



14 May 2026

Tēnā koe

### **Official Information Act request**

Thank you for your email of 21 March 2026, requesting information about policies and guidelines for Supported Living Payment (SLP) and Disability Allowance (DA) applications.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

The information you have requested can be found on the Ministry's Manuals and Procedures (MAP) website.

- [www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/index.html](http://www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/index.html)
- [www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/index.html](http://www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/index.html)
- [www.workandincome.govt.nz/map/income-support/core-policy/reviews-and-appeals/index.html](http://www.workandincome.govt.nz/map/income-support/core-policy/reviews-and-appeals/index.html)

Please see the attached **Appendix** for additional guidance for SLP and DA applications.

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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

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Anna Graham  
**General Manager**  
**Ministerial and Executive Services**

## Processing medical certificates

This page provides information to support staff when processing Work Capacity Medical Certificates (WCMCs)

For all related process guides Case Managers and Central Processing Officers can access these [here](https://doogle.ssi.govt.nz/community/display/HIYA/Processing+Medical+Certificates) [https://doogle.ssi.govt.nz/community/display/HIYA/Processing+Medical+Certificates]

### Who processes medical certificates?

Most Work Capacity Medical Certificates (WCMCs) are generally processed by [Centralised Services](https://doogle.ssi.govt.nz/business-delivery/centralised-services-service-delivery.html) [https://doogle.ssi.govt.nz/business-delivery/centralised-services-service-delivery.html], as the majority of these are received via e-lodgement (Healthlink). However, there are process these, this includes when:

the client presents the WCMC at an appointment

[Centralised Services](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/centralised-services-to-service-centres.html) refers these to the region [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/centralised-services-to-service-centres.html] for follow-up

All other types of medical certificates are processed by Case Managers. Examples include:

Disability certificates for [Disability Allowance](https://doogle.ssi.govt.nz/map/income-support/extra-help/disability-allowance/introduction.html) [https://doogle.ssi.govt.nz/map/income-support/extra-help/disability-allowance/introduction.html]

ACC medical certificates

Medical certificates for [Child Disability Allowance](https://doogle.ssi.govt.nz/map/income-support/extra-help/child-disability-allowance/introdu) [https://doogle.ssi.govt.nz/map/income-support/extra-help/child-disability-allowance/introdu

### Things to check before processing the WCMC

#### Identifying limitations

The WCMC may provide information on the client's current limitations and outline the types of work they can undertake and/or list the practitioners may also advise of services, supports or adjustments that may minimise or address any limitations at work.

You may need to identify whether these limitations are permanent or temporary e.g. a client recovering from shoulder surgery may be limited whereas someone with an allergy to chemicals will never be suited to work where chemicals are frequently used.

Health practitioners may also provide comments on the WCMC that must be captured.

A client's limitations and any comments must be noted in SWIFTT, once you have processed the WCMC, for more information see: [\[https://doogle.ssi.govt.nz/community/display/HIYA/Processing+Medical+Certificates#expand-CommentsLimitations\]](https://doogle.ssi.govt.nz/community/display/HIYA/Processing+Medical+Certificates#expand-CommentsLimitations)

#### Referrals to RHAs or RDAs

There may be instances when you need to discuss the health practitioner's recommendation as to when the client's capacity for work information provided is unclear or conflicts with the information we already hold for the client. These instances should be referred to Regional Disability Advisor (RDA).

RHAs and RDAs make recommendations to assist staff with making decisions on medical eligibility.

[Regional Health and Disability teams](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability-advisors/overview-of-regional-disability-and-regional-health-advisors.html) [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability-advisors/overview-of-regional-disability-and-regional-health-advisors.html]

[RHDT referral process](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability/regional-health-referral-process.html) [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability/regional-health-referral-process.html]

#### WCMC is for 2 years (or longer)

When you receive a WCMC that has a review period for two years or more, you can process this in SWIFTT as per the normal process Supported Living Payment (SLP). Before considering whether a client is entitled to SLP you should refer these cases to a RHA/RD/

Note: When they complete their recommendation, they may also recommend a different review period. For example, they could recommend a period for work capacity. In these instances you must update this in SWIFTT.

[Regional Health and Disability teams](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability-advisors/overview-of-regional-disability-and-regional-health-advisors.html) [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability-advisors/overview-of-regional-disability-and-regional-health-advisors.html]

[RHDT referral process \[https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability/regional-health-process.html\]](https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability/regional-health-process.html)

## Calculating the expiry date

Generally, the date of the expiry will be the date the client's health practitioner has stated on the WCMC. DREW (under the 'Multi D' client's medical certificate expiry date.

There are instances when the date will need to be calculated:

### *Pregnancy*

Clients who are 27+ weeks pregnant or those who are less than 27 weeks pregnant with complications, have medical coverage up to 4 weeks extension. When entering the clients expected due date into DREW, it will calculate their expiry date as their due date plus 4 weeks.

[Pregnancy \[https://doogie.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/pregnancy-01.html\]](https://doogie.ssi.govt.nz/map/income-support/main-benefits/jobseeker-support/pregnancy-01.html)

### *Organ donors*

Clients in receipt of a main benefit who are donating a kidney or liver tissue have 12 weeks maximum of medical coverage. DREW will calculate the expiry date when processing this type of WCMC.

[Medical certificates for live organ donors \[https://doogie.ssi.govt.nz/map/income-support/main-benefits/emergency-benefit/medical-certificates\]](https://doogie.ssi.govt.nz/map/income-support/main-benefits/emergency-benefit/medical-certificates)

## How to process a medical certificate

Most WCMCs are processed in SWIFTT via the SDOCS and SINCC screens, for more information see: [processing medical certificates \[https://doogie.ssi.govt.nz/community/display/HIYA/Processing+Medical+Certificates\]](https://doogie.ssi.govt.nz/community/display/HIYA/Processing+Medical+Certificates)

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## Obligations

When you have processed a medical certificate in SINCC, the client's work obligations will be automatically updated to reflect their work obligations in SWIFTT.

## Exemptions

Some clients with part time, full time or work preparation obligations or those with youth activity obligations may apply for an exemption in their capacity to prepare for work due to a health condition, injury or disability.

In these instances clients are required to provide a WCMC. However, these aren't added onto their record via SINCC in SWIFTT, in SWIFTT.

[Exemptions for Youth clients \[https://doogie.ssi.govt.nz/resources/helping-clients/products-services/work-and-income/youth-services/exemptions\]](https://doogie.ssi.govt.nz/resources/helping-clients/products-services/work-and-income/youth-services/exemptions)

[Exemptions for students receiving JSSH \[https://doogie.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-services\]](https://doogie.ssi.govt.nz/business-groups/helping-clients/service-delivery/centralised-services/centralised-services)

[assistance/jssh/system-path/swtda.html](#)]

[Exemptions \[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/work-test/exemptions.html](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/work-test/exemptions.html)

## Scenarios

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[Client is eligible for Jobseeker Support \[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health/jobseeker-support.html\]](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health/jobseeker-support.html)

[Client is eligible for Supported Living Payment and can be given simplified access \[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health/disability/medical-certificate/eligibility-scenario-for-supported-living-payment-qualifying-for-simplified-access.html\]](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health/disability/medical-certificate/eligibility-scenario-for-supported-living-payment-qualifying-for-simplified-access.html)

[Client is eligible for Supported Living Payment with Interventions \[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health/disability/medical-certificate/supported-living-payment-with-interventions.html\]](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health/disability/medical-certificate/supported-living-payment-with-interventions.html)

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## Disability Allowance and Counselling

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These pages provide you information about including Counselling as a cost in Disability Allowance.

On this Page:

### Introduction

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Disability Allowance can help pay for the costs of counselling fees, and the transport costs required to attend counselling, up to the maximum amount of Disability Allowance payable per week.

### Qualifications

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To have counselling costs included as part of Disability Allowance, the client must:

- meet the qualifications for Disability Allowance
- need counselling because of the disability
- not be able to get counselling for free
- receive the counselling from a bona fide counsellor

Initially, counselling costs can be included in Disability Allowance for up to 10 sessions.

[Disability Allowance - Qualifications \[http://doogole/map/income-support/extra-help/disability-allowance/qualifications.html#P29\\_706\]](http://doogole/map/income-support/extra-help/disability-allowance/qualifications.html#P29_706)

[Disability Allowance - Counselling \[http://doogole/map/income-support/extra-help/disability-allowance/counselling-01.html\]](http://doogole/map/income-support/extra-help/disability-allowance/counselling-01.html)

### Number of sessions

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Generally:

assistance is limited to a maximum of 10 sessions on first application  
and up to 20 additional sessions can be considered on the recommendation of the client's medical practitioner or specialist  
assistance for more than 30 sessions can be considered if the client has exceptional circumstances.

Additional counselling sessions after the client has reached the limit of 30 sessions should only be considered in exceptional circumstances, and when the client has provided receipts as verification of attendance and a new Disability Certificate – Counselling form has been provided.

The client will also need to provide supporting evidence from their doctor or specialist that the counselling is directly related to their disability and is still necessary and beneficial to them in addressing their disability.

Contact your Regional Health Advisor or Regional Disability Advisor for advice before approving assistance for further counselling sessions after the client has reached the limit of 30 sessions.

### Application process

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When a client tells us they wish to apply for assistance with the ongoing cost of counselling, they will need:

- to complete a Disability Certificate – Counselling
- to complete an application for Disability Allowance if the client is not currently receiving Disability Allowance
- a 'Disability Allowance – Record of Counselling Card'
- a copy of the 'Disability Allowance and Counselling Factsheet'.

At the interview you need to let the client know:

- how much we are able to contribute towards the cost of the counselling sessions
- when we will review the inclusion of this cost
- that they must tell us if they stop attending.

The client also needs to consider:

- what they hope to get from the counselling

how many sessions they may need

how they are going to pay.

**Note** the 'Disability Allowance - Record of Counselling Card' can be ordered through KEA.

## Payment process

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When a client meets the criteria to have Disability Allowance paid for the on-going cost of counselling, the cost can only be included for the period that they are attending the counselling sessions.

SWIFTT requires an expiry date for counselling costs to be entered in the client's record. SWIFTT will automatically exclude the cost and reassess Disability Allowance once the counselling costs have expired.

**Note** to ensure the client receives their full entitlement the start date must be the beginning of the pay period when the first visit is due and the expiry date must be the beginning of the next pay period following the last counselling session.

Disability Allowance can also be paid for the cost of transport to counselling.

[Disability Allowance - Calculating rate and expiry date-counselling \[http://doogie/map/income-support/extra-help/disability-allowance/calculating-rate-and-expiry-date-counselling.html\]](http://doogie/map/income-support/extra-help/disability-allowance/calculating-rate-and-expiry-date-counselling.html)

[Disability Allowance - Transport-counselling \[http://doogie/map/income-support/extra-help/disability-allowance/transport-counselling-01.html\]](http://doogie/map/income-support/extra-help/disability-allowance/transport-counselling-01.html)

The agreement for counselling is between the client and the counsellor and the responsibility to make the payment is with the client.

The client may wish to consider:

setting up an automatic payment from their bank account

arranging the counselling session on the same day they receive their benefit payment.

## Redirection of Payment

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If a client advises you that they are having difficulty managing the payments you may consider as a last resort redirecting part of their benefit to the counsellor when there is good cause to do so.

You need to discuss with the client the following if you are considering redirecting part of the client's benefit:

If they meet the 'good cause' criteria.

All other options have been considered (for example the client setting up an automatic payment through their bank account).

That they can cancel the direct payment to the counsellor at any time (they need to allow two to three days to do this).

Payments to the counsellor are made weekly.

We can only make the payment to the counsellor when their benefit is current and there is enough money available to cover the cost.

If they don't go to the counselling session, but we have paid part of their benefit to the counsellor, they will have to talk to the counsellor about getting that money back.

They must let us know if they stop going to counselling as soon as possible, so we can stop making the payments to the counsellor.

[Redirection of Benefit - Good Cause \[http://doogie/map/income-support/core-policy/redirection-of-benefit-payment/good-cause-01.html\]](http://doogie/map/income-support/core-policy/redirection-of-benefit-payment/good-cause-01.html)

[Redirection of Benefit - Processing Standards \[http://doogie/resources/helping-clients/processing-standards/redirection-of-benefit-payment-01.html\]](http://doogie/resources/helping-clients/processing-standards/redirection-of-benefit-payment-01.html)

[Factsheet – Disability Allowance and Counselling \(PDF 162.04KB\) \[http://doogie/documents/resources/helping-clients/forms-templates/work-and-income/factsheets/factsheet-da-counselling.pdf\]](http://doogie/documents/resources/helping-clients/forms-templates/work-and-income/factsheets/factsheet-da-counselling.pdf)

## Processing medical alarms - Disability Allowance (DA)

This page provides you with guidance on including medical alarms into DA and the steps on how to do this correctly.

On this Page:

### What is required

When a client makes a request for assistance for a medical alarm, or where we've identified a client is receiving a medical alarm that is not included in DA, the client must:

Complete the [Disability Allowance Application \[https://www.workandincome.govt.nz/documents/forms/disability-allowance-application-for-existing-clients.pdf\]](https://www.workandincome.govt.nz/documents/forms/disability-allowance-application-for-existing-clients.pdf) and answer all appropriate questions, signed and dated

Health practitioner must complete the '**Disability Allowance medical certificate**' section

Health practitioner must complete the [Disability Allowance Medical alarm assessment form \[https://www.workandincome.govt.nz/documents/forms/disability-allowance-medical-alarm-assessment-form.pdf\]](https://www.workandincome.govt.nz/documents/forms/disability-allowance-medical-alarm-assessment-form.pdf)

Client needs to provide verification of the contract with their provider

It must clearly state what type of medical alarm service it is, the cost, and frequency.

Meet Disability Allowance (DA) [Qualifications - Map \[https://doogie.ssi.govt.nz/map/income-support/extra-help/disability-allowance/qualifications.html\]](https://doogie.ssi.govt.nz/map/income-support/extra-help/disability-allowance/qualifications.html).

If a client is already receiving DA, then only steps 3-5 need to be completed.

**Note:** The client is responsible for making sure their medical alarm is paid for. In the first instance the client should set up direct debit or automatic payments from their end. As a last resort a 'redirection of benefit' may be used where good cause is met [Redirection of benefit payment - Map \[https://doogie.ssi.govt.nz/map/income-support/core-policy/redirection-of-benefit-payment/redirection-of-benefit-payment-01.html\]](https://doogie.ssi.govt.nz/map/income-support/core-policy/redirection-of-benefit-payment/redirection-of-benefit-payment-01.html)

### When a client is already receiving assistance towards a medical alarm

A client should only have one medical alarm service on their record (included into DA). If the clients contract does not match the rates in [Medical alarm rates - Doogie \[https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html\]](https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html) then you must discuss this with the client to determine what the price is.

Where you're still unsure then you should get the clients consent to make contact with the provider. Their contact details are found here [Frequently Asked Questions from clients with Disability Allowance regarding Medical Alarms - Doogie \[https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/frequently-asked-questions-from-clients-with-disability-allowance-regarding-medical-alarms.html\]](https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/frequently-asked-questions-from-clients-with-disability-allowance-regarding-medical-alarms.html)

If the client is changing from an 'in-home' to any 'anywhere' medical alarm service, you'll need to refer to the 'SWIFTT - DA medical alarm Review (medical alarm already included) section below.

### Medical alarm start date for costs

#### Where a client is currently receiving DA

The medical alarm verification or contract may include:

<b>A</b>	<b>Installation date</b>	The date the medical alarm will be installed
<b>B</b>	<b>First chargeable date</b> <b>Payment start date</b> <b>First Billing date</b>  Note: MSD-accredited providers use the above terms interchangeably	The date the client will start to accrue a cost
<b>C</b>	<b>Date of first payment</b>	The date the first payment is due to the supplier

The 'first chargeable date' is when the client becomes responsible for the cost of the alarm. This excludes any free monitoring periods i.e. if the client received a free month trial.

You must use the first chargeable date when adding the payment into SWIFFT.

### Not receiving DA

We must still test qualifications and determine the appropriate date for grant based on [Commencement date - Map](https://doogie.ssi.govt.nz/map/income-support/extra-help/disability-allowance/commencement-date.html) [https://doogie.ssi.govt.nz/map/income-support/extra-help/disability-allowance/commencement-date.html]

Where you're unsure, you should always discuss with your Capability Developer

### Other important information

An 'Additional Service' is when there is another pendant in the property for another occupant (may be their partner, child, other family).

E.g. One client at the property will be assessed at the base service rate (for example In-Home Service Cost code 050) and any other client at the same property will have the additional service supplied (In-Home Additional Service, code 113).

Each client receiving a DA for a medical alarm must have their own alarm cost recorded in their individual SWIFFT record.

### SWIFFT DA - medical alarm Grant (not receiving DA)

#### If a client is not receiving DA:

SSUPI	<ul style="list-style-type: none"> <li>Select action: <b>ADD</b></li> <li>Select service type to add: <b>DA</b></li> </ul> <p><b>Enter</b></p>
SDAA	<ul style="list-style-type: none"> <li>Application date: [XXXXXX]</li> <li>Status: <b>1</b></li> <li>DA reassessment period: [F11]</li> <li>Action:               <ul style="list-style-type: none"> <li>Add = <b>A</b></li> <li>Change = <b>C</b></li> <li>Delete = <b>D</b></li> </ul> </li> <li>Incapacity: [F11]</li> </ul> <p><b>Enter</b></p>
SDAWA	<ul style="list-style-type: none"> <li>Action:               <ul style="list-style-type: none"> <li>Add = <b>A</b></li> <li>Change = <b>C</b></li> <li>Delete = <b>D</b></li> </ul> </li> <li>Cost: [XX.XX]</li> <li>Cost code: [F11]</li> <li><a href="https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html">Medical alarm rates - Doogie</a> [https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html].</li> <li>Frequency: [F11]</li> <li>Expiry date: <b>Leave at 0</b></li> <li>All costs recorded?: <b>Y</b></li> </ul> <p><b>Enter</b></p>
SDAA	<ul style="list-style-type: none"> <li>Status: <b>3</b></li> <li>Commencement date: [XXXXXX]</li> </ul> <p><b>Enter</b></p>

PYECI	<ul style="list-style-type: none"> <li>• Medical alarm redirection Y/N?</li> <li>• Select record number to action [Number]</li> <li>• Select action: CHG</li> </ul>
PYECC	<ul style="list-style-type: none"> <li>• Effective date: [XXXXXX]</li> <li>• Amount: [XX.XX]</li> </ul> <p><b>Enter</b></p> <ul style="list-style-type: none"> <li>• Client consent: <b>Y</b></li> </ul> <p><b>Enter</b></p>
LSUM	<ul style="list-style-type: none"> <li>• Check letter to ensure information is correct.</li> <li>◦ Client Cntct: 1</li> <li>◦ Client copy: <b>Leave as N</b></li> <li>◦ Office copy: <b>Leave as N</b></li> <li>◦ Finish and issue letters: <b>Leave as N</b></li> <li>◦ Select letter number to view: Type number on left hand side.</li> <li>◦ <b>Enter</b></li> <li>• <b>LSUM (F1)</b></li> <li>• Client Cntct: 1</li> <li>• Client copy: <b>O</b></li> <li>• Office copy: <b>N</b></li> <li>• Finish and issue letters: <b>Y</b></li> </ul> <p><b>Enter</b></p>
CMS (Notes)	<ul style="list-style-type: none"> <li>• CMS</li> <li>• ...</li> <li>• New Client Event</li> <li>• Service Delivery</li> <li>• Financial Assistance</li> <li>• Disability Allowance</li> <li>• <b>Save &amp; Complete</b></li> </ul>

## SWIFTT DA - medical alarm Grant (receiving DA)

### If a client is receiving DA

SDAWA	<ul style="list-style-type: none"> <li>• Date costs changed? [XXXXXX]</li> <li>• Date client notified costs? [XXXXXX]</li> <li>• Action: <b>A</b></li> <li>• Cost: [XX.XX]</li> <li>• Cost code: [F11]</li> <li>◦ <a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html">Medical alarm rates - Doogle [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html]</a></li> <li>• Frequency: [F11]</li> <li>• Expiry date: <b>Leave at 0</b></li> <li>• All costs recorded?: <b>Y</b></li> </ul> <p><b>Enter</b></p>
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PYECI	<ul style="list-style-type: none"> <li>• Medical alarm redirection Y/N?</li> <li>• Select record number to action [Number]</li> <li>• Select action: CHG</li> </ul>
PYECC	<ul style="list-style-type: none"> <li>• Effective date: [XXXXXX]</li> <li>• Amount: [XX.XX]</li> </ul> <p><b>Enter</b></p> <ul style="list-style-type: none"> <li>• Client consent: Y</li> </ul> <p><b>Enter</b></p>
LSUM	<ul style="list-style-type: none"> <li>• Check letter to ensure information is correct.</li> <li>◦ Client Cntct: 1</li> <li>◦ Client copy: <b>Leave as N</b></li> <li>◦ Office copy: <b>Leave as N</b></li> <li>◦ Finish and issue letters: <b>Leave as N</b></li> <li>◦ Select letter number to view: Type number on left hand side.</li> <li>◦ <b>Enter</b></li> <li>• <b>LSUM (F1)</b></li> <li>• Client Cntct: 1</li> <li>• Client copy: <b>O</b></li> <li>• Office copy: <b>N</b></li> <li>• Finish and issue letters: <b>Y</b></li> </ul> <p><b>Enter</b></p>
CMS (Notes)	<ul style="list-style-type: none"> <li>• CMS</li> <li>• ...</li> <li>• New Client Event</li> <li>• Service Delivery</li> <li>• Financial Assistance</li> <li>• Disability Allowance</li> <li>• <b>Save &amp; Complete</b></li> </ul>

### SWIFTT - DA medical alarm Decline (not receiving DA)

If a client is not receiving DA:

SSUPI	<ul style="list-style-type: none"> <li>• Select action: <b>ADD</b></li> <li>• Select service type to add: <b>DA</b></li> </ul> <p><b>Enter</b></p>
SDAA	<ul style="list-style-type: none"> <li>• Application date: [XXXXXX]</li> <li>• Status: 1</li> <li>• DA reassessment period: [F11]</li> <li>• Action: <ul style="list-style-type: none"> <li>◦ Add = <b>A</b></li> <li>◦ Change = <b>C</b></li> <li>◦ Delete = <b>D</b></li> </ul> </li> <li>• Incapacity: [F11]</li> </ul>

	<p><b>Enter</b></p>
SDAWA	<ul style="list-style-type: none"> <li>• Action: <ul style="list-style-type: none"> <li>◦ Add = <b>A</b></li> <li>◦ Change = <b>C</b></li> <li>◦ Delete = <b>D</b></li> </ul> </li> <li>• Cost: <b>[XX.XX]</b></li> <li>• Cost code: <b>[F11]</b></li> <li>◦ <a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html">Medical alarm rates - Doogle [https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html]</a></li> <li>• Frequency: <b>[F11]</b></li> <li>• Expiry date: <b>Leave at 0</b></li> <li>• All costs recorded?: <b>Y</b></li> </ul> <p><b>Enter</b></p>
SDAA	<ul style="list-style-type: none"> <li>• Status: <b>2</b></li> </ul> <p><b>Enter</b></p>
PYECI	<ul style="list-style-type: none"> <li>• Medical alarm redirection Y/N?</li> <li>• Select record number to action [Number]</li> <li>• Select action: CHG</li> </ul>
PYECC	<ul style="list-style-type: none"> <li>• Effective date: <b>[XXXXXX]</b></li> <li>• Amount: <b>[XX.XX]</b></li> </ul> <p><b>Enter</b></p> <ul style="list-style-type: none"> <li>• Client consent: <b>Y</b></li> </ul> <p><b>Enter</b></p>
LSUM	<ul style="list-style-type: none"> <li>• Check letter to ensure information is correct.</li> <li>◦ Client Cntct: <b>1</b></li> <li>◦ Client copy: <b>Leave as N</b></li> <li>◦ Office copy: <b>Leave as N</b></li> <li>◦ Finish and issue letters: <b>Leave as N</b></li> <li>◦ Select letter number to view: Type number on left hand side.</li> <li>◦ <b>Enter</b></li> <li>• <b>LSUM (F1)</b></li> <li>• Client Cntct: <b>1</b></li> <li>• Client copy: <b>O</b></li> <li>• Office copy: <b>N</b></li> <li>• Finish and issue letters: <b>Y</b></li> </ul> <p><b>Enter</b></p>
CMS (Notes)	<ul style="list-style-type: none"> <li>• CMS</li> <li>• ...</li> <li>• New Client Event</li> <li>• Service Delivery</li> <li>• Financial Assistance</li> <li>• Disability Allowance</li> <li>• <b>Save &amp; Complete</b></li> </ul>

## SWIFTT - DA medical alarm Review (medical alarm already included)

To change the cost and service for the same medical alarm supplier and make the current supplier and cost code

SDAWA	<ul style="list-style-type: none"> <li>Date costs changed? [XXXXXX]</li> <li>Date client notified costs? [XXXXXX]</li> </ul> <p>Next to the current medical alarm</p> <ul style="list-style-type: none"> <li>Action: <b>D</b></li> <li>All costs recorded?: <b>Y</b></li> </ul> <p><b>Enter</b></p>
SDAWA	<ul style="list-style-type: none"> <li>Date costs changed? [XXXXXX]</li> <li>Date client notified costs? [XXXXXX]</li> <li>Action: <b>A</b></li> <li>Cost: [XX.XX]</li> <li>Cost code: [F11]</li> <li>Medical alarm rates - Doogle [<a href="https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html">https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html</a>].</li> <li>Frequency: [F11]</li> <li>Expiry date: <b>Leave as 0</b></li> <li>All costs recorded: <b>Y</b></li> </ul> <p><b>Enter</b></p>
SPASS	<ul style="list-style-type: none"> <li>Supplier Name: [Type name]</li> </ul> <p><b>Enter</b></p> <ul style="list-style-type: none"> <li>Supplier number: [Type Name]</li> <li>Select record to action: [Select number next to the supplier name]</li> <li>Select action: LNK</li> </ul> <p>WARNING will appear: <b>Enter</b></p> <p><b>Enter</b></p>
SPASH	<p>Check you have linked the correct supplier</p> <p><b>Note:</b> If DA was reassessed to a different rate and client is receiving TAS or SpB <b>you must reassess.</b></p>
PYECI	<ul style="list-style-type: none"> <li>Medical alarm redirection Y/N?</li> <li>Select record number to action [Number]</li> <li>Select action: CHG</li> </ul>
PYECC	<ul style="list-style-type: none"> <li>Effective date: [XXXXXX]</li> <li>Amount: [XX.XX]</li> </ul> <p><b>Enter</b></p> <ul style="list-style-type: none"> <li>Client consent: <b>Y</b></li> </ul> <p><b>Enter</b></p>
LSUM	<ul style="list-style-type: none"> <li>Check letter to ensure information is correct.</li> <li>Client Cntct: <b>1</b></li> <li>Client copy: <b>Leave as N</b></li> <li>Office copy: <b>Leave as N</b></li> </ul>

	<ul style="list-style-type: none"> <li>◦ Finish and issue letters: <b>Leave as N</b></li> <li>◦ Select letter number to view: Type number on left hand side.</li> <li>◦ <b>Enter</b></li> <li>• <b>LSUM (F1)</b></li> <li>• Client Cntct: <b>1</b></li> <li>• Client copy: <b>O</b></li> <li>• Office copy: <b>N</b></li> <li>• Finish and issue letters: <b>Y</b></li> <li><b>Enter</b></li> </ul>
CMS (Notes)	<ul style="list-style-type: none"> <li>• CMS</li> <li>• ...</li> <li>• New Client Event</li> <li>• Service Delivery</li> <li>• Financial Assistance</li> <li>• Disability Allowance</li> <li>• <b>Save &amp; Complete</b></li> </ul>

### SWIFTT - DA medical alarm (non-MSD accredited medical alarm supplier)

Once it's clear that a client meets the criteria for a non-MSD accredited supplier, you must include these reasons in your Client Event Note.

To link a non-MSD accredited medical alarm supplier, follow the process in the link below.

If you need assistance or clarification on any issue, you should contact Helpline.

[Exceptional circumstances - non MSD-accredited suppliers - Map \[https://doogie.ssi.govt.nz/map/income-support/extra-help/disability-allowance/exceptional-circumstances-non-msd-accredited-suppliers.html\]](https://doogie.ssi.govt.nz/map/income-support/extra-help/disability-allowance/exceptional-circumstances-non-msd-accredited-suppliers.html)

SDAWA	<ul style="list-style-type: none"> <li>• Action:</li> <li>◦ Add = <b>A</b></li> <li>◦ Change = <b>C</b></li> <li>◦ Delete = <b>D</b></li> <li>• Cost: <b>[XX.XX]</b></li> <li>• Cost code: <b>[F11]</b></li> <li>◦ <a href="https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html">Medical alarm rates - Doogie [https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html]</a></li> <li>• Frequency: <b>[F11]</b></li> <li>• Expiry date: <b>Leave at 0</b></li> <li>• All costs recorded?: <b>Y</b></li> <li><b>Enter</b></li> </ul>
SPASS	<ul style="list-style-type: none"> <li>• Supplier Name: <b>[Type name]</b></li> <li><b>Enter</b></li> <li>• Supplier number: <b>[Type Name]</b></li> <li>• Select record to action: [Select number next to the supplier name]</li> <li>• Select action: <b>LNK</b></li> <li><b>Enter</b></li> </ul>

SDAWA	<b>Enter</b>
SDAC	<ul style="list-style-type: none"> <li>• Date received: [XXXXXX]</li> <li>• Effective date: [XXXXXX]</li> <li>• Reassess: <b>Y</b></li> <li>• Reason for change [F11]</li> <li>• Comment: <b>Non-Accredited Med Alarm added</b></li> </ul> <p><b>Enter</b></p>
SPASH	<p>Check you have linked the correct supplier</p> <p><b>Note:</b> If DA was reassessed to a different rate and client is receiving TAS or SpB <b>you must reassess.</b></p>
PYECI	<ul style="list-style-type: none"> <li>• Medical alarm redirection Y/N?</li> <li>• Select record number to action [Number]</li> <li>• Select action: CHG</li> </ul>
PYECC	<ul style="list-style-type: none"> <li>• Effective date: [XXXXXX]</li> <li>• Amount: [XX.XX]</li> </ul> <p><b>Enter</b></p> <ul style="list-style-type: none"> <li>• Client consent: <b>Y</b></li> </ul> <p><b>Enter</b></p>
LSUM	<ul style="list-style-type: none"> <li>• Check letter to ensure information is correct.</li> <li>◦ Client Cntct: <b>1</b></li> <li>◦ Client copy: <b>Leave as N</b></li> <li>◦ Office copy: <b>Leave as N</b></li> <li>◦ Finish and issue letters: <b>Leave as N</b></li> <li>◦ Select letter number to view: Type number on left hand side.</li> <li>◦ <b>Enter</b></li> <li>• <b>LSUM (F1)</b></li> <li>• Client Cntct: <b>1</b></li> <li>• Client copy: <b>O</b></li> <li>• Office copy: <b>N</b></li> <li>• Finish and issue letters: <b>Y</b></li> </ul> <p><b>Enter</b></p>
CMS (Notes)	<ul style="list-style-type: none"> <li>• CMS</li> <li>• ...</li> <li>• New Client Event</li> <li>• Service Delivery</li> <li>• Financial Assistance</li> <li>• Disability Allowance</li> <li>• <b>Save &amp; Complete</b></li> </ul>

## Disability Allowance Reviewing

This page provides staff with information about Disability Allowance review processes.

On this Page:

### Formally reviewing a Disability Allowance

Based on the type of assistance the client is receiving and their circumstances, determines when their Disability Allowance (DA) is reviewed.

### Clients who have a 26 week or 52 week reapplication

Sole Parent Support clients with a DA: 52 weeks reapplication process includes the DA review in the reapplication when required.

52 week Reapplication: [Expiry Dates and Letters - Due paid assessment - Disability Allowance - Doogle \[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/52-week-reapplication/expiry-dates-and-letters.html\]](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/52-week-reapplication/expiry-dates-and-letters.html)

Jobseekers Support client with a DA: 26 week reapplication process includes the DA review in the reapplication when required.

26 week reapplication: [Expiry dates and letters - Doogle \[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/jobseeker-support/26-week-reapplications/expiry-dates-and-letters.html\]](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/jobseeker-support/26-week-reapplications/expiry-dates-and-letters.html)

The table below shows the type of Disability Allowance review that will be needed, based on the type of assistance the client is receiving and their circumstances.

**Note:** *If a client has more than one Disability Allowance included in their benefit then they may have more than one kind of review, such as a partial review and a full review.*

The type of Disability Allowance review that the client receives with their 26 or 52 week reapplication	Client Circumstances
No Disability Allowance component No 'Disability Allowance details' section in the review form and no Disability Certificate.	Disability Allowance has been reviewed within the last 44 weeks and their medical condition or disability is not due for reassessment.
Partial review A 'Disability Allowance details' section in the review form but no Disability Certificate.	Disability Allowance has not been reviewed within the last 44 weeks and the medical condition or disability is not due for reassessment.
Full review A 'Disability Allowance details' section in the review form and a Disability Certificate.	Disability Allowance has not been reviewed within the last 44 weeks or where there is a cost such as counselling that has its own review cycle and the medical condition or disability is due for reassessment

### Clients who get a Confirming your Circumstances review

Clients who do not need to reapply for their benefit every 26 or 52 weeks who have a DA will generally need to complete a Confirming your Circumstances (CYC) review every 52 weeks. The CYC form will always contain the DA costs.

The DA medical certificate is sent separately to the CYC and is based on the review date recommended by the health practitioner.

[Review of Circumstances \[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/confirming-your-circumstances/confirming-your-circumstances-landing-page.html\]](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/confirming-your-circumstances/confirming-your-circumstances-landing-page.html)

[Disability Allowance review - Seniors clients \[http://doogle/business-groups/helping-clients/ssis/what-we-do/senior-services/administration-change-to-disability-allowance-annual-reviews.html\]](http://doogle/business-groups/helping-clients/ssis/what-we-do/senior-services/administration-change-to-disability-allowance-annual-reviews.html)

### Evidence Requirements

Client circumstance	Evidence

New disability or medical condition	A registered medical practitioner or specialist will need to complete a Disability Certificate to confirm the nature and duration of the new disability or medical condition.
New costs	A Disability Certificate completed by a medical practitioner or specialist that confirms: <ul style="list-style-type: none"> <li>• the cost is related to the disability or medical condition already identified for Disability Allowance</li> <li>• the costs are necessary, ongoing, and of therapeutic value.</li> </ul>
Costs have stayed the same or decreased	No evidence is needed.

See [acceptable evidence of DA costs \[https://doogie.ssi.govt.nz/resources/helping-clients/processing-standards/extra-help-01.html#WhenevidenceforDAisrequired7~:text=increase%20in%20cost.-,Acceptable%20evidence%20of%20DA%20costs.-,Example%20of%20acceptable\]](https://doogie.ssi.govt.nz/resources/helping-clients/processing-standards/extra-help-01.html#WhenevidenceforDAisrequired7~:text=increase%20in%20cost.-,Acceptable%20evidence%20of%20DA%20costs.-,Example%20of%20acceptable) for more information on the type of evidence clients must supply when applying for DA or when there is an increase in cost.

[MAP - Change in Costs \[http://doogie/map/income-support/extra-help/disability-allowance/changes-and-reviews-disability-allowance/change-in-costs-01.html\]](http://doogie/map/income-support/extra-help/disability-allowance/changes-and-reviews-disability-allowance/change-in-costs-01.html)

**Note:** From 1 July 2024, some non-beneficiary clients can have the \$5 co-payment on fully subsidised prescriptions from publicly funded health providers re-included in their disability allowance.

## Residential Care and Residential Support Subsidy clients with a Disability Allowance

Clients in Residential Care or Residential Support are not required to complete a Confirming your Circumstances review, including when they have a DA. These clients can still have their DA cost reviewed at any time.

The DA medical certificate is sent based on the review date recommended by the health practitioner.

[Clients who don't need to complete a CYC review form - Doogie \[https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/confirming-your-circumstances/clients-who-dont-need-to-complete-a-cyc-review-form.html\]](https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/confirming-your-circumstances/clients-who-dont-need-to-complete-a-cyc-review-form.html)

## New Zealand Superannuation and Veteran's Pension clients

### Income Verification

Most clients over the age of 65 receiving Disability Allowance do not experience significant increases in income.

Clients receiving New Zealand Superannuation or Veteran's Pension who also receive Disability Allowance are not required to provide evidence of their income at their Confirming your Circumstances review if it is below the Disability Allowance income cut-out point by \$1040.00 per annum (\$20.00 a week) or more.

**Note** if a client has a non-qualified spouse or partner included in their New Zealand Superannuation or Veteran's Pension, all income must be verified.

You must verify all income including income under the cut-out point when granting Disability Allowance for a New Zealand Superannuation or Veteran's Pension client. This will ensure these clients do not need to provide income evidence unless there has been an increase and their income is within \$1040.00 per annum or \$20.00 a week of the the Disability Allowance income limit.

[Disability Allowance - Verification of Income \[http://doogie/map/income-support/extra-help/disability-allowance/changes-and-reviews-disability-allowance/verification-of-income-01.html\]](http://doogie/map/income-support/extra-help/disability-allowance/changes-and-reviews-disability-allowance/verification-of-income-01.html)

## Disability Allowance - Medical Alarm landing page

This landing page provides all the information you need on understanding medical alarms and processing medical alarms



[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/about-medical-alarms.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/about-medical-alarms.html)

### Overview

[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/about-medical-alarms.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/about-medical-alarms.html)



[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/processing-medical-alarms-da.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/processing-medical-alarms-da.html)

### Processing DA medical alarms

[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/processing-medical-alarms-da.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/processing-medical-alarms-da.html)



[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html)

### Medical alarm rates

[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/medical-alarm-rates.html)



[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/post-price-changes-guidance-medical-alarms.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/post-price-changes-guidance-medical-alarms.html)

### Price change guidance

[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/post-price-changes-guidance-medical-alarms.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-medical-alarms/post-price-changes-guidance-medical-alarms.html)



[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-and-medical-alarms-complaints.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-and-medical-alarms-complaints.html)

### Complaints process

[\[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-and-medical-alarms-complaints.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/extra-help/disability-allowance-and-medical-alarms-complaints.html)



[\[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/frequently-asked-questions-from-clients-with-disability-allowance-regarding-medical-alarms.html\]](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/frequently-asked-questions-from-clients-with-disability-allowance-regarding-medical-alarms.html)

### Frequently asked questions

[\[https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/frequently-asked-questions-from-clients-with-disability-allowance-regarding-medical-alarms.html\]](https://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/frequently-asked-questions-from-clients-with-disability-allowance-regarding-medical-alarms.html)

allowance-and-medical-

clients/procedures-  
manuals/work-and-  
income/extra-  
help/frequently-asked-  
questions-from-clients-with-  
disability-allowance-  
regarding-medical-  
alarms.html]

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Content owner: [Partnerships and Programmes team \(mailto:Partnerships\\_and\\_Programmes@workandincome.govt.nz\)](mailto:Partnerships_and_Programmes@workandincome.govt.nz). Last updated: 06 November 2025

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

Patrick is advised to provide evidence of the amount of board he pays to Bob.  
A staff member contacts Bob who confirms he receives \$300 board each week from Patrick.  
Bob is advised to provide evidence of the amount of board he receives from Patrick.

### Evidence still doesn't match

Where all clients:

continue to disagree on the amounts paid etc, or  
provide evidence but their information continues to mismatch  
you must request evidence of a decision made by Tenancy or Disputes Tribunal.

### Example

Both Bob and Patrick provide evidence as requested.  
Bob provides a letter signed by both him and Patrick which states Patrick is paying \$300 in board each week.  
Patrick provides an email between him and Bob which states Patrick is paying \$350 in board each week.  
A staff member contacts both clients to advise the information provided is conflicting and they need to provide further evidence of a decision made by Tenancy or Disputes Tribunal before their payments can be restarted.

### Client reappplies or wants to review their IRR

There may be cases when clients either reapply for their housing subsidy after they have been suspended for 8 weeks and subsequently auto cancelled or request a review of their IRR.  
Clients can do this; however the mismatch process will be re-started again if the boarder/renter/landlord declared is in receipt of a housing subsidy or paying IRR. If the client's boarder/renter/landlord is not in receipt of a housing subsidy or paying IRR, no evidence of the board/rent paid/received is required.

Note: where clients are declaring boarders/renters and they are not in receipt of any housing subsidy they do not need to provide evidence of their accommodation costs even if these are home ownership costs. For example:

*Daisy declares a boarder paying her \$300 per week, she is asked about her own accommodation costs, and she advises her homeownership costs are \$700 each week. Daisy is in receipt of a Childcare subsidy only (no housing subsidies) and does not need to provide evidence of her home ownership costs.*

### Disability Allowance (DA)

### When evidence for DA is required

Evidence of disability costs is always required when a client is applying for Disability Allowance or has a new or increase in cost.

### Acceptable evidence of DA costs

Evidence of costs related to the client's disability/health condition must be provided to ensure all costs are considered when assessing Disability Allowance (DA).

Example of acceptable evidence of allowable costs:

Receipts for expenses  
Invoices  
Quotes

For more information see, [Types of Costs - MAP \(https://doogie.ssi.govt.nz/map/income-support/extra-help/disability-allowance/types-of-costs-01.html\)](https://doogie.ssi.govt.nz/map/income-support/extra-help/disability-allowance/types-of-costs-01.html).

### Evidence of consultation or appointment

Receipts or evidence of doctor/specialist visits are required when applying for DA or when there is an increase in cost related to the DA.

For instance, if a client needs to attend two specialist appointments each month, they must provide evidence of the cost(s) associated with the appointments when submitting their Disability Assistance application. In this case, one receipt will suffice, provided the doctor confirms the frequency of the appointments in the application.

### Additional information required

all costs that are included in the assessment must be listed on the application, and  
a certificate from a health practitioner to verify the client's need to incur additional costs because of a disability  
a Disability Allowance – Counselling form (if appropriate)  
a Disability Allowance - Medical Alarm Assessment form (if appropriate).

You must leave a note on the client's file, linking to the appropriate Disability Allowance action, itemising the costs and frequency of these costs.

### Training Incentive Allowance

Training Incentive Allowance (TIA) provides extra help to sole parents, carers and disabled people receiving certain types of benefits to undertake training that will increase their skills and opportunities for employment.

It helps with the upfront and ongoing costs associated with study (such as tuition fees, laptops, wifi, transport and care costs). For more information see: [Processing Standards - TIA \(https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/training-incentive-allowance/minimum-processing-standards-for-tia.html\)](https://doogie.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/extra-help/training-incentive-allowance/minimum-processing-standards-for-tia.html)

### Subsequent applications for Extra Help

When a client submits a subsequent application for Extra Help and has the same costs, you can accept costs that are already held on the client's file (CMS or SCOSH in SWIFTT).

Some accommodation costs generally have annual increases. You must ensure you have a conversation with the client to confirm if these costs have changed or not and record this on the clients file.

### Ways we can accept cost evidence

#### Post/Fax

#### Online

MyMSD document upload  
Email - you must copy the full email, including the sender, receiver, date and time details, onto the clients file.

#### Face to face

## Application process

---

On this Page:

This page has the application process for Supported Living Payment (SLP).

Clients should be encouraged to apply online for SLP. If the client is unable to complete the application online, they need to complete a paper Supported Living Payment application form.

The online Eligibility Calculator and the Online Application include options to better identify people who have a permanent and severe condition with little or no capacity for work:

Applicants with a diagnosis that includes a life expectancy of less than two years will not be required to provide a detailed assessment of their capacity to work. They will be:

advised that they could potentially qualify for SLP

directed to supporting information on the Work and Income website where they will be asked to book an appointment to complete their application.

[Simplified access to Supported Living Payment - MAP \[http://doogole/map/income-support/main-benefits/supported-living-payment/simplified-access-to-supported-living-payment-01.html\]](http://doogole/map/income-support/main-benefits/supported-living-payment/simplified-access-to-supported-living-payment-01.html)

[Guidelines and procedures for Simplified Access \[http://doogole/resources/helping-clients/procedures-manuals/work-and-income/health-disability/simplified-access/guidelines-and-procedures-for-simplified-access.html\]](http://doogole/resources/helping-clients/procedures-manuals/work-and-income/health-disability/simplified-access/guidelines-and-procedures-for-simplified-access.html)

## Booking an appointment

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Clients will be booked in to attend a New Business appointment to complete their benefit application. Clients can also book their appointment online.

## Recording and processing information

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At the appointment to complete the client's application, you will need to go through the process of collecting information from the client, scanning and saving the required evidence, and linking this to a client event note.

[Determining eligibility and obligations \[http://doogole/resources/helping-clients/procedures-manuals/work-and-income/health-disability/decision-making-guidelines/determining-eligibility-and-obligations.html\]](http://doogole/resources/helping-clients/procedures-manuals/work-and-income/health-disability/decision-making-guidelines/determining-eligibility-and-obligations.html)

[Determining whether a client needs to complete a Self Assessment \[http://doogole/resources/helping-clients/procedures-manuals/work-and-income/health-disability/self-assessment/self-assessment.html\]](http://doogole/resources/helping-clients/procedures-manuals/work-and-income/health-disability/self-assessment/self-assessment.html)

## Relationship status for benefit purposes

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You will also need to check the client understands the definition of a relationship status for benefit purposes. This should form part of standard business practice for all SLP applications, in line with explaining a client's obligations and the conditions for receiving a benefit. As part of recording the information, you will need to:

check the client has read and understood the definition

ask the client if they have any questions, provide an appropriate response (if required) and record notes that reflect this

record this check in the client event note, for example:

'Client has read and understands the definition of relationship status for benefit purposes and had no questions'

## Partners - employment and engagement

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Before a benefit is granted, all SLP partners with full or part time obligations who are available for full or part time work must have a:

Client Plan

Engagement log

Jobseeker profile (including an up-to-date CV).

**Note:** If the partner is not available for full-time work due to a health condition or other exemption, until they become available for full-time work the Jobseeker profile should be deactivated (by removing the 'tick'). Once the partner is available for full-time work, their Jobseeker profile should be activated (by adding the 'tick').

**Also Note:** the above does not apply for clients with work preparation obligations only.

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Content owner: [Work and Income Operational Support](#) Last updated: 27 June 2023

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## New Applications

As part of our early intervention approach – clients need to get the help they need up front at their New Application appointment. We're ensuring clients get the best opportunities for employment or training by doing the basics well and getting it right so we can continue to help people into jobs.

On this Page:

### New Applications

As part of completing new applications for on-going assistance, it is expected that:

case managers verify the identity of the client applying for assistance in line with Ministry identification standards - [Client Identity Homepage \[http://doogole/resources/helping-clients/procedures-manuals/work-and-income/client-identity/client-identity-index.html\]](http://doogole/resources/helping-clients/procedures-manuals/work-and-income/client-identity/client-identity-index.html).

complete the IRD validation process on [IRD number validation \[https://doogole.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/ird-number-validation-with-inland-revenue.html\]](https://doogole.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/ird-number-validation-with-inland-revenue.html)

income, housing, and employment needs are addressed end-to-end

Explain the purpose of the appointment covered in two parts:

**Employment or best options** for them based on their circumstances

Ensuring the **right financial support** is assessed based on their circumstances

Talk through what has been going on for them, what brought them in today.

Explain **obligations** and **expectations** for the assistance they are applying for (this can determine early on which assistance is right for them).



[See the full New Application Guide \(PDF 75.35KB\) \[http://doogole/documents/business-groups/helping-clients/work-and-income/our-service/case-management-services/new-application-practice-24-july-25.pdf\]](http://doogole/documents/business-groups/helping-clients/work-and-income/our-service/case-management-services/new-application-practice-24-july-25.pdf)

### Managing New Application Appointments

All Service Centres will have **face-to-face appointments** available for new application appointment types set up in Q-Manager. These principles apply for appointments and scheduling:

appointments should be for a minimum of 60 minutes duration

a buffer of 30 minutes after each appointment can be included in calendars if longer is required

appointments need to be available throughout the day

**Note:** paper-based applications, or any changes to the Online Application should be digitised.

## Face-to-face appointments for new applications

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Actions that a Case Manager must do, to increase employment opportunities for our clients with work obligations are:

create or update a **Jobseeker Profile** [<https://doogle.ssi.govt.nz/resources/helping-clients/products-services/work-and-income/service-approach/job-search-recruit-me.html>] (**JSP**) and include in searches

check if the client has a **CV** [<https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/employment/our-employment-service/process-pathways/job-seeker-profile/createcv.html>]? If no, look at creating a CV using the CV Builder in CMS, refer to CV providers or refer to Click to Enrol

note employment conversations in the engagement log using the **Work-related engagement** note type

create an appropriate **Service Plan** [<http://doogle/resources/helping-clients/policies-standards/work-and-income/service-approach-standards/service-plans/service-plans.html>] for the client

MyMSD -is explained and set up

is the client full-time work obligated? After the New Application appointment book into a **Kōrero Mahi seminar** [<https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-lets-talk-work/korero-mahi-lets-talk-work.html>], unless they:

have been successfully accepted into a programme/service or a contracted course

have been added to a dedicated case management caseload

are receiving another support service or exited benefit

may not be suitable for a one-to-many activity

Below are some additional activities that should be used when relevant to the client's situation. By having good employment focused conversations, you may identify which supports can have the greatest impact and enable them to move forward with their job search.

Are there any challenges to employment the client has that we can assist with now?

Should you update:

**Pathways to Employment (PTE)** can help plan a way to a future employment pathway and identify the steps to take

**Virtual Talent Pools (VTP)** if client is ready and able to start work now, add them to the right talent pool(s)

Below are some additional options that could be relevant to your client's situation. By having good employment focused conversations, you may be able to identify which supports can have the greatest impact for them moving forward.

are they motivated and just need a little support? **Industry Partnerships Digital Suite** [<https://doogle.ssi.govt.nz/resources/helping-clients/products-services/work-and-income/industry-partnerships/industry-partnerships-digital-suite.html>] or **Click to Enrol** [<https://doogle.ssi.govt.nz/business-groups/helping-clients/service-delivery/strategy-and-change/covid-19/click-to-enrol.html>] could be a great option.

are there any challenges to employment we can assist with now?

if client is industry ready and able to start work, do they need to be added to the Virtual Talent Pool (VTP) today?

what their current work options are, and do we have vacancies suited to them? Would they benefit from talking to a site/duty Work Broker?

is there an appropriate contracted service intervention, or is this person right for Employment Case Management

Does the client have a full understanding of their work obligations?

## Assess Financial Assistance

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walk through the application, confirm/update information, process application in CMS and SWIFTT

confirm their current housing is safe, suitable, and sustainable and support with referrals where needed.

assess extra help based on needs

gather, scan, and link all relevant evidence

ensure all appropriate assistance has been applied for and explained.

reiterate obligations, make sure the client fully understands.

record notes of the application in financial assistance client event note

confirm payment information if able to grant. If unable to grant, explain why and ensure notes reflect this

clarify clients understanding of whole appointment and next steps for both you and them

## Exceptions for face-to-face appointments for new applications

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Exceptions will be principle based and common sense applied. Examples of exceptions are:

illness/Injury

Service Centre closed e.g., for property repairs

working clients/non-beneficiaries in full-time work applying for Extra Help assistance (unless they prefer face- to-face)

home detention or E Bail where conditions prevent them from attending a face-to-face appointment

seasonal workers – refer directly to the sites S2P Service Centre Referral queue

**Note: Any client that has an initial exception from attending a face-to-face appointment for a New Application will need to attend one with 28 days of their phone appointment**

## Exceptions booking process - phone appointments for new applications

Staff will book phone appointment for a new application and will advise the client they will need to provide identification documents to a Service Centre within 28 days and make clear notes in CMS to record this.

## Transfers to other benefits

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When a client is transferring between main benefits, an application form for the new benefit is not always required - [Transfers \[http://doogole/resources/helping-clients/processing-standards/client-transfers-to-another-benefit-type-01.html\]](http://doogole/resources/helping-clients/processing-standards/client-transfers-to-another-benefit-type-01.html).

These clients will need to attend a face-to-face appointment for a new application:

all applicants for Jobseeker Support with work obligations

all clients requesting transfer between benefits where insufficient identification recorded and saved in CMS

Requests to transfer between benefits where identification is recorded in CMS line with national identity standards are not required to be a face-to-face appointment unless the client requests this.

## Youth Services and Child Disability Allowance Applications

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Youth Service Support Unit will continue to manage the majority of aging out clients transferring to Jobseeker Support from Youth Payment and to Sole Parent Support from Youth Parent Payment, except those with a significant change in their circumstances i.e., change in relationship – these will need to be booked as face-to- face appointments for new applications.

Those on current main benefit applying for Child Disability Allowance do not need a face-to-face appointment.

A face-to-face appointment for Child Disability Allowance is only required for applicants not getting on-going payments to ensure that full and correct entitlement is assessed and to sight original identification documents.

## Seniors New Applications

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Senior clients' current application process applies, either

application managed through the Senior's team workflow or

clients can request to book a phone or face-to-face appointment with a Case Manager

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Content owner: [Client Service Delivery](#) Last updated: 25 July 2025

## 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 \[https://doogie.ssi.govt.nz/map/income-support/main-benefits/supported-living-payment/medical-qualifications-01.html\]](https://doogie.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 \[https://doogie.ssi.govt.nz/map/income-support/main-benefits/supported-living-payment/deciding-supported-living-payment-from-a-medical-c-01.html\]](https://doogie.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 \[https://doogie.ssi.govt.nz/map/income-support/main-benefits/supported-living-payment/deciding-supported-living-payment-using-existing-a-01.html\]](https://doogie.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 an 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 their condition impact on their activities of daily living – mobility, walking, showering and do they require a walking aid?

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?

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# Disability Allowance (DA)

This section tells you all you need to know about Disability Allowance (DA).

About DA

Exceptions and what to do

Processes

## Disability Allowance (DA)

Disability Allowance provides non-taxable assistance to people who have ongoing, additional costs because of a disability.

For types of costs covered, qualifications and eligibility information, please see:

- [Types of costs - Map](#)
- [Disability Allowance - Map](#)
- [Income test - Map](#)

Receipts or evidence of doctor/specialist visits **are required**, even if the doctor has signed the medical certificate verifying the type of consultation, cost and frequency.

We should be requesting proof of all costs as per the Ministerial direction: [Clause 2. Verification of additional expenses - Map](#).

## Some common costs Disability Allowance can be used for...

**Note:** the following list is not exhaustive, for more detailed information see: [Types of costs - Map](#)

### Medical costs

- if client's have regular or ongoing medical requirements, costs for these can be covered through DA and should not be paid as a hardship
- any requests for medication that's not subsidised needs an appointment with a

case manager. These cases will typically involve a discussion with the RHA and can't be completed by the contact centre.

For more information, please see: [Additional costs - Map](#)

#### ▼ [Counselling costs](#)

Disability Allowance can be paid for counselling fees or transport to counselling if the:

- client's registered medical practitioner or a nurse practitioner has confirmed the need for counselling is directly related to the client's disability
- cost of counselling is not met by another agency, for example District Health Board or Primary Health Organisation, Group Special Education or Oranga Tamariki

For more information, please see: [Disability Allowance and Counselling - Doogle](#)

#### ▼ [Medical Alarm costs](#)

A medical alarm is a device worn by a person so they can call for emergency medical help at any time.

There are 2 types of medical alarms from our four accredited suppliers that can be included in Disability Allowance:

- In-home medical alarms - which provide support to clients while at home.
- Anywhere medical alarms - which provide support to clients while at home and out in the community.

For more information, please see: [Medical alarms - Map](#)

For information about our accredited Medical alarm suppliers, current rates and details about the In-home and Anywhere services, please see: [Disability Allowance and Medical Alarms - Doogle](#)



Clients **cannot** get DA assistance for a medical alarm if the supplier isn't on our list, unless there are [Exceptional circumstances - non MSD-accredited suppliers - Map](#)

Feedback

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