (please refer to income history for details)."*
Supported Living Payment (SLP)	Client is in receipt of SLP on grounds of health condition, injury or disability - working 15+ hours a week Where income is 15+ hours a week, and the client does not have a Sustainable Employment trial expiry date in place (details can be found in the INCMH screen) we will need to refer this to the office as the client's eligibility to SLP will need to be reassessed. • Add/change income and • Forward to the office's Ready for Processing queue to review further
Residential Care (RCS or RSS) - seen in SSTAI/PYECI	**RSS/RCS current - Unable to suspend benefit?** If a client is receiving RSS/RCS, you will need to contact the RSS/RCS Unit to get the RCS or RSS suspended to enable you to suspend the benefit. • Call 23940 (RSS) or • Call 23941 (RCS) When you call the RSS/RCS Unit;

	• Advise that the client has declared income that is over the cut out point and you need to suspend the benefit and could they please suspend RCS/RSS so you can complete this action Once you've had that conversation; • Suspend the benefit via SBSR • Leave a Must View Note advising that when the benefit is resumed, RCS/RSS must be contacted so they can resume RCS/RSS **Current assistance** Complete action as normal then email appropriate unit to reassess the subsidy accordingly: • MSD_RCS@msd.govt.nz [mailto:MSD_RCS@msd.govt.nz] • MSD_RSS@msd.govt.nz [mailto:MSD_RSS@msd.govt.nz] **Debt created?** Name the debt and ensure the debt is made recoverable but DO NOT add a debt offset. Add a MVN that a debt offset should be added if/when the client is no longer in care. **Arrears created?** Complete debt/arrears offset if applicable. Any remaining arrears should be put on hold and referred to the appropriate unit (as above) to manage further.
MISC. (Miscellaneous subsidy)	• check SSUPI or MVN for details of this subsidy • if income does not impact this assistance, continue processing as per normal
Overseas Pension (OSP)	When a client is receiving an OSP, the pension amount is generally directly deducted from their New Zealand benefit, and **not** assessed as income. The overseas benefit or pension is deducted from: • The **gross** rate of New Zealand Superannuation, Veterans Pension or • The **net** rate of any other New Zealand benefit (Jobseeker Support, Accommodation Supplement) If the client with the OSP receives both a main benefit and supplementary assistance, the main benefit is deducted first before the supplementary assistance (if applicable) If the client receiving the OSP has a partner, this may affect the the assistance their partner receives. Examples of when this may occur can be found in the following links: • New Zealand Superannuation and Veteran's Pension both qualify [https://doogle.ssi.govt.nz/map/to-or-from-overseas/payments-from-overseas/new-zealand-superannuation-and-veterans-pension-both-qualify.html] • New Zealand Superannuation or Veteran's Pension with a partner not getting a benefit [https://doogle.ssi.govt.nz/map/to-or-from-overseas/payments-from-overseas/new-zealand-superannuation-or-veterans-pension-with-a-partner-not-getting-a-benefit.html] • New Zealand Superannuation or Veteran's Pension with a partner getting a main benefit [https://doogle.ssi.govt.nz/map/to-or-from-overseas/payments-from-overseas/new-zealand-superannuation-or-veterans-pension-with-a-partner-getting-a-main-benefit.html] • Extra help and overseas pensions [https://doogle.ssi.govt.nz/map/to-or-from-overseas/payments-from-overseas/extra-help.html] If the client or partner has a direct deduction in place and a BDR is required, a DREW assessment must be done based on the income declared. The rate that is paid via BDR will be the assessed rate in DREW **minus** the amount of direct deduction.
ELP (Early Learning Payment)	If you are suspending, resuming or cancelling the main benefit due to income, email ELP@msd.govt.nz [mailto:ELP@msd.govt.nz] to advise that the client's benefit has been changed and the reason. Otherwise, continue processing as per normal
UCB/OB client	Do not update income and continue with any other changes (if applicable). This assistance is paid for the child so the caregiver's income should not be charged.

Types of Income

Sole-Trader income (Self-Employed)	Examples of Sole-Trader income to look out for: Lawn Mowing, self, Uber, Piano lessons. 1. Check the Must View, recent, and grant client event notes for relevant information 2. Process income as per MVN/CEN guidance or otherwise as per standard income process 3. Follow-up with a call to request any verification of earnings/financial statements the client can provide (e.g. personal financial documents, bank statements, receipts, profit/loss report) 4. Client can provide this to the service centre as the quickest method; otherwise, enable MyMSD upload for an appropriate number of days and advise the client to call the contact centre once documentation has been uploaded Unsuccessful contact? 1. Process as per standard income process 2. Use the '*Self-Employed/Sole Trader income - Request for evidence*' template in your letter 3. Add MVN: • "*Documentation requested due to Sole-Trader income declaration. Please refer to clients Service Centre once document received.*" Note: If the client is declaring income regularly, or there are similar concerns, they may not understand how sole-trader income declarations work. In this case, include the below wording in the above MVN: • "*ATTN Case Manager - Please clarify the sole-trader income declaration process with the client for correct ongoing income processing and if special considerations apply, please advise in a MVN*"
MSD employee (current or commenced work)	Note: Oranga Tamariki staff - process as normal If staff member receives: • main benefit - process as normal • Non-Bene/WFF assistance - forward to Staff Assistance Unit Ready for Processing queue to reassess further
ACC related payments	Before processing income, you must understand what type of ACC involvement the client has. ACC can be an employer, or it can be a payer of weekly compensation. These two situations are treated differently in the system. Call the client to confirm the following: 1. Confirm ACC status • Do they work for ACC (do not continue with the steps below. – treat as declared wages), or • Do they receive ACC weekly compensation 2. Amount declared is gross (so the correct direct deduction or non-beneficiary entitlement can be assessed), and 3. Tax code (main benefit only) • The tax code is required to obtain the correct ACC net rate for direct deduction. • If client is unsure of their tax code, or the call is unsuccessful, advise (through call or letter) that the default primary tax code will be used and they will need to confirm the correct tax code with IRD. If you cannot reach the client, process as declared wages and leave a MVN on their file so the next staff member can confirm the correct ACC status. **Client is receiving ACC weekly compensation** If the client has existing income recorded in INCMH, confirm whether this income is ongoing in addition to their ACC weekly compensation. If not, update or remove the income accordingly. Non-Beneficiary For clients not receiving a main benefit, ACC weekly compensation is income that must be recorded for

	assessment of other entitlements (e.g., supplementary assistance). • Update INCMH with the gross amount (income type ‘AIP/ACC’) • Reassess entitlement • Send a manual letter to client Main Benefit • Use DREW (Income Assessment Calculator) to calculate the correct net amount • Apply the net amount as a direct deduction in INCMH. Income type ‘ACC direct deduction’ (Comments: ACC WKLY COMP G $XX); • If the net amount is below the entitled benefit rate, the system will automatically reassess the correct benefit rate • Edit LSUM or create a manual letter (refer to letter templates) and issue it to the client Note: If ACC weekly compensation relates to a past period, you will need to deduct this manually against the entitled benefit rate. • If the net amount is higher than the entitled benefit rate, suspend the benefit and pay client’s supplementary entitlement through SBDR for current week using the gross rate. • Edit LSUM or create a manual letter (refer to letter templates) and issue it to the client **Other ACC payments** If the client is receiving another type of ACC payment: Accident Compensation - Map [https://doogle.ssi.govt.nz/map/income-support/core-policy/income/types-of-income/accident-compensation.html] • Process as normal • If you need support, reach out to a Capability Developer
Private Child Support	If it is a change to an existing payment, or payments cease - process as normal. If it is new, we require more information from the client. • Do not update income • Call client and request verification • If call unsuccessful or evidence unable to be provided • Send letter requesting for evidence (letter from paying parent if they have a private arrangement)
Redundancy	A redundancy payment is a lump sum payment to compensate a person when their employer terminates their employment as their position is surplus to the employer's needs. When a client receiving a benefit has been working and having their earnings charged then receives a redundancy payment, this payment is not regarded as income for benefit purposes. However, it will be regarded as a cash asset and may affect any Extra Help the client is receiving. You may need to contact the client based on the amount of redundancy they have received, as any interest earned will be considered as income.
Jury Service	The daily fee paid for jury service attendance is charged as income. Any amount paid for reimbursement of actual expenses such as travel is to be deducted from the jury service fee. The client must provide verification of any money paid for expenses.

Adding/Updating Assets

All Assets declared will apply the 14-day rule.

Client declares change in cash assets (TAS/AS)

Keeping in line with current processing standards [https://doogle.ssi.govt.nz/resources/helping-clients/processing-standards/income-and-asset-details-01.html] , when a client declares changes to their cash assets, verification is required.

Check if cash assets declared is under the limit: TAS asset limits [https://doogle.ssi.govt.nz/map/deskfile/extra-help-information/temporary-additional-support-tables/asset-limits-current.html] , AS asset limits [https://doogle.ssi.govt.nz/map/deskfile/extra-help-information/accommodation-supplement-tables/cash-asset-limit.html]

If **YES**

o **Do not update assets**

o Call client and request verification

o If call unsuccessful **or** evidence unable to be provided

Send letter requesting for evidence

If **NO**

o Call client and request verification

o If unsuccessful **or** evidence unable to be provided

Suspend TAS/AS from **FAD**

Send letter requesting for evidence

Adding Cash Assets

Update INCMH:

Navigate to INCMH screen in SWIFTT

New cash assets:

Select record number to action by typing [0]

Select action by typing [ADD]

Updating cash assets:

Select record number of the record you are changing [income period]

Select action by typing [CHG]

Enter cash assets: [Amount of cash assets declared]

Enter type of cash asset [as per declaration]

Non-Cash assets declared

Navigate to the 'Other Property' (property not used as a home) page on Doogle

Phone client to discuss whether declared assets can be considered as a realisable asset. (Request further information if needed) If considered a realisable asset:

Calculate potential net equity in the property

Add the net equity into 'Capital Assets' field in SADTA

Assess client's ongoing entitlement to supplementary assistance

If contact unsuccessful:

Check if equity calculated is over the asset limit allowed

NO: No SWIFTT action required. Make clear notes in CMS only.

YES: Suspend AS/TAS from FAD

Send letter to client to obtain more information using appropriate template

Letter Templates: Common Scenarios

Non-Beneficiary WFF review (suspended due to excess income/hours)

Important information about your [Benefit type]

We're getting in touch to let you know that your [benefit type] will remain stopped for now. This is because you don't qualify for these payments with the amount you earn.

You still qualify for [supplementary assistance]. We have worked out your supplement from [date] to [date] and we owe you $[amount]. We will pay this to you on [date].

If you continue earning the same amount, your [benefit type] will be cancelled from [SEXPI date] because of the amount you earn. If you don't think this should happen, or you would like to know if you qualify for other help like Working for Families, please give us a call.

Self-Employed/Sole Trader income – Request for evidence

We need some information

We have identified that you have declared Self-Employed or Sole Trader income.

Because of this we will need evidence of your business income this could include:

Individual Tax Return form
Profit / Loss summary
Bank Statements
Receipts
Any other documentation that proves your business income

To provide this information you can either upload it via MyMSD online or take it into your nearest service centre.

Once the documentation has been provided, we can then assess this against your benefit.

(If you upload the documentation through MyMSD, please call Work and Income on 0800 559 009 to let us know)

Cash Assets – Request for evidence

We need some information

We see that you have declared a change in/new cash assets. Your Temporary Additional Support and/or Accommodation Supplement has stopped from [insert FAD] as we require evidence of these cash assets.

Please provide evidence of these cash assets to your local Work and Income office, or upload your evidence using myMSD (and call us on 0800 559 009 once done) so your payments can be reviewed further. This could include:

Term Deposit Statement
Bank Account Statement showing the current balance of all bank accounts
Share Certificate
Latest Valuation and Mortgage balance on a rental property's net equity

If you are unsure of what you need to provide, please give us a call on 0800 559 009, we are here to help.

'How To' Guide

Refer to the 'How To' Guide [https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-processing-unit-cpu-/online-services/tas-reapps-review/how-to-guide-index.html] if you require a step-by-step guide on specific types of actions.

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