



Supported Living Payment

What you need to do (your obligations)



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

When you're getting payments from us, there are some things you need to do to make sure you're getting paid the right amount. So does your partner, if you have one.

If you don't do these things, we could pay you the wrong amount. It could also mean we have to reduce or stop your payments. We don't want you to miss out on money you need so please read these carefully.



ⓘ A **job** could be part-time, casual or full-time, paid or unpaid.

Let us know when things change

You need to let us know about changes that might affect the amount you're paid.

Changes to your income or availability for work, like:

- starting, stopping or changing jobs
- starting or finishing part-time or full-time study
- changes to your pay or other income, including getting an overseas pension
- starting to run a business (for yourself or someone else).

Changes to information about you or your family, like:

- name, address, contact details or bank account number
- starting or ending a relationship, marriage, or civil union
- a partner passes away
- the number of children in your care, including having another baby.

Changes to where you live or how much it costs, like a rise or drop in your rent, board, mortgage or rates.

We also need to know if you:

- go into or come out of hospital
- are being held in custody or on remand.

If we have the wrong information we could pay you the wrong amount. If we pay you too much you might have to pay us back.



ⓘ Generally we can't pay you while you're out of New Zealand unless we've agreed to it.

Tell us if you're going overseas

If you're travelling overseas, you need to let us know.

You need to let us know before you leave New Zealand. If there's a good reason you can't, then you need to let us know as soon as you can.



- ① **Getting ready to work** might include job training courses, seminars, work experience, or work assessment.
- ① **Health condition** includes illness, disability, or injury.
- ① **Full-time care and attention** means the person needs 24-hour access to care and attention that's over and above what's ordinarily needed by someone of the same age.

Do what you can to get ready for work

If you're able to, you'll need to do what you can to get ready for work while you:

- **have a health condition that stops you from working 15 or more hours a week**
- **are caring for a person who needs full-time care and attention at home (other than your partner or spouse).**

Your partner (if you have one) will generally need to do what they can to get ready for work if there are children in your care aged under 3.

We won't ask you to look for work until you're able to. Until then, you need to:

- make a plan and do everything you can to get ready for work
- meet with us when we ask.



- ① **Full-time work** for partners means work of at least 30 hours a week.
- ① **Part-time work** for partners with children means work of more than 20 hours and less than 30 hours a week.
- ① **Getting ready to work** might include job training courses, seminars, work experience, or work assessment.
- ① A **suitable job** is any work you're capable of doing and can get to. Work could be full-time, part-time or temporary work, or work that is seasonal or subsidised.

Partners who need to look for work

If you have a partner, they'll generally need to:

- **look for full-time work if they're not caring for children under the age of 14**
- **look for part-time work if the youngest child in your care is between 3 and 13 years.**

They'll also need to:

- do things we ask them to do to help them get ready for work
- be available for a suitable job, and do everything they can to get one
- take part in job interviews we ask them to go to
- accept any suitable job offer.

If potential employers or training providers are legally allowed to ask them to take a drug test, they'll need to pass the test.

When we ask, your partner will also need to:

- meet with us
- let us know what they're doing to find work.



Keep up-to-date with children's health and education

Looking after children in your care includes making sure they're:

- **enrolled with a health practitioner or medical centre**
- **up-to-date with core Well Child/Tamariki Ora checks**
- **enrolled in and going to early childhood education from the age of 3 until they start school**
- **going to school from when they start at the age of 5 or 6.**

If we ask, you'll need to talk to us about what you're doing to care for your children's health and education.



- ① You'll set up a Youth Service Plan with your coach to cover:
- education, training and work-based learning
 - budgeting and how you'll manage your money
 - parenting (if you have children).

Work with a Youth Coach, if you're asked to

You'll need to work with a Youth Coach if you're:

- aged 16-17 and don't have children
- aged 16-19 and have children.

You'll meet with them to talk about how things are going with your Youth Service Plan.



- ① You can find ideas on how to do this at msd.govt.nz/reducing-costs

Make any changes you can so you don't need Temporary Additional Support

Temporary Additional Support (TAS) is short-term help to meet your costs.

If you get TAS you need to do what you can to:

- reduce costs
- earn extra money
- get other help with costs.

What can happen if you don't meet your obligations

You need to do the things listed above to keep getting payments from us. So does your partner, if you have one.

If you don't do these things your payments may go down or stop. In some cases you could even be prosecuted.



- ① You can find full details about what can happen if you don't meet your obligations at msd.govt.nz/not-meeting-your-obligations

Your payments can go down or stop if you:

- don't tell us something we need to know
- are not doing what you need to do to get ready for work.

If your partner has to look for work, payments can also go down or stop if they:

- don't do something we asked them to do to look for work
- refuse an offer of suitable work
- refuse to take, or fail a drug test needed by an employer or training provider.

Your rights

You have the right to ask us to review any decision we make about your payments.



If you don't think we have things right or there's something you don't understand:

- call us – we can usually fix it over the phone
- you have the right to ask us to review the decision. Find out how at msd.govt.nz/reviews



How we protect your privacy



MINISTRY OF SOCIAL
DEVELOPMENT
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Collecting your information

We collect your personal information, so we can provide income support, NZ Super or Veteran's Pension, Student Allowance, or Loans and connect you with employment, education and housing services. We do this under various Acts, which are all listed on our website at workandincome.govt.nz/privacy

- To help us do this, we collect information about your identity, your relevant history, and your eligibility for our services.
- We get this information directly from you, and we sometimes collect information about you from others, including other government agencies.
- You can choose not to give us your personal information, but we might not be able to help you if you don't.

Using your information

We use the information you give us to make decisions about the best way to help you.

- These decisions may be about:
 - whether you're eligible for our services
 - running our operations and ensuring our services are effective
 - the services we'll provide in the future.

Sharing your information

Sometimes, we need to share your information outside our Ministry to reach our goal of helping New Zealanders to be safe, strong, and independent.

- To do this, we may share your information with:
 - prospective employers to help you find work
 - contracted service providers that help us to help you
 - health providers if we need your medical information to assess your eligibility
 - other government agencies when we have an agreement with them
 - some other governments if you may be eligible to get or are getting an overseas pension.
- We also share personal information when the law says we have to.

Respecting you and your information

We make sure we follow the Privacy Act to do what's right when we use your information.

- We treat you and your information with respect, by acting responsibly and being ethical.
- We make sure any technology we use meets strict security standards so it keeps your information safe.

Get in touch if you have a question

You have a right to ask to see your personal information, and to ask for it to be corrected if it's wrong.

- If you have a question or a complaint, please get in touch.
- You can find full details about what we do with personal information in our privacy notice at:
workandincome.govt.nz/privacy

Signature page

Office copy

Applicant

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand the things I need to do while I'm getting payments.

I will do what I need to do to meet my obligations.

I understand what you do with my personal information and how you protect my privacy.

Applicant's name (print)

Applicant's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Applicant's partner

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand the things I need to do while I'm getting payments.

I will do what I need to do to meet my obligations.

I understand what you do with my personal information and how you protect my privacy.

Applicant's partner's name (print)

Applicant's partner's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Helper's statement

Complete this if you've helped the applicant or their partner to complete this application form.

Your first name

Your surname or family name

Your address

Your phone number

Tick the box for the statement that applies

I completed this application form at the request of the person applying. They told me they understood what they were signing. The statements and answers I have completed are true and complete as given to me by the person applying.

I completed this application form at the request of the partner of the person applying. They told me they understood what they were signing. The statements and answers I have completed are true and complete as given to me by the partner of the person applying.

Helper's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Signature page

Applicant's copy

Applicant

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand the things I need to do while I'm getting payments.

I will do what I need to do to meet my obligations.

I understand what you do with my personal information and how you protect my privacy.

Applicant's name (print)

Applicant's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please use the document checklist to help you make sure you bring all the documents you need to your meeting with us.

Applicant's partner's copy

Applicant's partner

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand the things I need to do while I'm getting payments.

I will do what I need to do to meet my obligations.

I understand what you do with my personal information and how you protect my privacy.

Applicant's partner's name (print)

Applicant's partner's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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