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# Domestic Purposes Benefit and Emergency Maintenance Allowance



527

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**PRESERVATION**

Procedures  
Handbook



Produced By  
Staff Training  
and Work Documentation  
Head Office



# Department of Social Welfare

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dsw

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6 May 1987

To All Regional Directors, Directors  
and Area Welfare Officers.

## DOMESTIC PURPOSES BENEFIT and EMERGENCY MAINTENANCE ALLOWANCE PROCEDURES HAND BOOK

.....The enclosed procedures handbook has been amended considerably by the Benefits Division, Head Office and now supersedes the handbook with the pink cover. Please arrange to dispose of all old handbooks and replace with the new (Gray and Maroon) edition. Additional supplies if required are available from Work Documentation, Head Office.

*R.S. White*

R.S. White  
S.E.O. Work Documentation

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RECORD OF AMENDMENTS

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Amend- ment No.	Entered Init. & Date	Amend- ment No.	Entered Init. & Date	Amend- ment No.	Entered- Init. & Date	Amend- ment No.	Entered Init. & Date
1		14		27		40	
2		15		28		41	
3		16		29		42	
4		17		30		43	
5		18		31		44	
6		19		32		45	
7		20		33		46	
8		21		34		47	
9		22		35		48	
10		23		36		49	
11		24		37		50	
12		25		38		51	
13		26		39		52	

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# Introduction

Welcome to the Department of Social Welfare. You are now a member of a large team which is concerned with the wellbeing of people. Benefits work may be demanding at times but it is hoped that you will also find it satisfying and rewarding.

The work you do plays a vital role in the organisation, as many peoples livelihoods depend on the benefits you administer. It is therefore important that deadlines are met, work is completed quickly and accurately and that you have the right attitude. If this is your first experience of Domestic Purposes Benefits it is more than likely that you are about to start the D.P.B./E.M.A. Technical Training Course. If you have not done the course and would like to, then ask your supervisor. This handbook has been specifically designed to assist you to complete the course. It is also a how to do it guide for junior supervisory and basic grade staff in their day to day work and an aid to staff training.

THIS BOOK IS NOT A REPLACEMENT FOR EXISTING MANUALS AND TO GAIN FULL ADVANTAGE IT SHOULD BE USED IN CONJUNCTION WITH THOSE MANUALS.

If changes occur, replacement pages will be issued by Head Office. The addition of pages are to be restricted to those issued by Head Office and on no account is this book to be defaced or written on.

Any request for extra books or comments on the handbooks should be addressed to the Work Documentation Unit, Head Office.

## WHAT IS THE DOMESTIC PURPOSES BENEFIT (D.P.B.)

The Domestic Purposes Benefit provides regular monetary assistance to men and women with dependent children who have lost the support of their husbands or wives, and to unmarried women with dependent children. D.P.B. is also payable to women without dependent children in certain circumstances and to persons caring for the aged and infirm.

## THERE ARE THREE MAIN TYPES OF DOMESTIC PURPOSES BENEFIT

They are:

1. D.P.B. paid to SOLO PARENTS
2. D.P.B. paid to "WOMEN ALONE"
3. D.P.B. paid to PERSONS CARING FOR THE SICK AND INFIRM.

As the qualifications for each of these types of D.P.B. are different we will look at each category separately on the following pages.

## IN ADDITION

We will also talk about public relations i.e. how to conduct yourself on the telephone and at the public counter. We will also look at letter and report writing.

## FIRSTLY

Lets look at the Departments authority to pay a Domestic Purposes Benefit. Here, like most things, we are governed by an Act of Parliament. In this case it is known as the Social Security Act 1964 and the authority to pay Domestic Purposes Benefit is contained in Sections 27B and 27C.

## READ THESE SECTIONS

### HOW DO WE KNOW HOW MUCH TO PAY

Again the Social Security Act 1964 is the authority. The 16th and 17th schedules at the end of the act set out the maximum amount of Domestic Purposes Benefit Payable.

The rates are usually reviewed and increased every six months.

On the next pages we will look at the Basic Qualifications for the different categories of Domestic Purposes Benefit. Module D-1 of the technical course refers. We will look first at the residential qualifications. (See next page).

# BASIC QUALIFICATIONS



## RESIDENTIAL QUALIFICATIONS

Again the Social Security Act 1964 sets out the conditions to be met in order to be residentially qualified to receive a Domestic Purposes Benefit, this time in Sections 27A(1) and (2).

### READ THESE SECTIONS

You will see that the residence test revolves around the child - Is it a qualifying child?

Basically a child born in New Zealand is a qualifying child unless it was born here when neither parent was 'ordinarily resident'. People not regarded as ordinarily resident would be those not paying N.Z. taxes, transients (i.e. people on holiday), diplomats etc.

A child born outside New Zealand would not be a qualifying child unless it was born while its parent(s) were only temporary absent from N.Z. or; both parents were ordinarily resident in N.Z. for three years immediately prior to the qualifying date\* or; one of its parents being ordinarily resident in N.Z. at the qualifying date\* had resided here continuously for more than five years or; the applicant now being ordinarily resident in N.Z. had had more than 10 years residence at any time prior to the qualifying date.

### \*QUALIFYING DATE

In the above we made frequent mention of the Qualifying Date. This is the date on which a person qualifies as an applicant and would be:

- . The date on which the parties separated or later loss of support
- . The date of birth of a child in the case of unmarried applicants
- . Date of divorce
- . Date of husbands imprisonment
- . Date of wifes death etc.

Once the qualifying date has been established, it is a relatively simple task to ascertain if the applicant qualifies on residence grounds.

There will of course be cases where an applicant arriving in N.Z. from overseas will never qualify for a D.P.B. (see examples below).

### EXAMPLE A

Applicant with one dependent child who separated from her husband in Australia and returned to New Zealand. Had lived in Australia for five years prior to separation but had lived in N.Z. for twenty years prior to emigrating to Australia.

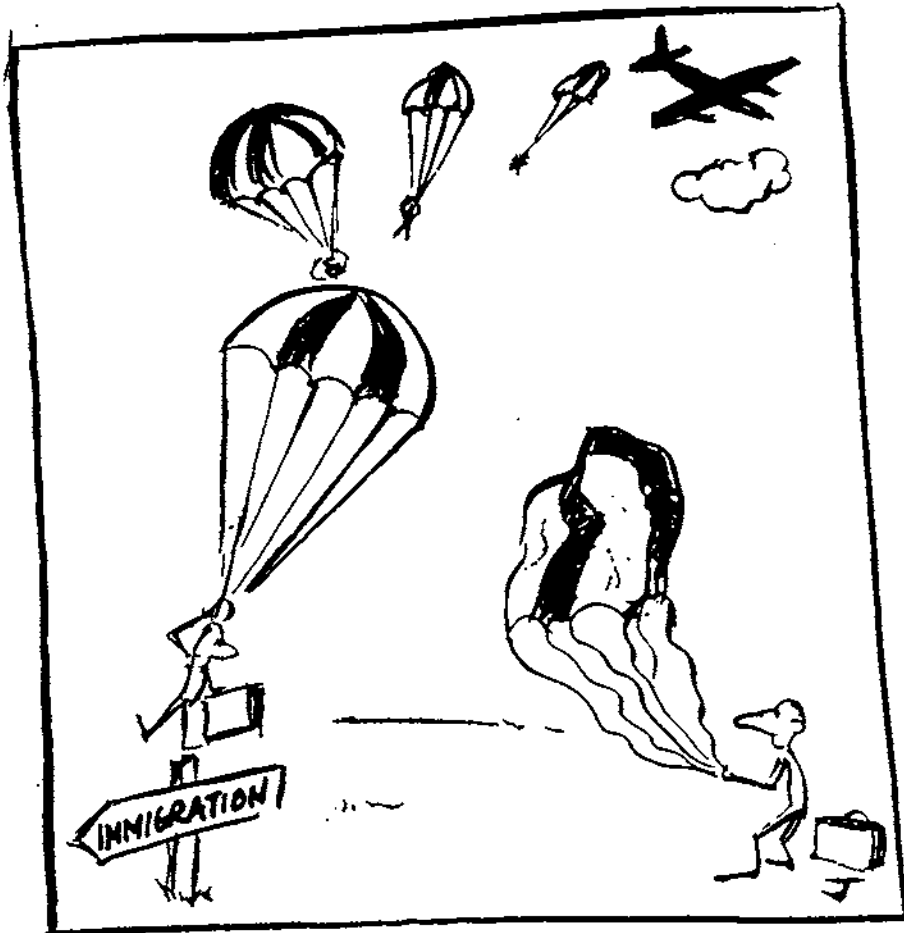
In this case the applicant qualifies as she has had more than 10 years residence in N.Z. prior to the qualifying date.

EXAMPLE B

Applicant with one dependent child who separated from her husband in Australia and immediately came to N.Z. Never lived in N.Z. before. In this case the applicant will never qualify for D.P.B. because none of the residence tests can be met.

ALL CASES WHERE RESIDENCE IS IN QUESTION MUST BE SUBMITTED TO YOUR SUPERVISOR FOR DECISION.

Now lets look at the basic qualifications for D.P.B. (Module D1).



# D.P.B. For Solo Parents

This is the most common type of D.P.B. and therefore the one that you'll come across most often.

To qualify for D.P.B. as a solo parent, an applicant must satisfy all of the following criteria:

A) APPLICANT MUST BE AGED 16 YEARS OR OVER

This is really self-explanatory. However, you will receive enquiries, usually from unmarried mothers, where the age qualification is not met. Such persons do not qualify for D.P.B. but can, in certain circumstances, be considered for payment of an emergency benefit - see page

B) APPLICANT MUST BE A "SOLO PARENT"

D.P.B. is payable to five classes of solo parent. These are set out in section 27B(1) of the Social Security Act.

TO SUMMARISE: the five classes of solo parent are:

- (i) SEPARATED MARRIED WOMEN with one or more children - section 27B(1)(a).
- (ii) UNMARRIED WOMEN with one or more children - section 27B(1)(b).
- (iii) DIVORCED WOMEN with one or more children - section 27B(1)(c).
- (iv) WIVES OF PRISONERS with one or more children - section 27B(1)(e).
- (v) SEPARATED, DIVORCED OR WIDOWED MEN with one or more children - section 27B(1)(f).

Remember, the term 'marriage' includes a de facto marriage or relationship in the nature of marriage - further clarification of this term is on page

C) THE OTHER PARENT MUST BE IDENTIFIED IN LAW

This is probably the most important qualification for D.P.B. as a solo parent. There can be no entitlement to D.P.B. unless this requirement is met... So what does it mean?

Usually the other parent is the child's other natural or biological parent. However, there are two important exceptions to this. These are:

- (i) Adopted children - where a child is adopted the adopting parent takes the place of the natural parent; and
- (ii) Step parents - where a child was born before a marriage and the natural father has not been identified in law, the child's step father may be treated as the other parent.

The other parent is sometimes referred to as the Liable Parent as he/she is required to make a contribution to the cost of the applicants D.P.B. This contribution is called a Liable Parent Contribution.

If you come across either of these two types of cases you should refer them to your supervisor.

WHAT DOES THE PHRASE "IDENTIFIED IN LAW" MEAN?

Essentially this means that the liable parent has acknowledged that he or she is the other parent of the applicant's child.



Generally you'll experience few, if any, problems in cases where the children were born within a marriage. This is because the law presumes THE OTHER MARRIAGE PARTNER TO BE THE OTHER PARENT.

Cases involving UNMARRIED WOMEN are however a little more complex. In these cases the other parent is "identified in law" only where:

- (i) the father's name is recorded on the birth certificate; or
- (ii) a paternity order has been made; or (see page )
- (iii) the father has made a written acknowledgement of paternity.

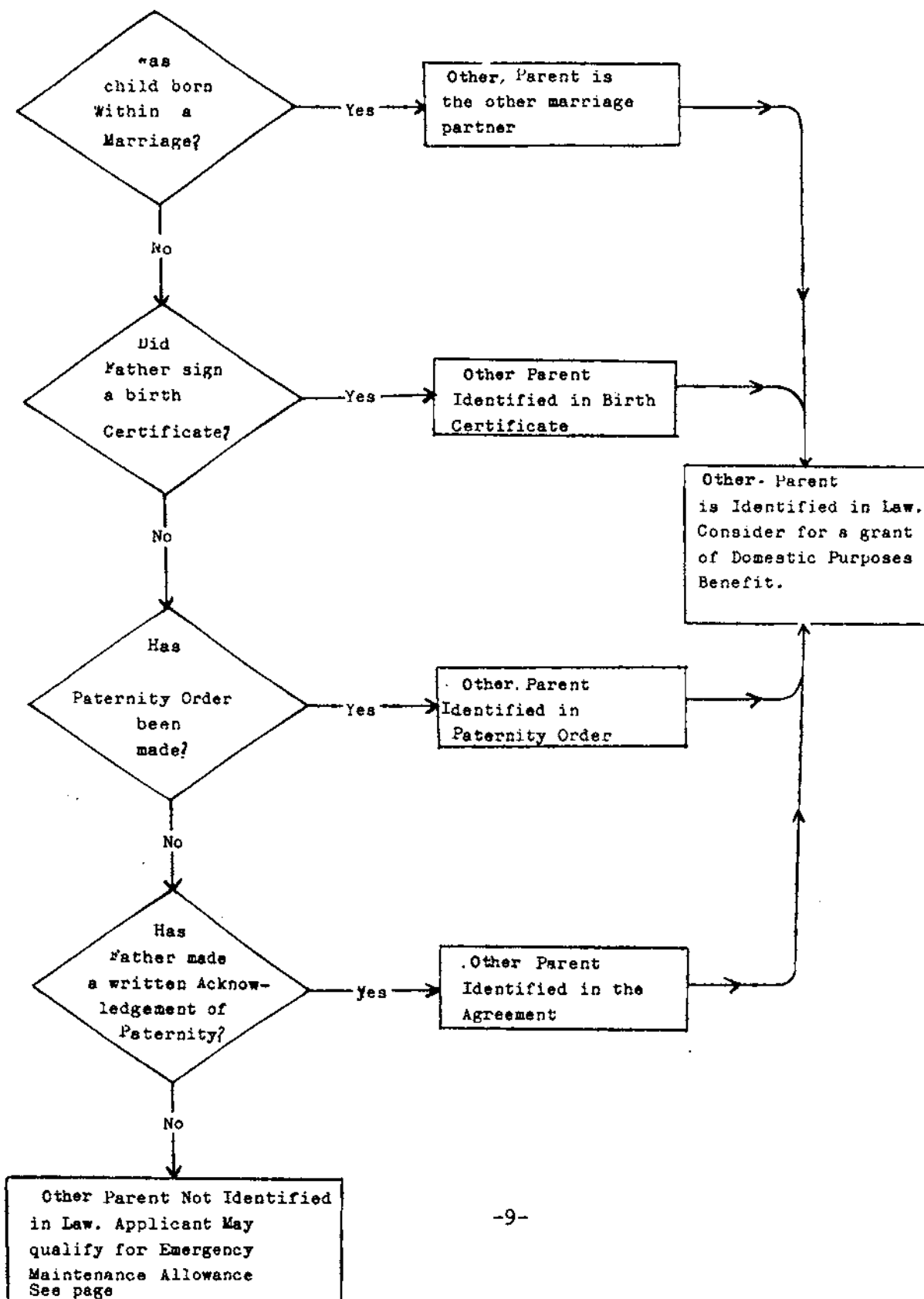
A 'paternity order' is a court order declaring a person to be the father of a child. (See further explanation on page )

Note: the liable parentage condition does not apply to wives of prisoners.

If you want to find more about 'liable parentage' you should read paragraphs B1.50 to B1.62 of the D.P.B. Manual.

Look over the flow chart on the next page. This is a simplified way of looking at liable parentage.

# Who is the Other Parent



D) APPLICANT MUST BE CARING FOR A DEPENDENT CHILD  
OR CHILDREN

There are two things you must look at here:

FIRSTLY, the applicant must be the natural or adoptive parent of the child or children,

SECONDLY, the child (or children) must be a "dependant(s)". This term is defined by law but basically means that:

- (i) Family Benefit must be payable to the Applicant in respect of each child; and
- (ii) the child or children must be being maintained as a member of the applicant's family,

Generally speaking you shouldn't experience too many problems with this requirement. If you do, or if you come across a case where the requirement is clearly not met, REFER THE CASE TO YOUR SUPERVISOR.

You'll have noticed that so far, with the exception of the age qualification, that each of the requirements have concerned the applicant's child or children. The last requirement also concerns children:

E) IF APPLICANT'S CHILD WAS BORN OUTSIDE N.Z.,  
THE 'RESIDENCE TEST' MUST BE SATISFIED

AS A GENERAL RULE, if a child is born inside New Zealand the 'residence test' need not be considered unless neither of his/her parents were 'ordinarily resident' here.

This requirement may present problems for you. Cases where the 'residence test' must be considered should therefore be REFERRED TO YOUR SUPERVISOR. See full details on pages 4 and 5.

\* \* \* \*

## D.P.B. (Woman Alone)

This type of D.P.B. is available to either a married or unmarried woman WITHOUT dependent children, when certain events, such as separation from a husband or cessation of child care occur, AFTER she has attained the age of 50 YEARS.

Applications for this type of D.P.B. are generally few in number and SHOULD BE REFERRED TO YOUR SUPERVISOR.

Full details are on page

\* \* \* \*

## D.P.B.(Care of Aged and Infirm)

This type of D.P.B., is available to someone who is providing FULL TIME CARE AND ATTENTION at home to a person or persons who would otherwise be required to be admitted to hospital.

This type of D.P.B. is sometimes called D.P.B. - ('Domiciliary Care').

Full details are on page

\* \* \* \*

# Emergency Maintenance Allowance

Reference Part C, D.P.B. Manual

By now you should be aware of the basic qualifications for D.P.B. Now we'll look at some of the cases that you'll come across that don't have this statutory entitlement.

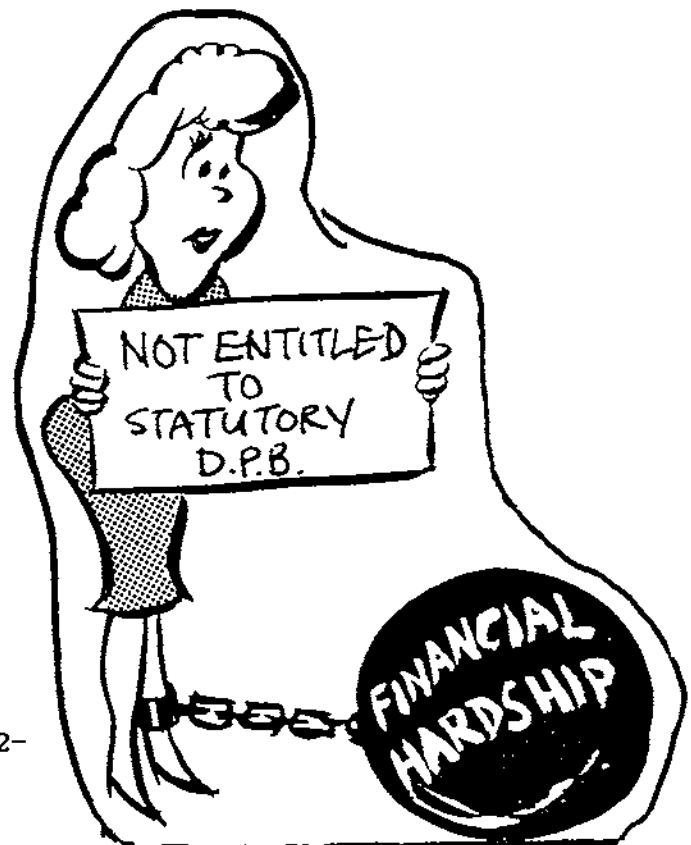
Emergency Maintenance Allowance is the name given to the emergency benefit granted to those solo parents who, at the time of application:

1. DO NOT HAVE STATUTORY ENTITLEMENT to D.P.B.; and
2. who are EXPERIENCING FINANCIAL HARDSHIP.

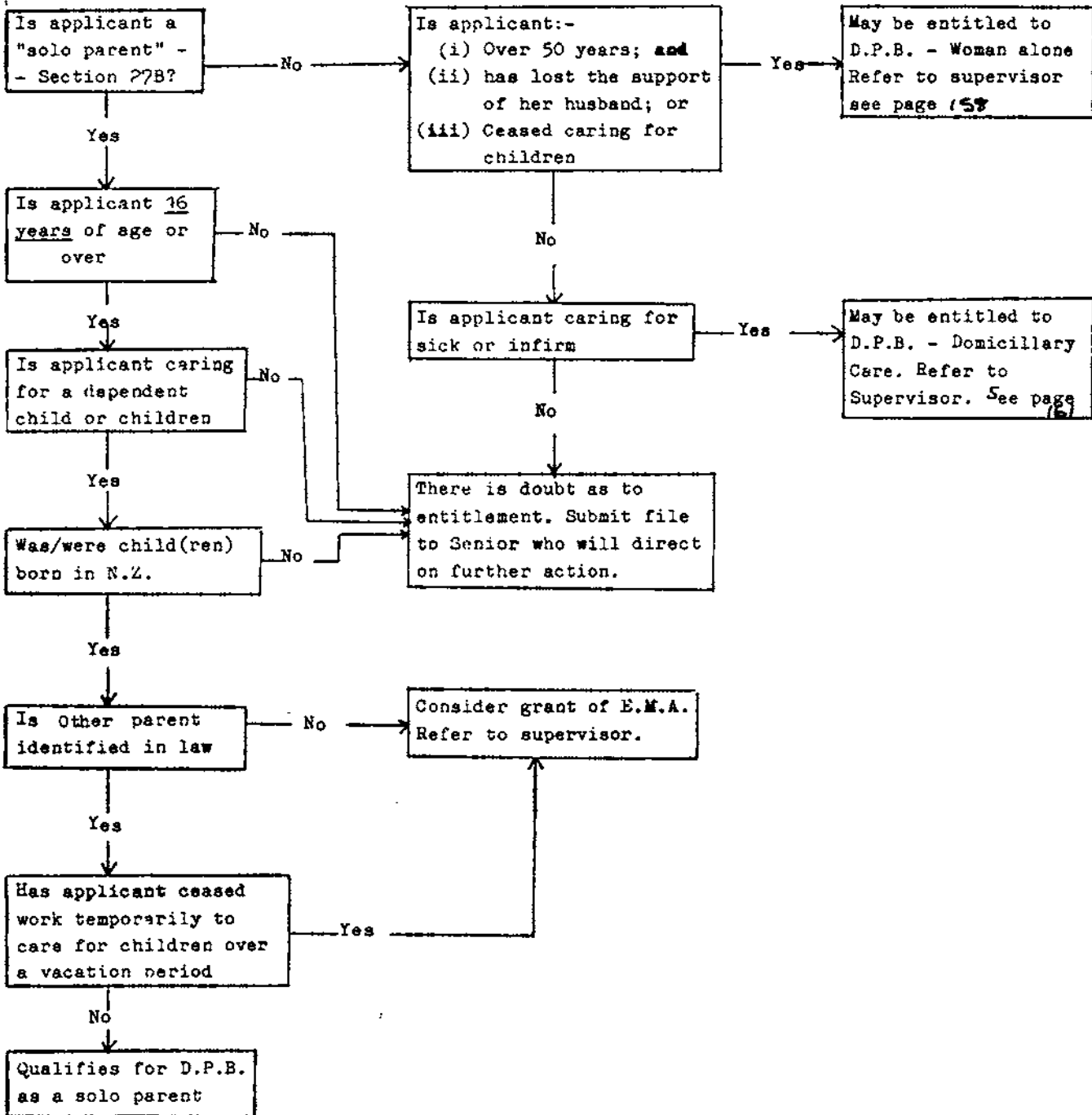
Basically there are five cases you'll come across that should be considered for grant of E.M.A. These are:

1. cases where the liable parent has NOT YET BEEN IDENTIFIED IN LAW.
2. Solo parents whose children were born outside New Zealand and who are unable to meet the 'RESIDENCE TEST'.
3. Solo parents who cease work temporarily to care for their children over a SCHOOL HOLIDAY PERIOD.
4. Male applicants who are the father of a dependent child/ren and who have not been married or lived in a defacto relationship.
5. Women under the age of 16 years who gave birth to children and retain custody of the child.

\* \* \* \*



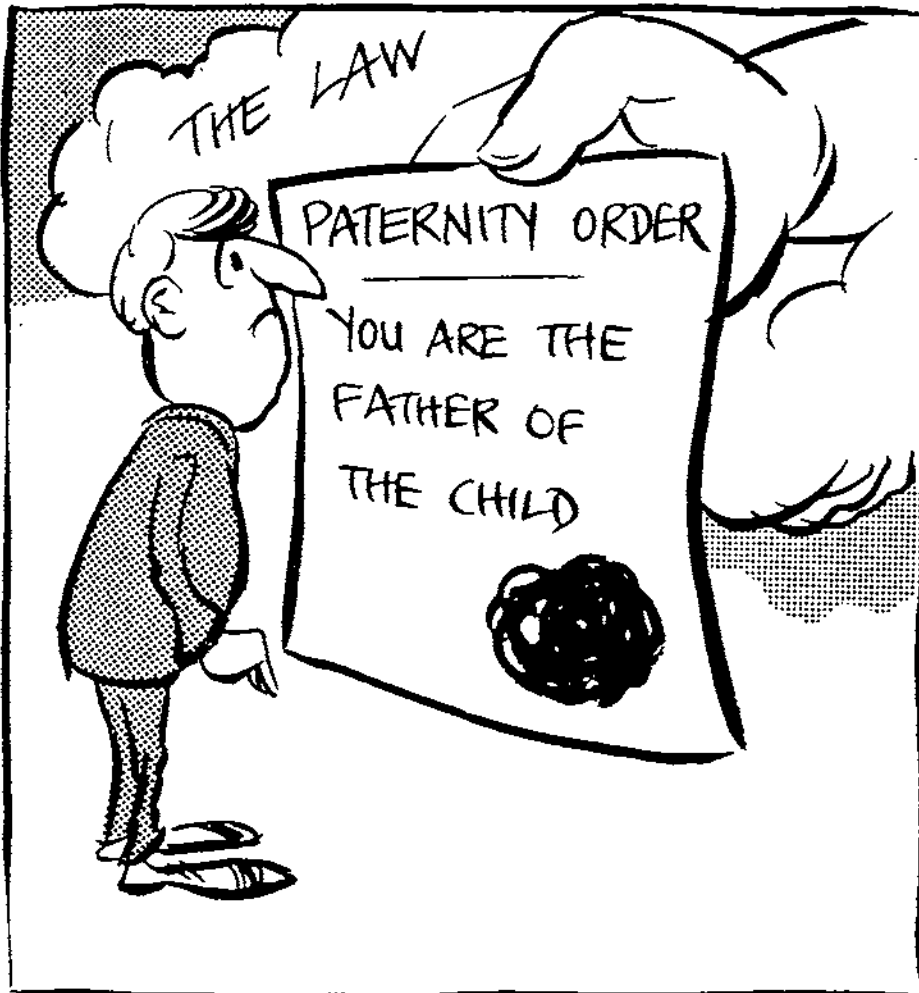
Here's a simple way of looking at D.P.B. and E.M.A.



# Paternity

In the previous pages we talked about Paternity orders. Here we explain this term. It is particularly important where E.M.A. is concerned. Remember we looked at E.M.A. on page 12.

The first of these cases was where THE LIABLE PARENT HAD NOT YET BEEN IDENTIFIED IN LAW. The vast majority of the cases you'll come across where grant of E.M.A. should be considered, will be this type of case. So, we'll spend a little time looking more closely at this type of case and, in particular, at the 'CONDITIONS' imposed on grant of E.M.A. in this situation.



## IMPORTANT TERMS

'PATERNITY ORDER' - A court order declaring a person to be the father of a child.

'MAINTENANCE ORDER' - A court order declaring a person to be the parent of a child and directing him/her to pay a periodical sum of money towards the maintenance of that child and the other parent.

Applications for both paternity and maintenance orders are heard in the Family Court.

'MAINTENANCE AGREEMENT' - A written agreement acknowledging parenthood of a child and providing for the payment of a periodical sum of money towards the maintenance of that child and the other parent.

Maintenance Agreements must be registered in the Family Court to be enforceable by the Department.

'PUTATIVE FATHER' - the alleged father of a child.

'APPLICANT' - the name given to the person making an application for a paternity or maintenance order.

'RESPONDENT' - the person against whom the application is made.

Read over these terms several times and familiarise yourself with them. It's important that you fully understand what each one means before we go on and look at the 'Conditions of Grant'.



# Conditions of Grant

In ALL cases where the Liable Parent has not been identified in law and the applicant has been granted an E.M.A., the grant of E.M.A. is subject to certain CONDITIONS ...

- A. Where the applicant has one or more children and the Liable Parent has not yet been identified in law for ANY of the children, the grant is subject to the condition that ...

THE APPLICANT TAKES STEPS TO OBTAIN AN ACKNOWLEDGEMENT OF PATERNITY IN WRITING OR A PATERNITY ORDER.

- B. Where the applicant has one or more children and the Liable Parent has been identified in law for some, BUT NOT ALL of the children, the grant is subject to the condition that the applicant:

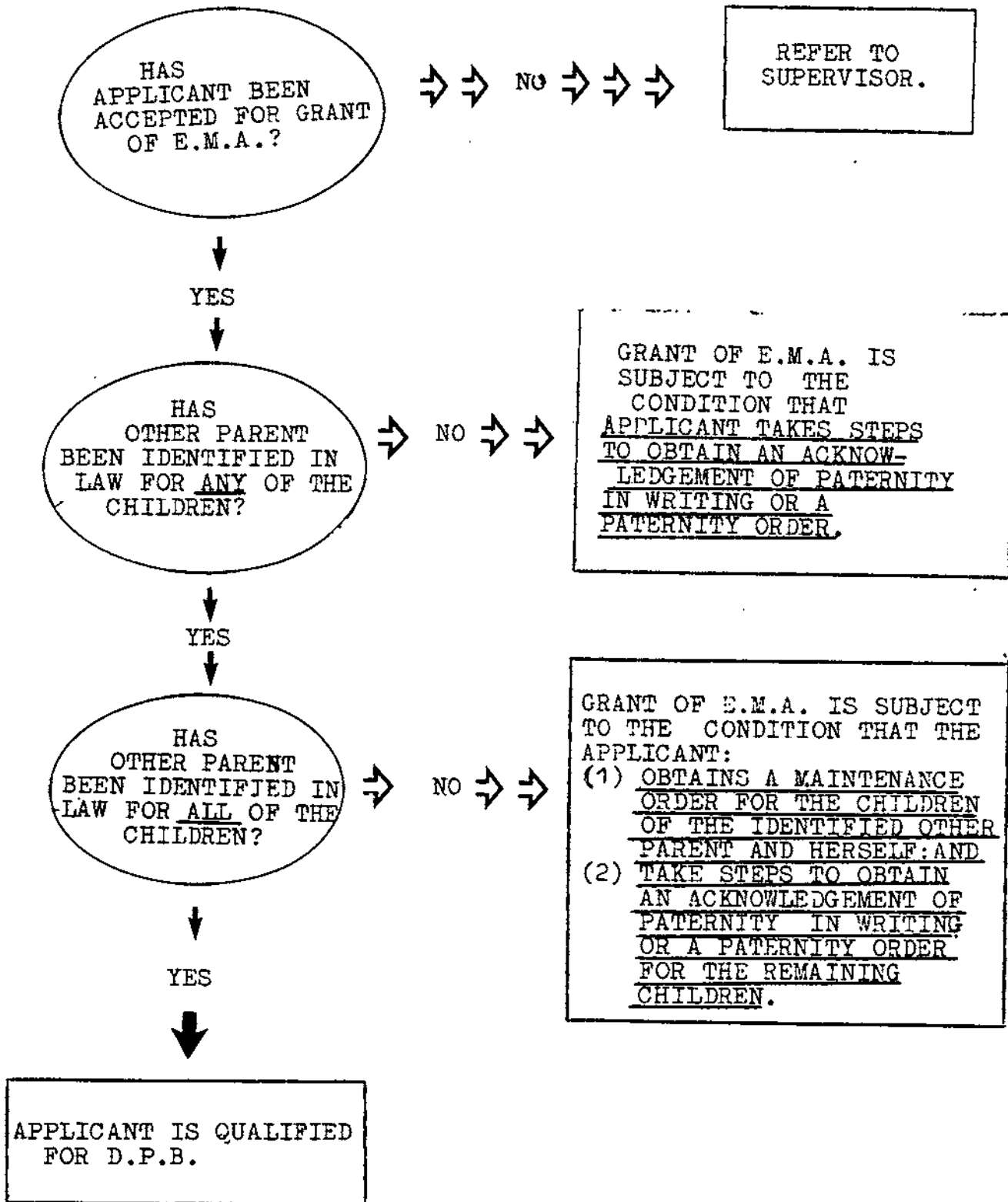
- (1) OBTAINS A MAINTENANCE ORDER FOR THE CHILDREN OF THE IDENTIFIED LIABLE PARENT AND FOR HERSELF; AND
- (2) TAKES STEPS TO OBTAIN AN ACKNOWLEDGEMENT OF PATERNITY IN WRITING OR A PATERNITY ORDER FOR THE REMAINING CHILDREN.

In both cases when paternity has been acknowledged or a paternity order has been granted and, thus the liable parent identified for ALL the children, the beneficiary will be qualified for D.P.B.

If, however, it is finally established that the liable parent can't be identified for all of the dependent children, E.M.A. may be continued subject to the beneficiary seeking maintenance in respect of any child whose father has been identified and, if applicable, maintenance for herself. THESE CASES SHOULD BE REFERRED TO YOUR SUPERVISOR.

Before you go on to the Practice Item look over the Flow Chart on the following page. This is a simplified way of looking at the two conditions of grant.

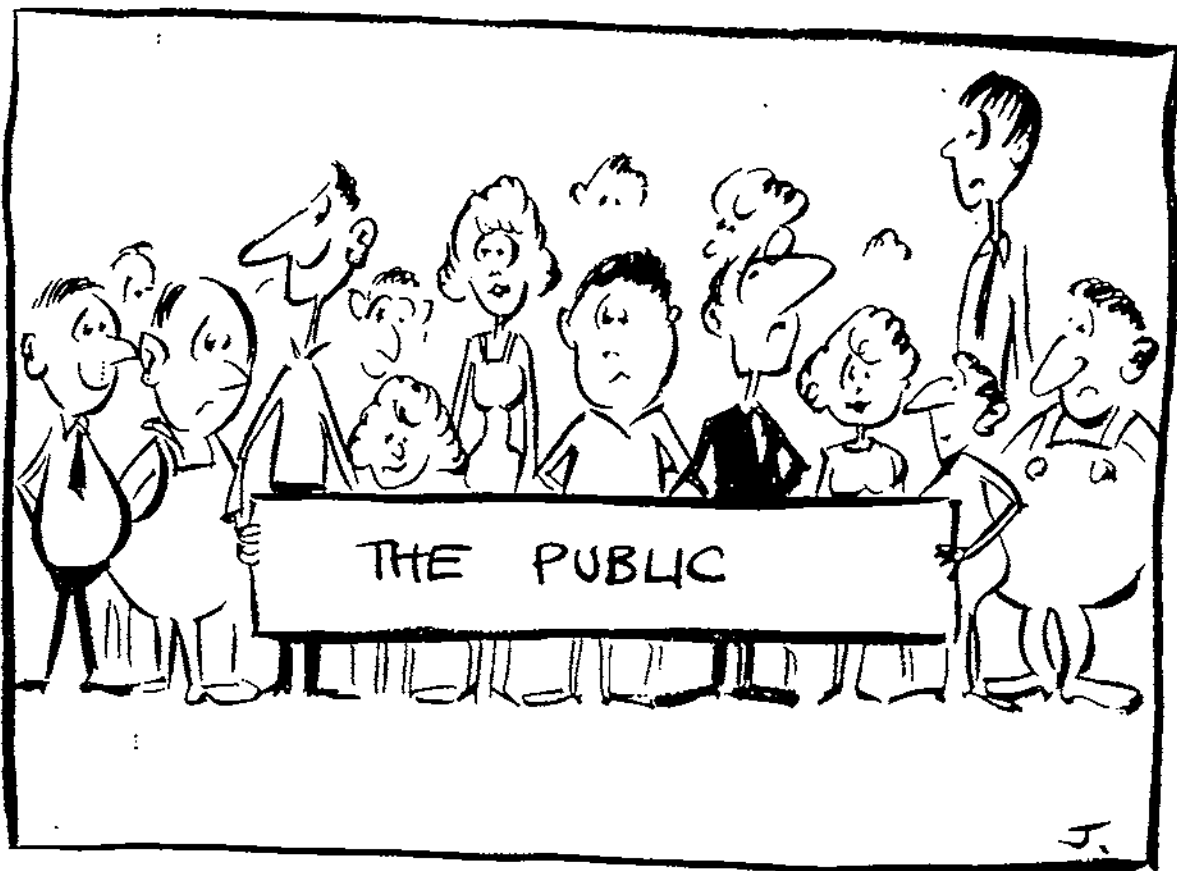
# \*CONDITIONS OF GRANT\*



You will now have an idea as to the basic qualifications of the different types of assistance available by way of Domestic Purposes Benefit or Emergency Maintenance Allowance. We will expand on these as we look at application and grant actions.

However, before you can attend to an applicant who wishes to apply for Domestic Purposes Benefit you will need to know some important facts concerned with interviewing and public relations.

We will look at this aspect in the next few pages.



# DEALING WITH THE PUBLIC



DEALING WITH THE PUBLIC

1. Introduction
2. Privacy
3. How to say no
4. Is our service up to standard?
5. Don't under estimate your own influence
6. Final comment

(Dealing with the public)

1. INTRODUCTION

Our aim is friendly, helpful and courteous service.

The public will include  
people enquiring about,  
applying for or receiving a  
Domestic Purposes Benefit.

NOTE: It requires no elaboration as to the effect a marriage break-up etc may have on a beneficiary. Understandably, they may be in a state where they will find the requirements of official organisations like Government Departments very demanding.

Extra sensitivity on your part is called for.

ALSO

When dealing with the public it is necessary in every case to be

- Tactful
- Patient
- Understanding

Don't rush interviews

- create a relaxed atmosphere.

Be pleasant and respond POSITIVELY to any needs indicated by applicants or beneficiaries.

---

Be sure the information you give is correct. Don't guess. If you are not sure of your facts excuse yourself from the interview and find out.

People are sometimes referred to as:

Applicant - Person who has applied for a benefit.

Beneficiary - Person who receives a benefit.

Client - Any person who has dealings with the Department.

The need for privacy next page.

2. PRIVACY

Many of our interviews require very personal questions to be asked. In some instances the questions may be of an intimate nature or potentially embarrassing.



Remember:

- Be Sensitive
- Ensure Confidentiality is preserved AT ALL TIMES, and interview rooms, when available, should be used whether requested or not.  
As a minimum, use screened partitions for interviews.

continued.

3. HOW TO SAY NO

On occasions it may be necessary in the office or over the phone to convey unfavourable explanations to beneficiaries or applicants.

i.e. You may have to explain that benefit cannot be  
\* paid above a certain rate or there is no entitlement at all.

It is difficult to say no and still have a satisfied customer.

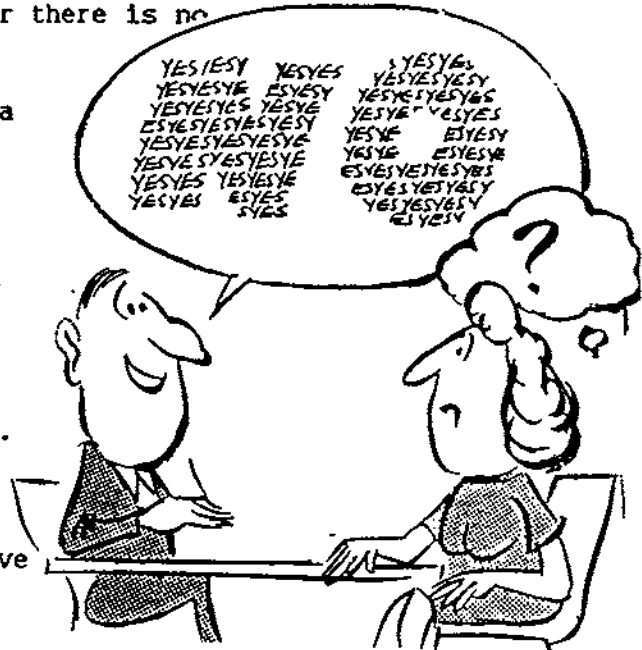
It is therefore important that unfavourable decisions are communicated fully in a pleasant way .....

If you are not confident or are unsure of all the facts have a senior officer do the explaining.

It is our responsibility to ensure beneficiaries or applicants depart satisfied, that they have been treated fairly and have received an adequate explanation.

REMEMBER:

- 1.\* Any file decisions affecting payment must be conveyed in writing and review provisions included
2. If a benefit is granted at a reduced rate the beneficiary must be informed of how the reduced rate has been assessed.
3. Also if beneficiary or applicant verbally expresses dissatisfaction as to some decision this constitutes an application for review of decision.



-- in such instances an application for review must be invited. This application is to be entered in the appropriate register.

-- Procedures in Part Y, Four Weekly Manual then follows. See page

continued.



Dealing with the public (continued)

4. IS OUR SERVICE UP TO STANDARD?

- A. Using the approach suggested in the last few pages will go a long way in ensuring a satisfactory service to the Public.

Many people do leave the office satisfied with their treatment.

But at times our public contact has not been up to standard.

Consider the following:

- What was your reaction when you experienced poor service at a shop, office, garage, or other Government Department.
  - Do you treat people the way you would like to be treated?
  - Our service is a unique one - our customers have not got competitors they can go to!
  - Your way of dress and manner - is it acceptable within an office setting?
- 

B. Also don't neglect the Public

The Department primarily exists to serve the Public. Your actual job may not be directly involved with this service aspect.

But

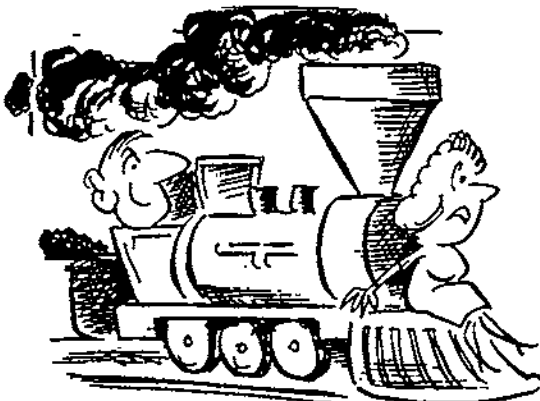
does the client or beneficiary realise this when waiting for service and is ignored by you walking past or standing around.

HELP ALL YOU CAN WHEN YOU CAN

At least go up and ask the person if you can help. You may have to direct them to the proper source but you may be able to solve the query on the spot.

---

C. APPLY YOUR COMMON SENSE



We are not a railway yard. Don't shunt the beneficiary from person to person or from section to section.

You find out what is required or if you don't know ensure beneficiary is referred to a person who does.

continued.

5. DON'T UNDERESTIMATE YOUR OWN INFLUENCE

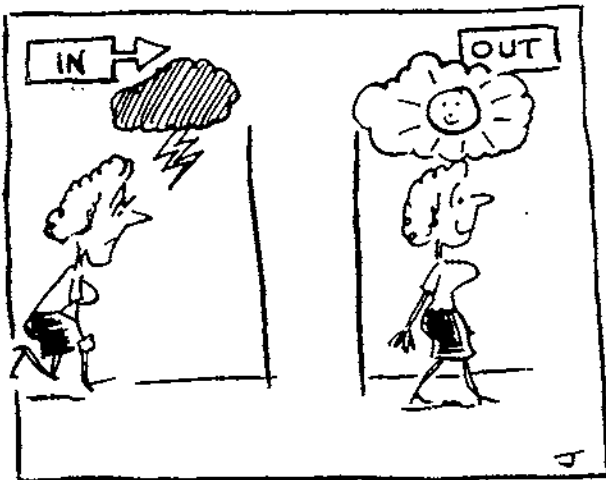
If you attend to people in a confident, positive and pleasant way they will most likely respond the same way.

TRY IT OUT

But if you display an overbearing or arrogant manner the reaction from beneficiaries may understandably be negative or unreasonable.

Take a break and reflect:

How do you react when in making a query to some service organisation like ours and the person behind the counter tries "to put you down" by being overbearing, arrogant or showing disinterest.



continued.

6. FINALLY

A. Disputes

You may encounter unreasonable persons.

Nothing will be achieved by trying to match their argument or adopting an aggressive manner.

Politely excuse yourself. Hand the matter to a more senior officer who will be experienced in dealing with such persons.

B. Your Speech

(i) One of the most fundamental aspects of public relations.

BUT

Also one of the most common causes of complaint.

(ii) The following is obvious but it is easy to offend if you don't apply it:

AT ALL TIMES SPEAK:

- Clearly
- Pleasantly
- In a simple language.

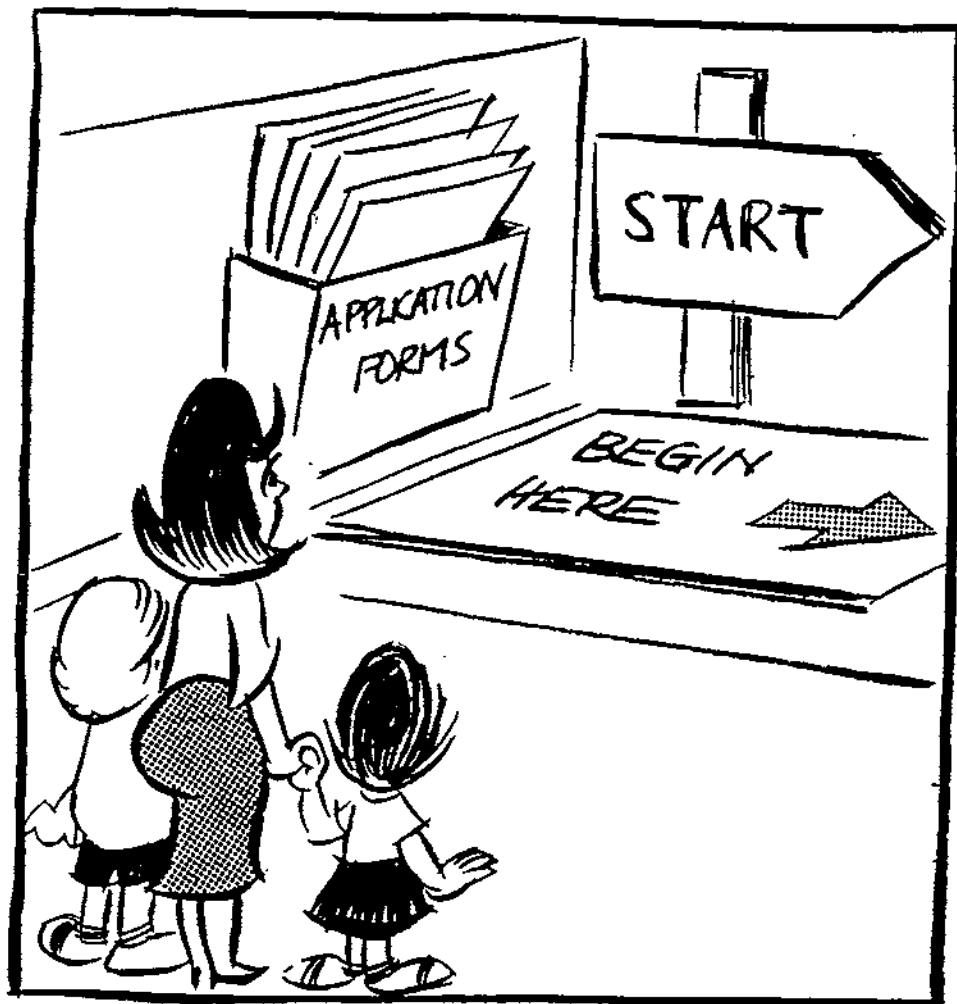
(iii) Like your letter writing

Don't use jargon or big "impressive" words.

(iv) REMEMBER:

The words please and thank you still form the basis of human politeness.

# APPLICATION PROCEDURES



LODGEMENT AND INTERVIEW PROCEDURES

Remember that we said that in order to assess a persons qualification for benefit, an application - Form DP 1 must be completed.

NOTE: The majority of applications are lodged personally at the office and most applicants are woman with dependent children with little or no other income.

When the applicant comes to the office to apply your INITIAL APPROACH is very important.

It is essential that you:

1. Greet callers by their name in a pleasant manner.
2. Avoid: bureaucratic atmosphere, office jargon, adopting a superior attitude
3. A smile costs nothing.
4. Don't smoke or chew.
5. Create a relaxed atmosphere and deal personally with each applicant.
6. IMAGINE
  - (a) How would you feel if you were in the applicant's place.
  - (b) How would you like to be dealt with

# The Forms

## FORM DPB 1: "APPLICATION FOR DOMESTIC PURPOSES BENEFIT"

The Application Form is the most basic application document. It is used to decide eligibility, the commencement date and rate of benefit payable.

It's important therefore that every question is answered. If information is missing it may mean that the grant of benefit is delayed.

Ensure that the application form is signed by the applicant. This validates it.

Ensure also that the application is date stamped with the official office date stamp. This is important as the date the application is received may affect the commencement date.

Make sure that the "Details of Bank Account" Section on page 4 is complete and that the account details have been verified by a bank officer or staff member. Remember that payments can only be made to an account in the applicant's name, or a joint account bearing his/her name. This information is important as both E.M.A. and D.P.B. are paid by direct credit into a bank account so that benefit can't be granted without account details.

## FORM DPB 4: "REPORT ON INTERVIEW WITH APPLICANT"

The Interview covers some of the questions in the application form in more depth - in particular the Liable Parent's name, address and work details, reasons for the application, and details of any continuing income and costs an applicant may have.

# Applications

Reference: Part B, Section II  
Domestic Purposes  
Benefit Manual.

## INTRODUCTION

In order to receive Domestic Purposes Benefit the first step is to complete form DP 1 (Application for Domestic Purposes Benefit).

Set out in the next few pages are the steps to be taken from the time the beneficiary calls at the office to apply for benefit to the actual payment of benefit.

The application procedures are to be followed in every case. It is later that a decision is made whether there is entitlement to statutory Domestic Purposes Benefit or if an Emergency Maintenance Allowance should be granted. The differences are explained on page (Basic Qualifications). The different payment systems etc are explained later.

The next pages show a completed application form. In this example the application (sometimes referred to as a claim) is from a woman who has lost the support of her husband through separation. These are the most common types of application.

NOTE: Domestic Purposes Benefit and Emergency Maintenance Allowance are now taxable and family support payable.

Please ensure you obtain an Inland Revenue number for the applicant.

# Application for a Domestic Purposes Benefit

Under Social Security Act 1964

### Important notice to applicants

Please complete all of the spaces on this form. Blanks will not be accepted. The word "Nil", "N/A" (not applicable), or a stroke meaning "Nil" are to be used as appropriate.

If this application is lodged on the grounds that the applicant is required to give full-time care to a sick or infirm person who would otherwise be admitted to hospital, a medical certificate, certifying the need for such full time care must accompany the application.

Payment will be arranged by crediting the whole instalment direct to a Post Office Savings Bank, Trustee Savings Bank or Trading Bank Account.

Included on this application form is a panel to be completed by your bank, certifying details of your bank account

This panel may be completed by your bank or alternatively leave the panel blank and forward your passbook or a personalised deposit slip to the Department of Social Welfare when lodging your application.

The Department cannot open an account for you. If you do not have an account you must arrange with the bank concerned to open one but you should not delay lodging your application.

Details of any proposed absences from New Zealand must be notified to the Department of Social Welfare.

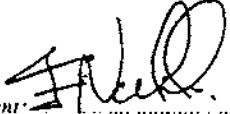
To the Director/District Agent,  
Department of Social Welfare,

WELLINGTON

I FARRAH NUFF  
Full name  
of 19 RISHTO WAY WELLINGTON HOUSEWIFE  
Place of abode Occupation

hereby apply for a Domestic Purposes Benefit and solemnly and sincerely declare that the information contained in this and the following three pages is true and correct and that no particular which would affect the amount of benefit granted has been omitted.

Signature of applicant





Full name: <u>FARRAH NUFF</u> <small>Please print</small>	For Office Use No. _____ Index _____ F.P. _____
Address: <u>19 Righto Way, Wellington</u>	
Reason for application: <u>Separation from husband</u>	
If required to give full time care for a sick and infirm person or incapacitated relative, show full name of person cared for: <u>N/A</u> Relationship: <u>N/A</u>	
My usual occupation: <u>HOUSEWIFE</u> Sex: <u>F.</u> My telephone No. <u>999-999</u>	
Date and place of birth: <u>27-8-1961 Wellington</u> Country: <u>N.Z.</u> <small>If available please produce your birth certificate or other documentary evidence showing your age. If not available show parents' full names.</small>	
Parents: <u>N/A</u>	
Length of continuous residence in New Zealand: <u>22</u> years - <u>-</u> months.	
If born overseas - Date of arrival in New Zealand: <u>N/A</u> Port of arrival: <u>N/A</u>	
Name and address of a person (not being a relative) who can confirm my residence in New Zealand: <u>LAURA NORDER: 21 Righto Way, Wellington</u>	
State whether single, married, widowed, separated, divorced, or living apart: <u>Living Apart</u>	
If married - State date and place: <u>18.10.1978 Wellington</u> <small>Produce marriage certificate if available</small>	
Full name of husband/wife/etc: <u>Slim Edward NUFF</u>	
Address: <u>23 Lois Lane Wellington</u> Date of Birth: <u>6.1.1960</u>	
Have you or your husband/wife been absent from New Zealand during last five years? <u>NO</u>	
If so, give details: <u>N/A</u>	
If separated or living apart, give the date you ceased to live with your husband, wife, etc: <u>23-7-1983</u>	
If your husband, wife, is in a prison, give name of institution, and date of admission: <u>N/A</u>	
If widowed give date and place of death of husband/wife: <u>N/A</u>	
If divorced give date and place of decree absolute: <u>N/A</u>	
Details of any previous application, either in New Zealand or overseas, for any type of allowance, benefit, or pension, including applications by your husband/wife. Quote reference numbers. <u>F.B. 041-435-107</u> Place: <u>Wellington</u>	
State whether you, your husband/wife or dependents receive free board and/or lodgings, including that for services rendered. Supply details and indicate whether this is likely to continue: <u>NO</u>	
If other persons share your home, give names and relationship, and whether any contribution is made towards living expenses: <u>NIL</u>	
Names and dates of birth of children no longer dependant (if any) - include any child who may now be deceased: <u>N/A</u>	

The following are the details of the income received by myself or my husband/wife during the 52 weeks preceding this application.

Item	Particulars	Self	Spouse
1.	Salary, wages, or other personal earnings (Before tax deducted)	\$ NIL	\$ 15,600
2.	Gross income from business, shop, farm, commission, sale of produce, etc. (if expenses were incurred in production of this income produce a profit and loss account or statement of expenses)	\$ NIL	\$ NIL
3.	Amount received from boarders — including children over 16 years ..... boarders at \$ ....., p.w. — members of family — Yes/No ..... boarders at \$ ....., p.w. — members of family — Yes/No	\$ NIL	\$ NOT KNOWN
4.	Allowances from relatives or others	\$ NIL	\$ "
5.	Gross rent from property — including rooms let If you sublet the property, state rent paid by you \$ ..... (Produce rent book) If you are the owner state total annual outgoings \$ ..... (Produce receipts for mortgage interest, insurance, rates, repairs, etc.)	\$ NIL	\$ "
6.	Superannuation benefit or pension (No. ....)	\$ NIL	\$ "
7.	Dividends from shares, interest from debentures, bonds, stocks, mortgages, or from money lent.	\$ NIL	\$ "
8.	Interest from P.O.S.B. or any other bank.	\$ NIL	\$ "
9.	Maintenance — whether for self or for dependants	\$ NIL	\$ "
10.	Money received from any other source not detailed above	\$ NIL	\$ "
Total income received during 52 weeks		\$ NIL	\$ 15,600

Names and addresses of employers or other persons from whom above income received.

- Item ..... N/A
- Item .....
- Item .....
- Item .....
- Item .....

If husband/wife is in employment state name and address of employer, and weekly rate of earnings:  
 Husband employed by Cuddly Bunnies Ltd  
 6 Dulmoor Drive, Wellington. \$300.00pw

State whether you, your husband/wife or dependants anticipate receiving any income, including maintenance during the next 52 weeks  
 Supply full details of any anticipated income: NO

If land and buildings owned, state whether this is used as a home NIL (Yes or no)  
 If not used as a home advise location and nature of property NIL

Assets held in New Zealand or Elsewhere			
Item	Particulars	Self	Spouse
1.	Money held in Post Office Accounts Show Account No. and Type A/c No. .... Type: ..... A/c No. .... Type: ..... A/c No. .... Type: .....	\$ NIL	\$ NET KNOWN
2.	Money in any other bank - show account No. and name of bank Bank <u>BNZ</u> A/c No. <u>0635 198784 50</u> Bank ..... A/c No. ....	\$ - 10c \$	\$ "
3.	Cash held by yourself, or by any other person on your behalf or money lent to any person - supply details: .....	\$ NIL	\$ "
4.	Government stock, shares, debentures, or bonds in any company, Society or Local Body	\$ NIL	\$ "
5.	Interest in business, stock in trade or venture of any nature - advise nature of interest: .....	\$ NIL	\$ "
6.	Any other asset not listed above - advise nature of asset .....	\$ NIL	\$ "

Application for increased benefit in respect of dependent children may be made by supplying details of the children, including step-children, adopted children, and children over 16 years still attending school.

Child's Name	Date of Birth	Place of Birth	Relationship	Where Residing	Mother's Name	Father's Name
Andy	16-11-79	Wellington	son	14 Ridgeto Way	Farah	Slim E.
Eddy	18-10-80	"	son	Wellington	Farah	Slim E.

Children's income - including maintenance received on their behalf: NIL

**\*I HEREBY**  
 (a) authorise the Department of Social Welfare to pay all instalments due to me to my bank account,  
 (b) direct the bank manager to accept from you as my agent any amount that may become due in terms of this authority.

**\*DETAILS OF BANK ACCOUNT**  
 Please pay all instalments of benefit due to me to the credit of my account with:  
BANK OF NEW ZEALAND Coldville, Wellington  
(Name of Bank) (Branch Office)

The account is in the name of: .....

BANK	BRANCH	ACCOUNT	SUFFIX
02	0635	0193784	310

and is numbered

Please present your bank book for noting.

Details of bank A/c shown are correct  
E.W. [Signature]  
 for Director/Manager

Lodgement of applications (continued)

APPLICATION FORM COMPLETION

If applicant calls at the office and has not filled out the D.P. 1.

Your job is to:

1. Provide the form and suitable place to write.
2. Request applicant to complete the form herself, but if she has difficulty provide assistance.

With all applications ensure:

3. ALL QUESTIONS FULLY ANSWERED in ink, not pencil or eraseable ball point.
4. Check Again:
  - Surname distinguishable.
  - Full residential address.
  - Telephone number.
5. Don't forget the DATE STAMP.  
(not in top left hand corner, file pin may obliterate necessary details).

The date stamp  
is essential as:

- (a) It may have bearing on the entitlement date.
- (b) Prevents dispute as to what date application received.

6. Full details of where any income declared )  
is derived i.e. source and nature, names ) Verification forms may  
and address. ) have to be issued.  
)
7. Details of birth and marriage clear )
8. Dependent children details fully set out - can applicant remember  
family benefit number.
9. Finally - Has the application been SIGNED by the applicant - We can't  
process it until the applicant signs it.
10. REMEMBER
  - (a) Although there does not appear to be qualification for  
benefit don't turn applicant away - perhaps  
entitlement to EMA or an emergency benefit.
  - (b) If it is apparent applicant does not qualify but  
insists on applying an application must be taken.

Interview details next page.

# The Interview

Every applicant for Domestic Purposes Benefit must be interviewed by the Domestic Purposes Benefit Interviewing Officer. These officers (usually graded 007.103) have been specially trained to deal with these applications and are aware of such things as marriage guidance etc. Where the DP Interviewing Officer is not available an officer graded 007.103 or above is to complete the interview.

Although junior staff should not be involved in the interview, the procedures are covered fully in the following pages.

These procedures, although specific to DPB, apply to all interview situations.



Lodgement of Applications (continued)

With the application form fully completed the next step is to interview the applicant:

Maintaining that pleasant attitude you also must remember:

- (i) Even if busy do not give impression that the interview is being hurried.
- (ii) Don't forget use that interview room.
- (iii) If privacy not possible take extreme care to preserve applicants confidentiality.

(Also if applicant is aware other people can hear relevant points may be withheld.)

- (iv) Are you properly attired.
- 

Previous Papers

If the application form indicated previous papers - get out the old file. It may assist the interview, or there may be something that was not cleared up at the time of cancellation.

The interview is carried out by completing an interview sheet -- see next page.

## INTERVIEWING (completion of form DPB 4)

In the following pages we will look more closely at each section of the interview form and expand on the information required.

### LIABLE PARENTS DETAILS

Ref: Sect. 27I S.S. Act.

The liable parent is the person who is liable in Law to contribute to the cost of supporting his/her child, i.e. who contributes towards the cost of payment of a Domestic Purposes Benefit. It is therefore extremely important that the information given here is correct and is verified. The liable parent is the other parent of the child in the applicants care. In the cases of a married applicant this will be the estranged husband/wife. In the case of a single applicant the liable parent has to be proved in law. This is relatively easy if the liable parent's name appears on the child's birth certificate or if he has signified in writing that he is the father.

If this is not the case then the applicant will be required to seek a paternity order.

This is an order made by a Judge in the District Court declaring a person to be the father (parent) of an ex-nuptial child. Once this order has been made then the father is the liable parent in law.

The liable parent details are forwarded to the Liable Parent Division who then assess the amount of the contribution to be made by the liable parent. The maximum payment is \$25.00 per child per week and a further \$25.00 per week if there is a child under 5 years of age. The minimum payment is \$15.00 per week.

The amount of the contribution is assessed having regard to the liable parents income and commitments.

All sections of the interview form relating to the liable parent MUST be fully completed.

Any information as to his whereabouts, employment etc is to be recorded. Where an applicant cannot identify the other parent or does not have a paternity order then she is not eligible to receive a Domestic Purposes Benefit. She may however qualify for an Emergency Maintenance Allowance. The above conditions should be explained when the application is lodged.

Questions 5 to 10 on the application form deal with lump sum settlements and maintenance. Normally these questions (except No. 8) will not be applicable.

Question 11.

The answers supplied to this question may have an effect on the rate of benefit to be paid. It is therefore important to record full details and obtain verification if available. Obtain sufficient information to enable verification if necessary.

Question 12.

The applicant will have partially answered this question on the application. It is therefore only necessary to expand on this. Your questioning here needs to be extremely tactful - remember the breakdown of a marriage is a harrowing experience to most people. The applicant may well be distraught during the interview especially at this point. It is best to merely record what the applicant tells you. Clarification of any point can be obtained at the home interview where a more relaxed atmosphere prevails.

Question 13 - Marriage Guidance Counselling

All applicants are to be asked if they are interested in attending the Marriage Guidance service either with or without their estranged partner. Note there is no obligation for the applicant to attend and refusal to do so has no effect whatever on eligibility for benefit. If the applicant does decide to attend then an appointment should be arranged - follow the procedure in your office.

Question 14 - Residence

Full details will be required here if the applicant has recently arrived in N.Z. especially if the event which gave rise to the application occurred before arrival. See sections 27A of the Act and pages of this handbook.

FINANCIAL CIRCUMSTANCES

The questions here are self explanatory and need no further expansion. If immediate assistance required consult with Senior Officer.



**FORM DP4 INTERVIEW**

The following pages show an example of a properly completed DP 4 Interview Sheet.

D.P.B. Application No. \_\_\_\_\_  
Date of Application \_\_\_\_\_

**Report on Interview with Applicant**  
(Supplementary to D.P.B. 1)

Name of Applicant: FARRAH NUFF

Liable Parent's Details		
1. Name	L.P.'s date of birth	Last Known Address
<u>Mr. Simon E. Nuff</u>	<u>6.1.60</u>	<u>23 Kers Lane Wellington</u>
L.P. # _____		
L.P. # _____		

2. Last information received regarding Liable Parent was (approximate date and source of information):  
Separation on 23-7-83. Has not seen him since.

3. If private investigators unknown obtain details of any person, (employee, relative or friend) who may be aware of whereabouts of Liable Parent:  
L.P. I N/A  
L.P. II \_\_\_\_\_  
L.P. III \_\_\_\_\_

L.P.'s Occupation	Name and Address of L.P.'s employer
<u>Eye Maker</u>	<u>Cuddly Bunnies Ltd</u>
L.P. # _____	<u>6 Dulmeaton Drive</u>
L.P. # _____	<u>Wellington</u>

5. Has liable parent already provided for the maintenance of the child, whether by way of property settlement, lump sum maintenance or? If so give full details No. Nothing received since separation. Husband has stated that he will not be paying any money.

6. If there is a child(ren) of a previous union who has/have accepted as a member of the family of applicant and spouse when the married: N/A

7. Particulars of Maintenance Order or agreement whether or not registered (ask for copy of agreement)

(a) Place and date: N/A

(b) Total amount of order \$ N/A a.m.  
Wife \$ N/A a.m. Children \$ N/A p.m. (max)  
NOTE: Ensure Maintenance section 4 of D.P.B. application

8. Has any formal action been taken for maintenance: No/No

9. Name and address of solicitor acting: Mr Smudge

10. What is current state of proceedings: Filed with Mr Smudge today

11. (a) Is maintenance being received direct? If yes, give date and amounts: No

(b) Is spouse paying outgoings (mortgage payments, rates, and insurance premiums etc.) on home in which applicant is living? If yes, give details (amounts, name/address of mortgagee etc.) and ascertain Government valuation of property: No

(c) Is spouse paying rent in respect of dwelling occupied by applicant? If so give details (weekly amount, name/address of landlord): No

12. Reason for application. Comment how motivated immediately prior to application, reason for breakdown in marriage/relationship and who left home? Mutually agreed to separate. The relationship has steadily deteriorated over the last 12 months - no feeling left for each other. Continual arguments. Applicant feels that they were both too young to get married and that husband feels he is tired down. His wife thinks that the separation will be long term - is no chance of reconciliation. They have been to Marriage Guidance with little success

13. Is applicant interested in attending counselling? No - Have been already

14. If applicant recently arrived in New Zealand, what comments required in terms of section 21A - what is the applicant's work pattern status, if not born in New Zealand? No

APPLICANT'S FINANCIAL CIRCUMSTANCES

15. Check that following are shown on OPE 1 Yes  1/1

(a) If presently or recently employed: Not employed

(i) Name under which employed shown

(ii) Name and address of employer shown

(iii) Rate of wages shown

(iv) Employer's phone number: \_\_\_\_\_

(v) Date ceased: \_\_\_\_\_

(vi) Intensions regarding future employment: \_\_\_\_\_

(b) Assets - OPE 1 shows correct position

(c) Commitments: (if living in own home get full information re rates, insurance and mortgage repayments, whether home owned jointly)

If renting, name of landlord and weekly rent \_\_\_\_\_

If boarding, amount paid, name of boarder and relationship, if any \_\_\_\_\_

If sharing, full details. (NOTE: Verification may be obtained until home visit.)

Rent \$60.00 p.w. Paid to R. JONES Ltd. (Applic for Acc. - Council taken)

Is family benefit claimed: No

16. Is interim assistance needed immediately. Also comment on the need for having normal stand-down period of 4 weeks for additional benefit if applied on a date: Yes. Only has \$5.00 cash. Rent due on 26-7-83

17. Home visit appointment made for: 10:00 AM 27-7-83

Signature: [Signature]  
Responsible Officer

Date: 25, 7, 83

Lodgement of applications (continued)

SOME OF THE POINTS TO BE COVERED ON THE INTERVIEW SHEET:

A. Birth and Marriage details

Obviously to decide on entitlement these have to be verified.

There are four ways this can be carried out.

- (i) If certificates provided at interview, arrange photocopy and hand originals back to applicant. Attach copies to interview sheet. The photocopy must be certified that it is a copy of the original.
- (ii) If there are no photo copy facilities - Extract the details on form S.W. 2A & S.W. 2B - Have a graded officer check.
- (iii) If applicant didn't bring her certificates ask her to post them or bring them to the office. Any delay could hold up the application. - Note the interview sheet of the arrangements.

Ensure: Applicant also sends a covering note with any certificates. Why? A birth certificate in her maiden name may be impossible to match up with a D.P.B. application in her married name.

NOTE:

Any certificates received via the mail must be copied without delay and returned by registered mail (local procedures apply).

- (iv) If applicant doesn't possess the Certificates - we will have to arrange verification. Full details required e.g. where born, married, exact dates. Parents full names etc See page .

WE MUST SEE THE ORIGINAL CERTIFICATE - NEVER ACCEPT A PHOTOCOPY DIRECT FROM APPLICANT

B. Income and Assets

- (i) Income over \$3120.00 p.a. (\$60.00 p.w.) reduces the benefit payable.
- (ii) We are only interested in the income or possible income from ASSETS.
- (iii) Income only requires verification if the declared income is \$3160.00 p.a. and over.
- (iv) If income \$3160.00 p.a. and over ensure sufficient details (full name and addresses) etc recorded for ease of verification.
- (v) Can applicant help by producing bank passbooks, share Certificates etc. Extract details on S.W. 265 or on minute sheet (Graded officer must check):
  - Name of branch of organisation e.g. POSB, MARAC.
  - Amount of investment e.g. balance of bank account.
  - Interest rate
  - Account Nos. etc.
  - Unusual features.
- (vi) Dont waste your time verifying details if income is under \$1248.00 per annum.

The income limits are \$2600 p.a. (\$50.00 p.w.) for beneficiaries without dependent children and \$3120 (\$60.00 p.w.) p.a. for beneficiaries with dependent children.

continued next page

# After Interview

## Explain broadly

- A. Possible amount of benefit payable, and approximate commencement date.
  - B. Income exemption. Position re earnings or other income.
  - C. How payment will be made.
  - D. Renewal required after 12 months.
  - E. The time being taken to finalise applications - be realistic - but ensure this is not interpreted as a promise.
- 

## Your Knowledge

Is it sufficient to supply all this information?

It takes time to learn it all.

- Do not Guess - Check Up

APPLICANT MUST LEAVE HAVING RECEIVED ACCURATE INFORMATION AND ALSO WITH THE IMPRESSION THAT A SYMPATHETIC HEARING WAS RECEIVED, AND THAT ACTION ON THE APPLICATION WILL BE PROMPT AND JUST.

## Inexperience:

If inexperienced in taking applications - have a senior officer check the application prior to applicants departure.

---

## Finally

- ASK: (i) Applicant if there is any thing she would like to know regarding the benefit or other services offered by the Department.
  - (ii) Phone Number: If not provided on the application form obtain contact phone number.
  - (iii) Arrange a time for the home visit.
- 

Perhaps URGENT PAYMENT is required  
see page 48

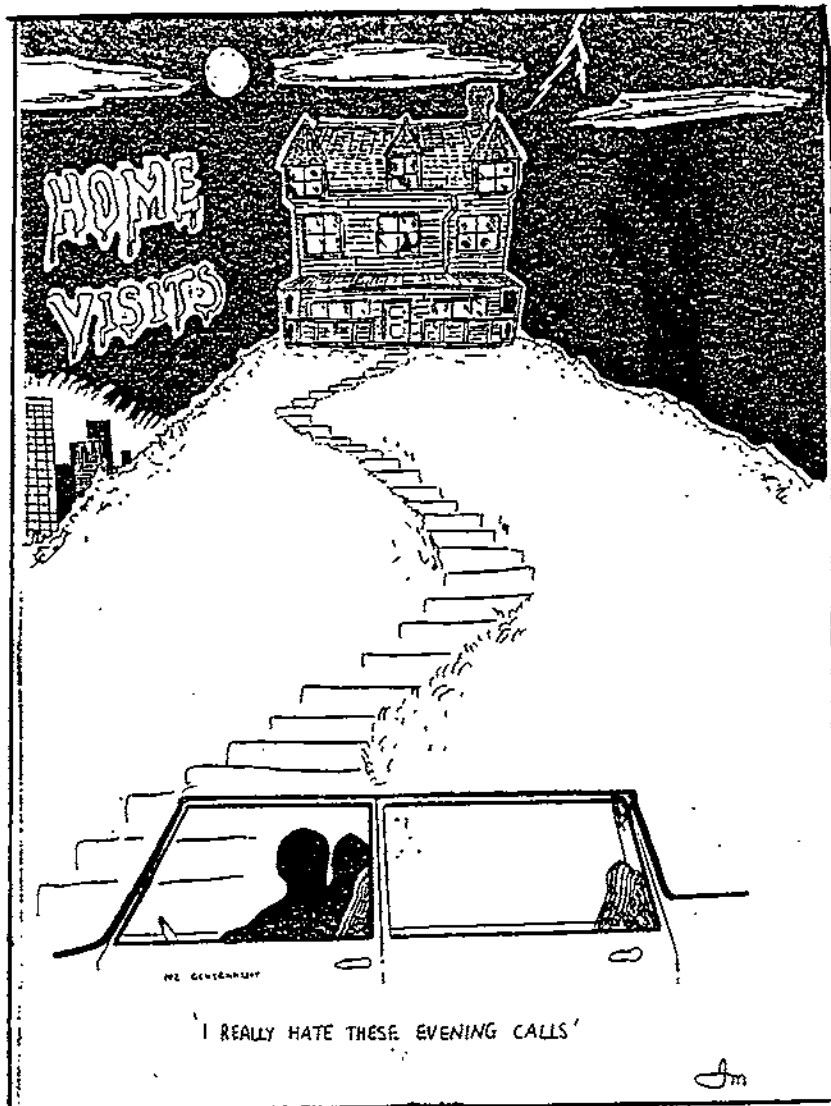
# Home Visit

## HOME VISIT REPORT

The Home Visit is really an extension of the Office Interview and is for the purpose of confirming the information obtained at the office interview and of observing the family's living conditions and the adequacy of child care.

Details of the Home Visit are usually recorded on form SW 60: "Field Report".

The point at which the Home Visit takes place will depend on local practice but is either before grant or immediately following grant.



FIELD REPORT

S.W. 60

D.P.B. Benefit No.

Name: NUFF FARRAH

Address: 19 RISHTO WAY, Wellington

Nature of Inquiry required and any special instructions: Home visit following application for D.P.B. Arranged for 10:00 am 27-7-83.

(Signature) approval for visit

(Designation)

Date: / /

Report:

ACCOMMODATION and OCCUPANTS:

Mr. NUFF and his two sons Andy and Eddy are sole occupants. Rent book sighted. Rent \$60.00 p.w. paid to R. JONES Ltd. Rent book sighted.

COMMITMENTS:

Rent \$60.00 p.w.  
Hire Purchase \$3.30 p.w. (Days)  
Charge Account (Posters) \$6.00 p.w.

INCOME

Nil

GENERAL

Has not seen husband since separation. Has already been to Marriage Guidance. Discussed general entitlement etc. Seems to realize that marriage is over permanently.

30/83  
(Signature)

Date: 27 7 83

Checked with file (Initials) (Date)

Bring up on (Initials) (Date)

94415C-1,000p-d4/2/83MK

# Other Application Forms

## APPLICATION FORMS

### FORM SW 228: "APPLICATION FOR ACCOMMODATION BENEFIT"

Where an applicant for D.P.B. is paying rent, board or outgoings on a home, they may be entitled to an 'ACCOMMODATION BENEFIT' to help them with these costs.

Details of these costs (as well as income and circumstances) are obtained on form SW 228 which is the application form for Accommodation Benefit.

S.W. 228

Department of Social Welfare

## Application for Accommodation Benefit

Under Section 81E of the Social Security Act 1964  
(to be lodged at nearest office of Department of Social Welfare)

For Office Use Only

Assn No. \_\_\_\_\_

Form \_\_\_\_\_

S.W. S. \_\_\_\_\_

This application may be completed by either husband or wife for a married couple

Class of benefit or pension D.P.B. Benefit/Pension No. \_\_\_\_\_

Full name NUFF Errol  
Please print Surname First Name(s)

Wife/Husband 19 Rights Way Wellington  
Please print Surname First Name(s) Address Benefit/Pension No. Phone No. 999-999

Have you a dependent child or children? Yes/No

**Income Received During the Last 12 Months**

If this application is completed at the same time as an application for a Social Security Benefit, War Pension or for the inclusion of a dependent spouse in National Superannuation, the printed panel need not be completed. If you have no income, except a Social Security Benefit, National Superannuation or War Pension, write "Nil" in the total panel. Please produce evidence of your total income received.

	Amount	Wife/Husband
1. Gross salary, wages, superannuation, income from business	\$ NIL	\$
2. Amount received from boarders (including children over 16 years) boarders at \$ _____ a week boarders at \$ _____ a week	\$ NIL	\$
3. Allowances from relatives or others (include free board and lodging)	\$ NIL	\$
4. Gross rent you receive from property or rooms let. If you sold the property, state week to week paid for next 3 months. If property owned by you state annual outgoings \$ _____ to \$ _____ (e.g. mortgage interest, rates, water rates, repairs)	\$ NIL	\$
5. Interest or dividends from bank accounts, P.O.S.B. a/c's, shares, debentures, bonds, investments, bank etc.	\$ NIL	\$
6. Money received from any other source such as maintenance, annuity, Meeki rents, letter compensation, existing allowance, etc.	\$ NIL	\$
<b>Total Income</b>	<b>\$ NIL</b>	<b>\$</b>

Names and addresses of employers or other persons from whom above income received.

Item \_\_\_\_\_

Item N/A

Item \_\_\_\_\_

Item \_\_\_\_\_

Item \_\_\_\_\_

Do you or your wife/husband anticipate receiving any income in the next twelve months? If so, give details:

Nil

**Assets at Date of Application**

This panel must be completed in all cases. If you do not have any assets, write "Nil" in the total. Please produce evidence of assets held.

	Amount	Wife/Husband
Land and buildings not used by you as a home	\$ NIL	\$
Mortgage of equity loan	\$ NIL	\$
Money in P.O.S.B. bank account held by you or on your behalf	\$ 100	\$
Government Stock, shares, debentures, bonds	\$ NIL	\$
Any other assets not listed above	\$ NIL	\$
<b>Total Assets</b>	<b>\$ 100</b>	<b>\$</b>

**Accommodation Costs**

Complete one of the following

(a) RENT. Amount paid weekly. Please bring rent book with you. If sharing accommodation state your share of rental only. \$ 60-00

(b) BOARD. Amount paid weekly. If married show total board paid for husband and wife. (Show name and address of person to whom board paid) \$ N/A

(c) OUTGOINGS ON PROPERTY OWNED. For 1, 2, and 3, show most recent payment during the last 12 months and the period the payment covered. For 4 show total paid during the last 12 months. Please produce receipts for all payments.

	Amount	Period Covered
1. Mortgage Installments (interest and principal)	\$ N/A	
2. Rates (show rebated amount if applicable)	\$ N/A	
3. House Insurance (including insurance on contents)	\$ N/A	
4. Repairs and maintenance	\$ N/A	

**Child Care Costs**

If you are a sole parent on Widows Benefit or Domestic Purpose Benefit and in employment, are you paying for child care while in such employment? Yes/No

If "yes" state: (a) Weekly amount paid \$ \_\_\_\_\_  
 (b) Full name and address of person or organisation providing this service \_\_\_\_\_

**Declaration**

I say that the statements and answers in this Application Form, and in any form completed along with it for the same benefit are to the best of my knowledge, the truth, and that I have not omitted anything which would affect my eligibility for an Accommodation Benefit or the rate of such benefit I am to be paid.

Signature [Signature]

-27.7.78-



# Urgent Payments

## Attitude:

If urgent assistance is requested or appears necessary, as well as discussing with a senior officer the case must be considered with:

Tact and sympathy.

## Who may need an urgent payment?

Possibly applicants with dependent children who have been left without ready cash resources.

## What do you do?

Do not commit yourself as regards any type of payment until matter discussed with a Senior Officer as this person must give the decision.

## How do we make the payment?

These options.

1. Special needs grant (SNG).
2. Grant the benefit. Can be arranged on day assistance is requested.

### S.N.G.

Single payment made by cash or payment order - handed to applicant in the office.

The above payments are recovered from the subsequent benefit grant.

Grant the benefit: Do this providing you have the necessary verifications. The first payment could be handed personally to applicant.

NOTE: The actual benefit grant is the preferred option as applicant receives her full entitlement quickly. Prevented is the double action of recovering the S.N.G. payments from future benefit grant.

# The Final Step

Immediately after writing up your notes: (if necessary)

1. Pin all application papers together.
2. Refer to your local index to check common index.

The index section will --

- (i) Record details on the index.
  - \* (ii) Enter the application in a register.
  - (iii) Give the application a number.
  - (iv) Return the papers to you - now made into a file.
- \* In some offices the register is held on the Division and the entry done by a senior clerk.

IMPORTANT

Avoid delays

NOTE:

The application must go to index without delay. Write up notes quickly. Don't leave the application lying around for notes that you may get around to writing up tomorrow.

Local procedures apply. In some offices the register entry may be made before indexing.

---

FINAL MESSAGE:

CARE MUST BE TAKEN THAT ALL APPLICATION AND INTERVIEW FORM QUESTIONS ARE ANSWERED AND THAT NO POINT IS LEFT UNRESOLVED PRIOR TO APPLICANTS DEPARTURE FROM THE OFFICE.

IMPORTANT:

HAVING TO CONTACT APPLICANT AGAIN UNNECESSARILY ANNOYS HER, WASTES YOUR TIME AND CREATES DELAYS IN DISPOSAL OF APPLICATIONS.

Before we go on to pre-grant verification and inquiry forms - the next page deals with what to do if an application is received via the mail.

APPLICATIONS RECEIVED VIA THE MAIL

The application should arrive on your desk via records and index already numbered and indexed.

Requirements as for applications lodged in the office apply e.g. application form must be fully filled out etc.

If additional details are required use the phone or write a letter asking the applicant to either call at the office or arrange a home visit.

BE CONSIDERATE

only in exceptional circumstances should applicant be requested to call at the office.

Remember:

These applications must be acknowledged by the issue of form S.W. 34C.

---

If application transferred from another district - amend common index record.

One problem with mail applications

The application form may not be fully completed - If so. Send a duplicate (typed copy of original) for applicant to complete and SIGN - Ensure - endorsed duplicate.  
If omissions minor - just clear up by letter.

Example of letter to accompany such an application:

"Your application for Domestic Purposes benefit was not fully completed. Enclosed is a duplicate of your application. Please complete the unanswered questions on this duplicate, sign the form, and return it to me in the stamped addressed envelope provided." any other details should also be requested in this letter.

NOTE: If application NOT SIGNED - it can't be registered etc and must be returned - see para L.26a four weekly manual.

# Enquiry Forms

**ENQUIRY FORMS**

**SW 42 - "SCHEDULE OF ENQUIRIES"**

This form needs little explanation. It is not designed solely for D.P.B. and E.M.A., but for use with a wide range of other applications for benefit.

Used correctly it provides a handy guide as to which forms you have to issue, which have been returned, and how they should be assembled on the file.

Your supervisor will also sometimes write instructions relating to enquiries on the bottom of this form.

Form Issued	Description	Date of Issue	Date of Return	Form Issued	Description	Date of Issue	Date of Return
S.W. 34C	Application acknowledged <i>N/R</i>			S.W. 8A			
6	Notification to H.O.	27/7		8B			
2				8B			
*2A	Regr. Births.			8C			
				8C			
*2B	Registrar-General			8D			
2C	Regr. Deaths.			9			
4	Income and property (husband or wife)			9			
				29			
*5	Banks			60	F.O.'s Report		
5				66	Maintenance Officer		
5							
8				491	Telephone Conversation		
8				W.B. 7			
8							
8A				B 11	Medical Examination		
8A							

S.W. 42

D.P.B. Benefit Pension | H. 1010301

N.B. - The printed description of forms is to facilitate recording of issue and return and is not to be taken as a direction concerning what forms are to be issued in any particular case.

Name in full: Farah NUFF

Address: 19 Righto Way, Wellington

**NOTES**

\* Verification of these items should only be undertaken if the applicant has been requested to produce the relative evidence, but is unable to do so.

-51-

872741 700pud/n/r/2 Hh

ENQUIRY FORMS

FORM SW 2A: "VERIFICATION OF BIRTH ENTRY"

A verification of birth entry (on the birth certificate) is usually carried out in respect of all the children an applicant has claimed as dependants on page 4 of the application form.

This is done for two reasons: Firstly, to confirm the child's date and place of birth, and secondly, to see if the liable parent is identified on the birth certificate.

The method of verification will depend on local practice. However, usually either the relevant information is copied from the Family Benefit File onto form SW 2A (must be checked by another person) or a photocopy is taken of form FB 9 on the Family Benefit file.

In addition to verifying the birth entry you must also confirm that Family Benefit is payable in respect of each dependant claimed by the applicant. This is usually done by obtaining a Family Benefit master record print-out from the computer enquiry terminal. Alternately, a minute can be obtained from Family Benefit Division, or the details noted on form SW 2A.

DEPARTMENT OF SOCIAL WELFARE  
**VERIFICATION OF BIRTH ENTRY**

SW 2A

District Office,  
.....  
.....

The Registrar of Births,  
.....  
.....

D.P.B. Benefit Application } .....

Name of Applicant:

FARRAH NUFF

Please confirm date of birth and parentage of the under-mentioned person, and return this form to me as promptly as possible after completing the certificate below. If the entry cannot be found, please forward the form to the Registrar-General for further search.

.....  
Director/District Agent.

Full Name: FARRAH NUFF

Stated date of birth: 27-8-1961

Stated place of birth: Wellington

Father's name (in full): .....

Mother's name (in full): } Not shown.

Mother's maiden surname: .....

There is no record at this office. Inquiry referred to Registrar-General.

Office Date Stamp

I certify that the particulars stated above are correct (as altered). extract of Birth Certificate Produced.

.....  
Registrar of Births, etc.

.....  
of Registrar of Births

[Signature]  
Registrar of Births, etc.  
[Signature]

There is no record at this office.

Office Date Stamp

I certify that the particulars stated above are correct (as altered).

.....  
Registrar-General.

.....  
of Registrar-General

.....  
Registrar-General.

8499F-2,000-000/8/92 v14

ENQUIRY FORMS

SW 2B - "VERIFICATION OF MARRIAGE"

This form is used to confirm marriage details. It is completed in ALL cases where the applicant is/was married and verification of this information is needed to establish liable parentage. (Remember that in cases where the applicant's child(ren) was born within the currency of a marriage the other marriage partner is automatically deemed to be the liable parent.)

It need not be issued where the Interviewing Officer has sighted (or taken a copy of) the Marriage Certificate. The application should be asked to produce her Marriage Certificate. Only as a last resort should form SW2B be issued to the Registrar-General.

DEPARTMENT OF SOCIAL WELFARE		S.W. 2B
<b>VERIFICATION OF MARRIAGE</b>		
		District Office,
The Registrar-General, Private Bag, Lower Hutt.	..... .....	
Reference: <u>D.P.B. (Applic.)</u>		
Name of Applicant: <u>FARRAH NUFF</u>		
Please confirm the particulars of marriage shown below and return the completed form as soon as possible. If the marriage has since been dissolved or annulled, give particulars.		
...../...../.....		..... Director/District Agent.
Verification required (print details):		
Date of marriage: <u>18.10.1978</u>		
Place of marriage: <u>Wellington</u>		
Bridegroom (full name): <u>Simon Edward NUFF</u>		
Bride (full name): <u>FARRAH NUFF</u>		
Maiden Surname of Bride (required in all cases)		<u>JONES</u>
Particulars of decree absolute or annulment: <u>N/A</u>		
There is no record of the above marriage at this office:  ..... Registrar-General.	I certify that the above particulars are correct (as altered): <u>a contract of M/C produced.</u> <u>[Signature]</u> ..... Registrar General.	Office Date Stamp   of Registrar General
If additional information or ages of parties necessary state requirements below:		

ENQUIRY FORMS

FORM SW 5: "PARTICULARS OF ACCOUNT"

This form is used to verify the balances, interest rates and ownership of accounts with trading and trustee banks and the N.Z.P.O.

The full names and address of the applicant and, if known, account number(s), must be shown to assist the bank with identification.

Any items about which you don't require information should be struck out before issuing the form. The date for which the balance is sought is usually the date of receipt of the application.

The form is sent to the branch at which the account is held.

In a lot of cases this form need not be issued as the Interviewing Officer will have sighted the applicant's bank book(s), investment certificates, etc. In these cases the Interviewing Officer will have recorded the details on Form SW 5 (see below).

Bank account details must be verified in ALL cases where an applicants gross declared income from all sources is MORE THAN \$3,068 p.a.

Form SW 5

see next page

NOTE: Income to be verified if over:

- (a) \$3068.00 p.a. - solo parent with children or;
- (b) \$2548.00 p.w. - if applicant is a woman alone or caring for sick and infirm.



DEPARTMENT OF SOCIAL WELFARE

The Managers  
P.O.S.B.  
Wellington

Private Bag  
Wellington

Reference No. JPR #/010301

Full Name	Present Address
Applicant: <u>Farrah Nuff</u>	<u>19 Righto Way, Wellington</u>
Applicant's Husband (Wife):	

PARTICULARS OF ACCOUNT

Dear Sir,

As the above-mentioned person has made application for or is drawing a benefit, please indicate below particulars of any account in the name of the applicant and the applicant's husband (wife).

Please state the type of any accounts, the account number, and the rate of interest payable.

Yours faithfully,

J. P. Ross  
Director/District Agent

Director/District Agent:  
Department of Social Welfare,  
Wellington

The following are the details as requested:

Type and Number of Accounts	% Interest Rate	Balance as at	Interest payable during the last 12 months	If account closed, give particulars of closing withdrawal	
				Date	Amount
In name of Applicant:  <u>0635; 938761.00</u>		<u>27/7/83</u>			
In name of Husband: Wife:					

Date: \_\_\_\_\_

Chief Postmaster  
Manager.

**ENQUIRY FORMS**

**SW 8 - "VERIFICATION OF EARNINGS"**

This is used to obtain details of the applicant's employment.

It should be issued in ALL cases where the applicant's gross declared income (including interest from bank accounts, income from investments, etc) is MORE THAN \$3,068.00 p.a.

DEPARTMENT OF SOCIAL WELFARE		
DISTRICT OFFICE: <u>Punkte Bay Wellington</u>		If telephoning or calling about this form please ask for <u>M. Clark</u>
<u>The Manager</u> <u>Childsly Business Hotel</u> <u>6 Dulman Drive</u> <u>Wellington</u>		Reference No. <u>DPB 4/010301</u>
Full Name	Present Address	
Applicant: <u>Farah NUFF</u>	<u>19 LISHTO WAY WELLINGTON</u>	
Applicant's husband (wife) <u>Slim E. NUFF</u>	<u>23 LOIS LANE WELLINGTON</u>	
<b>VERIFICATION OF EARNINGS</b>		
Dear Sir (or Madam), As the above-mentioned person has made application for (or is in receipt of) a benefit, I should be obliged if you would supply particulars of earnings received by Mr (Mrs) <u>N. NUFF</u> . Prompt return of this form is requested as any delay may cause inconvenience to the applicant. Addressed reply envelope is enclosed. Yours faithfully, <div style="text-align: right; margin-top: 10px;"> <u>J. A. BOSS</u> Director.                      District Agent.                 </div>		
<b>QUESTIONS</b>	<b>ANSWERS</b>	
(1) What is (or was) the gross weekly wage payable to the employee?	.....	
(2) What was the total amount, including Tax and holiday pay, paid during the 52 weeks ended <u>27-7-83</u> ?	.....	
(3) On what date did employment commence? .. ..	.....	
(4) If employment has ceased, please state:	(a) .....	
(a) Date of cessation (i.e., last day at work) .. ..	(b) .....	
(b) What amount of holiday pay was payable after the date of cessation of work and how many days does it represent? ..	(c) .....	
(c) What gratuity, superannuation, or retiring allowance has been or will be paid, and from what dates? .. ..	(d) .....	
(d) If (c) above is a lump sum payment what portion is taxable? ..	.....	
(5) Is (or was) employee entitled to free board and/or lodging, free house or fuel or other benefit as part remuneration (state details and values)? .. ..	.....	
(6) If employee is (or was) absent on account of sickness or accident, what allowance or compensation is (or was) payable to him (her) and the period covered? .. ..	.....	
Date: .....	Signature: .....	

# Forms Issue Checklist

Use this as a check. (Please do not write on this page - use a separate sheet of paper instead.)

## APPLICATION FORMS

DPB 1 (all cases)

DPB 4 (all cases)

SW 60 (all cases)

## ENQUIRY FORMS

SW 42 (all cases)

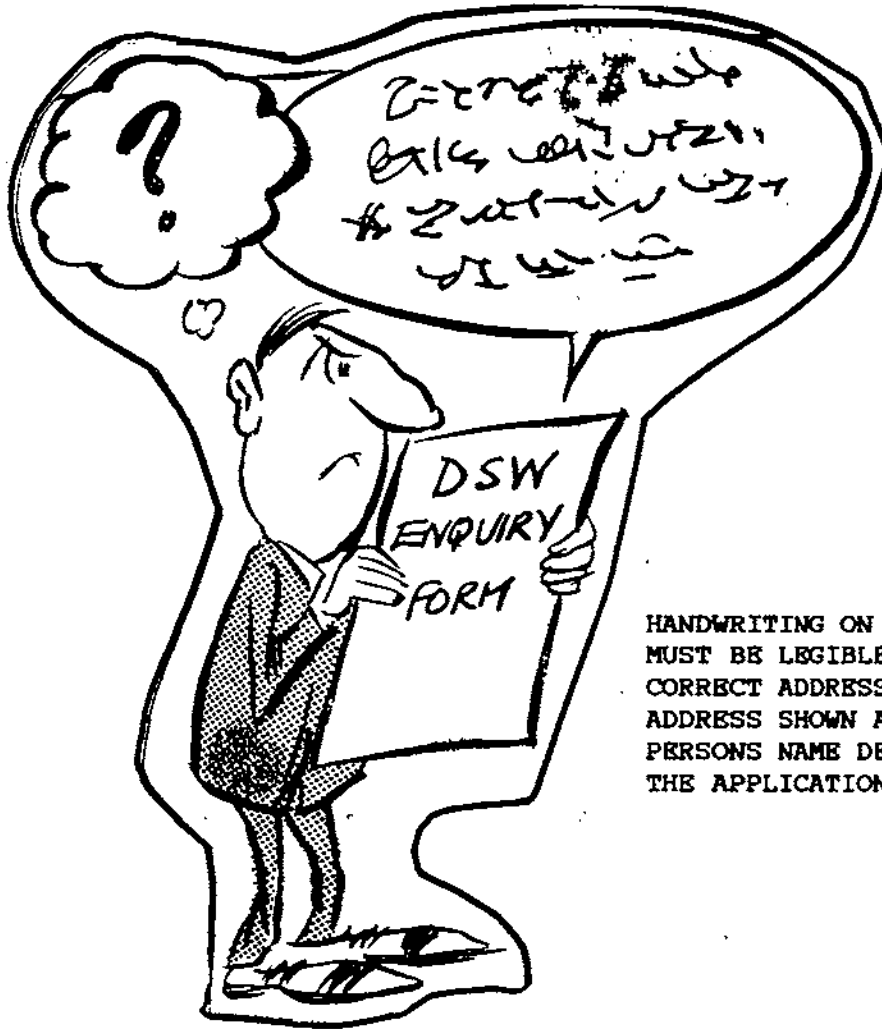
SW 2A (all cases)

SW 2B (where applicant is legally married)

SW 5 (where total gross income exceeds  
\$3060.00 p.a.)

SW 8

ALL INQUIRY FORMS MUST BE  
ISSUED PROMPTLY AND WHERE  
POSSIBLE ON THE DAY THE  
APPLICATION IS RECEIVED.

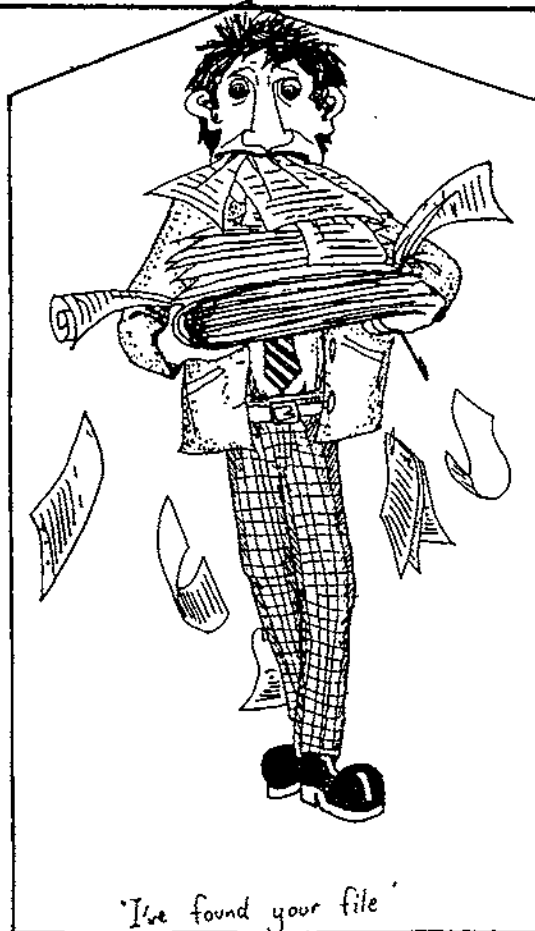


HANDWRITING ON ALL FORMS  
MUST BE LEGIBLE. SEND TO  
CORRECT ADDRESS. IS RETURN  
ADDRESS SHOWN AS WELL AS  
PERSONS NAME DEALING WITH  
THE APPLICATION?

APPLICATIONS THAT ARE NOT BEING WORKED ON SHOULD PREFERABLY BE STORED AWAY FROM THE DESKS AT A CENTRAL POINT IN ALPHABETICAL ORDER. THIS FACILITATES LOCATION OF FILES WHEN QUERIES ARE RECEIVED.

LOOSE PAPERS MUST BE MATCHED TO THE RELEVANT APPLICATION WITHOUT DELAY.

LOOSE PAPERS ON HAND IN EXCESS OF ONE WEEK MUST BE REFERRED TO A SENIOR OFFICER.



The outstanding applications must be checked weekly to ensure there is no delay in both the return of forms or replies to other inquiries. After two weeks consider reminders, and note the S.W. 42 if they are issued.

AFTER THE APPLICATION LODGED

We now have a completed application form and have issued the necessary enquiry forms. The next step is to grant the Benefit but first it is necessary to know:-

- (a) How to establish the date from which benefit will commence.
- (b) How to assess income:
- (c) How to assess the rate of benefit.
- (d) How to assess and pay arrears of benefit.
- (e) How to get the money to the beneficiary (the pay system).

We will look at each of these subjects separately in the next few pages. We will look at things like child supplement and accommodation benefit/element. At the end we will be in a position to put these steps into practice and GRANT the benefit.

# ESTABLISH COMMENCEMENT DATE



## How to Establish the Date From Which Benefit will Commence (Module D3)

Establishing the 'COMMENCEMENT DATE', or date from which an applicant is entitled to receive payment, is an important step in the process of granting a benefit. Before doing a full grant action it's important that you master this skill.

You should now be aware of the basic qualifications for Domestic Purposes Benefit and Emergency Maintenance Allowance. Now we'll go a step further and look at how you can go about working out the commencement date for D.P.B. and E.M.A.

Lets' start with Domestic Purposes Benefit ...

# Domestic Purposes Benefit

The COMMENCEMENT DATE for Domestic Purposes Benefit is ...

"THE DATE ON WHICH THE APPLICANT BECAME QUALIFIED FOR BENEFIT, PROVIDED THAT DATE IS WITHIN FOUR WEEKS OF THE DATE OF APPLICATION"

In the majority of cases, the "date on which the applicant became qualified for benefit" will be:

- \* THE DAY FOLLOWING SEPARATION, OR
- \* THE DATE OF BIRTH OF THE CHILD (IN THE CASE OF AN UNMARRIED APPLICANT); OR
- \* THE DATE OF HUSBAND'S IMPRISONMENT (IN THE CASE OF A PRISONER'S WIFE).

Occasionally, you'll come across cases, where, for some reason or other, the applicant has delayed applying for benefit. In these cases, if the gap between the date on which the applicant qualified for benefit, and the date s/he applied is MORE THAN FOUR WEEKS, REFER THE CASE TO YOUR SUPERVISOR.

This is because, in these cases, certain enquiries must be made before payment can be released.



Here are some examples of the types of situation you will come across in this area. Work through them and see if you get the same commencement date as that given ...

EXAMPLE 1

Application lodged: .. 30/8/8\*\*  
Separated: .. .. 27/8/8\*\*

Commencement date: .. 28/8/8\*\*  
(Day following separation).

EXAMPLE 2

Application lodged: .. 17/5/8\*\*  
Child born: . . . . 28/4/8\*\*

Commencement date: .. 28/4/8\*\*  
(Date of birth of child).

EXAMPLE 3

Application lodged: .. 6/7/8\*\*  
Husband imprisoned: .. 6/7/8\*\*

Commencement date: .. 6/7/8\*\*  
(Date of husband's imprisonment).

EXAMPLE 4

Application lodged: .. 6/9/8\*\*  
Separated: .. 1/7/8\*\*

Refer to supervisor  
(Application not lodged within four weeks of date on which applicant qualified for benefit).

If you got the same answer as that given each time, and are feeling reasonably confident about this area, go on to the next page.

\* \* \* \*

# Emergency Maintenance Allowance

There are two situations you're likely to encounter with E.M.A. cases. These are: (1) cases where the applicant has separated from a de facto husband, and (2) cases where the applicant is an unmarried mother who is receiving a Sickness Benefit.

The rules for working out the COMMENCEMENT DATE in each of these situations are:

1. THE MONDAY OF THE WEEK OF APPLICATION, OR  
THE DAY FOLLOWING SEPARATION;  
WHICHEVER IS LATER  
  
OR
2. IN THE CASE OF UNMARRIED MOTHER RECEIVING A SICKNESS BENEFIT,  
THE MONDAY OF THE WEEK OF APPLICATION, OR  
THE DAY FOLLOWING EXPIRY OF THE SICKNESS BENEFIT,  
WHICHEVER IS THE LATER

Note: The date of expiry of the Sickness Benefit will normally be THIRTEEN WEEKS from the Monday FOLLOWING the date of birth of the child.

## EXCEPTIONS

Who was it who said, 'There's an exception in every rule'? Well, there are TWO exceptions to the rules for working out the Commencement Date for D.P.B. and E.M.A. They are ...

1. WHERE THE APPLICANT WAS WORKING BEFORE APPLYING FOR BENEFIT AND HAS CEASED WORK TO GO ON BENEFIT; AND
2. WHERE THE APPLICANT HAS RECENTLY ARRIVED FROM OVERSEAS TO TAKE UP PERMANENT RESIDENCE IN NEW ZEALAND.

Here are some examples of the types of cases you're likely to come across with E.M.A. Work through them and see if you understand how the commencement date has been arrived in each case ...

EXAMPLE 1

Application lodged: .. 3/8/8\*\*  
Separated: .. .. .. 29/7/8\*\*

Commencement date: .. 2/8/8\*\*  
(Monday of week of application).

EXAMPLE 2

Application lodged: .. 13/8/8\*\*  
Separated: .. .. .. 11/8/8\*\*

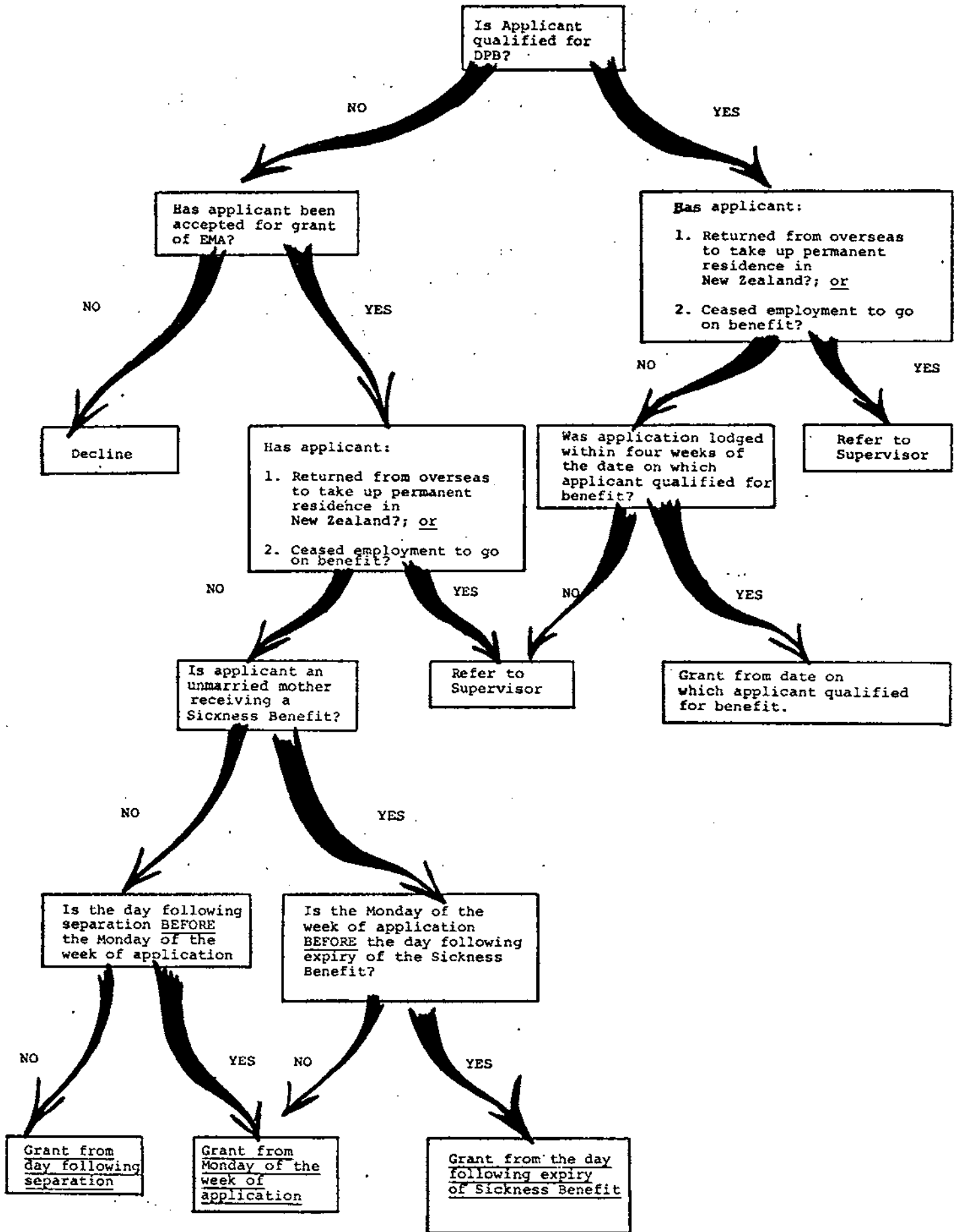
Commencement date: .. 12/8/8\*\*  
(Day following separation).

EXAMPLE 3:

Application lodged: .. 1/12/8\*\*  
Child born: .. 7/9/8\*\*  
Current receiving SB  
S.B. expires: .. 5/12/8\*\*

Commencement date: .. 6/12/8\*\*  
(Day following expiry of S.B.).

\* \* \* \*



# The Tricky Ones

You will remember that we mentioned that there are exceptions to the rule. These mainly relate to late applications, applications following a period of employment and from applicants arriving from overseas.

Let's look at each of these cases individually.

## 1. LATE APPLICATIONS

These will be very few in number as most applications are received within a couple of days of the qualifying date. However there is provision to grant benefit from a date 6 months prior to the application provided qualification exists. This is known as a retrospective grant. A senior officer will decide if a retrospective grant should be made but before doing so will need full details as to why the application was delayed. As a rule of thumb if an application is received four weeks or more after the qualifying date, the applicant is to be questioned as to the reason for the delay. It should also be ascertained how the applicant has supported herself in the interval.

## 2. APPLICATIONS FOLLOWING EMPLOYMENT

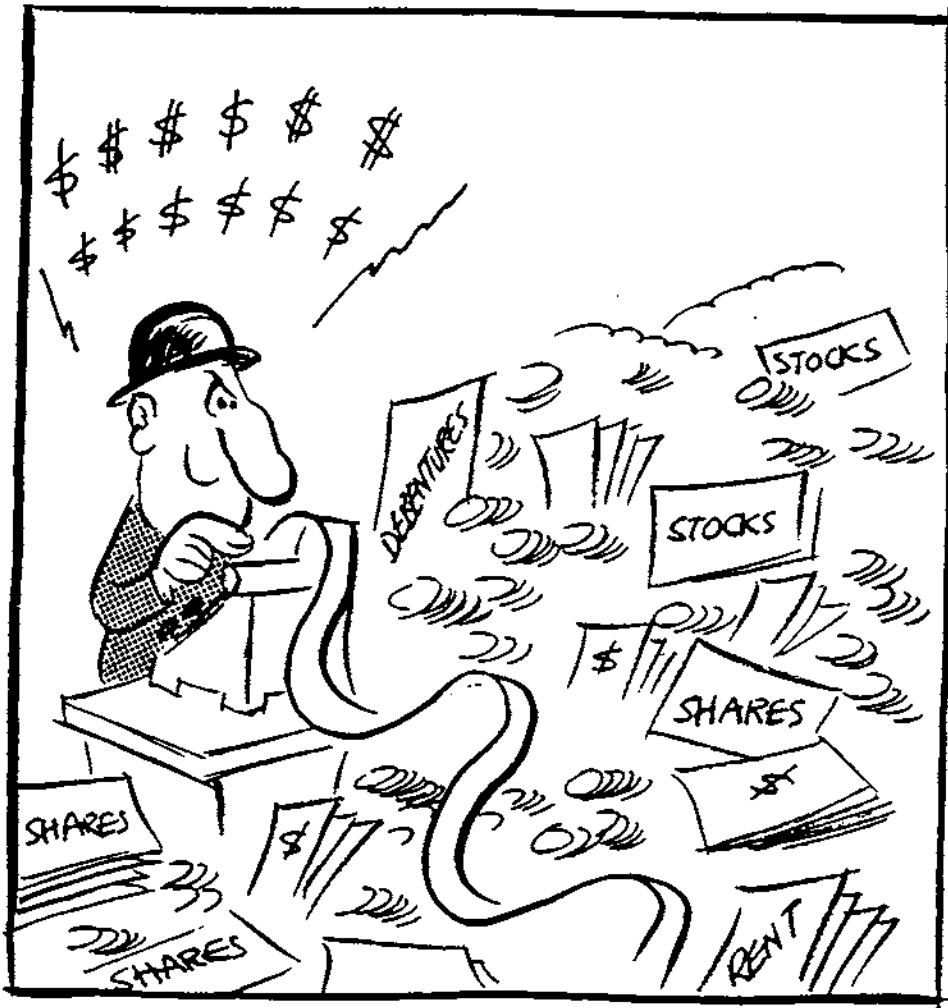
In these cases, provided the applicant is otherwise qualified to receive a Domestic Purposes Benefit, the benefit commences from the day following cessation of wages - including holiday pay but disregarding redundancy pay.

Example: Applicant ceases work on 5 May 1987 and applies for benefit on 6 May 1987. Received 15 days holiday pay. Benefit would not commence until the day following cessation of the holiday pay (assessed on five day weeks). Therefore grant from 27 May 1987.

## 3. APPLICANTS ARRIVING FROM OVERSEAS

In general a decision to grant these benefits will be made by a senior officer. The date of commencement of benefit will be the date of arrival in New Zealand or later date of entitlement. Watch that there are no overlapping payments received from another country i.e. portability pension from Australia. There is no entitlement to N.Z. benefit while a similar benefit/pension is being paid by another country.

# ASSESS INCOME



DPB and EMA are both 'Income Tested'. This means that any income a beneficiary receives over a certain limit will affect the rate of benefit payable. To be able to calculate the rate of benefit payable you'll need to know now to assess the deduction to be made on account of income.

#### EXPLANATION OF TERMS

'Income' - In simple terms this is money derived or received. E.g. earnings from employment, interest from bank accounts, dividends from shares, and income from property.

'Maintenance' - This is money, property or services received from an ex-spouse or parent of a child. The most common examples of maintenance that you'll come across are cash, and payment of school fees or outgoings or a property.

Maintenance is treated differently against DPB and EMA. Cash maintenance is charged as income against DPB and operates as a direct deduction against EMA. Maintenance in respect of the child or children is disregarded for DPB purposes but operates as a direct deduction against EMA.

'Outgoings' - Where the maintenance is outgoings, the amount to be charged is as follows:

DPB - outgoings paid in excess of 50% of the total outgoings are charged as income.  
OR if the matrimonial property settlement has been finalised, outgoings paid by the spouse in excess of the amount stated in the M.P.S. are treated as income.

EMA - outgoings operated as a direct deduction from the benefit. The deduction is restricted to a maximum of \$25.00 per week (see B5.24 DPB Manual).

'Assets' - Assets are capital amounts or property. E.g. bank deposits, money on loan, shares, debentures, lottery winnings, property or real estate owned. Capital amounts or the value of property are not charged against benefit; only the income derived from such assets is charged.

NOTE: Where benefit was granted prior to 1.4.81 different procedures apply.

'PROSPECTIVE INCOME' - Sometimes referred to as 'rated income', this is the income that an applicant is expected to receive over the next 12 months.

For example:

- (a) Beneficiary has \$40,000 in P.O.S.B. Account earning, 10% interest. 'Prospective income' would be \$4,000 (\$40,000 @ 10%).
- (b) Beneficiary is employed, earning \$97.00 per week. 'Prospective income' would be:

$\$97.00 \times 52 \text{ weeks} = \$4,044.00 \text{ per annum.}$

'INCOME EXEMPTION' - This is the amount of income the beneficiary can receive before the rate of benefit is reduced. The income exemption for D.P.B. and E.M.A. is \$3,120.00 per annum (for women alone it will be \$2,600.00 p.a.).

'INCOME DEDUCTION' - This is the amount that is taken off the maximum benefit rate to arrive at the amount payable to the beneficiary.

NOW LET'S SEE HOW ALL THIS FITS TOGETHER ...



# Calculating the Chargeable Income

The first thing to do in a case involving income, is to CALCULATE THE 'CHARGEABLE INCOME'.

Details of income are normally obtained from some of the enquiry forms we talked about in the "Application Procedures" Module.

- S.W. 8 to verify earnings;
- S.W. 265 and/or S.W. 5 to verify capital and interest;
- S.W. 8B to verify income from shares, dividends etc.

Remember, 'income' is earnings from employment, interest from bank accounts, dividends from stock and shares, income received from property, and maintenance. 'Chargeable income' is the annual gross income (before tax).

At grant the 'PROSPECTIVE INCOME' is always charged. The next step then, is to obtain details of the applicant's gross weekly incomes from all sources, multiply this by 52 (weeks) to give the prospective incomes from these sources, and then enter this information on FORM DPB/IB/WB 2 - Certificate of Disposal of Application. The chargeable income is calculated by totalling the prospective incomes.

For example:

Applicant has a regular part-time job earning \$68.00 p.w. and \$2960.05 in a P.O.S.B. account earning interest of 10% p.a.

The assessment would look like this ...

Non-chargeable income			Assets	
			P.O.S.B. \$296.08	
Chargeable Income	Appl.	Spouse	Income Assessment	
Earnings (Pcos)	1976.00		Gross chargeable income	Benefit rate
P.O.S.B. Int (Pcos)	8.88		Section 66 exemption	Less income deduction
			Chargeable income	Less maintenance
			Exemption	Plus earnings subsidy (IB)
			Excess income	Plus W.S.D. allowance
			Income deduction	Benefit recommended
Total	1984.88			
Overlapping benefit at \$..... p.w. from ..... to .....			Prepared by .....	
Amount \$..... plus outstanding debt (if any) \$.....			Check by .....	

Simple isn't it!

When doing assessments involving income, always remember to round DOWN to the nearest whole cent. For example, \$26.018930 should be rounded down to \$26.01. This follows the general rule that all assessments should be calculated TO THE BENEFICIARY'S ADVANTAGE.

# Calculating the Income Deduction

Once you've assessed the income to be taken into account, the next step is to work out the amount to be deducted from the maximum rate of benefit because of that income.

This is assessed as follows:

Deduct 40c for each complete \$1.00 of income between \$1300 and \$2080, and 80c for each complete \$1.00 thereafter.

If you find that a bit confusing ... don't worry. Have a look over the 'Assessment Table' (SW 40) on the following page. This Table works in exactly the same way as other Assessment Tables you may have come across when working on other benefit divisions. Use the Table to work out the income deduction by looking up the chargeable income figure.

Example:

Chargeable Income	\$3832.05
Income Exemption	<u>\$3120.00</u>
Excess Income	\$ 712.05

To obtain the deduction use the Assessment Table.

Total Deduction	<u>\$213.60</u>
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NOTE: Always round the chargeable income figure DOWN TO THE NEAREST WHOLE DOLLAR BEFORE looking up the deduction.

NOTE: Examples are based on beneficiary with child/ren.

**DEDUCTION TABLES FOR EXCESS INCOME — ANNUAL ASSESSMENTS — EFFECTIVE FROM 1.10.1986**

**CHILDREN INCLUDED — EXEMPTION \$3120.00 PER ANNUM**  
**DEDUCTION = 0.30 CENTS PER \$1.00 OVER \$3120.00 PER ANNUM TO \$4160.00 PER ANNUM**  
**= 0.70 CENTS PER \$1.00 IN EXCESS OF \$4160.00 PER ANNUM**

**WITHOUT CHILDREN — EXEMPTION \$2600.00 PER ANNUM**  
**DEDUCTION = 0.30 CENTS PER \$1.00 OVER \$2600.00 PER ANNUM TO \$4160.00 PER ANNUM**  
**= 0.70 CENTS PER \$1.00 IN EXCESS OF \$4160.00 PER ANNUM**

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DEDUCTION AT 0.30 CENTS PER \$1.00 FOR BROKEN AMOUNTS FROM \$1.00 TO \$99.00				DEDUCTION AT 0.30 CENTS PER \$1.00 AT \$100.00 RESTS UP TO \$1560.00 FOR BENEFICIARIES WITHOUT CHILDREN UP TO \$1040.00 FOR BENEFICIARIES WITH CHILDREN			DEDUCTION AT 0.70 CENTS PER \$1.00 FOR BROKEN AMOUNTS FROM \$1.00 TO \$99.00			
EXCESS INCOME	DEDUCTION	EXCESS INCOME	DEDUCTION	EXCESS INCOME	DEDUCTION WITHOUT CHILDREN	DEDUCTION CHILDREN INCLUDED	EXCESS INCOME	DEDUCTION	EXCESS INCOME	DEDUCTION
\$ 1.00	\$ 0.30	\$51.00	\$15.30	\$ 100.00	\$ 30.00	\$ 30.00	\$ 1.00	\$ 0.70	\$51.00	\$35.70
\$ 2.00	\$ 0.60	\$52.00	\$15.60	\$ 200.00	\$ 60.00	\$ 60.00	\$ 2.00	\$ 1.40	\$52.00	\$36.40
\$ 3.00	\$ 0.90	\$53.00	\$15.90	\$ 300.00	\$ 90.00	\$ 90.00	\$ 3.00	\$ 2.10	\$53.00	\$37.10
\$ 4.00	\$ 1.20	\$54.00	\$16.20	\$ 400.00	\$ 120.00	\$ 120.00	\$ 4.00	\$ 2.80	\$54.00	\$37.80
\$ 5.00	\$ 1.50	\$55.00	\$16.50	\$ 500.00	\$ 150.00	\$ 150.00	\$ 5.00	\$ 3.50	\$55.00	\$38.50
\$ 6.00	\$ 1.80	\$56.00	\$16.80	\$ 600.00	\$ 180.00	\$ 180.00	\$ 6.00	\$ 4.20	\$56.00	\$39.20
\$ 7.00	\$ 2.10	\$57.00	\$17.10	\$ 700.00	\$ 210.00	\$ 210.00	\$ 7.00	\$ 4.90	\$57.00	\$39.90
\$ 8.00	\$ 2.40	\$58.00	\$17.40	\$ 800.00	\$ 240.00	\$ 240.00	\$ 8.00	\$ 5.60	\$58.00	\$40.60
\$ 9.00	\$ 2.70	\$59.00	\$17.70	\$ 900.00	\$ 270.00	\$ 270.00	\$ 9.00	\$ 6.30	\$59.00	\$41.30
\$10.00	\$ 3.00	\$60.00	\$18.00	\$1000.00	\$ 300.00	\$ 300.00	\$10.00	\$ 7.00	\$60.00	\$42.00
\$11.00	\$ 3.30	\$61.00	\$18.30	\$1040.00		\$ 312.00	\$11.00	\$ 7.70	\$61.00	\$42.70
\$12.00	\$ 3.60	\$62.00	\$18.60				\$12.00	\$ 8.40	\$62.00	\$43.40
\$13.00	\$ 3.90	\$63.00	\$18.90	\$1100.00	\$ 330.00		\$13.00	\$ 9.10	\$63.00	\$44.10
\$14.00	\$ 4.20	\$64.00	\$19.20	\$1200.00	\$ 360.00		\$14.00	\$ 9.80	\$64.00	\$44.80
\$15.00	\$ 4.50	\$65.00	\$19.50	\$1300.00	\$ 390.00		\$15.00	\$10.50	\$65.00	\$45.50
\$16.00	\$ 4.80	\$66.00	\$19.80	\$1400.00	\$ 420.00		\$16.00	\$11.20	\$66.00	\$46.20
\$17.00	\$ 5.10	\$67.00	\$20.10	\$1500.00	\$ 450.00		\$17.00	\$11.90	\$67.00	\$46.90
\$18.00	\$ 5.40	\$68.00	\$20.40	\$1560.00	\$ 468.00		\$18.00	\$12.60	\$68.00	\$47.60
\$19.00	\$ 5.70	\$69.00	\$20.70				\$19.00	\$13.30	\$69.00	\$48.30
\$20.00	\$ 6.00	\$70.00	\$21.00				\$20.00	\$14.00	\$70.00	\$49.00
\$21.00	\$ 6.30	\$71.00	\$21.30				\$21.00	\$14.70	\$71.00	\$49.70
\$22.00	\$ 6.60	\$72.00	\$21.60				\$22.00	\$15.40	\$72.00	\$50.40
\$23.00	\$ 6.90	\$73.00	\$21.90				\$23.00	\$16.10	\$73.00	\$51.10
\$24.00	\$ 7.20	\$74.00	\$22.20				\$24.00	\$16.80	\$74.00	\$51.80
\$25.00	\$ 7.50	\$75.00	\$22.50				\$25.00	\$17.50	\$75.00	\$52.50
\$26.00	\$ 7.80	\$76.00	\$22.80				\$26.00	\$18.20	\$76.00	\$53.20
\$27.00	\$ 8.10	\$77.00	\$23.10				\$27.00	\$18.90	\$77.00	\$53.90
\$28.00	\$ 8.40	\$78.00	\$23.40				\$28.00	\$19.60	\$78.00	\$54.60
\$29.00	\$ 8.70	\$79.00	\$23.70				\$29.00	\$20.30	\$79.00	\$55.30
\$30.00	\$ 9.00	\$80.00	\$24.00				\$30.00	\$21.00	\$80.00	\$56.00
\$31.00	\$ 9.30	\$81.00	\$24.30				\$31.00	\$21.70	\$81.00	\$56.70
\$32.00	\$ 9.60	\$82.00	\$24.60				\$32.00	\$22.40	\$82.00	\$57.40
\$33.00	\$ 9.90	\$83.00	\$24.90				\$33.00	\$23.10	\$83.00	\$58.10
\$34.00	\$10.20	\$84.00	\$25.20				\$34.00	\$23.80	\$84.00	\$58.80
\$35.00	\$10.50	\$85.00	\$25.50				\$35.00	\$24.50	\$85.00	\$59.50
\$36.00	\$10.80	\$86.00	\$25.80				\$36.00	\$25.20	\$86.00	\$60.20
\$37.00	\$11.10	\$87.00	\$26.10				\$37.00	\$25.90	\$87.00	\$60.90
\$38.00	\$11.40	\$88.00	\$26.40				\$38.00	\$26.60	\$88.00	\$61.60
\$39.00	\$11.70	\$89.00	\$26.70				\$39.00	\$27.30	\$89.00	\$62.30
\$40.00	\$12.00	\$90.00	\$27.00				\$40.00	\$28.00	\$90.00	\$63.00
\$41.00	\$12.30	\$91.00	\$27.30				\$41.00	\$28.70	\$91.00	\$63.70
\$42.00	\$12.60	\$92.00	\$27.60				\$42.00	\$29.40	\$92.00	\$64.40
\$43.00	\$12.90	\$93.00	\$27.90				\$43.00	\$30.10	\$93.00	\$65.10
\$44.00	\$13.20	\$94.00	\$28.20				\$44.00	\$30.80	\$94.00	\$65.80
\$45.00	\$13.50	\$95.00	\$28.50				\$45.00	\$31.50	\$95.00	\$66.50
\$46.00	\$13.80	\$96.00	\$28.80				\$46.00	\$32.20	\$96.00	\$67.20
\$47.00	\$14.10	\$97.00	\$29.10				\$47.00	\$32.90	\$97.00	\$67.90
\$48.00	\$14.40	\$98.00	\$29.40				\$48.00	\$33.60	\$98.00	\$68.60
\$49.00	\$14.70	\$99.00	\$29.70				\$49.00	\$34.30	\$99.00	\$69.30
\$50.00	\$15.00	\$30.00	\$30.00	\$3300.00	\$1884.00	\$1884.00	\$50.00	\$35.00		



EXCESS INCOME	DEDUCTION WITHOUT CHILDREN	DEDUCTION CHILDREN INCLUDED	EXCESS INCOME	DEDUCTION WITHOUT CHILDREN	DEDUCTION CHILDREN INCLUDED	EXCESS INCOME	DEDUCTION WITHOUT CHILDREN	DEDUCTION CHILDREN INCLUDED	EXCESS INCOME	DEDUCTION WITHOUT CHILDREN	DEDUCTION CHILDREN INCLUDED
\$3400.00	\$1756.00	\$1964.00	\$ 9100.00	\$5746.00	\$5954.00	\$14800.00	\$ 9736.00	\$ 9944.00	\$20500.00	\$13726.00	\$13934.00
\$3500.00	\$1826.00	\$2034.00	\$ 9200.00	\$5816.00	\$6024.00	\$14900.00	\$ 9806.00	\$10014.00	\$20600.00	\$13796.00	\$14004.00
\$3600.00	\$1896.00	\$2104.00	\$ 9300.00	\$5886.00	\$6094.00	\$15000.00	\$ 9876.00	\$10084.00	\$20700.00	\$13866.00	\$14074.00
\$3700.00	\$1966.00	\$2174.00	\$ 9400.00	\$5956.00	\$6164.00	\$15100.00	\$ 9946.00	\$10154.00	\$20800.00	\$13936.00	\$14144.00
\$3800.00	\$2036.00	\$2244.00	\$ 9500.00	\$6026.00	\$6234.00	\$15200.00	\$10016.00	\$10224.00	\$20900.00	\$14006.00	\$14214.00
\$3900.00	\$2106.00	\$2314.00	\$ 9600.00	\$6096.00	\$6304.00	\$15300.00	\$10086.00	\$10294.00	\$21000.00	\$14076.00	\$14284.00
\$4000.00	\$2176.00	\$2384.00	\$ 9700.00	\$6166.00	\$6374.00	\$15400.00	\$10156.00	\$10364.00	\$21100.00	\$14146.00	\$14354.00
\$4100.00	\$2246.00	\$2454.00	\$ 9800.00	\$6236.00	\$6444.00	\$15500.00	\$10226.00	\$10434.00	\$21200.00	\$14216.00	\$14424.00
\$4200.00	\$2316.00	\$2524.00	\$ 9900.00	\$6306.00	\$6514.00	\$15600.00	\$10296.00	\$10504.00	\$21300.00	\$14286.00	\$14494.00
\$4300.00	\$2386.00	\$2594.00	\$10000.00	\$6376.00	\$6584.00	\$15700.00	\$10366.00	\$10574.00	\$21400.00	\$14356.00	\$14564.00
\$4400.00	\$2456.00	\$2664.00	\$10100.00	\$6446.00	\$6654.00	\$15800.00	\$10436.00	\$10644.00	\$21500.00	\$14426.00	\$14634.00
\$4500.00	\$2526.00	\$2734.00	\$10200.00	\$6516.00	\$6724.00	\$15900.00	\$10506.00	\$10714.00	\$21600.00	\$14496.00	\$14704.00
\$4600.00	\$2596.00	\$2804.00	\$10300.00	\$6586.00	\$6794.00	\$16000.00	\$10576.00	\$10784.00	\$21700.00	\$14566.00	\$14774.00
\$4700.00	\$2666.00	\$2874.00	\$10400.00	\$6656.00	\$6864.00	\$16100.00	\$10646.00	\$10854.00	\$21800.00	\$14636.00	\$14844.00
\$4800.00	\$2736.00	\$2944.00	\$10500.00	\$6726.00	\$6934.00	\$16200.00	\$10716.00	\$10924.00	\$21900.00	\$14706.00	\$14914.00
\$4900.00	\$2806.00	\$3014.00	\$10600.00	\$6796.00	\$7004.00	\$16300.00	\$10786.00	\$10994.00	\$22000.00	\$14776.00	\$14984.00
\$5000.00	\$2876.00	\$3084.00	\$10700.00	\$6866.00	\$7074.00	\$16400.00	\$10856.00	\$11064.00	\$22100.00	\$14846.00	\$15054.00
\$5100.00	\$2946.00	\$3154.00	\$10800.00	\$6936.00	\$7144.00	\$16500.00	\$10926.00	\$11134.00	\$22200.00	\$14916.00	\$15124.00
\$5200.00	\$3016.00	\$3224.00	\$10900.00	\$7006.00	\$7214.00	\$16600.00	\$10996.00	\$11204.00	\$22300.00	\$14986.00	\$15194.00
\$5300.00	\$3086.00	\$3294.00	\$11000.00	\$7076.00	\$7284.00	\$16700.00	\$11066.00	\$11274.00	\$22400.00	\$15056.00	\$15264.00
\$5400.00	\$3156.00	\$3364.00	\$11100.00	\$7146.00	\$7354.00	\$16800.00	\$11136.00	\$11344.00	\$22500.00	\$15126.00	\$15334.00
\$5500.00	\$3226.00	\$3434.00	\$11200.00	\$7216.00	\$7424.00	\$16900.00	\$11206.00	\$11414.00	\$22600.00	\$15196.00	\$15404.00
\$5600.00	\$3296.00	\$3504.00	\$11300.00	\$7286.00	\$7494.00	\$17000.00	\$11276.00	\$11484.00	\$22700.00	\$15266.00	\$15474.00
\$5700.00	\$3366.00	\$3574.00	\$11400.00	\$7356.00	\$7564.00	\$17100.00	\$11346.00	\$11554.00	\$22800.00	\$15336.00	\$15544.00
\$5800.00	\$3436.00	\$3644.00	\$11500.00	\$7426.00	\$7634.00	\$17200.00	\$11416.00	\$11624.00	\$22900.00	\$15406.00	\$15614.00
\$5900.00	\$3506.00	\$3714.00	\$11600.00	\$7496.00	\$7704.00	\$17300.00	\$11486.00	\$11694.00	\$23000.00	\$15476.00	\$15684.00
\$6000.00	\$3576.00	\$3784.00	\$11700.00	\$7566.00	\$7774.00	\$17400.00	\$11556.00	\$11764.00	\$23100.00	\$15546.00	\$15754.00
\$6100.00	\$3646.00	\$3854.00	\$11800.00	\$7636.00	\$7844.00	\$17500.00	\$11626.00	\$11834.00	\$23200.00	\$15616.00	\$15824.00
\$6200.00	\$3716.00	\$3924.00	\$11900.00	\$7706.00	\$7914.00	\$17600.00	\$11696.00	\$11904.00	\$23300.00	\$15686.00	\$15894.00
\$6300.00	\$3786.00	\$3994.00	\$12000.00	\$7776.00	\$7984.00	\$17700.00	\$11766.00	\$11974.00	\$23400.00	\$15756.00	\$15964.00
\$6400.00	\$3856.00	\$4064.00	\$12100.00	\$7846.00	\$8054.00	\$17800.00	\$11836.00	\$12044.00	\$23500.00	\$15826.00	\$16034.00
\$6500.00	\$3926.00	\$4134.00	\$12200.00	\$7916.00	\$8124.00	\$17900.00	\$11906.00	\$12114.00	\$23600.00	\$15896.00	\$16104.00
\$6600.00	\$3996.00	\$4204.00	\$12300.00	\$7986.00	\$8194.00	\$18000.00	\$11976.00	\$12184.00	\$23700.00	\$15966.00	\$16174.00
\$6700.00	\$4066.00	\$4274.00	\$12400.00	\$8056.00	\$8264.00	\$18100.00	\$12046.00	\$12254.00	\$23800.00	\$16036.00	\$16244.00
\$6800.00	\$4136.00	\$4344.00	\$12500.00	\$8126.00	\$8334.00	\$18200.00	\$12116.00	\$12324.00	\$23900.00	\$16106.00	\$16314.00
\$6900.00	\$4206.00	\$4414.00	\$12600.00	\$8196.00	\$8404.00	\$18300.00	\$12186.00	\$12394.00	\$24000.00	\$16176.00	\$16384.00
\$7000.00	\$4276.00	\$4484.00	\$12700.00	\$8266.00	\$8474.00	\$18400.00	\$12256.00	\$12464.00	\$24100.00	\$16246.00	\$16454.00
\$7100.00	\$4346.00	\$4554.00	\$12800.00	\$8336.00	\$8544.00	\$18500.00	\$12326.00	\$12534.00	\$24200.00	\$16316.00	\$16524.00
\$7200.00	\$4416.00	\$4624.00	\$12900.00	\$8406.00	\$8614.00	\$18600.00	\$12396.00	\$12604.00	\$24300.00	\$16386.00	\$16594.00
\$7300.00	\$4486.00	\$4694.00	\$13000.00	\$8476.00	\$8684.00	\$18700.00	\$12466.00	\$12674.00	\$24400.00	\$16456.00	\$16664.00
\$7400.00	\$4556.00	\$4764.00	\$13100.00	\$8546.00	\$8754.00	\$18800.00	\$12536.00	\$12744.00	\$24500.00	\$16526.00	\$16734.00
\$7500.00	\$4626.00	\$4834.00	\$13200.00	\$8616.00	\$8824.00	\$18900.00	\$12606.00	\$12814.00	\$24600.00	\$16596.00	\$16804.00
\$7600.00	\$4696.00	\$4904.00	\$13300.00	\$8686.00	\$8894.00	\$19000.00	\$12676.00	\$12884.00	\$24700.00	\$16666.00	\$16874.00
\$7700.00	\$4766.00	\$4974.00	\$13400.00	\$8756.00	\$8964.00	\$19100.00	\$12746.00	\$12954.00	\$24800.00	\$16736.00	\$16944.00
\$7800.00	\$4836.00	\$5044.00	\$13500.00	\$8826.00	\$9034.00	\$19200.00	\$12816.00	\$13024.00	\$24900.00	\$16806.00	\$17014.00
\$7900.00	\$4906.00	\$5114.00	\$13600.00	\$8896.00	\$9104.00	\$19300.00	\$12886.00	\$13094.00	\$25000.00	\$16876.00	\$17084.00
\$8000.00	\$4976.00	\$5184.00	\$13700.00	\$8966.00	\$9174.00	\$19400.00	\$12956.00	\$13164.00	\$25100.00	\$16946.00	\$17154.00
\$8100.00	\$5046.00	\$5254.00	\$13800.00	\$9036.00	\$9244.00	\$19500.00	\$13026.00	\$13234.00	\$25200.00	\$17016.00	\$17224.00
\$8200.00	\$5116.00	\$5324.00	\$13900.00	\$9106.00	\$9314.00	\$19600.00	\$13096.00	\$13304.00	\$25300.00	\$17086.00	\$17294.00
\$8300.00	\$5186.00	\$5394.00	\$14000.00	\$9176.00	\$9384.00	\$19700.00	\$13166.00	\$13374.00	\$25400.00	\$17156.00	\$17364.00
\$8400.00	\$5256.00	\$5464.00	\$14100.00	\$9246.00	\$9454.00	\$19800.00	\$13236.00	\$13444.00	\$25500.00	\$17226.00	\$17434.00
\$8500.00	\$5326.00	\$5534.00	\$14200.00	\$9316.00	\$9524.00	\$19900.00	\$13306.00	\$13514.00	\$25600.00	\$17296.00	\$17504.00
\$8600.00	\$5396.00	\$5604.00	\$14300.00	\$9386.00	\$9594.00	\$20000.00	\$13376.00	\$13584.00	\$25700.00	\$17366.00	\$17574.00
\$8700.00	\$5466.00	\$5674.00	\$14400.00	\$9456.00	\$9664.00	\$20100.00	\$13446.00	\$13654.00	\$25800.00	\$17436.00	\$17644.00
\$8800.00	\$5536.00	\$5744.00	\$14500.00	\$9526.00	\$9734.00	\$20200.00	\$13516.00	\$13724.00	\$25900.00	\$17506.00	\$17714.00
\$8900.00	\$5606.00	\$5814.00	\$14600.00	\$9596.00	\$9804.00	\$20300.00	\$13586.00	\$13794.00	\$26000.00	\$17576.00	\$17784.00
\$9000.00	\$5676.00	\$5884.00	\$14700.00	\$9666.00	\$9874.00	\$20400.00	\$13656.00	\$13864.00	\$26100.00	\$17646.00	\$17854.00

Finally, the income deduction is entered on Form DPB/IB/WB 2 and the "Income Assessment" section is completed like this ...

Non-chargeable income			Amount	
			P.O.S.B. \$ 296.05	
Chargeable income	Appt.	Spouse	Income Assessment	
F. Income (P. 1976-00)			Gross chargeable income	1984.88
P.O.S.B. (P. 8.88)			Section 66 exemption	-
			Chargeable income	1984.88
			Exemption	1300.00
			Excess income	684.88
Total	1984.88		Income deduction	273.60
			Computation	
			Benefit rate	-
			Less income deduction	-
			Less maintenance	-
			Plus earnings subsidy (IB)	-
			Plus W.S.D. allowance	-
			Benefit recommended	-
Overlapping benefit at \$..... p.w. from ..... to .....			Prepared by .....	
Amount \$..... plus outstanding debt (if any) \$.....			Check by .....	

# Unusual Cases

Watch-out also for the following unusual cases:

- (1) Cases where child care costs are being paid by a beneficiary so that s/he can work;
- (2) Cases where there is 'children's income';
- (3) Cases where accident compensation is being received;
- (4) Cases where there are assets which do not produce income, or where assets have been given away;
- (5) Cases involving Friendly (or similar) Society exemptions.

If you come across any cases like these, REFER TO THE FOLLOWING PAGES.

\* \* \* \*

# Income

## References:

- Income and Property Manual
- CM 1986/163

## WHAT IS INCOME?

Section 3 of the Social Security Act provides a definition, but in simple terms it is money derived or received. This usually includes amounts like earnings from employment, bank interest and dividends from investments etc.

---

## Remember:

The maximum benefit is reduced if the income of applicant or beneficiary exceeds \$3120.00 p.a.

---

## RELEVANT INSTRUCTIONS:

It is not the intention to get too detailed in this section, but please read parts A - D of the Income and Property manual, and familiarise yourself with the remaining parts of the manual.

---

## HOW TO CHARGE INCOME AGAINST THE BENEFIT:

The gross (pre tax) not the net income is converted to an annual figure: For assessment example see page 75.

The rule is that at grant prospective income (ie what will probably be received in that year) is charged, and at renewal the actual income received in the previous income year is charged against the benefit.

But like most rules there are unfortunately exceptions - see page 157 on earnings.

---

## What is the INCOME YEAR?

An administrative period that expires 2 pay periods (8 weeks) before renewal date.

### Why have it?

It enables the renewal to be dealt with before the actual benefit expiry, and thus prevents payment interruption.

Don't confuse with the BENEFIT YEAR which is a period of 52 weeks (13 four weekly pay periods) commencing from the date the renewal takes effect.



Income (continued)

DISTINGUISH BETWEEN INCOME AND CAPITAL:

Capital payments are not chargeable against the benefit, but only the income derived from that capital is brought to charge.

We will illustrate the above principle from this example:

Beneficiary wins \$30,000 from a lottery or receives the same amount from an Insurance policy \$10,000 is spent on travel and furnishings. The remaining \$20,000 is invested at 10% p.a.. Benefit in this case would be reviewed from the date the money was invested or 1st available date thereafter not from the date of receipt of the \$30,000 which is in fact a capital payment. The income brought to charge would be the prospective amount on the \$20,000 investment i.e. \$2000.00 p.a.

Note: DEPRIVATION OF INCOME

If beneficiary held on to the \$30,000 in a non interest bearing account, After 3 months we would look at arbitrarily assessing income at 3% on the amount held. But be flexible where there is an intention to make some type of purchase. However up to \$2,000 may be held without imposing an arbitrary assessment.

See part F of the Income Property Manual for full details and for explanation of other instances of income deprivation.

---

PROPERTY

Only income from property and not the value of property is taken into account, but also see F 19 I & P Manual where beneficiary deprives herself of income from property. But in assessing ACCOMMODATION BENEFIT property is taken into account. See Page .

\* See para D31 Income and Property Manual.

continued next page.

Income (continued)

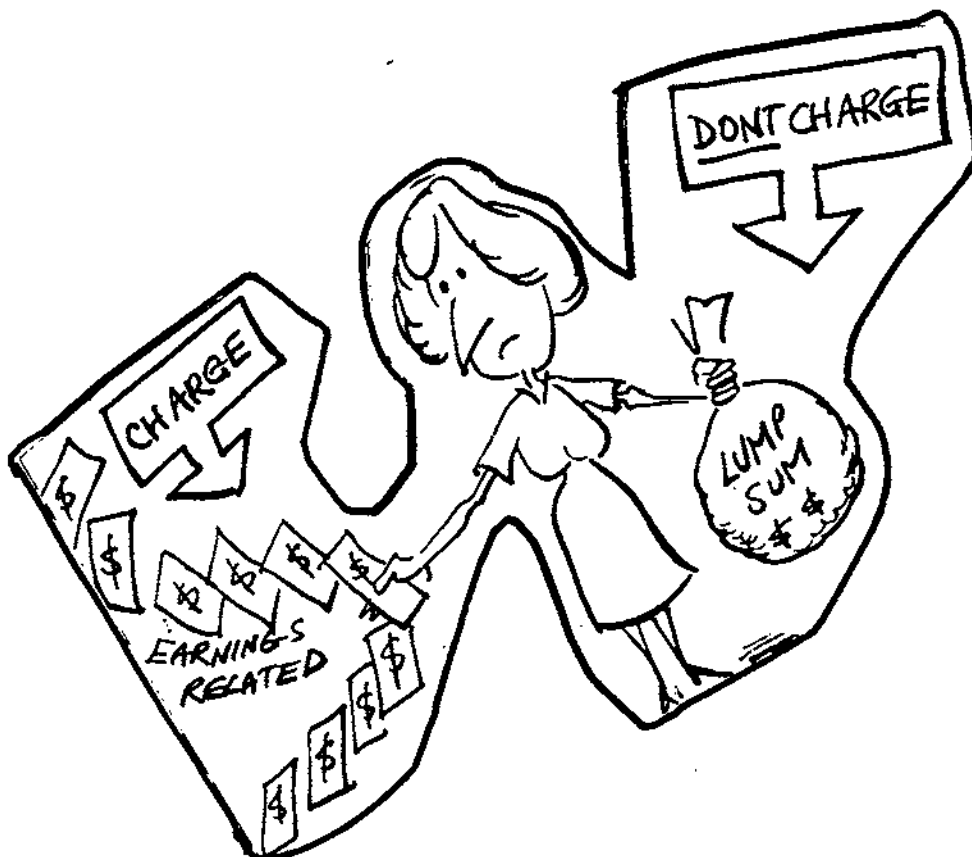
WATCH OUT!!

The following income is NOT CHARGEABLE

- Family benefit
- War disability pension
- War widows pension
- Handicapped child's allowance
- Capital payments (already discussed)
- Disability allowance
- Up to \$104.00 p.a. received by way of sick benefit from a "friendly" or like society.

ALSO BEWARE because the following income rather than be charged against the benefit is required to be a DIRECT DEDUCTION

- Overseas pension of a like nature



Income continued

PROBLEMS!!

\* If you are not sure how to treat or verify certain  
IMPORTANT types of income - \*First look up the income and  
property manual - especially Part U. If you can't  
find the answer there ask your Senior Officer.

---

SOME TRAPS WITH INCOME:

- Verification of income only required if the declared income is \$3068.00 p.a. or over (see page 56).
- Special provisions apply to verifying overseas income - See Part E income and property manual.
- Rent from property is chargeable as income but certain expenses may be deducted see Part P income and property manual.
- Race and lottery winnings etc and cash gifts are not to be treated as income.
- Repayments of loans etc only the interest not the capital repaid is regarded as income.
- National Savings Accounts                      Post Office National Development Bonds  
    Refer Para U.185                                      Refer Para U.189
- Two Year Investment Accounts (U.191) - charge interest as income in year of its receipt.
- Dividends from shares - Dividends must be charged as income (See U.247 Undistributed profits in a Private Company). At renewal dividends should be verified from the stock exchange list. If amount differs considerably from previous year issue S.W. 8b.  
  
Using the stock exchange list -- Add interim and final dividends. Dividends shown are cents per share (not %) - multiply this figure from the number of shares held. i.e. 25c x 100 = 2500 - \$25.00.
- Tertiary bursaries - regarded as income - but before charging check Para U.263 deductions can be made.
- Income not actually received but accruing is still chargeable Any investments like this - check Part U.
- Superannuation - See Part R. Income and property manual.
- Childrens Income - Children's income is to be disregarded in the assessment of DPB.

# Income From Farms, Business, etc

Reference: Part M, Income and Property Manual.

## 1. WHAT EFFECT DOES IT HAVE ON D.P. BENEFIT?

It adds to income that is chargeable against the benefit rate.

Before reading this section YOU MUST UNDERSTAND the income principles set out on pages 84 and 82.

---

## 2. BUSINESS/FARM ACCOUNTS NOT PROFESSIONALLY PREPARED

If declared income is \$3068.00 p.a. or more action must be taken to verify business expenses to determine the amount of income to be charged.

Ask beneficiary to produce:

- Records of all payments received.
- Receipts of all expenses (outgoings). (Ensure these expenses are actually applicable to the business.)
- Any bank account or investment certificates relating to the business.

(However most persons do get a Professional to organise their accounts.)

Flexibility should be applied in determining the income or profit that is chargeable.

Senior Officer who will have regard to Part M Income and Property Manual will decide. Kept in mind would be modern conditions and the out of date values on S.W. 125.

---

## 3. DETERMINING INCOME WHERE ACCOUNTS PREPARED BY ACCOUNTANT ETC

A. FIRST - Get beneficiary to produce copy of latest profit and loss account. (These are prepared each 12 months.)

B. Ensure accounts are CERTIFIED by a member of Society of Accountants.

C. The amount to be charged as income is:

- (i) Personal drawings (i.e. amounts taken out as:
- wages or directors fees
  - personal income etc)

withdrawn before net profit  
or

- (ii) The Business income (refer Circular memorandums 1984/182, 1985/29).

If beneficiary does not have a copy of the latest accounts. Obtain name and business address of accountant or solicitor; but AVOID BOTHERING PROFESSIONAL PEOPLE, BENEFICIARY MUST MAKE ALL ATTEMPTS TO PRODUCE THE ACCOUNTS HERSELF.

Income from Farms, Business etc (continued)

FARMS BUSINESSES - POINTS TO NOTE

1. Flexibility

With the varying types of businesses in existence there must be a flexible approach as to what amounts are chargeable as income for benefit purposes.

The guiding principles are on pages

2. Extraordinary Expenditure Items:

Always examine the accounts. Certain items may require discussion with a senior officer and later clarification with beneficiary or her accountant.

3. Wages

Watch!! - are there staff employed? If wages are paid to beneficiary they are chargeable as income.

# Renewal Codes

You'll already know from the "Basic Qualifications" and "Assess Income" Sections that D.P.B. is a long term statutory benefit assessed on an annual basis. Widows Benefit, Invalids Benefit and Orphans Benefit are also statutory benefits.

Statutory benefits are also sometimes referred to as 'four-weekly benefits'. This term is confusing as, although these benefits were once paid each four weeks they are now paid each fortnight. However, what has been retained is a 'FOUR-WEEKLY PAY PERIOD'.

Each year is divided up into thirteen (13) pay periods. These pay periods, consisting of four weeks each, are termed 'Four-weekly pay periods'.

The dates of each four-weekly pay period and the corresponding due dates are set out on a 'Payment Calender'. You should have one of these on your Desk File.

Here's an extract from your 198\*\* Payment Calender showing two four-weekly pay periods ...

Note: For 1987, read 198\*\*.

<u>198** PAYMENT CALENDER</u>			
DUE DATE	DEADLINE DATE	PAY PERIOD	RENEWAL CODE
12. 1.8** 26. 1.8**	30.12.8** 13. 1.8**	6. 1.8** - 19. 1.8** 20. 1.8** - 2. 2.8**	12
9. 2.8** 23. 2.8**	27. 1.8** 10. 2.8**	3. 2.8** - 16. 2.8** 17. 2.8** - 2. 3.8**	13
9. 3.8** 23. 3.8**	24. 2.8** 10. 3.8**	3. 3.8** - 16. 3.8** 17. 3.8** - 30. 3.8**	1
6. 4.8** 20. 4.8**	3. 3.8** 17. 3.8**	13. 4.8** 27. 4.8**	

The first four-weekly pay period runs from 6/1/8\*\* to 2/2/8\*\*, and the second from 3/2/8\*\* to 2/3/8\*\*. Simple isn't it!

ALLOCATING A RENEWAL CODE

Four-weekly pay periods are a simple way of breaking up the year for renewal purposes.

At grant, each benefit is allocated a 'renewal code'. This code (a number between 1 and 13) indicates the four-weekly pay period in which the benefit falls due for renewal. (Each benefit must be renewed every twelve months on the anniversary of grant).

The renewal codes are set out on your Payment Calendar alongside each four-weekly pay period like this...

198** PAYMENT CALENDER			
DUE DATE	DEADLINE DATE	PAY PERIOD	RENEWAL CODE
12. 1.8** 26. 1.8**	30.12.8** 13. 1.8**	6. 1.8** - 19. 1.8** 20. 1.8** - 2. 2.8**	12
9. 2.8** 23. 2.8**	27. 1.8** 10. 2.8**	3. 2.8** - 16. 2.8** 17. 2.8** - 2. 3.8**	13
9. 3.8** 23. 3.8**	24. 2.8** 10. 3.8**	3. 3.8** - 16. 3.8** 17. 3.8** - 30. 3.8**	1
6. 20.	24. 3.8** 7.	31. 3.8** - 13. 4.8** 4.8** - 27.	

Renewal Codes

The first four-weekly pay period (i.e. that which runs from 6/1/8\*\* to 2/2/8\*\*) is coded '12', and the second (3/2/8\*\* to 2/3/8\*\*), '13'.

The renewal code to be allocated is ...

THAT APPLICABLE TO THE THIRTEENTH PAY  
PERIOD FROM AND INCLUDING THE PAY  
PERIOD IN WHICH THE APPLICATION WAS  
RECEIVED

For example,

Date of application .. .. 17/2/8\*\*  
Commencement date .. .. 18/2/8\*\*

Here the benefit would be coded '12' and would be approved from ...

18/2/8\*\* to 1/2/8\*\*\*

That is ...

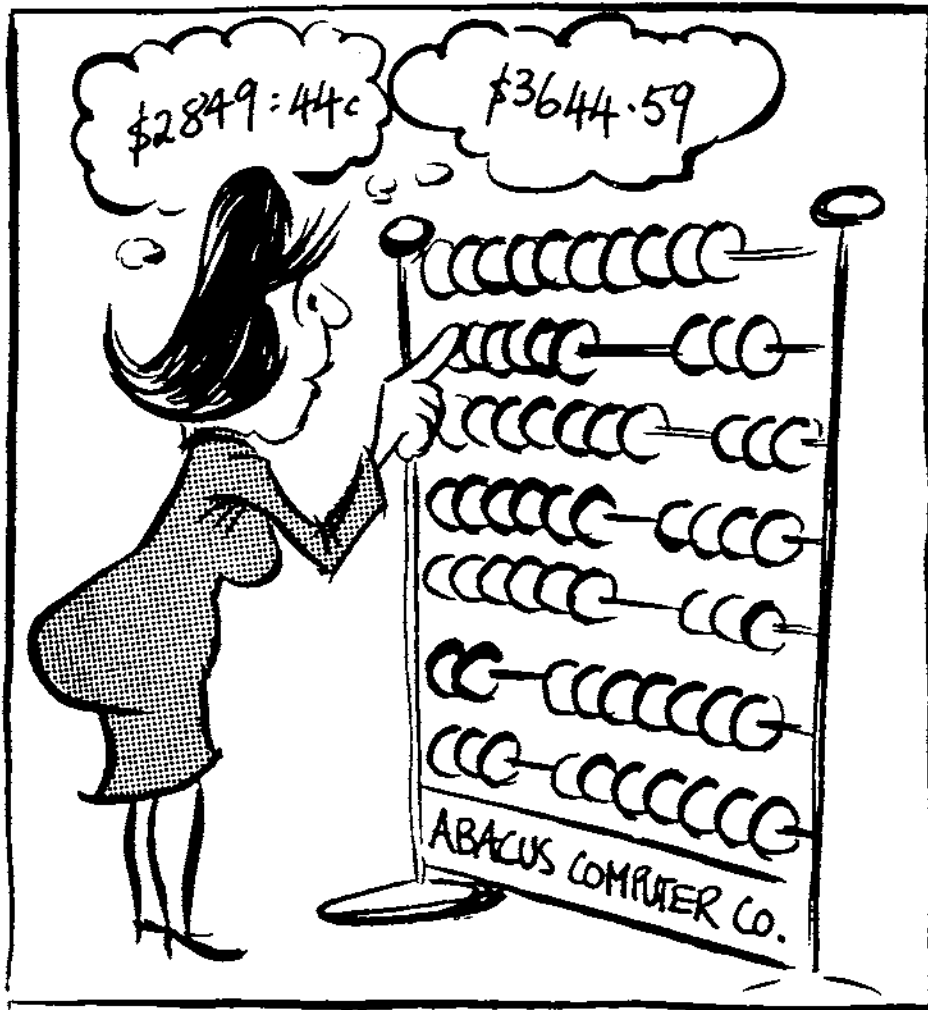
FROM THE COMMENCEMENT DATE  
TO THE LAST DAY OF THE  
PAY PERIOD IN WHICH THE  
RENEWAL CODE FALLS.

This last date is the date on which the benefit become due for renewal and is called the 'EXPIRY DATE'.

The period for which the benefit would be approved (here, 18/2/8\*\* to 1/2/8\*\*\*) is called the 'BENEFIT YEAR'.



# ASSESS RATE



**ASSESSING THE RATE OF  
BENEFIT PAYABLE**

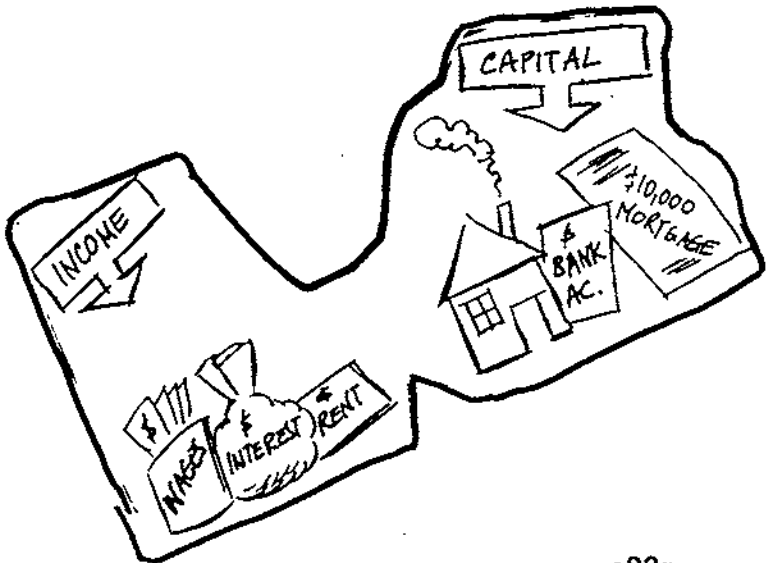
As D.P.B. and E.M.A. are annual benefits, the first thing to do when calculating the rate of benefit is to ASSESS THE ANNUAL RATE OF BENEFIT PAYABLE.

This is done by completing the "Computation Section" on Form DPB/IB/WB 2.

Non-chargeable Income			Assets			
			POSB \$1700.00			
			V.O.S.B. Inv. \$2,000.00			
			Loan \$18,500			
			Waltham Shares \$700.00			
Chargeable Income	Appt.	Spouse	Income Assessment		Computation	
P.O. Snt. (P.O.)	\$127.50		Gross chargeable income ..	3601.50	Benefit rate ..	\$9287.20
P.O.S.B. Gnu. (P.O.)	\$260.00		Section 66 exemption ..	n/a	Less income deduction ..	144.30
Loan Snt (Pros)	\$3145.00		Chargeable income ..	3601.50	Less maintenance ..	n/a
Dividends (Pros)	\$69.00		Exemption ..	3120.00	Plus earnings subsidy (IB) ..	n/a
			Excess income ..	481.50	Plus W.S.D. allowance ..	n/a
			Income deduction ..	144.30	Benefit recommended ..	9142.90
<b>Total</b>	<b>3601.50</b>				Prepared by ..	
					Check by ..	

Some of the cases you will come across will involve income. In the "Assess Income" Module you learnt how to assess the chargeable income and the deduction to be made from the maximum rate of benefit because of that income. Now all you need to do is deduct the income deduction you've assessed from the maximum rate of benefit and the resulting amount is the actual amount of benefit payable. A completed assessment involving income would look like this ...

Chargeable Income			Assets	
Chargeable Income	Appt.	Spouse		
P.O.S.B. Gnt. (Pc)	127.50		PosB \$1700.00	
P.O.S.B. Gnt. (Pros)	260.00		P.O.S.B. Gnt. \$2,000.00	
Loan Gnt. (Pros)	3145.00		Loan \$18500.00	
Dividend (Pros)	69.00		Wasties \$700.00	
			Income Assessment	
			Gross chargeable income ..	3601.50
			Section 66 exemption ..	n/A
			Chargeable income ..	3601.50
			Exemption ..	3120.00
			Excess income ..	481.50
			Income deduction ..	144.30
Total	3601.50		Computation	
			Benefit rate ..	4287.20
			Less income deduction ..	144.30
			Less maintenance ..	n/A
				9142.90
			Plus earnings subsidy (IB) ..	n/A
			Plus W.S.D. allowance ..	n/A
			Benefit recommended ..	9142.90
			Prepared by ..	
			Check by ..	

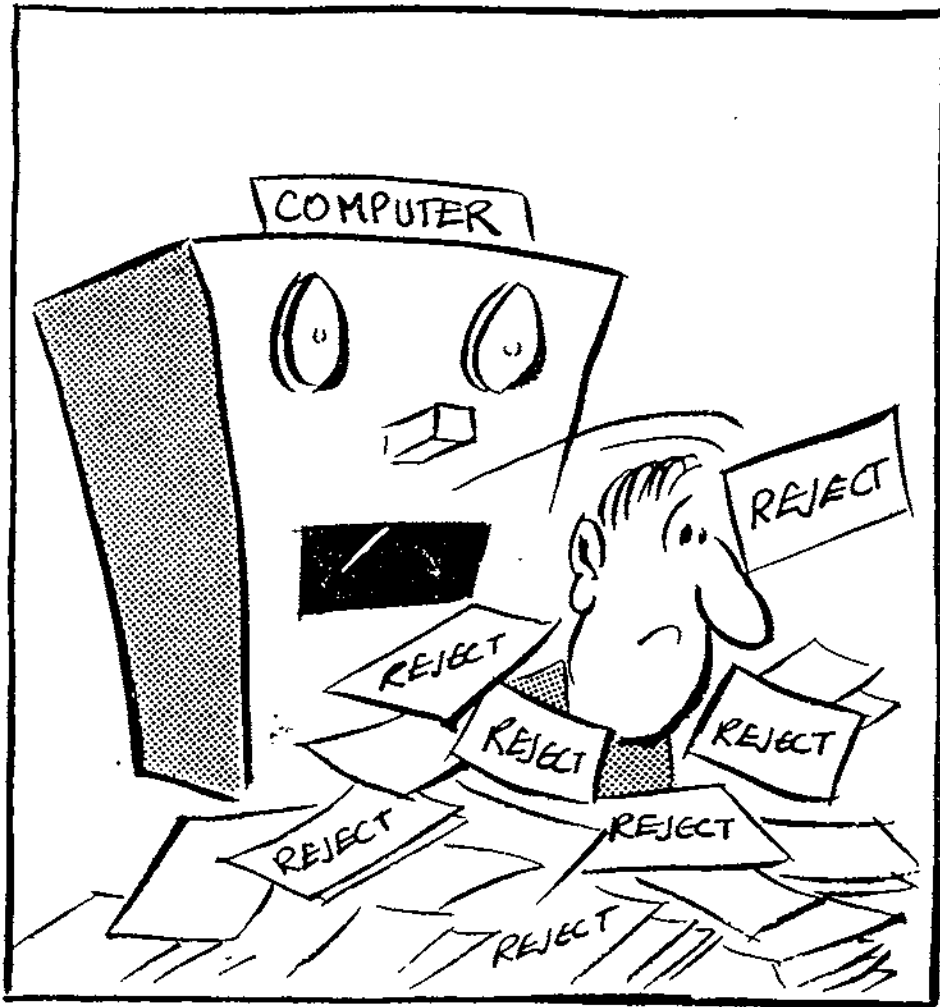


Once you've assessed the annual rate of benefit payable, your next step is to assess the FORTNIGHTLY RATE. This is necessary as benefit payments are made each fortnight. The fortnightly rate is assessed like this:

- Benefit Payable (annual): \$2966.16
- Divide this by 52 (weeks): = \$ 57.041538
- Round this off to the cent above: (if necessary) = \$ 57.05
- Multiply this by two and you have the fortnightly rate of: \$ 114.10

Simple isn't it!

\*!\*\*\*!! IMPORTANT NOTE !!\*\*\*! : If the fortnightly rate is NOT assessed like this, the grant action may be rejected by the computer! (We'll look at the computer more closely later on.



Once you've allocated a renewal code and assessed the rate of benefit payable, you'll have all the information you need for ...

COMPLETION OF THE "DECISION  
PANEL" ON FORM DPB/IB/WB 2

When you complete the decision panel, you should show:

- (1) the type of benefit granted;
- (2) the annual rate of benefit payable;
- (3) the fortnightly rate payable;
- (4) the date from which granted (commencement date);
- (5) the expiry date;
- (6) the section of the Act under which applicant qualifies;

The actual decision should be worded like this ...

Interim Payment Order				DPB Decision	Check List
Appt. Code	Payment Code	Due Date	Amount		
		/ /	\$	Benefit granted/refused: <i>at</i>	S.W. 310
		/ /	\$	<i>\$9287.20 p.a.</i>	D.P.B. 12
		/ /	\$	<i>( \$78.60 p.w.) from</i>	Notified
Payee .....				<i>19-01-87 - 29-12-87</i>	Appln Reg.
Address: .....				<i>Unoc Section 27B(1)(a)</i>	Index
Serial No. <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>				<i>GRANT F.S. out</i>	S.W. 65 to:
Account Number				<i>\$57.00 p.w.</i>	Court:
Continuing Payment					Maintenance Officer:
Payment order					Beneficiary
Bank credit. <span style="border: 1px solid black; display: inline-block; width: 50px; height: 15px;"></span>					Defendant
				for Director	Follow up action:
					File

## FAMILY SUPPORT

Family Support Tax Credit  
Policy Manual- Part C  
CM 86/179

Family support became effective from 1.10.86.

### Eligibility Criteria

To receive Family Support a pre-requisite is that the applicant is receiving family benefit.

### Rate of Payment

The maximum rate of Family Support is \$36.00 p.w. for the first child and \$16.00 p.w. in respect of the second and each subsequent child.

### Commencement and Duration of Grant

Where the applicant for a benefit in receipt family benefit for the child/ren, family support for that child/ren is to be granted concurrently with the grant of parent benefit and from the same date.

Family support will continue for the duration of the parent benefit provided family benefit in respect of the dependent child/ren does not cease.

Part C of the Family Support Tax Credit Policy Manual covers, in greater depth, the criteria and requirements for ongoing family support payments. The Family Support Procedures Handbook (for beneficiaries), will guide you in completing assessments and reviews of entitlement.

# ASSESS ARREARS



# ASSESS ARREARS

---

Having established basic entitlement, the commencement date, and the rate of benefit payable, you're now at the stage where you can pay the benefit you've assessed to the beneficiary.

You'll probably have gathered by now that a computer is involved somewhere in all this ...

Once it has been given all the necessary information, the computer will arrange for payment to be automatically direct credited to the beneficiary's bank account each fortnight. Just how the computer gets this information is explained later.

In most cases, because computer payments can't be arranged immediately, you'll have to make an ARREARS PAYMENT. An 'Arrears Payment' is ...

A PAYMENT OF BENEFIT DUE FROM THE COMMENCEMENT DATE TO THE DATE FROM WHICH THE COMPUTER STARTS PAYMENT.

In the module, we'll look at how you should go about assessing and paying an arrears payment. Before we can do this however, you'll need a basic understanding of why computer payments can't be arranged immediately ...



## DUE DATES

Due dates are the dates on which payment is due - that is, the date on which payment is credited to the beneficiary's bank account. There are TWO due dates in each Four Weekly Pay Period. The due dates are each fortnight on a Tuesday. The payment on each due date covers two weeks; a week in arrears and a week in advance.

## DEADLINES

The computer system used by the Department operates on DEADLINES for processing information. A deadline is simply the cut-off date after which changes affecting a particular due date won't be actioned.

Changes received ON OR BEFORE the deadline for a particular due date, will be accepted for action on that date. Changes received AFTER the deadline won't be actioned until the following due date.



DUE DATE OPERABLE

This term is used in connection with computer input. It simply means the due date from which information is operable, or from which it takes effect.

In order to assess the arrears of benefit due, you first have to be able to establish the due date of the first payment that the computer will issue. Once you've done that, you know that the arrears will cover the period from the commencement date of benefit to the first day of the fortnightly period covered by the first computer payment.

The dates of each due date and the corresponding deadline and 'fortnightly pay period' dates are shown on your Payment Calendars like this ...

DUE DATE	PAY PERIOD	LAST PAYING DATE	REMEDIAL	PRODUCTIONS
3.2.87	16. 1.87	21. 1.87 26. 1.87		Fortnightly Payments, Change Lists, LPC Action List Expire (21. 1.87 to 26. 1.87), Renewal Lists (Code 1) Renewal Forms, Change Lists, LPC Action List
17.2.87	24. 2.87	1. 3.87 12. 3.87	13	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (22.2.87 to 16.3.87) Children (22.2.87 to 26.2.87) LPC Action List
3. 3.87	25. 3.87	15. 3.87 25. 3.87		Fortnightly Payments, Change Lists, LPC Action List Expire (22.3.87 to 24.3.87), Renewal Lists (Code 2) Renewal Forms, Change Lists, LPC Action List
17. 3.87	21. 3.87	1. 4.87 11. 4.87	4	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (22.3.87 to 2.4.87) Children (22.3.87 to 21.4.87) LPC Action List
31. 3.87	29. 3.87	19. 3.87 15. 4.87		Fortnightly Payments, Change Lists, LPC Action List Expire (19.3.87 to 22.4.87), Renewal Lists (Code 3) Renewal Forms, Change Lists, LPC Action List
14. 4.87	21. 4.87	1. 4.87 6. 4.87	3	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (22.4.87 to 5.5.87) Children (22.4.87 to 19.5.87) LPC Action List
28. 4.87	21. 4.87	15. 4.87 22. 4.87		Fortnightly Payments, Change Lists, LPC Action List Expire (15.4.87 to 19.5.87), Renewal Lists (Code 5) Renewal Forms, Change Lists, LPC Action List
13. 5.87	19. 5.87	29. 5.87 6. 6.87	3	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (20.5.87 to 2.6.87) Children (20.5.87 to 18.6.87) LPC Action List
27. 5.87	26. 5.87	17. 6.87 24. 6.87		Fortnightly Payments, Change Lists, LPC Action List Expire (17.6.87 to 16.7.87), Renewal Lists (Code 6) Renewal Forms, Change Lists, LPC Action List
9. 6.87	16. 6.87	17. 6.87 3. 7.87	4	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (17.6.87 to 20.7.87) Children (17.6.87 to 16.7.87), LPC Action List
23. 6.87	17. 6.87	18. 6.87 17. 6.87		Fortnightly Payments, Change Lists, LPC Action List Expire (17.6.87 to 14.7.87), Renewal Lists (Code 7) Renewal Forms, Change Lists, LPC Action List
7. 7.87	14. 7.87	24. 6.87 1. 7.87	5	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (15.7.87 to 20.7.87) Children (15.7.87 to 11.8.87), LPC Action List
21. 7.87	15. 7.87	9. 7.87 15. 7.87		Fortnightly Payments, Change Lists, LPC Action List Expire (15.7.87 to 11.8.87), Renewal Lists (Code 8) Renewal Forms, Change Lists, LPC Action List
4. 8.87	11. 8.87	22. 7.87 19. 7.87	6	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (12.8.87 to 15.8.87) Children (12.8.87 to 9.7.87) LPC Action List
18. 8.87	12. 8.87	9. 8.87 12. 8.87		Fortnightly Payments, Change Lists, LPC Action List Expire (12.8.87 to 8.9.87), Renewal Lists (Code 9) Renewal Forms, Change Lists, LPC Action List
1. 9.87	8. 9.87	18. 8.87 16. 8.87	7	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (19.9.87 to 22.9.87) Children (19.9.87 to 6.10.87) LPC Action List
15. 9.87	9. 9.87	1. 9.87 9. 9.87		Fortnightly Payments, Change Lists, LPC Action List Expire (15. 9.87 to 8.10.87), Renewal Lists (Code 10) Renewal Forms, Change Lists, LPC Action List
29. 9.87	6.10.87	16. 9.87 22. 9.87	8	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (7.10.87 to 26.10.87) Children (7.10.87 to 11.11.87), LPC Action List
13.10.87	7.10.87	26. 9.87 7.10.87		Fortnightly Payments, Change Lists, LPC Action List Expire (21.10.87 to 2.11.87), Renewal Lists (Code 11) Renewal Forms, Change Lists, LPC Action List
27.10.87	5.11.87	14.10.87 21.10.87	9	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (6.11.87 to 13.11.87) Children (6.11.87 to 1.12.87), LPC Action List
10.11.87	6.11.87	29.10.87 6.11.87		Fortnightly Payments, Change Lists, LPC Action List Expire (12.11.87 to 1.12.87), Renewal Lists (Code 12) Renewal Forms, Change Lists, LPC Action List
24.11.87	1.12.87	11.11.87 20.11.87	10	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (12.12.87 to 15.12.87) Children (12.12.87 to 19.12.87) LPC Action List
8.12.87	2.12.87	15.11.87 3.12.87		Fortnightly Payments, Change Lists, LPC Action List Expire (16.12.87 to 29.12.87), Renewal Lists (Code 13) Renewal Forms, Change Lists, LPC Action List
22.12.87	29.12.87	5.12.87 14.12.87	11	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (20.12.87 to 11. 1.88) Children (20.12.87 to 16. 1.88), LPC Action List
5. 1.88	26.12.87	23.12.87 26.12.87		Fortnightly Payments, Change Lists, LPC Action List Expire (23. 1.88 to 24. 1.88), Renewal Lists (Code 14) Renewal Forms, Change Lists, LPC Action List
19. 1.88	18. 1.88	4. 1.88 13. 1.88	12	Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expire (22.1.88 to 9. 2.88) Children (22. 1.88 to 22.1.88), LPC Action List

It's easy to see from the Calender how the system works.

For example ... assume today is 20/2/8\*\*. The next deadline is 24/2/8\*\*. If you meet this deadline, you can get the computer to issue payment for due date 9/3/8\*\*. The DUE DATE OPERABLE here is therefore 9/3/8\*\*.

Let's take another example. Assume today is 8/3/8\*\*. The next deadline is 10/3/8\*\*. Because you can catch this deadline, you can get the computer to start payment from due date 23/3/8\*\*. So, the DUE DATE OPERABLE here is 23/3/8\*\*.

Simple isn't it!

# Period for Which Arrears are Due

Now that you know how to establish the due date operable, you'll now be able to assess the PERIOD the arrears payment should cover.

In all cases, the arrears payment will cover ...

THE PERIOD FROM THE COMMENCEMENT DATE TO  
THE END OF THE FORTNIGHTLY PAY PERIOD  
BEFORE THE DUE DATE OPERABLE.

FOR EXAMPLE, Winifred Wildchild is entitled to benefit from 11/11/8\*\*. Today is say, 15/11/8\*\*, so the due date operable is 30/11/8\*\*. This means that if you catch the deadline the computer will pay from due date 30/11/8\*\*.

This payment covers the period 24/11/8\*\* to 7/12/8\*\*, so your arrears payment should therefore cover the period 11/11/8\*\* to 23/11/8\*\*.

LET'S TAKE ANOTHER EXAMPLE ...

Mildred Mullins is entitled to benefit from 12/11/8\*\*. Today is 25/11/8\*\*, so the due date operable is 14/12/8\*\*. If you catch the deadline the Computer will start payments from due date 14/12/8\*\*.

Due date 14/12/8\*\* covers the period 8/12/8\*\* to 31/12/8\*\*, so your arrears payment should therefore cover the period 12/11/8\*\* to 7/12/8\*\*.

# Amount of Arrears Due

Once you've worked out the period for which arrears are due, the next stage is to assess the AMOUNT of arrears due.

## WINIFRED WILDCHILD ...

We've already worked out that Winifred is entitled to arrears for the period: 11/11/8\*\* to 23/11/8\*\*. The next step is to work out the amount of the arrears due for this period.

As you know, there are fourteen days in each, fortnightly period. Because Winifred's entitlement starts part way through a fortnightly period, you'll have to pay less than the full fortnightly rate (in this case say, \$357.20). Winifred is entitled to 13 days payment before the computer starts paying (i.e. 18/11/8\*\* - 23/11/8\*\* = 13 days), so she's entitled to 13/14 of the fortnightly rate. The amount due is calculated like this ...

11/11/8\*\* to 23/11/8\*\*  
i.e. 13/14 fortnight at \$357.20 per fortnight = \$331.69.

[i.e.  $(357.20 \times 13) \div 14 = 331.68577$   
= 331.69 (rounded up to nearest cent)]

## MILDRED MULLINS is a little more complicated ...

Mildred's entitlement starts one and 12/14 fortnights before the date you can get the computer to pay from. Assuming she's entitled to the same rate as Winifred, the assessment would go like this ...

12/11/8\*\* to 23/11/8\*\*  
i.e. 12/14 F.N. at \$357.20 P.F.N. = \$306.17

24/11/8\*\* to 7/12/8\*\*  
i.e. F.N. at \$357.20 P.F.N. = \$357.20

Total Arrears Due: \$663.37

# Paying the Arrears

Usually the arrears are credited direct to the beneficiary's bank account. This is arranged by the computer. To do this, however, the computer will need certain information.

This information is recorded on form SW 55 ("Direct Credit - Payment Request"). This form is then passed to Pay Section, who key (feed) the information into the computer. The payment will normally be credited to the beneficiary's account TWO WORKING DAYS following the date of keying. i.e. if a payment request is keyed on Monday the credit should be available in the beneficiary's account on Wednesday.

REMEMBER, when assessing the arrears due, it may be necessary to assess TWO AMOUNTS - one in respect of payments ALREADY DUE and one to cover a subsequent payment which is NOT YET DUE.

For example:

Benefit rate:	\$357.20 per fortnight
Commencement date:	10/2/8**
Today is:	15/3/8**

Here the due date operable would be 6/4/8\*\* and arrears would be due for the period 10/2/8\*\* to 30/3/8\*\*. However, because today is 15/3/8\*\* you would have to assess TWO payments - one in respect of the due dates 23/2/8\*\* and 9/3/8\*\* which are ALREADY DUE, and one for due date 23/3/8\*\* which is NOT YET DUE.

You would also have to prepare TWO SW 55's - one in respect of due dates 23/2/8\*\* and 9/3/8\*\* to be keyed immediately, and one for due date 23/3/8\*\* to be keyed on 19/3/8\*\* (i.e. so that the credit will appear in the applicant's bank account ON 23/2/8\*\*).

On the following page is an example of a completed form SW 55. Look over it and read the captions alongside. These will tell you about the sorts of information required on this form.

Then, look over the Flow Chart on page 104. This summarises the various processes involved in assessing and paying arrears.

The 'class code' - this is a numerical coding for the type of benefit. The class code for DPB is '660', and EMA, '613'.

The 'apportionment code' - this is usually '0'. If a portion of the benefit is paid to somebody else then the code may be different.

Benefit number goes here

Where more than one SW 55 is completed the keying date for the additional SW 55(s) is entered here.

SW 55

**DIRECT CREDIT - PAYMENT REQUEST**

2/9/8\*\*

Class Code: 613      Social Welfare Number: 004593286      Appt:

Forenames/Surname: MINIMINOR

Bank Account Details: Bank: 116102      Branch: 004713      Office: 030      Amount: 023192      Appt Code:

Prepared By: A. Officer      Date: 16/8/8\*\*      Checked By:      Date:      Date:      Date:

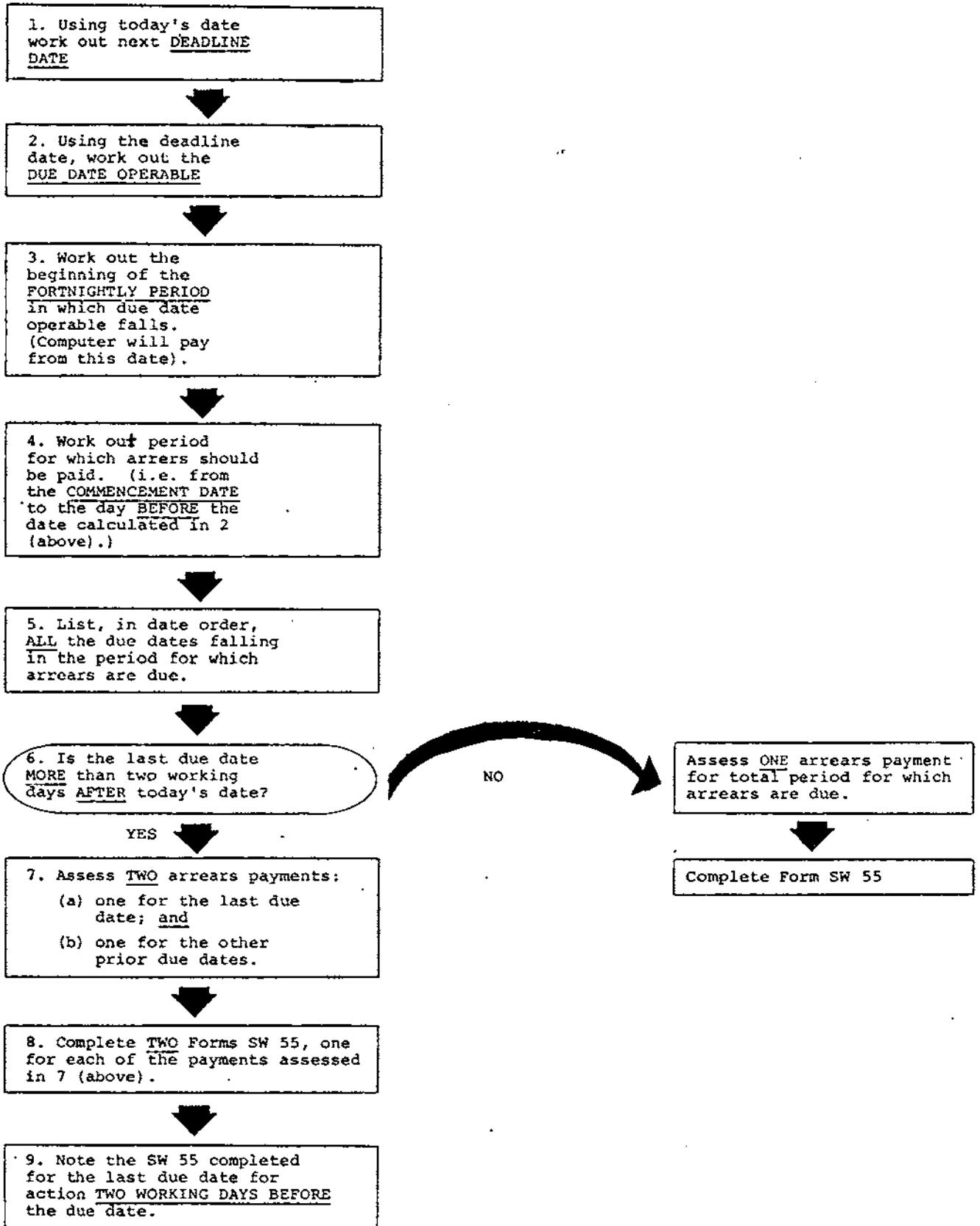
PAY SECTION      Date:      864872-31,200 paid 6/82 MK

Beneficiary's name goes here

Beneficiary's bank account number goes here.

Amount of payment goes here.

# Arrears Flow Chart





# Urgent Cases

Occasionally, you'll come across cases where urgent payment is required and payment by direct credit would take too long.

These cases are usually paid by Imprest Cheque ie. S.N.G.

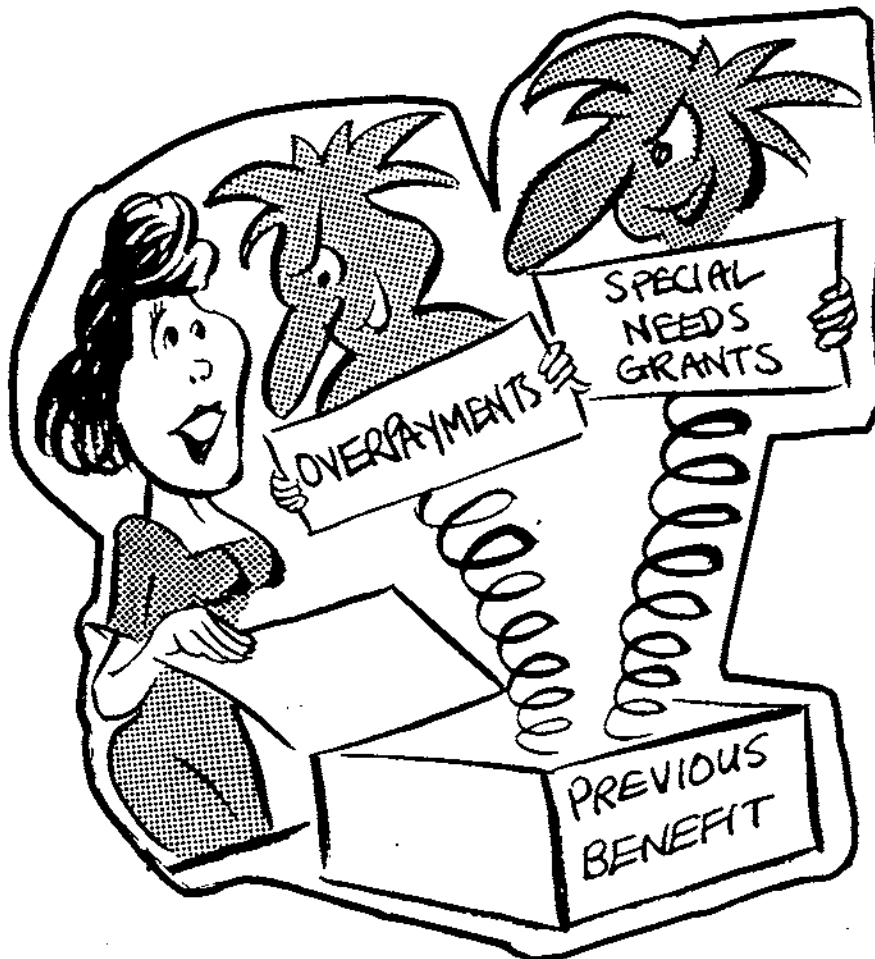
If you come across any cases where the applicant requires urgent payment, REFER THEM TO YOUR SUPERVISOR.

## SPECIAL CASES

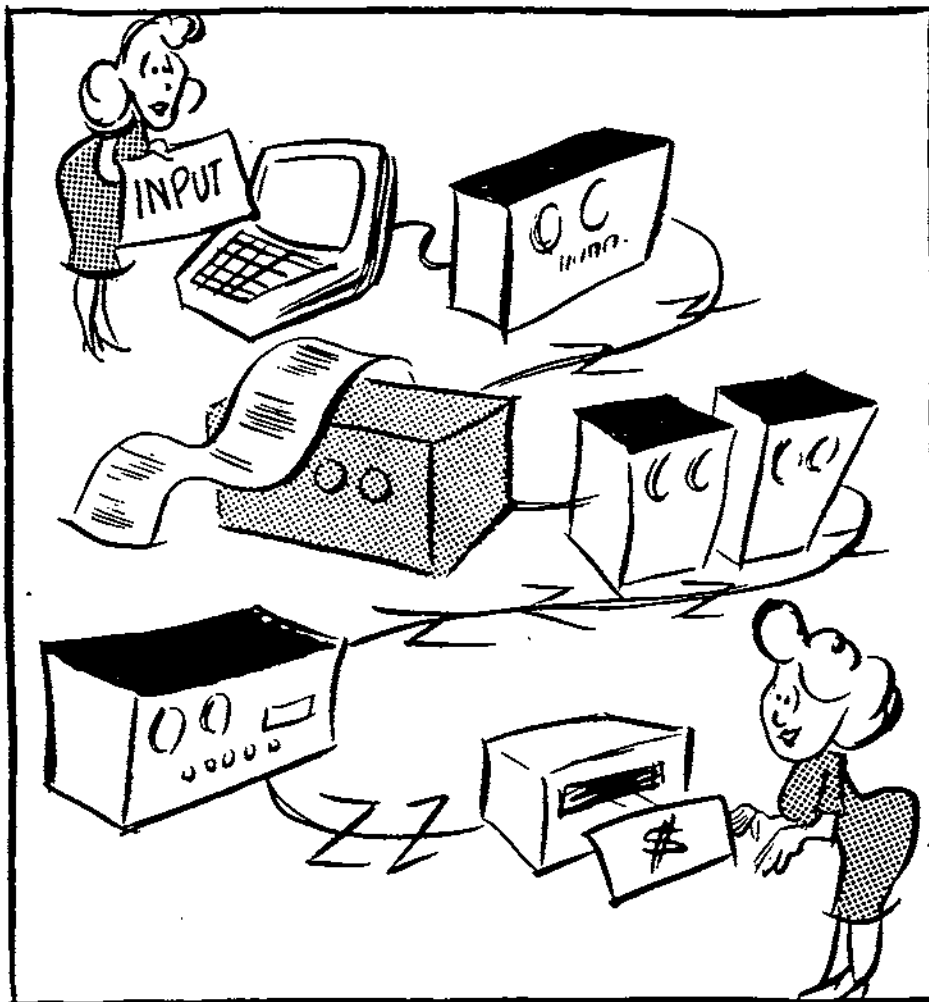
WATCH OUT also for cases where there are outstanding OVERPAYMENTS or SPECIAL NEEDS GRANTS from previous benefits.

THESE CASES SHOULD ALSO BE REFERRED TO YOUR SUPERVISOR.

\* \* \* \*



# PAY SYSTEM



# PAY SYSTEM

---

We looked at how you should go about arranging the initial arrears payment. Now you'll learn how to arrange the CONTINUING FORTNIGHTLY PAYMENT.

Both the initial and continuing fortnightly payments are arranged by the computer through the Data Processing Centre (D.P.C.) located at Upper Hutt in Wellington.

Payment is always made by DIRECT CREDIT to a bank account or building society account.

To enable the D.P.C. to make the continuing fortnightly payment a MASTER RECORD has to be established on the computer. A 'master record' is a record of all the details of each individual benefit, incorporating all the information necessary for the computer to arrange continuing payment.

To establish a master record you complete an input form (DPB 12 - "Notice to Establish Domestic Purposes Benefit Master Record"). This is then checked by your supervisor and authenticated for validity by another senior officer. The form is then passed to the administration division. There arrangements are made for the information on the input form to be keyed ('fed') through the District Office's computer terminal to the D.P.C. At the D.P.C. the master record is established on the main computer file and continuing fortnightly payment arranged.

The diagram on the next page shows how this all fits together ....

You complete an input form (DPB 12) with all the information required to establish a MASTER RECORD.



Your section clerk CHECKS the form for correctness and signs it.



Another Senior Officer AUTHENTICATES the form.



The form is then passed to Pay Section. where the information contained on the form is KEYED INTO A COMPUTER TERMINAL. This relays the information to the computer at the D.P.C.



The computer collects the information, establishes a MASTER RECORD and arranges CONTINUING PAYMENT to the beneficiary.

For some further explanation of the computer system read paragraphs 2.1 to 2.5 (pages 10-12) of the DPB/EMA Data Processing Manual.

Now let's look a little more closely at input forms and, in particular, at form DPB 12 - "Notice to Establish Domestic Purposes Benefit Master Record". Later on, look at two more input forms:

1. Form SW 272 - "Notice to Amend Master Record"; and
2. Form DPB 13 - "Notice to Close Master Record".

OK, INPUT forms ... exactly how does an input form work?

## ★ IDENTIFICATION CODES ★

Input forms are completed using 'identification codes'. These are numerical and alphabetical codes used to convey information and instructions to the computer.

There are two types of Identification Codes. These are:

1. 'CHANGE CODES' - Alphabetical codes used to convey instructions to the computer. Change codes are used in conjunction with:
2. 'INFORMATION CODES' - Numerical codes for various sorts of information.

The various DPB/EMA change and Information codes are set out on pages 17-18, and 19-21 of the DPB/EMA Data Processing Manual. Read these pages

You should also look very briefly over pages 22-78. These pages will tell you how to combine the various change and Information Codes on an input form.

For convenience, all the Identification codes are summarised on a chart (SW 316) which should find on your Desk File. A copy of this chart appears on the following page.

Note: Check the page references in your DPC Manual.

### PLEASE NOTE:

Some of the codes on the following SW316 may be obsolete and new codes have not yet been added. See the following circulars for updated information...  
CM86/47, CM86/200, CM86/179.

PAYMENT IDENTIFICATION CODE

H01 - Payment Request

SCHEDULE PAYMENT IDENTIFICATION CODES

L02 - Housing Corporation  
L03 - Department of Maori Affairs

CHANGE CODES

A - Establishment  
B - Addition  
C - Change  
D - Delete  
E - Payment Suspended  
    1. Address unknown  
    2. Under Investigation  
    3. In employment  
    4. Declaration not returned  
    5. Child out of Care  
    6. Other  
F - Resume Payment  
G - Paid by Director  
I - Cancellation  
W01 - Precedes the Check Rate  
W02 - Precedes Batch Number

CESSATION CODES (Other than specified on form DPB 13).

01 - In Mental Hospital  
02 - Left New Zealand  
03 - Beneficiary in Prison  
04 - In Employment - Excess Income  
05 - Excess Income from another source  
06 - No longer Qualified  
07 - Non-renewal  
08 - Remarried  
09 - Granted other benefit  
10 - Reconciled  
11 - Assumed Defacto  
12 - Receiving maintenance  
13 - Lack of prosecution  
14 - Child left care  
15 - Other

INFORMATION CODES

02 - District code  
04 - Christian names  
05 - Surname  
06 - Postal address  
07 - Class codes  
08 - Residential Address  
09 - Renewal code  
10 - Overseas reference  
11 - Cross Reference  
13 - Postal code  
14 - Bank account number  
15 - H.C.N.Z. reference  
16 - D.M.A. reference  
18 - Date of last payment  
21 - Section 61G details  
22 - Disability Allowance  
23 - Section 61E details  
26 - Payees Name, Number, Bank Account Number, Weekly rate  
27 - Agents name - permanent agent  
29 - Agents name - pay agent only  
30 - Agent for - payment to an institution  
31 - Childs first christian name, Date of birth and L.P. indicator  
32 - Child over 15, C/A or E.O.S.Y.  
38 - Date of birth  
39 - Sex and status

Male Beneficiary	Female Beneficiary	
01	11	Divorced
02	12	Separated
03	13	Separated from Defacto
04	14	Widowed
05	15	Defacto Spouse Deceased
06	16	Defacto
07	17	Married, care of sick or infirm
08	18	Single (none of the above)

## 2.

- |    |  |    |                               |
|----|--|----|-------------------------------|
| 40 | - Grant code   | 41 | - Entitlement code            |
|    | 1 First Application  |    | 1 Statutory                   |
|    | 2 Re-application   |    | 2 Spouse in Mental Hospital   |
|    | 3 Transfer from E.U.B.   |    | 3 Spouse in Prison            |
|    | 4 Other  |    | 4 Care of aged and infirm     |
| 42 | - Entitlement date   |    | 5 Caring for children         |
| 44 | - Recovery of Bft paid in advance  |    | 6 Not residentially qualified |
| 45 | - Overpayment being recovered by full forfeiture with expiry date                      |    | 7 Woman alone                 |
| 46 | - Overpayment being recovered by full forfeiture without expiry date                   |    |                               |
| 47 | - Date of expiry and weekly rate of overpayment being recovered by partial forfeiture  |    |                               |
| 48 | - Weekly rate of overpayment being recovered by partial forfeiture without expiry date |    |                               |
| 62 | - Non-standard rate  |    |                               |
| 63 | - Chargeable income  |    |                               |
| 68 | - Direct deduction   |    |                               |
| 91 | - Rate of payment indicator  |    |                               |
|    | 1 Standard   |    |                               |
|    | 2 Standard restricted  |    |                               |
|    | 3 Boarding   |    |                               |
|    | 4 Free Board and Lodgings  |    |                               |
|    | 5 Hospital Rate  |    |                               |
|    | 6 Basic Rate less child supplement   |    |                               |
|    | 7 Non standard   |    |                               |
| 93 | - Telephone Rental Concession  |    |                               |
| 94 | - Late Renewal   |    |                               |
| 96 | - Bring-up date  |    |                               |
| 99 | - Full benefit   |    |                               |

LPC IDENTIFICATION CODES

- |        |                     |                          |
|--------|---------------------|--------------------------|
|        | <u>Change Codes</u> | <u>Form Types</u>        |
| A or K | - Establishment     | K - Establish LP Details |
| B      | - Addition          | L - Amend LP Details     |
| C      | - Change            |                          |
| D      | - Delete            |                          |

INFORMATION CODES

- |    |   |    |                    |
|----|---|----|--------------------|
| 01 | - L.P. Suffix Number                                  | 72 | - Occupation       |
| 02 | - District code                                       | 73 | - Employer Name    |
| 04 | - Christian names                                     | 74 | - Employer Address |
| 05 | - Surname   | 79 | - Deposit Book     |
| 06 | - Postal address                                      | 96 | - Bring-up date    |
| 08 | - Residential address                                 |    |                    |
| 11 | - Cross reference                                     |    |                    |
| 13 | - Postal code   |    |                    |
| 14 | - Bank Account Number                                 |    |                    |
| 19 | - L.P. Status Code                                    |    |                    |
|    | 1 Default Assessment                                  |    |                    |
|    | 2 Withhold Enforcement Action                         |    |                    |
|    | 3 Default and withhold                                |    |                    |
| 38 | - Date of Birth                                       |    |                    |
| 39 | - Sex   |    |                    |
|    | 0 Male  |    |                    |
|    | 1 Female  |    |                    |
| 49 | - Anniversary Day                                     |    |                    |
| 50 | - L.P.C. 1 to be issued for review                    |    |                    |
| 51 | - Objection notice to be issued                       |    |                    |
| 52 | - Next review date                                    |    |                    |
| 53 | - Contribution details                                |    |                    |
| 54 | - Previous Contribution details                       |    |                    |
| 55 | - Adjustment to Arrears field/adjustment to statement |    |                    |
| 57 | - Deduction Notice                                    |    |                    |
| 59 | - No statement  |    |                    |
| 70 | - I.R.D. Number                                       |    |                    |

**STANDARDS FOR COMPLETION  
OF INPUT FORMS**

When completing form DPB 12 (and other input forms) always remember that ALL of the information entered on the form(s) WILL BE INCORPORATED IN THE MASTER RECORD.

For this reason it's vital that this information is absolutely correct. Incorrect information on the Master Record is difficult to detect and correct, and could result in the beneficiary being paid an incorrect amount. Also, the computer has several built-in checks which could result in the 'rejection' of data. If this happens you'll find yourself having to do the same work over again. You'll save yourself a lot of time (and frustration!) if you do it correctly the first time.

All entries on form DPB 12 should be in CLEAR, BOLD, BLOCK, CAPITAL LETTERS. When typists are keying information from input forms they must work quickly and do not have time to decipher bad handwriting. Poor handwriting can result in incorrect information being included in the Master Record, or in rejections.

Overwriting and using correcting fluids is not permitted. If something has to be changed it should be ruled through, rewritten and the amendment initialled by yourself and another person, like this ...

04	010301	1
District Code	Number	Check Digit

Name	A04	FARRAH	A05	NUFF
		(Christi <del>an</del> Names)		(Surname)
Address	A06	<del>19 RISSLE</del> 19 RISHTO WAY WELLINGTON		

Now carefully read paragraphs 2.7 - 2.13 on page 12 of the DPB/RMA Data Processing Manual.



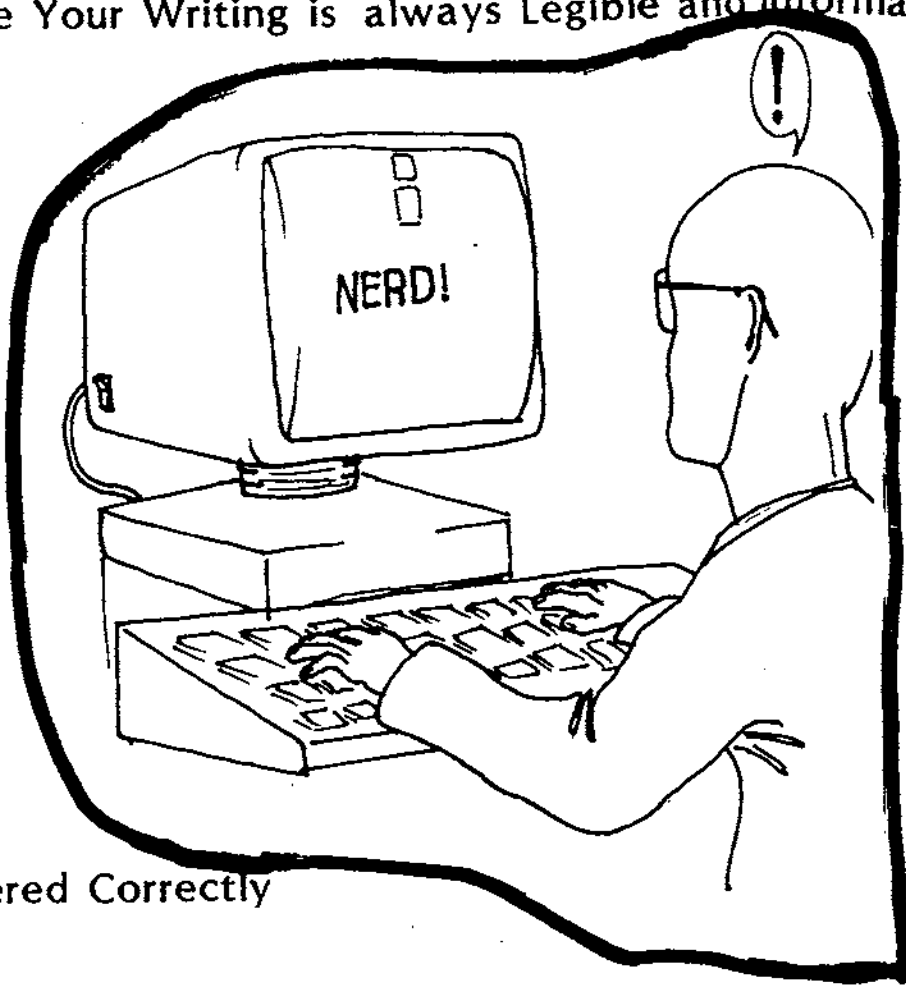


COMPLETION OF FORM DPB 12 -  
"NOTICE TO ESTABLISH DPB MASTER RECORD"

OK, let's see how all this fits together.

REMEMBER.....

Ensure Your Writing is always Legible and Information



is Entered Correctly

FAILURE TO FOLLOW THESE GUIDELINES MAY RESULT IN

REJECTED INPUT FORMS !!!!!!!!!!!!!!!

# COMPLETING THE D.P.B 12

D.P.B 12

**NOTICE TO ESTABLISH DOMESTIC PURPOSES BENEFIT**

**MASTER RECORD**

1 District Code: 04010301 Number: 1 Check Digit: 70 S.W. Number: A42 454692134

2 Name: A84 FARRAH A85 NUFF  
(Christian Name) (Surname)  
 Address: A16 19 RIAHO WAY WELLINGTON  
 Postal Code: A13 W N O 4 Class Code: A87 660 3 Renewal Code: A89 111

4 Cross Ref.: A11 FB 061-123-567  
 Bank A/C Number: A14 0206350198786305

6 Date of Birth: A38 270866 Rate of Payment: A91 1 7 Sex and Status: A39 12

Grant Code: A40 8 Entitlement Code: A43 1 Entitlement Date: A42 1901879 9

11 Child's Name: A31 ANDREW CHARLES 1160485 01  
Date of Birth L.P. Suffix  
 Child's Name: A31 EDWARD PHILIP 180286 01  
Date of Birth L.P. Suffix

IDENT CODE	ADDITIONAL DETAILS		
A. 23	\$20.00	NIL	\$60.00 1
A.			
A.			
A.			
A.			
A.			
A.			

13

14 District Code: W 0 2 Date: W 0 1 19860 Action Code: 15 Check Rate: 15

**LIABLE PARENT DETAILS** L.P. Suffix: K01 1 L.P. Code: K02 014

S.W. Number: K12 211534560 Date of Birth: K38 021160

Name: K04 SLTM EDWARD K05 NUFF  
(Christian Name) (Surname)  
 Address: K06 23 Spinnaker Lane Kohimarema  
 Postal Code: K13 AK116 Sex: K39 0 Occupation: K72 STUFFER 16

Employers Name: K73 CUDDLY BUNNIES LTD  
 Employers Address: A74 6 Dulmoon Drive TAMAKI

ADDITIONAL DETAILS: A

Prepared by: \_\_\_\_\_ Checked by: \_\_\_\_\_ Date: \_\_\_\_\_  
 Keying Action Complete

On the following pages we will look at each section separately.

1

0	4	0	1	0	3	0	1	1
District Code		Number						Check Digit

The benefit number goes here. Get this number from this part of page 1 of Form DPB 1:

For Office Use  
No. 010301  
Index  
F.B. OH-435-107

The Check Digit (always a number between '0' and '9') appears immediately after the benefit number in the register

2

Get the beneficiary's name and address from page 1 of form DPB 1:

Name	A04	FARRAH	A05	NUFF
		(Christian Names)		(Surname)
Address	A06	19 RIGHTWAY	WELLINGTON	
Postal Code	A13	HN04		

Get the Postal Code from a booklet of Postal Codes issued by the Post Office. You should have one on your section.

3

Class Code	A07	660	Renewal Code	A09	05
------------	-----	-----	--------------	-----	----

The class code goes here. This will always be '660' for DPB or '613' for EMA.

The Renewal Code goes here.

4

Cross Ref.	A11	FB 061123567
------------	-----	--------------

The beneficiary's Family  
Benefit number goes here.  
Get this from the F.B.  
Master Record  
Print out.

5

Bank A/C Number	A14	02	0635	0198784	30
-----------------	-----	----	------	---------	----

The number of the bank account into which the benefit is to be paid goes here. Get this number from this part of page 4 of form DPB 1 .

\*I HEREBY  
(a) authorise the Department of Social Welfare to pay all instalments due to me to my bank account,  
(b) direct the bank manager to accept from you as my agent any amount that may become due in terms of this authority.

\*DETAILS OF BANK ACCOUNT  
Please pay all instalments of benefit due to me to the credit of my account with:  
BANK OF NEW ZEALAND, Coldville, Wellington  
(Name of Bank) (Branch Office)

The account is in the name of \_\_\_\_\_  
and is numbered

BANK	BRANCH	ACCOUNT	SUIFIX
02	0635	0198784	30

Please present your bank book for noting.

Details of bank A/C shown are correct  
[Signature]  
for Director/Manager

Official Bank Stamp

6

Get the date of birth from this part of page 1 of form DPB 1 .

Date of Birth	A38	27	08	66
---------------	-----	----	----	----

My usual occupation: HOUSEWIFE Sex: F My telephone No. \_\_\_\_\_  
 Date and place of birth: 27-8-1966 Wellington Country: N.Z.  
If available please produce your birth certificate or other documentary evidence showing your age. If not available show parents' full ns.

7

Rate of Payment	A91	1	Sex and Status	A39	12
-----------------	-----	---	----------------	-----	----

The codes for 'Rate of Payment' are on page 65 of the Data Processing Manual. This code is used to identify the various rates of payment for general increase purposes.

The codes for 'Sex and Status' are found on page 45 of the Data Processing Manual.

8

Grant Code	A40	/	Entitlement Code	A41	/	/
------------	-----	---	------------------	-----	---	---

And still more codes!  
The 'Grant Codes' are  
on page 46 of  
the Data Processing  
Manual.

The 'Entitlement  
Codes' are on  
page 47.

The Sex and Status, Grant and Entitlement codes are used for statistical purposes.

9

Entitlement Date	A42	1	9	0	1	8	7
------------------	-----	---	---	---	---	---	---

The Commencement  
Date goes here.

10

S.W. Number	A12	4	5	4	6	9	2	1	3	4
-------------	-----	---	---	---	---	---	---	---	---	---

SOCIAL WELFARE NUMBER

11

Child's Name	A31	ANDREW CHARLES	16 04 85	01
Child's Name	A31	EDWARD PHELEP	18 02 86	01

Date of Birth

I. P. Suff

The Children's christian names and dates of birth are entered here. Set these details from this part of page 2 of form DPB 1.



21 I am maintaining the following children who are in my care and I wish to apply for family support.  
 (Give details of all children dependant on you, including stepchildren, adopted children and children over 15 years of age who are attending school.)

Child's Name	Date of Birth	Place of Birth	Relationship to You	Where Living	Mother's Name	Father's Name
ANDREW	16/04/85	Twizel	SON	19 RICHMOND	FARRAH	SLIME
EDWARD	18/02/86	Mohaka	SON	WATON	FARRAH	SLIME

**REMEMBER**, benefit is only payable in respect of 'dependent' children and that a dependent child is defined, amongst other things, as one in respect of whom Family Benefit is payable. So always check to see that Family Benefit is paid for ALL THE CHILDREN!





13

IDENT CODE	ADDITIONAL DETAILS			
A. 23	\$20.00	NIL	\$60.00	1
A.				
A.				
A.				
A.				
A.				
A.				
A.				

W	0	2																				
District Code			Date								Action Code					Check Rate						

Any 'ADDITIONAL DETAILS' go here.

These would include further child details (where there are more than two children, details of any accommodation element payable in the case of an E.M.A., and details of any chargeable income.

The information code for accommodation element is '21' (on page 34 of the Data Processing Manual), and chargeable income, '63' (pages 59 and 60).

READ THESE PAGES NOW.

Enter the weekly rate of payment here.

Leave this panel blank.

14

<b>LIABLE PARENT DETAILS</b>		L.P. Suffix	K01	1	Dist. Code	K02	0	4			
S.W. Number	K12	2	1	1	5	3	4	5	6	0	
Date of Birth	K38	0	2	1	1	6	0				
Name	K04	SLIM EDWARD				K05	NUFF				
(Christian Names)						(Surname)					
Address	K06	23 SPINNAKER LANE				KOHIMARAMA					
Postal Code	K13	A	K	1	6	Sex	K39	0	Occupation	K72	STUFFER
Employers Name	K73	CUDOLY BUNNIES LTD									
Employers Address	K74	6 DULMOON DRIVE				TAMAKI.					
ADDITIONAL DETAILS	K										
Prepared by: .....	Checked by: .....	Date: .....									
Keying Action Complete: .....	<small>© M.F. Grouped 1988</small>										

The bottom section of form DPB 12 is where details of the LIABLE PARENT are recorded. This section must be completed wherever the Liable Parent has been identified in law.

If this section is completed the following details must **ALWAYS** be included ...

- K01 L.P. suffix
- K02 District Code
- K04 L.P. Christian names
- K05 L.P. surname
- K39 L.P. sex

You can get most of the details above from form DPB 5 - "Report on Interview with Spouse or Father of Child" If this form not completed there should still be sufficient information on other papers.

15

L.P. Suffix	K01	/	Dist: Code	K02	04
-------------	-----	---	------------	-----	----

The 'Liabe Parent Suffix' goes here.

If there is more than one Liabe Parent, the additional Liabe Parent(s) is (are) established using form LPC 21 or LPC 22. In these cases be very careful to match the correct suffix with the right Liabe Parent.

The 'District Code' is that of the district in which the Liabe Parent lives. If this is not known enter the code for the district in which the beneficiary lives.

16

(Names)

Sex	K39	Occupation	K72
-----	-----	------------	-----

The 'Sex Codes' are:  
'0' = Male  
'1' = Female

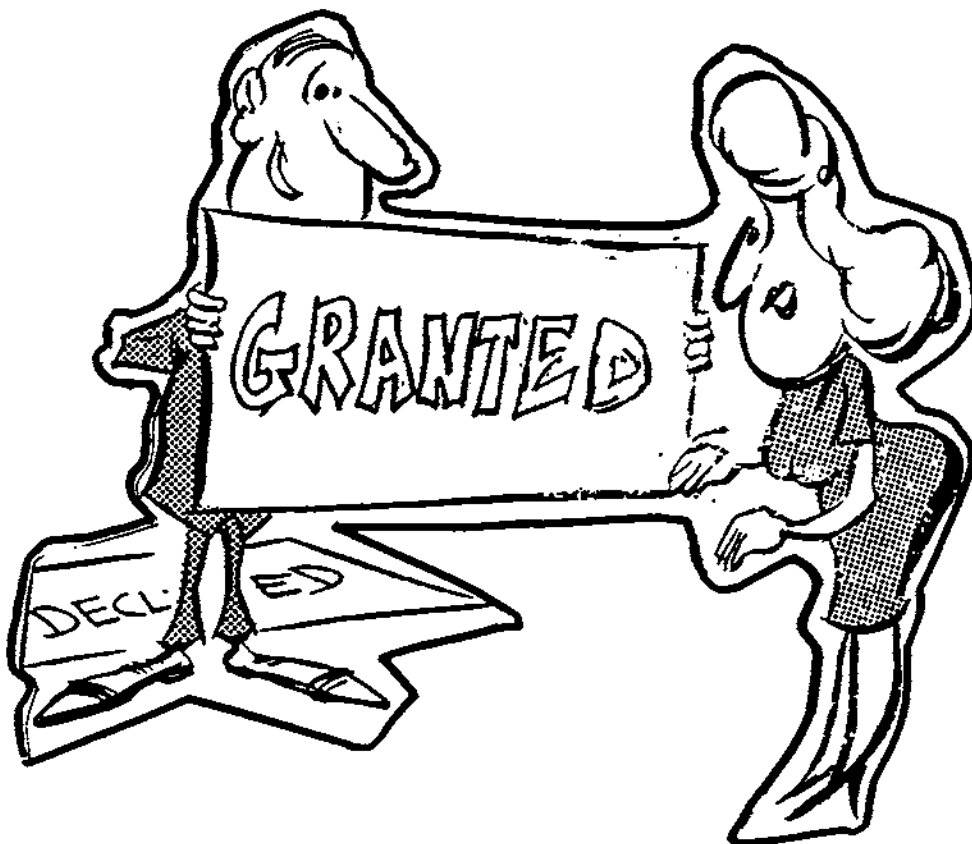
---

AND THAT'S ALL THERE IS TO IT! ... SIMPLE REALLY ISN'T IT!

**GRANT**

**OR**

**DECLINE**



120P/32W

### GRANTING (OR DECLINING) THE BENEFIT

We have now looked at all the skills needed to enable you to complete the final step - that is granting or declining the benefit. What do these terms mean?

GRANTING - This means that the applicant has been accepted as qualifying for a benefit - D.P.B. or E.M.A. - and we are now to pay her the benefit to which she is entitled.

DECLINING - In these cases the applicant has NOT been accepted as qualifying for a benefit. We do not therefore pay her any money.

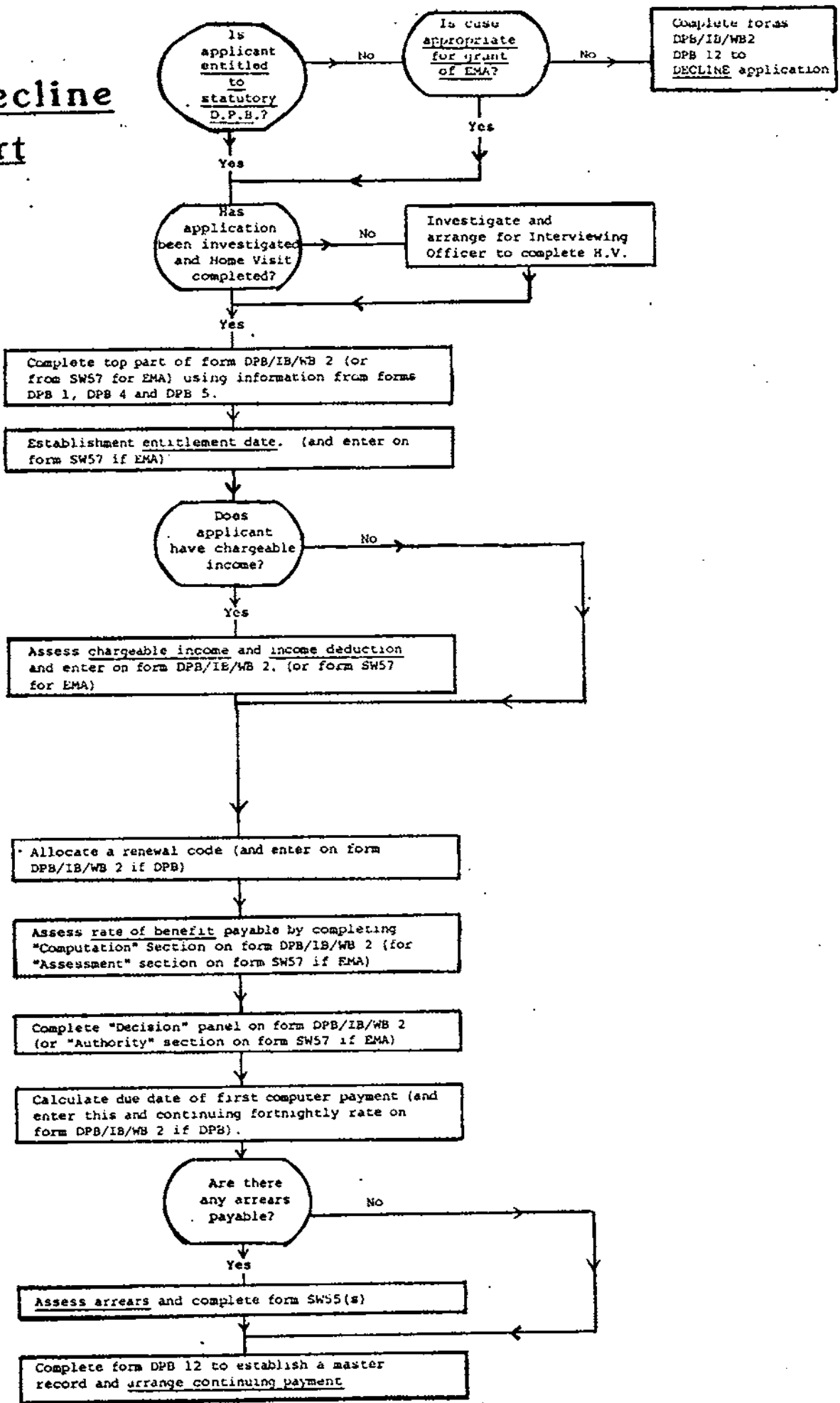
We will look at declined actions a little later on in the handbook.

#### GRANTING

In the next few pages we will put together all the skills earlier and end up with a completed action from the time the application was lodged in the office to the first payment of benefit made to the beneficiary and ensuring that she receives continuing payments.

Right then, let's briefly summarise what we have got so far! On the next page is a model showing all the papers required on the file in order to grant the benefit. Remember! we covered all these points earlier - the flow chart sets out the simple terms the steps required.

# Grant/Decline Flowchart





# The Completed D.P.B. 2

DPB/HB/WB2

## CERTIFICATE OF DISPOSAL OF APPLICATION

Application received: 23 / 01 / 87

Domestic Purpose Benefit

Full name: Farah Huff Renewal Code: 11

Address: 19 AIGANTO WAY KUMINDALLAH WNL

Age: 21 years by 8/1 Date of Birth: 27.1.66

Residence: 21 years by Birth (Stated)

Husband/Wife: Skim Edward Huff

Address: 23 Spinnaker Lane Katinaccima

Married: 18.10.85 Death/Sep/Divorce: 19.01.87

Benefit No.: n/a Rate \$: n/a

Dependent Children	Date of Birth	Liable Parent's Name
ANDREW	16.04.85	
EDWARD	18.02.86	

Defendant's name: n/a

Date and place of order: n/a

Non-chargeable Income		ABELI
<u>FB - 041-123-567</u>		<u>NIL</u>

Chargeable Income	Appr.	Spouse	Income Assessment		Computation	
	<u>NIL</u>		Great chargeable income	<u>NIL</u>	Benefit rate	<u>\$9287.20</u>
			Section 66 exemption	<u>NIL</u>	Less income deduction	<u>nil</u>
			Chargeable income	<u>NIL</u>	Less maintenance	<u>nil</u>
			Exemption	<u>3120.00</u>	Plus earnings subsidy (1B)	<u>n/a</u>
			Excess income	<u>NIL</u>	Plus W.S.D. allowance	<u>n/a</u>
			Income deduction	<u>NIL</u>	Benefit recommended	<u>\$9287.20</u>
Total	<u>NIL</u>					

Overlapping n/a benefit at \$..... p.w. from ..... to .....  
 Amount \$..... plus outstanding debt (if any) \$.....

Prepared by: [Signature]  
 Check by: [Signature]

Interim Payment Order				Decision	Check List
Appr. Code	Payment Code	Due Date	Amount	DPG Benefit granted/refused: <u>at \$9287.20</u> <u>n.a. from 20.01.87</u> <u>to 29.12.87.</u> <u>(\$719.60 p.w) Sect 27(1)(a)</u> <u>① Grant F.S. at \$529</u> <u>n.w.</u> <u>② Grant accom ben.</u> <u>Concurrently see 54229</u> <u>below.</u>	S.W. 310
					D.P.B. 12
					Notified
					Apple Reg.
					Index
					S.W. 65 to
					Court
					Maintenance Officer
					Beneficiary
					Defendant
					Follow up action

Payee Address: .....

Serial No.: .....

Account Number: 01210163510119878430

Continuing Payment

Payment order Bank credit: 17 10287

48018 - 20,000/1/86MK

for Director

File: 2

In this case arrears are payable. Show the assessment on the reverse of the DPB 2 like this.....

Basic Amount = \$357.20 pfn DD 20.1.87 - 20.1.87 - 27.1.87  
 Accom Ben = \$ 40.00 pfn = 8/14 \$226.97  
 Due = \$397.20 pfn DD 3.2.87 - \$397.20

ACCOMMODATION BENEFIT

When we took Farrah's application we also took an application for Accommodation Benefit. A senior officer will decide when the payments of Accommodation Benefit will commence and in Farrah's case it is LIKELY that the waiting period of 4 weeks would be waived. We can therefore grant the Accommodation Benefit at the same time as the D.P.C. To grant Accommodation Benefit complete this form.

S.W. 229

**CERTIFICATE OF DISPOSAL - ACCOMMODATION BENEFIT**

D.P.B. Benefit/Pension No. H/010301

Surname NUFF First name FARRAH

ACCOMMODATION COSTS	Entitlement
Rent/Outgoings on home .. <span style="float: right;">\$ <u>60.00</u></span>	\$ 20.00
Board .. .. . <span style="float: right;">\$ <u>        </u></span>	
Cash assets .. .. . <span style="float: right;">\$ <u>NIL</u></span>	
<b>Income</b>	
Earnings .. .. . \$ <u>        </u>	
Less child care costs .. .. . \$ <u>NIL</u>	
Assessed income (Assets) .. .. . \$ <u>NIL</u>	
Other income .. .. . \$ <u>NIL.</u>	
Total income .. .. . \$ <u>        </u>	
Less income exemption .. .. . \$ <u>        </u>	
Deduct chargeable income	
(Complete Dollars)	\$ <u>        </u>
Accommodation benefit payable (rounded off next complete 50c above)	\$ 20.00

Authorisation  
Grant at \$ 20.00 a week from 20.01.87 to 29.12.87  
Review .. .. .

Recommending Officer [Signature] Authorising Officer [Signature]  
29/01/87 29/01/87

S.W. 54 .. .. . Input form to D.P.C. [Initials] Applicant advised .. .. . Register cleared .. .. .

Interim Payment Order

Class Code	Appt. Code	Payment Code	Date Due	Amount	Serial No.
<del>SWSP D.P.B. 5 W 1 100 s</del>					

Payee .. .. .  
Address .. .. .  
#1246H-3,000 ead/4/82 MK File .. .. .

Payment of the arrears are included with the assessment of the D.P.B. See preceding page

In Farrah's case it will be necessary to complete two form SW 55's- one for the payment due 20.1.87 which covers the period 20.1.87 to 27.1.87 - and is payable now. And one for the payment due 3.2.87.

The two forms are completed, like this.....

SW 55

**DIRECT CREDIT - PAYMENT REQUEST**

---

Class Code: 660 Social Welfare Number: 040103019  Agent: WATON  
Direct

Family/Surname: FARRAH NUFF

Bank Account Details: 020635019878430 026697    
Bank Branch Account Number Sort Code Amount

Prepared By: JW Clerk Date: 28.1.87 Checked By: [Signature] Date: 29.1.87  
Prepared By Date Checked By Date

PAY SECTION Date

DD 3.2.87 SW 55

**DIRECT CREDIT - PAYMENT REQUEST**

---

Class Code: 660 Social Welfare Number: 040103019  Agent: WATON  
Direct

Family/Surname: FARRAH NUFF

Bank Account Details: 020635019878430 039720    
Bank Branch Account Number Sort Code Amount

Prepared By: JW Clerk Date: 29.1.87 Checked By: [Signature] Date: 29.1.87  
Prepared By Date Checked By Date

PAY SECTION Date

Remember what we said about deadlines. In Farrah's case we are actioning the grant on 29.1.87 - the next deadline is on 4.2.87 and affects payment due 17.2.87.

COMPLETION OF INPUT FORMS FOR E.M.A. GRANTS

These do not vary greatly from the inputs for a grant of D.P.B. The S.W.55's are completed in the same way with the following exception: -

The class code is 613

Form D.P.B. 12 is also similar but has the following differences:

Class Code - becomes 613

Entitlement Code - becomes 05

Liabe Parent Suffix - becomes 0

Use code A21 to add Accommodation Element details

The liable parent section of the form is left blank with the exception of the suffix (0).

GRANTING THE BENEFIT

As a final check use the list below - tick each action as it is completed.

- (1) Application register and index noted. Cross referenced in defacto unions.
- (2) Accommodation benefit entered in register.
- (3) Employment details (if any) confirmed.
- (4) Spouse interview completed (where appropriate)
- (5) Birth Certificate on file.
- (6) Marriage Certificate (where necessary) on file.
- (7) Residence confirmed.
- (8) Previous papers obtained.
- (9) Childs birth details (Form F.B.9) on file.
- (10) Name and Address of solicitor on file (E.M.A. Cases)
- (11) Liable Parent confirmed.
- (12) Outgoings confirmed (where paid by spouse).
- (13) Appointment with Marriage Guidance arranged/not required.

# Accommodation Benefit

## Reference:

- Part C Supp Services Manual
- C.M. 1981/79
- Section 61E Social Security Act

## NOTE:

Prior to October 1981  
this benefit was called  
ADDITIONAL BENEFIT  
Therefore some forms and  
file notes etc may still  
show the old name.

---

## 1. PURPOSE

To assist with accommodation costs where beneficiaries  
income and cash assets are limited.

---

## 2. WHAT DATE IS IT GRANTED FROM?

A. New Benefits (i) With dependent children  
After benefit has been  
current for four weeks.

IF HARDSHIP EXISTS refer to  
Senior Officer. The 4 or 6 week  
waiting period may be waived. (ii) No dependent children  
After benefit has been  
current for six weeks.

B. Existing Benefits  
Date of eligibility or on the first day of the four weekly pay  
period in which the application is received whichever is the  
later.

---

Amount of benefit next page.

Accommodation Benefit (continued)

3. AMOUNT

The maximum accommodation benefit payable is \$40.00 per week.

Note: The rate is subject to change - please check

---

4. HOW TO ASSESS THIS AMOUNT PAYABLE

(See example over page).

It is 2/3 of the amount by which accommodation costs exceed these figures.

- A. \$30.00 p.w. If pays rent or outgoings on own home.
- B. \$35.00 p.w. No dependent children paying board.
- C. \$58.00 p.w. Dependent children and pays board.

Note: Rates are subject to change

---

5. EFFECT OF INCOME AND ASSETS

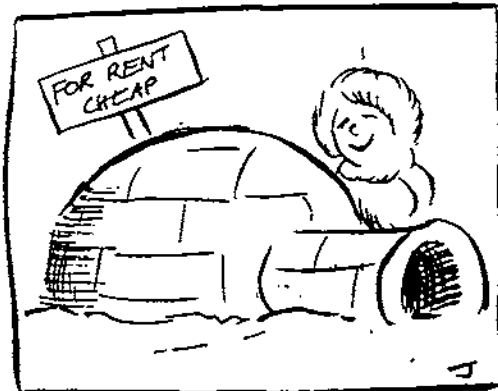
- A. Assets For each \$100.00 of cash assets \$1.00 is treated as chargeable income

i.e. added to

- B. Income (i) Dependent children: Disregard first \$12.00 of income  
(ii) No Dependent children: Disregard first \$8.00 of income

Each \$1.00 of any remaining income reduces the accommodation by \$1.00 - see assessment next page.

Note: If child care costs incurred due to employment. Up to \$20.00 p.w. may be deducted from earnings chargeable as income.



See next page for procedures.

Accommodation Benefit (Continued)

PROCEDURE

- A. Application lodged on Form S.W. 228 - ENSURE - REGISTERED and NUMBER ALLOTTED.
- B. Rent, and outgoings must be verified. Try to sight rent book or receipts at office. Only verify board if amount declared appears excessive.
- C. Only verify assets or income if maximum rate is to be effected.
- D. If earning - Child care costs? If so verify.
- E. Complete S.W. 229 - Example next page.
- F. Complete S.W. 272 - HOI request on S.W. 272 is preferable.
  - B. 60 - \$ weekly amount of accommodation benefit followed by NIL.
  - Check rate - include 2 weekly rate of accommodation benefit.
- G. Issue grant letter to beneficiary (S.W. 237).
- H. Don't forget - graded officer to clear application register.

---

ACCOMMODATION BENEFIT DECLINED

1. Ensure notification gives reason for decline, and includes review rights, and if relevant income assessments shown.
  2. Complete action sheet and clear register.
- 

FINALLY (Important)

1. IF at any time you come across a case where it appears there may be entitlement to accommodation benefit. An application MUST BE INVITED
-



Assessing Applications (continued)

CERTIFICATE OF ENTITLEMENT

Reference: CM 1981/67

1. These must be issued with every new grant.
2. Attach to the grant letter.
3. The certificate is in card form and is numbered S.W. 376.
4. The certificate entitles beneficiaries to:
  - Reduced Doctors fees.  
(termed higher rate of medical benefit).
5. Show expiry date.
6. The S.W. 376 is a dual purpose form - For Domestic Purposes and EMA benefits the front of the certificate must say:

THE HOLDER IS EXEMPTED FROM THE CHARGE FOR  
PRESCRIPTIONS AND IS ENTITLED TO THE HIGHER RATE OF  
MEDICAL BENEFIT."
7. NOTE: If payment is made to an agent the certificate must be issued direct to beneficiary.

\* \* \* \* \*

Accommodation Benefit (continued)

APPLICATION FOR ACCOMMODATION BENEFIT

Department of Social Welfare

S.W. 228

**Application for Accommodation Benefit**

Under Section 61E of the Social Security Act 1964  
(to be lodged at nearest office of Department of Social Welfare)

For Office Use Only	
Appln No. ....	.....
Index .....	.....
S.W. 6 .....	.....

This application may be completed by either husband or wife for a married couple

Class of benefit or pension .....	Benefit/Pension No. ....
Full name .....	.....
Please print                      Surname                      First Name(s)	
Wife/husband .....	.....
Please print                      Surname                      First Name(s)	
Address .....	Benefit/Pension No. ....
.....	Phone No. ....
Have you a dependent child or children?      Yes/No	

**Income Received During the Last 12 Months**

If this application is completed at the same time as an application for a Social Security Benefit, War Pension or for the inclusion of a dependent spouse in National Superannuation, the income panel need not be completed. If you have no income, except a Social Security Benefit, National Superannuation or War Pension, write "Nil" in the total panel. Please produce evidence of your total income received.

	Applicant	Wife/Husband
1. Gross salary, wages, superannuation, income from business ... ..	\$	\$
2. Amount received from boarders (including children over 16 years)		
..... boarders at \$..... a week      ↗		
..... boarders at \$..... a week      ... ..	\$	\$
3. Allowances from relatives or others (include free board and lodgings) / ... ..	\$	\$
4. Gross rent you receive from property or rooms let. If you sublet the property, state weekly rental paid by you \$..... If property owned by you state annual outgoings \$..... (e.g. mortgage interest, rates, insurances, repairs) ... ..	\$	\$
5. Interest or dividends from bank accounts, P.O.S.B. accounts, shares, debentures, bonds, mortgages, loans, etc. ... ..	\$	\$
6. Money received from any other source such as maintenance, annuity, Maori rents, lodge, compensation, retiring allowance, etc. ... ..	\$	\$
Total income ... ..	\$	\$

Names and addresses of employers or other persons from whom above income received.

Item .....

Item .....

Item .....

Item .....

Item .....

Do you or your wife/husband anticipate receiving any income in the next twelve months? If so, give details:

.....

.....

Accommodation Benefit Continued

REVERSE OF APPLICATION FORM

Assets at Date of Application			
<p>This box must be filled in. If you do not have any assets, write NIL in the total. Remember to bring your bank books, share certificates, etc., to the office.</p>			
		Applicant	Wife/Husband
Land and buildings other than my house .. .. .			
Money loaned to other persons or organisations .. .. .			
Bank accounts and P.O.S.B. accounts .. .. .			
Bonus bonds, shares, debentures, government stock .. .. .			
Any other assets .. .. .			
Total Assets			

Accommodation Costs											
Only fill in one section below											
<p>(a) RENT Amount paid weekly. Please bring Rent Book with you. If sharing, state your share of the rental only and the full names of the other people.</p> <p>.....</p> <p>.....</p> <p>Landlord's name: .....</p> <p>Address: .....</p> <p>..... Phone No. ....</p>	<div style="border: 1px solid black; width: 100px; height: 20px; margin-bottom: 10px;"></div> <p>\$</p>										
<p>(b) BOARD Amount paid weekly for yourself, spouse, and dependents. (Show name and address of person to whom board paid.)</p> <p>Name: .....</p> <p>Address: .....</p>	<div style="border: 1px solid black; width: 100px; height: 20px; margin-bottom: 10px;"></div> <p>\$</p>										
<p>(c) OUTGOINGS ON PROPERTY OWNED For 1, 2, and 3 show most recent payment during the last 12 months and the period the payment covered. For 4 show total paid during last 12 months. Please produce receipts for all outings.</p>											
1. Mortgage payments (interest and principal) .. .. .	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Amount</th> <th style="width: 40%;">Period Covered</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">\$</td> <td></td> </tr> <tr> <td style="text-align: center;">\$</td> <td></td> </tr> <tr> <td style="text-align: center;">\$</td> <td></td> </tr> <tr> <td style="text-align: center;">\$</td> <td></td> </tr> </tbody> </table>	Amount	Period Covered	\$		\$		\$		\$	
Amount	Period Covered										
\$											
\$											
\$											
\$											
2. House insurance (not furniture and contents insurance) .. .. .	\$										
3. Rates (less rebate) during last 12 months .. .. .	\$										
4. Repairs and maintenance during the last 12 months .. .. .	\$										

Child Care Costs
<p>If you are a solo parent on Widows Benefit or Domestic Purposes Benefit and in employment, are you paying for child care while in such employment? Yes/No</p> <p>If "yes" state (a) Weekly amount paid: \$.....</p> <p>(b) Full name and address of person or organisation providing this service:</p> <p>.....</p>

Declaration
<p>I say that the statements and answers in this Application Form, and in any form completed along with it for the same benefit are to the best of my knowledge, the truth, and that I have not omitted anything which would affect my eligibility for an Accommodation Benefit or the rate of that benefit I am to be paid. I realise that I must advise the Department immediately of any change in my circumstances such as change of address, employment, or other income received as such as change could affect payment of Accommodation Benefit.</p> <p>...../...../.....</p> <p style="text-align: right;">Signature: .....</p>

**ASSESSMENT FORM**

S.W. 229

**CERTIFICATE OF DISPOSAL — ACCOMMODATION BENEFIT**

Benefit/Pension No .....  
 Surname ..... First name .....

ACCOMMODATION COSTS				Entitlement
Rent/Outgoings on home ..		\$		\$
Board .. .. .		\$		
Cash assets .. .. .		\$		
<b>Income</b>				
Earnings .. .. .	\$			
Less child care costs ..	\$		\$	
Assessed income (Assets) ..			\$	
Other income .. .. .			\$	
Total income .. .. .			\$	
Less income exemption ..			\$	
Deduct chargeable income				
(Complete Dollars)				\$
Accommodation benefit payable (rounded off next complete 50c above)				\$

Authorisation  
 Grant at \$ ..... a week from ..... to .....

Recommending Officer ..... Authorising Officer .....

S.W. 54 ..... Input form to D.P.C. .... Applicant advised ..... Register cleared .....

**Interim Payment Order**

Class Code	Appt. Code	Payment Code	Date Due	Amount	Serial No.
			/ /	\$	
			/ /	\$	

Payee .....  
 Address .....

File .....

## Declining an Application

1. Most benefits applications are granted - i.e.: meet the qualifications and are, thus, paid the benefit.
2. An application is declined where one or more of the statutory qualifications (see page 4) are not fulfilled or if applicants income does not permit payment of a reduced benefit.

This latter situation is the most common reason for refusing or declining the application.

3. The decision to decline will be given by a Senior Officer. Your job will then be to:
  - A. Complete DPB 2 - show reason for decline.
  - B. Complete input form - DPB 13
  - C. Prepare S.W. 6B for H.O. index.
  - D. Notification
  - E. Refer file for: (i) Register clearance.  
(ii) Local index noting.

### POINTS TO NOTE

#### Income:

1. If benefit declined on account of income - that income taken into account must be verified, and the assessment shown to beneficiary in writing.
2. Decline letters always to include:
  - Reason for decline - quote relevant section of Act.
  - Review rights.
3. Reason - If you can't find the statutory authority for the refusal of payment - reconsider the decision to decline.

#### Withdrawal:

4. If applicant wishes to withdraw her application - this should be obtained in writing.

# Special Types of Applicants

We are likely to receive applications from people who are not solo parents caring for dependent children. These generally fall into the following classes:

"WOMAN ALONE"

"CARING FOR THE AGED AND INFIRM"

Cases such as the spouse of a prisoner or spouse of a Mental Hospital patient are exactly the same as a solo parent. In these circumstances follow the procedures for applications received from solo parents.

Let's now look more closely at the other two classes.

## 1. WOMAN ALONE (Section 27C of the Act, Part D, D.P.B. Manual)

The first and perhaps most important qualification to enable a person to receive benefit as a 'woman alone' is that she must be aged 50 years or more.

Other qualifications are:-

That she has had the care and control of one or more children for at least 15 years and ceased to have control of such children after she attained age 50'

or either her, or her husband, being ordinarily resident in N.Z. at the qualifying date had resided in N.Z. for more than 5 years.

Once again an individual who applies for benefit as a result of something that occurred prior to arrival in N.Z. will never qualify for benefit under Section 27C.

The majority of cases you will come across will be those where a Domestic Purposes beneficiary's last child leaves school. Provided she has reached the age of 50 and has cared for the child for 15 years or more, her benefit can be continued as a woman alone. It should not be overlooked that where a 'woman alone' has a right to maintenance (e.g. from her husband) she should be instructed to seek an order.

## Procedures

As mentioned earlier the majority of cases will where the last child ceases to be dependent. In the event of a new application the procedures are the same for solo parent grants except of course that there is no child supplement payment.

2. DOMESTIC PURPOSES BENEFIT FOR CARE AT HOME OF  
SICK OR INFIRM (Section 27G, Part B, D.P.B. Manual)

In this class of benefit the Department pays a Domestic Purposes Benefit to a person who stays at home to provide full time care and attention to a sick or infirm person. The reason for this is that it is cheaper to pay D.P.B. than it is to keep the sick or infirm person in hospital. For this reason one of the major qualifications for payment is that unless the applicant was providing full time care the patient would have to be admitted to hospital. This fact is to be plainly stated on the medical certificate. If it is not then enquiry must be made through the Doctor to ensure that admission to hospital would be immediately necessary should the applicant not be providing the care.

There is discretion within section 27G for the patient to be examined by a doctor nominated by the Department if there is any doubt. Your senior will decide if there is any need for this to be done.

To qualify under this section the applicant must have obtained age 16 and be ordinarily resident in New Zealand.

N.B.: It is to be noted that the spouse of the person receiving the care is specifically excluded from receiving this type of benefit.

Procedures

Unlike 'woman alone' cases it will be necessary to take application from applicants where they are required at home to care for the sick and infirm.

On the following pages we will look at the procedures to be followed.

# Verifying Births and Marriages

Reference: Part O Four Weekly  
Manual

## Introduction

1. Marriage must be verified prior to benefit grant.
2. Birth must also be verified prior to grant if it is a factor in qualification (i.e. no dependent children cases).
3. Birth verification in other cases is required so to link the names with the marriage certificate. In some instances this may be followed up after grant.

---

## 4. Verification Procedure

- A. Ask beneficiary to produce certificates (s/he must make all possible efforts to do so).

\*Photocopy or extract details on S.W. 2A or S.W. 2B (graded officer to check).

\*Certify - copy of original.

- B. If does not have certificates and born or married in N.Z. issue:

- Form S.W. 2A (Birth) In singular, note file

- S.W. 2B (Marriage) of date of issue.

To local registrar of births where born. S.W. 2B goes direct to Registrar General.

6. If local Registrar of births has no trace he will issue the form to the Registrar General of Births.
7. If the Registrar General has no trace of the birth then we have to rely on verification by secondary evidence.

Note: Only issue forms to the Registrar if there is no other alternative. Every effort must be made to verify by other means.

see next page



Birth, Marriage verification (Continued)

WHAT IS THIS SECONDARY EVIDENCE OF BIRTH?

It is other documentation or evidence that may be able to show the date of beneficiary's birth.

See list page 81 and paragraph 011 four weekly manual.

NOTE: When verifying birth from secondary evidence as many sources as possible must be used to establish the event.

A Senior Officers approval is required for the acceptability of this evidence.

ALSO NOTE

Marriage cannot be proved by secondary evidence see para 050 four weekly manual - But if Maori custom marriage para. 051 refers.

Name discrepancies - Birth or marriage certificate details or names on application forms - if identity obvious don't worry, but watch for any definite aliases - these must be recorded on index. (S.W. 81 if necessary)

MAORI BIRTHS:

Some prior to 1935 are not registered. If Maori applicant cannot produce birth certificate HAVE FORM S.W. 225 COMPLETED AT THE INTERVIEW - Should normal verification fail this saves time in the long run. (Paras 031 - 36 4 Wkly Manual refer.)

continued next page.

Verification of Birth continued.

Sources for Secondary Evidence if Birth Certificate not Available

1. Baptismal Certificate or Confirmation Certificate.
2. Family Bible.
3. Family Tree or Pedigree chart.
4. Pukapuka Whakapapa (Maori family tree).
5. Marriage certificate.
6. Spouses death certificate.
7. Registration of child's birth.
8. School Records. Ask for years attended, headmaster's name or prominent teacher's name. Send enquiry to Education Board not the Education Department. Enquiries for Maori school records prior to February 1969 should go to Regional Superintendent, Department of Education, Private Bag, Newmarket, Auckland.
9. Passport.
10. Travel Documents - often issued to refugees at the end of the Second World War.
11. Naturalisation Papers.
12. Seaman's discharge certificate.
13. Passenger tickets.
14. Personal keepsakes e.g. Newspaper clippings, Birthday book etc.
15. War Service Records - Army, Navy, Air Force.
16. Lodge Records.
17. Life Insurance - obtain Policy number if possible.
18. Employers - Apprenticeship Records.
19. Union Records.
20. Hospital Records - age of admission.
21. As a last resort, appearance. In this case applicant is to be seen by a senior officer.

# Letter Writing

A HIGH STANDARD OF LETTER WRITING IS ESSENTIAL AS THIS FORM OF PUBLIC CONTACT IS OUR MOST FREQUENT

Never delay replies - if unable to reply in full issue an interim reply.

ALL letters must be answered in interim form or fully within two weeks of their receipt.

## THE FORMAT OF YOUR LETTER

1. Typed form .. hand written letters only acceptable in exceptional circumstances.
2. The writers name must be typed under the signature.
3. Always show the contact person in the top right hand corner.
4. Departmental letter heads must always be used.
5. Never quote Manual references these are meaningless to the public but if declining a benefit or refusing other provisions always quote the relevant statutory authority (Section of the Act) and explain it if necessary.
6. Always show the benefit reference.
7. Some letters require inclusion of REVIEW PROVISIONS.
8. A COPY OF ALL LETTERS MUST BE PLACED ON THE FILE.

- NOTE:
- (i) Letters OVERSEAS must be sent airmail.
  - (ii) ALL letters must be signed by persons graded 007.102 or above.
  - (iii) The date on the letter must be the day of posting.

More techniques next page

Letter Writing (continued)

HOW TO WRITE A GOOD LETTER

1. ALWAYS be POLITE - even if you are answering a discourteous letter.
2. The OPENING REMARKS should indicate why you are writing the letter.
3. Keep it BRIEF - but ensure you will be understood.
4. Set it out in LOGICAL SEQUENCE - long poorly set out letters will possibly be ignored.
5. Use PLAIN LANGUAGE - It is a mistake to think that big words show a better education.

---

WHY SAY THIS:

"I am indebted for your communication in which you advised me of your contemplation to be engaged in remunerative employment..."

WHEN YOU COULD HAVE SAID THIS:

"Thank you for letting me know that you are starting work..."

---

ONE TEST IS:

WOULD YOU LIKE TO RECEIVE THE LETTER YOU HAVE WRITTEN?

---

THESE WILL ASSIST IN IMPROVING YOUR LETTER WRITING SKILLS:

1. LETTER EXAMPLES in this handbook indicate the general style to be followed.
2. Books available from your library at Head Office: (Just send a note to the library to make your request):

The books in order of usefulness are:

	<u>Classification No.</u>
A. <u>BETTER BUSINESS LETTERS</u> 2nd edition Reid & Silleck	658.435
B. <u>A GUIDE TO THE WRITING OF BUSINESS LETTERS.</u> Bacile	651.75BR1

3. State Services training publications on correspondence.

What to avoid - see next page.

Letter Writing (continued)

WATCH THE LANGUAGE YOU USE

1. ARE YOU BEING UNDERSTOOD?

<u>Avoid</u>		<u>Use</u>		<u>Avoid</u>		<u>Use</u>
approximately	-	about		endeavour	-	try
frequently	-	often		ascertain	-	find out
sufficient	-	enough		negligible	-	small, slight
peruse	-	read		numerous	-	many
communicate	-	write		dispatch	-	send
residence	-	house, home		institute	-	begin
therefore advise this office	-	let me know.				

2. AVOID STOCK PHRASES:

in the near future	-	soon
at the present time	-	now
give your consideration to	-	consider
please do not hesitate to	-	please
costs the sum of	-	costs
until such time as	-	until
at your early convenience	-	soon
at this moment in time	-	now
come to a decision	-	decide
for an amount of	-	for
in the event of	-	if
regret exceedingly to advise	-	sorry to say
we find ourselves in complete agreement with	-	we agree

3. MEANINGLESS EXPRESSIONS:

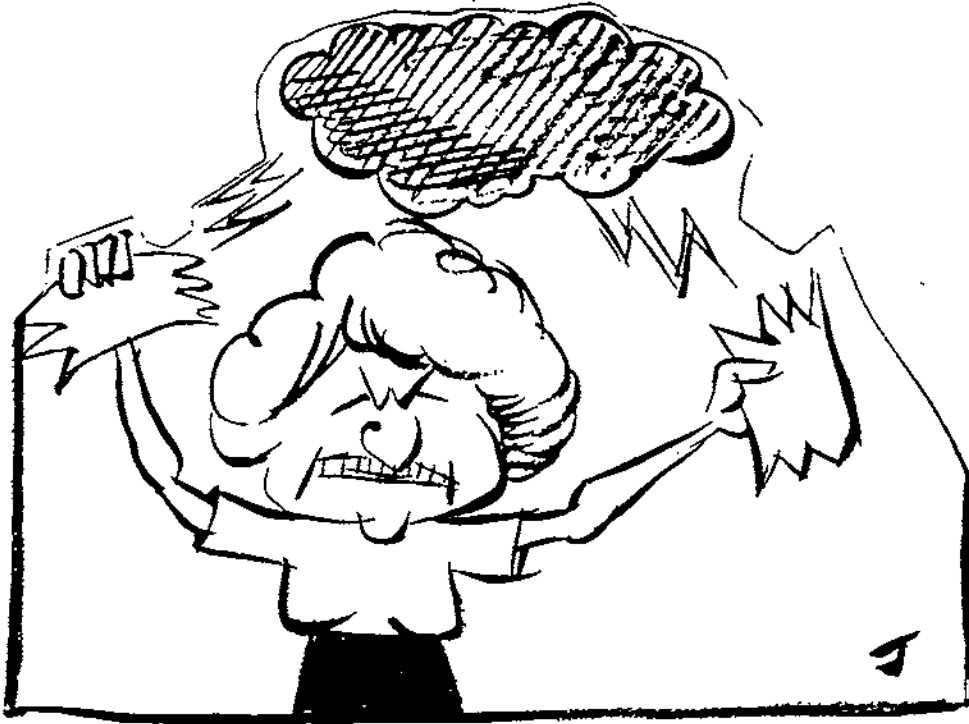
These are just empty words and add nothing to your letter -

- as a matter of fact
- it has come to my attention
- will have our earliest attention
- for your information I might explain
- this is to inform you
- let me say in reply
- May I say also
- I wish to advise

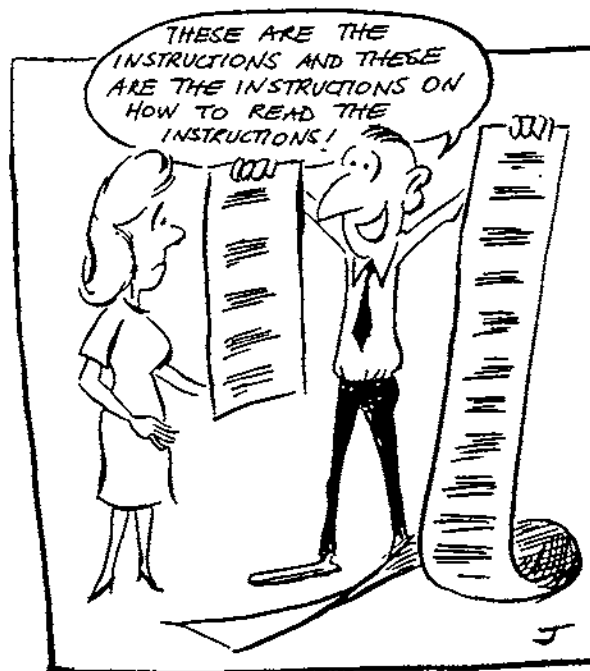
4. NEVER USE OFFICE JARGON - WRITE ENGLISH NOT "GOVERNMENT DEPARTMENT ENGLISH"

see next page for illustrations

Letter Writing (continued)



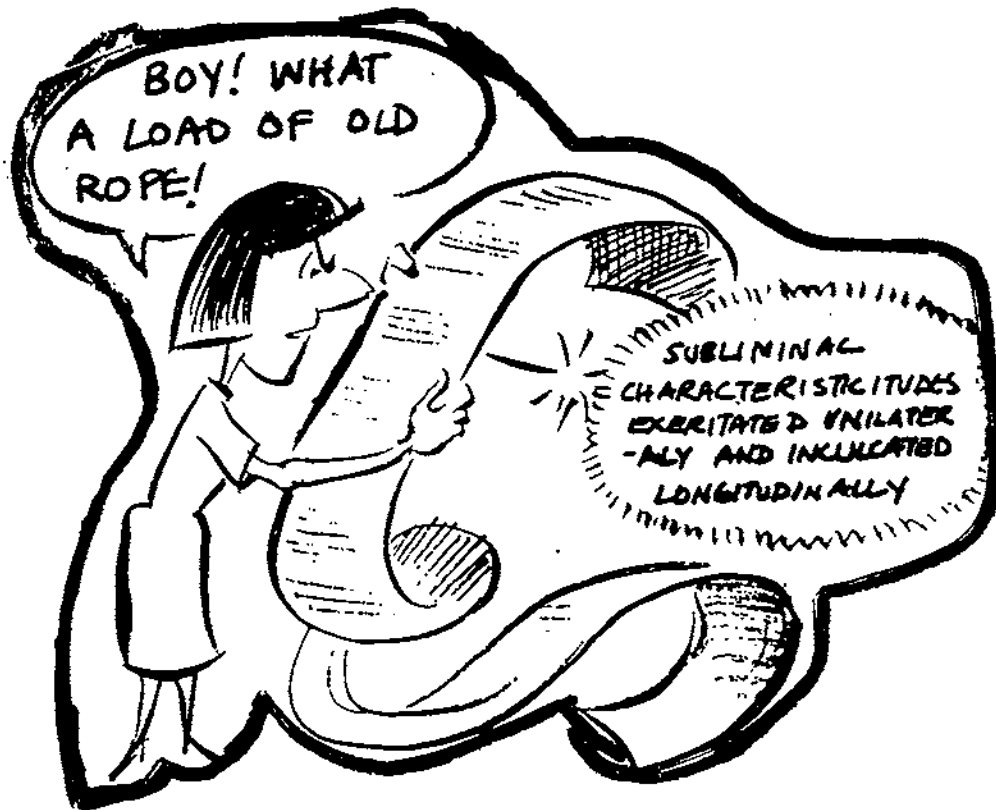
Be polite dont upset the reader



Keep the letter brief - but ensure the message is clear  
Bad letters are always longer than good ones.

continued

Letter Writing (continued)



Big Words don't impress anyone.



Be fair on others, and save time ... Take special care to ensure the typist can easily ready your draft.

Letter Writing (continued)

PRE PRINTED LETTERS

Typed letters are preferable, but in case of urgency these forms are available for use:

Form S.W. 34A - Interim reply.

Form S.W. 34B - Requesting early reply to a letter.

Form S.W. 34D - Letter form.

Form S.W. 82 - Request for additional information.

---

When using these forms ensure:

- Handwriting is not only legible but very neat.
- Signature is clear.
- You print in the name and address panel.
- Full office address and telephone number shown.
- Contact persons name shown.
- You DATE it and put a COPY on the file also with the date.



# How to Charge Earnings

1. INTRODUCTION
  
2. CHARGING EARNINGS AT GRANT
  - A. Earnings to continue
  - B. Earnings temporary
  
3. EARNINGS CEASE
  
4. CHARGING EARNINGS
  - differing situations
  
5. EXAMPLE OF AN EARNINGS REVIEW
  
6. CHECK LIST

## How to Charge Earnings

### 1. INTRODUCTION

#### References:

Q81-94 - Four Weekly Manual  
D.7.17.23 - Income & Property Manual  
Part S - Income & Property Manual

When we talk of earnings we mean the likes of wages and salary from some type of employment.

Of course earnings are included as income. Remember that if income exceeds \$2600.00 p.a. (without children) or \$3120.00 pa (with children) benefit payments will be affected.

Adjusting the earnings with the maximum benefit payable is usually termed bringing the earnings to charge.

---

### 2. CHARGING EARNINGS AT THE TIME OF GRANT OF BENEFIT

Usually no problems if earnings are to continue ...

#### Here is a common example:

Applicant earns a static \$70.00 p.w. and intends to continue working.

\$70.00 x 52\* weeks - \$3640.00. This amount is the proposed annual earnings income. The amount then forms part of the chargeable income and benefit assessment would start off like this:

Solo parent with children

Woman Alone or Caring for Sick and Infirm

Earnings:	\$3640.00 pa	\$3640.00 pa
Other Chargeable Income (Say)	15.00 pa	<u>15.00 pa</u>
	3655.00 pa	3655.00 pa
Less Income Exemption	<u>3120.00 pa</u>	<u>2600.00 pa</u>
Excess Income	535.00	1055.00
Deduction	160.50	316.50
Benefit Payable	9287.20	6820.32
Less deduction on account excess Income	<u>160.50</u>	316.60
benefit payable	<u>\$9126.70 pa</u>	\$6503.82 pa

charging earnings (continued)

- N.B.: 1. This is termed rating or prospectively charging the earnings i.e. charging them at the current rate.
2. Watch where employed for only part of the year e.g. part-time teachers - assessment maybe earnings x 40 weeks instead of x 52.

continued next page.

2B. What say at grant earnings are not to continue indefinitely

For example applicant may say:

"I am now earning \$70.00 p.w. but intend to cease work when my earnings and other income reach \$3120 p.a.

Providing cessation of employment is to be permanent and the total income has not reached \$3120.00 p.a. in the income year the earnings will not affect her full benefit entitlement.

If beneficiary changes her mind and continues working she should be given the option of having earnings charged at rate or actual. The senior officer who decides will have regard to section V, Part G, of the DPB Manual.

IMPORTANT

Before doing anything with earnings it is important the options are carefully explained to beneficiary.

charging earnings (continued)

Examples

A summary of examples including other situations like if beneficiary commences employment while in receipt of benefit is shown on a chart over the page.

---

3. WHAT IF BENEFICIARY CEASES EMPLOYMENT:

A. Does not intend to return to work:

If earnings have been prospectively charged at some stage increase benefit from day after earnings and holiday pay ceased. Disregard earnings at renewal.

B. Ceases work temporarily:

The above principle applies, but discuss with senior officer.

B. Earnings have never been charged on a prospective basis:

Benefit must continue with the earnings brought to charge until renewal.

However

If you are satisfied that beneficiary will never work again e.g. health problems. Then benefit may be increased from the day after earnings and holiday pay ceased, and the earnings disregarded at renewal.

D. Benefit has been payment stopped:

Resume from day after cessation of earnings or holiday pay, providing request within 6 months. (Para G5.13 DPB Manual refers.)

---

Special Action at Renewal

(Para G5.12 DPB Manual refers.)

- A. If total income including earnings less than that charged benefit to be reviewed and arrears issued.
- B. Benefit suspended on account of earnings, but actual earnings and other income would have permitted continuation of benefit. Review from previous renewal and issue arrears.

# EXAMPLES OF EARNINGS REVIEWS

Examples of charging earnings (continued)

<u>SITUATION</u>	<u>ACTION AVAILABLE</u>	<u>WHAT TO DO AT RENEWAL</u>
<p>Commences employment but rate of earnings disqualifies benefit entitlement.</p>	<p>Suspend benefit</p>	<p>A. If still working four weeks from end of income year cancel benefit.</p> <p>B. <u>NOTE</u></p> <ol style="list-style-type: none"> <li>1. While benefit suspended these earnings <u>must never be</u> brought to charge.</li> <li>2. If beneficiary stops work before end of income year and benefit resumed, earnings of course are disregarded. If a continuing event refer to H.O. (consider charging of the earnings).</li> </ol>
<p>Earnings are spasmodic and combined with other income will possibly exceed income exemption eg seasonal work or typist works when required.</p>	<p>It may be impossible to rate (prospectively charge) the earnings and there is no option but to bring the actual earnings to charge at the next renewal. —————→</p> <p>This must be explained in writing to beneficiary. As well, emphasise that although at the outset both earnings cease, benefit will continue until the end of the renewal period at the reduced rate.</p>	

continued next page

Examples of charging earnings (continued)

<u>SITUATION</u>	<u>ACTION AVAILABLE</u>	<u>WHAT TO DO AT RENEWAL</u>
<p>1. Commences work say at \$70.00 pw. Employment to be indefinite and earnings not expected to vary.</p>	<p>Rate (charge prospectively) earnings = 20 X 52 = \$3640.00. Complete income assessment and reduce benefit from date work commenced or first available date. (No overpayment to be established) but in instances of beneficiaries late notification discuss with a senior officer. - Action also could be left until renewal.</p>	<p>A. <u>1st Renewal</u> after commencement of work - charge prospective earnings.</p> <p>B. <u>2cnd Renewal</u> charge actual earnings received in income year. See Paras D7 and D17 income and property manual.</p>
<p>2. Commences work at \$70.00 pw but only intends to earn (after taking other income into account) up to the income exemption of \$3120.00 in the benefit year. Work then stops completely.</p>	<p>A. Benefit may continue at full rate.</p> <p style="text-align: center;"><u>BUT</u></p> <p>B. If beneficiary changes her mind and income exceeds \$3120.00 - two options (beneficiary to decide)</p> <p>1. Charge at rate or actual.</p> <p style="text-align: center;"><u>OR</u></p> <p>2. Bring earnings to charge at the next renewal.</p>	<p>Earnings and other income should permit renewal at full rate.</p> <p>If earnings continue charge actual earnings received in income year.</p> <p>But if earnings have ceased beneficiary has the disadvantage of reduced benefit while not earning.</p>

Continued next page

Examples of charging earnings (continued)

<u>SITUATION</u>	<u>ACTION AVAILABLE</u>	<u>WHAT TO DO AT RENEWAL</u>
5. Not in receipt of benefit because earnings disqualify and ceases work temporarily during school holidays to care for children.	Investigate entitlement to E.M.A.	

- NOTE:
1. ANY CASES OUTSIDE THE ABOVE CATEGORIES SHOULD BE DISCUSSED WITH A SENIOR OFFICER. ANY DECISIONS TO ADJUST BENEFIT MUST BE ADVANTAGEOUS TO BENEFICIARY PROVIDING OF COURSE IT IS WITHIN THE SCOPE OF THE LEGISLATION AND DEPARTMENTAL INSTRUCTION.
  2. SOME EXCEPTIONS HAVE BEEN MENTIONED BUT THE BASIC RULE IS TO CHARGE PROSPECTIVE (RATE) EARNINGS AT THE OUTSET. (Although this is not mandatory) FROM SECOND RENEWAL AND THEREAFTER CHARGE THE ACTUAL EARNINGS RECEIVED.
  3. INCOME EXEMPTION RATES USED ARE THOSE FOR A BENEFICIARY A CHILD/REN.

Earnings (continued)

5. HERE IS AN EXAMPLE OF WHAT TO DO IF BENEFICIARY ADVISES THAT SHE IS STARTING WORK

1. Record details on the file (see next page)
  - commencement date
  - Employers name and address. If large organisation - Immediate bosses name.
  - Wage - will it vary?
  - Job she will be doing - Particular area of employment
  - Understanding of how earnings to be charged.
    - Remember the chart previous page

Ensure beneficiary not confused.

2. If beneficiary notifies by letter - you may be able to get the above information by phone - but Don't DELAY - record phone conversation on file.
3. Benefit in the example (next page) requires reduction from the first available date --- therefore
4. S.W. 272 to reduce.
5. Also S.W. 8 must be issued to check the rate of earnings - If not returned prior to deadline for above action --- perhaps get details by phone (explain position to employer --- dont become a nuisance with frequent phone calls).

Points to note with S.W. 8 Completion:

- (i) If big organisation - show beneficiary's actual job and what division employed at.
  - (ii) The S.W. 8 is a multi-purpose form - Before issue delete questions not required.
  - (iii) See paras S.35 - S.38 Income and Property Manual.
6. Record review on form S.W. 23 see example next page.
    - (i) Remember other income like bank interest must also be brought to charge.
    - (ii) Watch if there are child care costs - add up to \$20.00 pw to the income exemption.
  7. Letter to beneficiary
  8. Follow up S.W. 8 if necessary.
  9. Summary - (a) Details on file
    - (b) beneficiary understands
    - (c) S.W. 8
    - (d) S.W. 272
    - (e) S.W. 23
    - (f) Letter

Discuss with Senior Office if late notification received of earnings commencement. Review will depend on beneficiary's intentions and circumstances.

Examples next page.



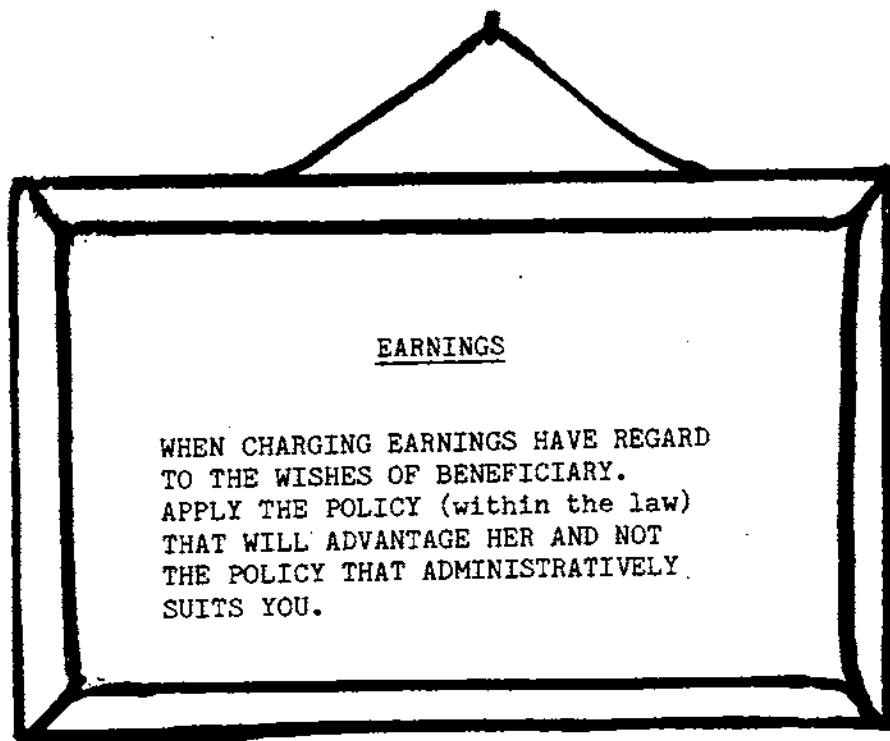
# Earnings Checklist

6.

When reviewing benefit on account of earnings ensure the following has been covered:

1. Earnings prior to benefit grant disregarded.
2. Other income like BANK INTEREST may have to be added to the earnings to complete the income assessment.
3. ALTERNATIVES  
    Explain the charging arrangements available  
    Ask beneficiary if she  
    understands the effect  
    earnings will have on her  
    benefit both now and at renewal.
4. Notification after the benefit review must be in writing and fully explain effect on benefit see example previous page.
5. Full or Part time employment. Don't bother to distinguish. We are only concerned with the rate of the earnings.
6. Verification must always be of GROSS earnings - It is this figure not the net that must be taken into account.
7. Remember
  - A. Child Care costs and employment. Up to \$20.00 p.w. may be added to the income exemption CM 1979/3 refers.
  - B. Input form. The master records chargeable income figure and check rate will probably require amendment.

charging earnings (continued)



# Special Benefit

## Reference:

Social Security Act Section  
61G.  
Part J Supp Serv. Manual

If beneficiary is receiving full entitlement to DPB/EMA and accommodation benefits etc and makes representations for extra money as her income is not sufficient for essential living expenses. Invite application (form S.W. 236) for Special Benefit.

NOTE: Procedures in Part J Supplementary Services Manual apply - Also ensure list of commitments has been covered with beneficiary. Full details must be recorded of any unusual commitments. Also if HIRE PURCHASE expense find out:

- what is it for
- Balance owing
- Arrears
- Expiry
- Facility by shop for extension of repayment period.

# OLD SYSTEM



# OLD SYSTEM

In 1981 the Government, through the Social Security Amendment Act, introduced the 'Liable Parent Contribution Scheme'. The scheme came into effect on 1 APRIL 1981 and, amongst other things, changed the Paternity/Maintenance requirements relating to Domestic Purposes Benefits granted ON OR AFTER 1 April, 1981.

These changes are discussed here. In particular, we'll look at the old requirements which still apply to those Domestic Purposes Benefits granted BEFORE 1 APRIL, 1981.

But before we go any further let's review some of the terms you already encountered, and look at a few new ones ...

'PATERNITY ORDER' - A court order declaring a person to be the father of a child.

'MAINTENANCE ORDER' - A court order directing a person to pay a periodical sum of money towards the maintenance of a child and/or the child's mother. NOTE. Maintenance action in general cannot be taken if the child is ex-nuptial and is over six years of age.

Applications for both paternity and maintenance orders are heard in the Family Court.

'MAINTENANCE AGREEMENT' - A written agreement acknowledging parenthood of a child and providing for the payment of a periodical sum of money towards the maintenance of that child and (sometimes) the other parent.

Maintenance Agreements must be registered in the Family Court to be enforceable by the Department.

'DEFENDANT' - A person required to pay maintenance - sometimes called a 'maintenance payor'.

'APPLICATION FOR VARIATION OF MAINTENANCE ORDER/AGREEMENT' - This is an application made to the Family Court, for a change in a current maintenance order or agreement (e.g. amount payable, frequency etc.).

DOMESTIC PURPOSES BENEFIT  
BEFORE AND AFTER 1 APRIL, 1981

To qualify for Domestic Purposes Benefit under the legislation in effect BEFORE 1 April, 1981, an applicant was required:

- (1) to have obtained a MAINTENANCE ORDER for themselves and their children; or
- (2) to have entered into and registered a MAINTENANCE AGREEMENT acceptable to the Department.

All maintenance payable under the order or agreement is paid to the Department as a contribution towards the cost of the applicant's benefit.

The Social Security Amendment Act, 1980, however, changed this requirement. As from 1 APRIL, 1981 all that is required to qualify for D.P.B. is that the applicant is able to identify, in law, the other parent of his/her child(ren). S/he is no longer required to obtain a maintenance order or agreement.

The new qualification, however, ONLY APPLIES TO THOSE DOMESTIC PURPOSES BENEFITS GRANTS ON OR AFTER 1 APRIL, 1981. For those D.P.B.'s granted before 1 April, 1981, the Maintenance requirements still apply, and enforcement of maintenance orders and agreements is still required in these cases.

There are basically three situations where this will be relevant to your work on D.P.B. Division. These are summarised on the chart on the following page.

DOMESTIC PURPOSES BENEFIT  
GRANTED BEFORE 1 APRIL 81

DOMESTIC PURPOSES BENEFIT  
GRANTED ON/AFTER 1 APRIL 81

Granted DPB prior to 1 April 1981 as beneficiary met the maintenance requirements at the time.

Granted DPB on/after 1 April 1981 as Liable Parent has been identified inlaw.

1 BIRTH OF ANOTHER CHILD

If the beneficiary gives birth to another child she must:

- (a) obtain a maintenance order; or
- (b) enter into (and register) a maintenance agreement satisfactory to the department.

1 BIRTH OF ANOTHER CHILD

If the beneficiary gives birth to another child then the Liable Parent must be identified in law. (See "Basic Qualification" module.) Beneficiary must obtain an acknowledgement of paternity order UNLESS the father of the child has signed the BIRTH CERTIFICATE.

If beneficiary fails to comply with requirements; CONSULT YOUR SUPERVISOR.

If beneficiary fails to comply with requirements; CONSULT YOUR SUPERVISOR.

2 TREATMENT OF MAINTENANCE

- (a) Cash maintenance treated as a direct deduction.
- (b) Outgoings on Home treated as a direct deduction up to \$26.00 per week. (See "Explanatory Notes".)

2 TREATMENT OF MAINTENANCE

In both cases maintenance and rent/outgoings paid by the other parent are treated as INCOME.

Note: Where the maintenance is rent/outgoings the amount to be charged as income is:

- (a) the amount in excess of 50% of the total outgoings or:
- (b) the amount in excess of that agreed in the matrimonial property settlement - (If Finalised).

3 VARIATION OF MAINTENANCE

If defendant makes application for variation of maintenance order the beneficiary MUST defend the application.

3 VARIATION OF MAINTENANCE

Not relevant to DPB's granted after 1 April 1981.



EXPLANATORY NOTES

(1) TREATMENT OF MAINTENANCE  
(BEFORE 1 APRIL, 1981)

In any case where cash maintenance is received by the beneficiary, it is treated as a DIRECT DEDUCTION. If the maintenance is rent or outgoings, the amount of the direct deduction is limited to \$25.00 p.w.

There are however, some cases where the beneficiary himself is meeting the cost of some of the outgoings. In such cases, the assessed amount of outgoings to be applied as a direct deduction is adjusted accordingly.

For Example:

Outgoings paid by husband:	\$38.00
Assessed charge:	25.00
* Less outgoings paid by beneficiary:	<u>13.00</u>
Deduction from benefit:	\$12.00

Note: The outgoings paid by the beneficiary are deducted from the deduction assessed on the husbands outgoings and NOT the total outgoings themselves.

(2) PAYMENT OF SCHOOL FEES  
(BEFORE AND AFTER 1 APRIL, 1981)

You may also occasionally come across cases where the other parent, or some person other than the beneficiary, is paying school fees.

These cases are rare and should be REFERRED TO YOUR SUPERVISOR.

(3) EMERGENCY MAINTENANCE ALLOWANCE  
(BEFORE 1 APRIL, 1981)

Read paragraphs A1.18 and A1.19 of the D.P.B. Manual.

'OLD SYSTEM' is a very important area, and one that you'll need to be familiar with if you're to be effective in your job on D.P.B. division.

It's important therefore, that you fully understand the procedures summarised on the chart.

# MISCELLANEOUS ACTIONS

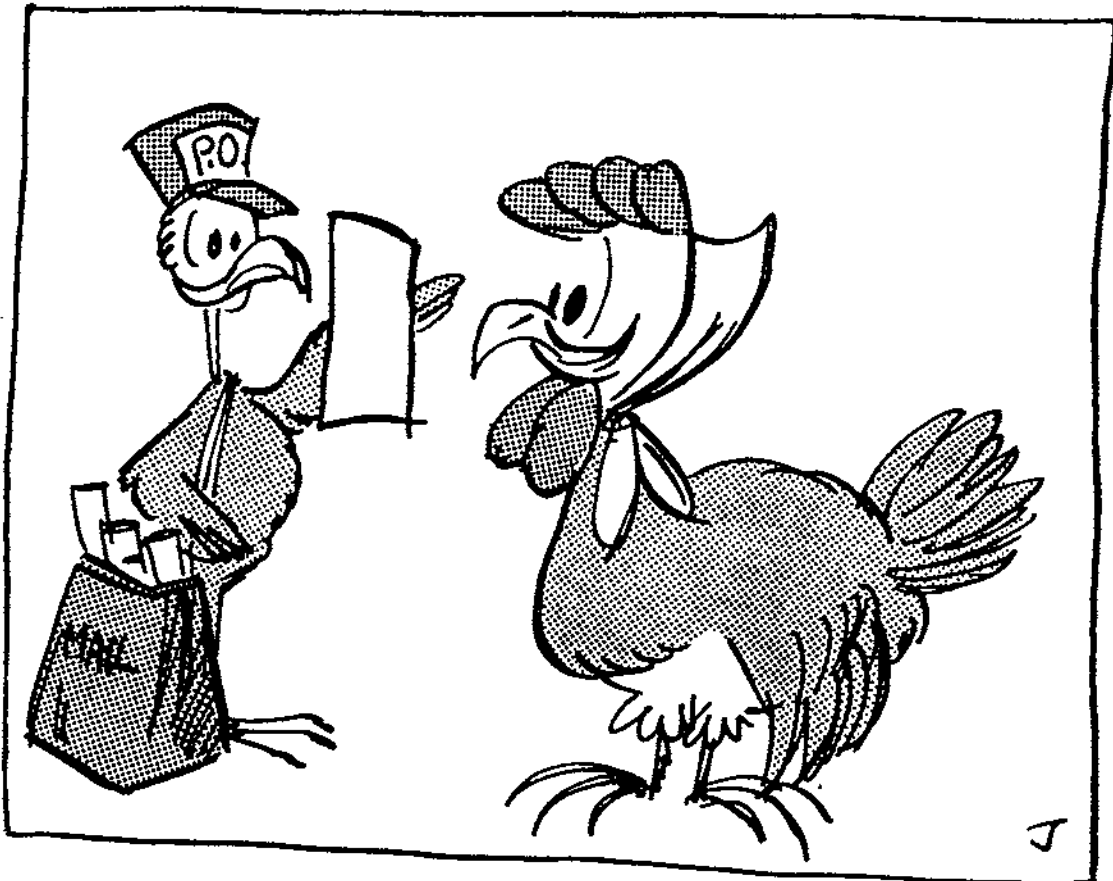


MISCELLANEOUS  
Change of Address

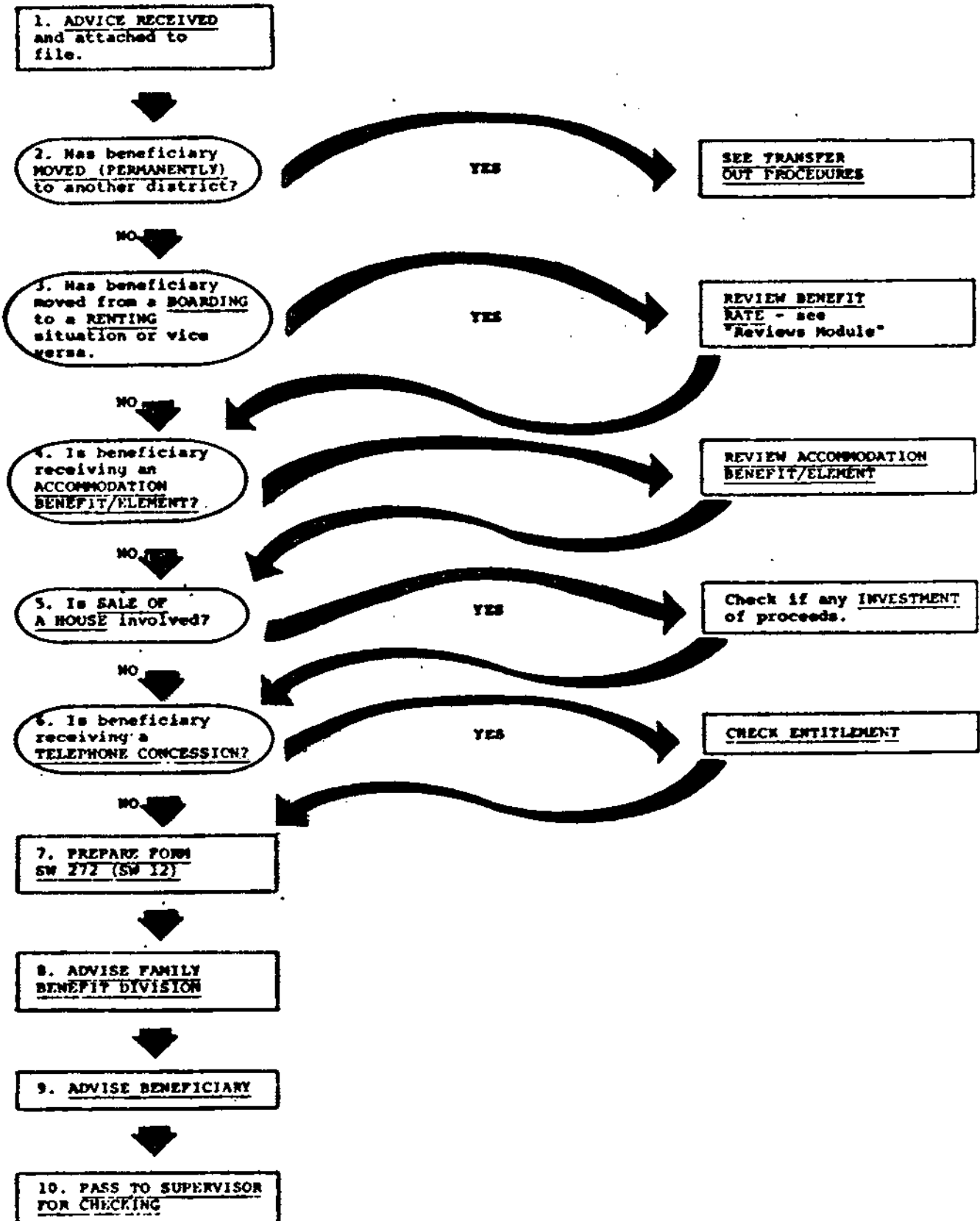
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Changes of address are one of the most common miscellaneous actions. They're also one of the most important. If a change of address isn't actioned IMMEDIATELY, it could result in mail, statements of income and circumstances and other important documents going to an incorrect address.

Look over the Flow Chart on the next page. This summarises all of the various actions involved in changing an address.



# Change of Address Flow Chart



Let's look at each of these actions in more detail ...

**1. ADVICE RECEIVED**

The advice of change of address will usually be received on form SW 12, like this one here ...

**NOTICE OF CHANGE OF ADDRESS** S.W. 12

The Director/District Agent  
Department of Social Welfare  
*Wellington*

**FOR OFFICE USE ONLY**

Type <b>E</b>	Benefit Number	Appt. Code	Check Initials
Information Code <b>C 0 2</b>	District Code	Use for National Superannuation and D.P.S. only	
Information Code <b>C 1 3</b>	Postal Code		
<b>W</b> ♦ <b>2</b>	District Code	Date	Action Code

Class of Payment <b>D.P.S.</b>	Reference Number <b>4/010301</b>
Full name of beneficiary/pensioner/superannuitant <b>Farrah NUFF</b>	
Please print C O S <b>16 F.P.L. Park Rd</b> New Address <b>New Plymouth</b>	
Contact telephone number <b>872 6351</b>	
Date moving to new address: <b>11/9/83</b>	
New address is permanent/temporary (Delete as required)	
Previous Address <b>15 Rightway Wellington.</b>	
Details of other benefit/pension received: <b>F.S. O.H.I. #35-107</b> Quote reference numbers if possible <b>9/9/83</b>	
Signature of payee or authorized agent. <i>[Signature]</i>	

S.W. 34E  
One copy of form S.W. 34E must be retained on file to record new address.

835528-2,000e+du/82MK

The beneficiary completes and signs this portion.

Or on form SW 81 like this ...

# STATEMENT

S.W. 81

(For the purpose of the Social Security Act 1964 or the War Pensions Act 1954)

Type of Benefit/Pension D. P. B.  
Reference No. H/010301

I, Farrak NUFF  
Print name in full  
of 16 F.Pty. Firth St, New Plymouth  
Address

state that I moved to the above address  
on 11.9.83. My previous address  
was 19 Righto way  
Wellington

I am still paying \$60.00 pw rental  
but my new landlord is  
Mr B. Bucks  
14 F.Pty. Firth St  
New Plymouth.

There are no other occupants in  
the home apart from myself and  
my children.

Signature [Handwritten Signature]

NOTE: If the above statement was not written by the person making the statement, the certificate below is to be completed.

I understand the above statement which has been read to/by me and I confirm that it is true.

Signature .....

Certificate by officer attending person making the statement - to be completed in every case.

I certify that  
(a) Farrak Nuff wrote the above statement himself/herself.  
or (b) I wrote the above statement from information supplied to me by ..... and have read it back to him/her and he/she appears to understand it and did confirm that what it states is true.

Signature of officer N. Bass.  
Designation of officer D/O

98883 G - 5,000 (pub) 5/83 MK

Now assuming that the beneficiary hasn't moved to another district, and that steps three to six of the Change of Address Flow Chart don't apply, the next step is ...

7. PREPARE FORM SW 272  
(SW 12)

In all cases, you'll have to amend the address held on the beneficiary's computer Master Record.

If the change of address was notified on form SW 12, you can use this form as an input form to amend the Master Record. However, you'll probably find (as you can see from the Flow Chart) that, in the majority of cases, there are other actions generated by the change of address also requiring changes to the Master Record. For this reason, we've used form SW 272 to amend the master record. In the Practice and Test Items you should also use form SW 272.

Here's an example of a completed form SW 12 ready for keying into the computer.

NOTICE OF CHANGE OF ADDRESS				S.W. 12
The Director/District Agent Department of Social Welfare <i>Wellington</i>		Class of Payment <i>DPB</i>		Reference Number <i>4/010301</i>
FOR OFFICE USE ONLY		Full name of beneficiary/pensioner/superannuitant <i>Ferrah NUFF</i>		
Type <i>E</i>	Benefit Number <i>004010301</i>		Appt. Code	Check Initials <i>FN</i>
Information Code <i>C02</i>	District Code	Use for National Superannuation and D.P.B. only		
Information Code <i>C13</i>	Postal Code <i>NP01</i>	New Address <i>16 F.P.L. Park St New Plymouth</i>		
District Code <i>W 2</i>		Contact telephone number <i>872 6351</i>		
Actioned <i>[Signature]</i> <i>11/9/83</i>		Date moving to new address <i>11/9/83</i>		
		New address is permanent/temporary (Delete as required)		
		Previous Address <i>19 Righto Way Wellington</i>		
		Details of other benefit/pension received <i>FR 041-435-107</i>		
		Quote reference numbers if possible <i>9/9/83</i>		
		Signature of payee or authorized agent <i>[Signature]</i>		
		S.W. 34E One copy of form S.W. 34E must be retained on file to record new address.		

This is the information to be keyed.





The next step is to ...

8. ADVISE FAMILY BENEFIT DIVISION


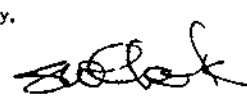
Your advice to Family Benefit Division should look something like this ...

MINUTE SHEET	
Subject	Department: .....
	Section: .....
	File No: <b>FB 041-435-107</b>
	<b>306 4/010301</b>
	Date: .....
To-	<b>FARRAH NUFF</b>
<i>Family Section</i>	Please note that Mrs Nuff has changed her address to
	16 Fifty-Forth Street
	New Plymouth.
	<i>Attesty</i>
	12.9.83.

This is done so that Family Division can amend the address held on the FAMILY BENEFIT Master Record.

9. ADVISE BENEFICIARY

This is usually done by using form SW 34 ...

<b>DEPARTMENT OF SOCIAL WELFARE</b>		SW 34E
DISTRICT OFFICE <i>Private Bag Wellington 12.9.83</i>		
		<small>If telephoning or calling about this letter, please ask for <i>Mr. Clark</i>. Please quote reference number below.</small>
Dear <i>Mrs Nuff</i>		
Reference <i>D.P.S. H/010301</i>		
Your notification of change of address is acknowledged. Please note that the first payment posted to your new address will be the due on		
If you have not already done so, you should arrange with your local post office for re-direction of mail.		
<del>As payments will be machine processed following payment, please do not fold, cut or damage them in any way.</del>		
Yours faithfully,		
		
for Director.		
<i>Mrs Fozzah Nuff</i> <i>16 Filty - Parth St</i> <i>New Plymouth.</i>		
<small>50895A-2,000 pads/7/80 MK</small>		

If you use form SW 12 as the input form, prepare the SW 34E in DUPLICATE. The duplicate copy is kept on file as a record. Otherwise just do one copy.

10. PASS TO SUPERVISOR FOR CHECKING

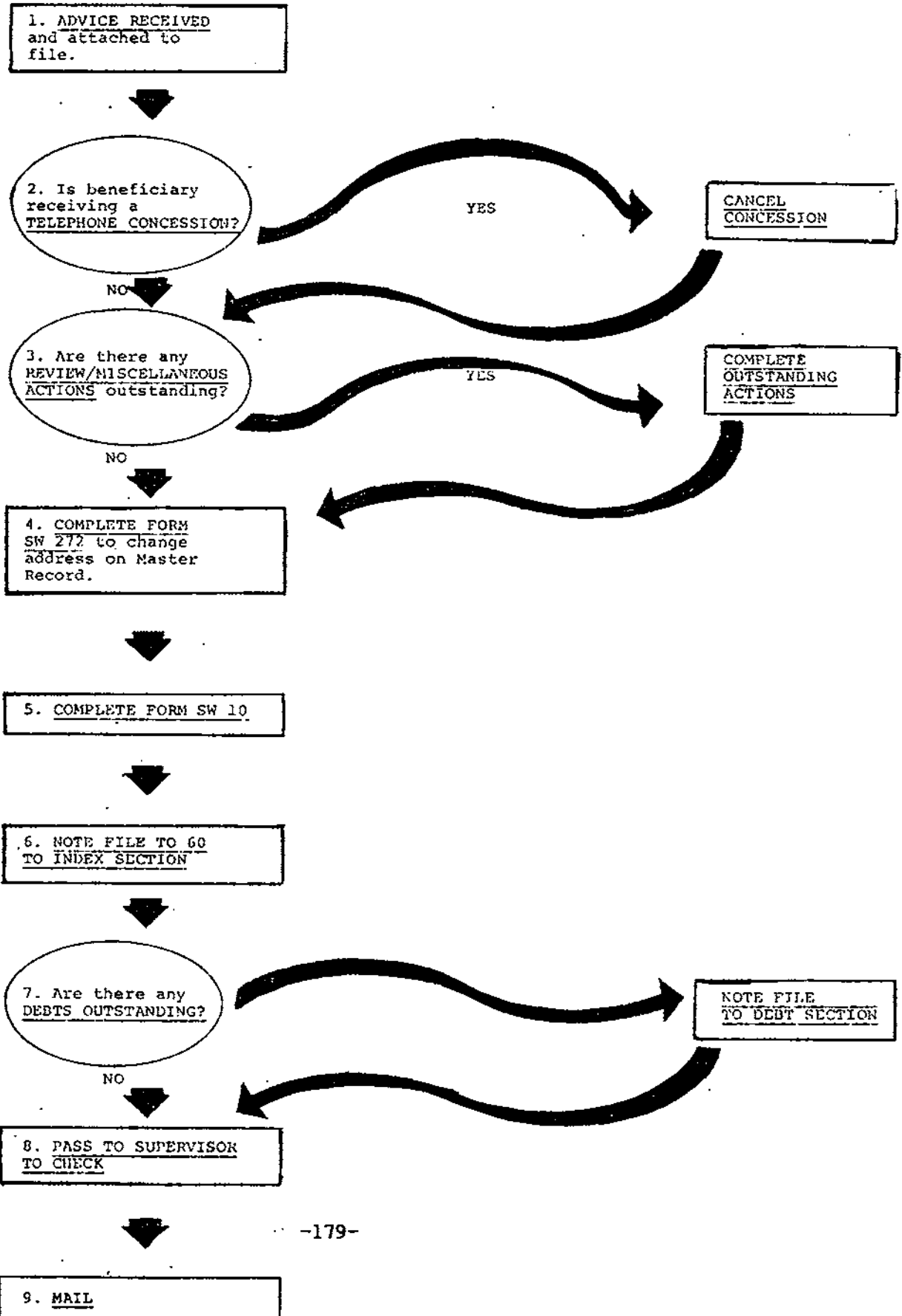
Finally, assemble the advice to Family Benefit Division, input form and SW 34B together, and pass these and the file to your supervisor for checking.

DON'T FORGET to initial and date the completed actions.

# Transfer of File (Out)

The last few pages showed the basic action to take when a beneficiary changes his/her address. In Farrah's case, however, she has also moved from one Social Welfare district to another. We will now look at the action required to transfer her file.

Let's have a look at a flow chart:-



121P/33W

As you can see a transfer out action is an extension of a change of address. The difference is that the file has to be sent to another district.

The transfer out form (SW10A) is completed as follows.

S.W. 10

### TRANSFER OF PERSONAL PAPERS

(Note—Form to be prepared in duplicate—D.P.C. to receive original. Not to be used for weekly benefits.)

The Director,  
New Plymouth.

Papers are attached as the beneficiary is now residing in your district —

District Card     Debt Card     Current Apportionments

Renewal list rate: \$ 7768.80 PA <sup>Plus acc. Ent.</sup> Index noted: —

Schedule Payment Code and A/c No. 020635019878430 Renewal Code 5

12/9/83 JAKES for Director.  
 at Wellington

---

Receiving Director's Notings:

Continue at \$..... per annum/per week from ..... —subject to renewal action — if required.

..... for Director.  
 at .....

Application Register:..... District Card:..... S.W. 11C .....

Debt Card:..... Index noted:.....

Note — Separate forms S.W. 272 required for family benefit apportionments to establish the payee's address on the address file under the new number.

Use Block Letters Throughout

New District Benefit Number							

Full name:.....  
 (Allow to be shown on separate sheet)

Address: 

B06
-----

 Check Initials 

--

Postal Code 

B13
-----

Index Code	Details of Changes
D98	

Check rate 

\$
----

Prepared by:..... Checked by:.....

D.P.C. Action Completed	Head Office Index Noted	FILE
-------------------------	-------------------------	------

S221E—5,000 10/7/77/77/77

NOTE: As SW 10 is not used for input purposes for Domestic Purposes Benefit only complete one copy.

# Transfer of File (In)

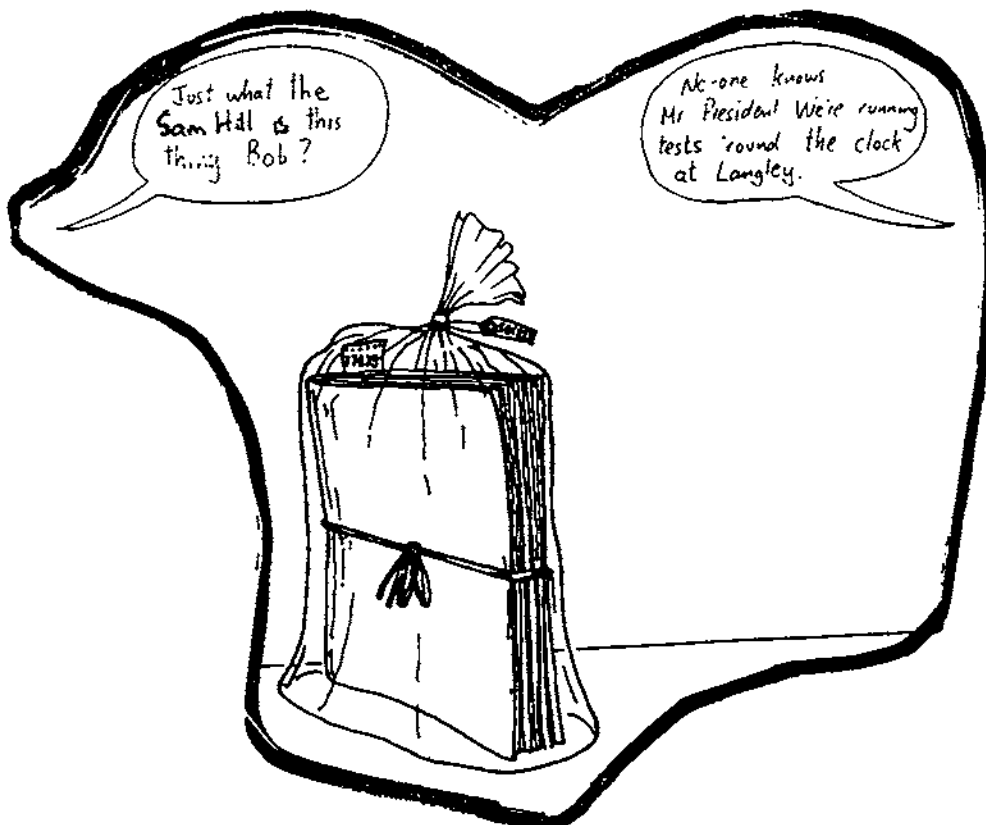
---

In this section we'll look at Transfer Out Actions from a different perspective - that of the receiving office or new district.

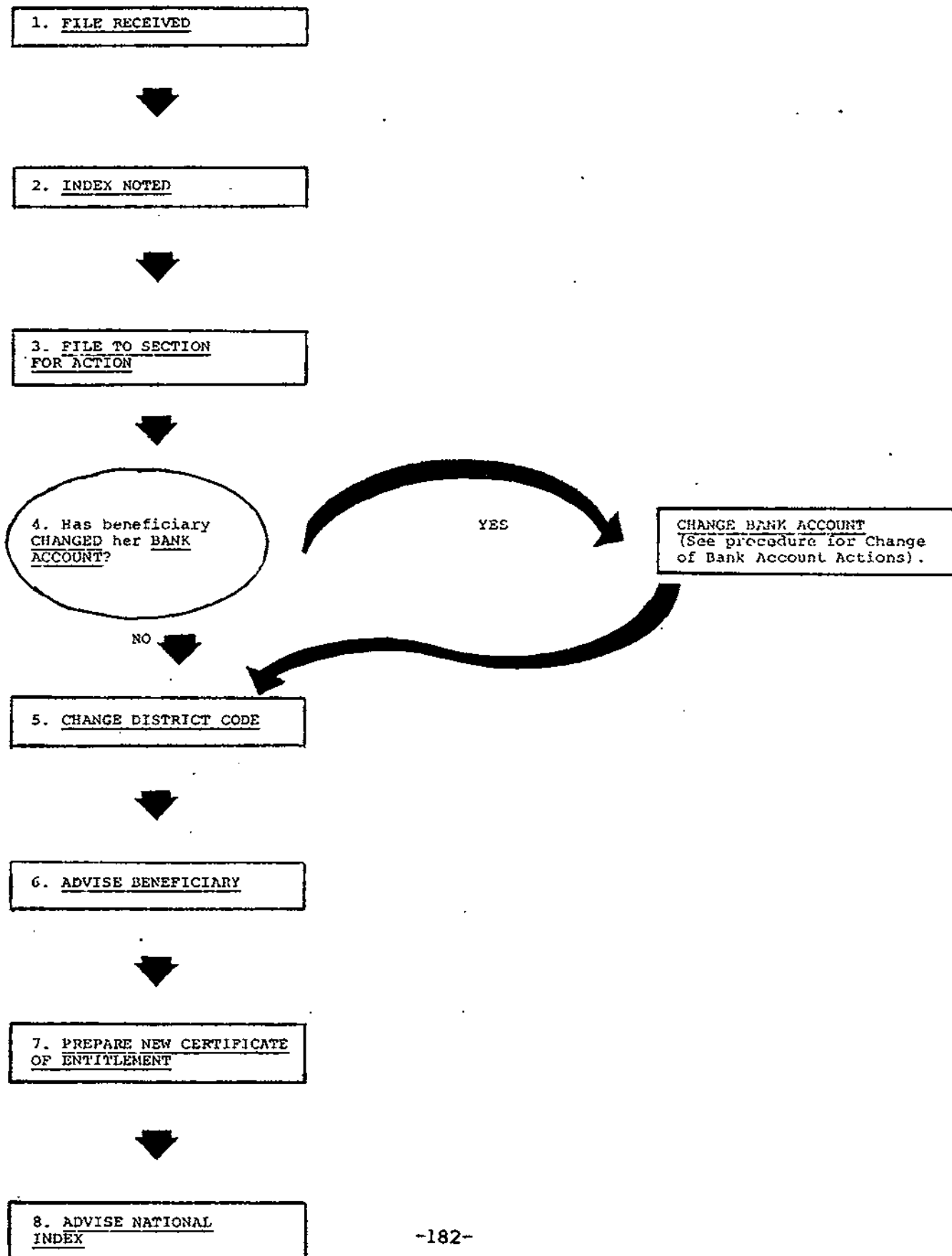
You'll no doubt have realised from the Reference Material you've already read, that there are some differences between the various Four-Weekly Benefits when it comes to transferring a file between districts. One of these is the use of form SW 10 or SW 10A.

Another is the numbering of the benefit. When transferring a DPB (or EMA) file between districts only the district code changes. for example, if you were transferring a file from Palmerston North ('17') to Christchurch ('02'), you would have to change the District Code from '17' to '02'.

Now look over the Flow Chart on the next page. This summarises all the actions involved in 'Transferring In' a benefit ...



# Transfer In Flow Chart



Let's look at these actions in more details ...

1. FILE RECEIVED; and
2. INDEX NOTED

The point at which you first get the file to action varies from office to office. In some offices, for example, the file will go straight to DPB Division and you'll have to note index yourself. Check with your supervisor to see what the procedure is in your office.

### 3. FILE TO SECTION TO ACTION

On receipt of the file, you should complete the "Reauthorisation of Benefit Panel" on form SW 10 like this ...

Receiving Director's Notings:	
Continue at \$ <u>42.87-20 P.A.</u> per annum/ <del>per week</del> from <u>28/9/87</u> subject to renewal action - if required. <u>Continue Acc Bal at \$20.00 pw. (Rent \$60.00)</u>	
<u>14/9/87</u>	<u>K.K. Khan</u> for Director
Application Register: <u>BC</u> District Card: <u>N/A</u> S.W. IIC: <u>BC</u>	at <u>New Plymouth</u>
Debt Card: <u>N/A</u> Index noted: <u>DB</u>	



Then, assuming that the beneficiary hasn't changed her bank account (STEP 4), the next action is ...

5. CHANGE DISTRICT CODE

The District Code is changed to that of the New Office using form SW 272 like this ...

NOTICE TO AMEND MASTER RECORD S.W. 272

Name: FARRAH NUFF DPB Number: 04 / 010301 Approver

Check Initials: F N

Ident Code: C02      DETAILS OF CHANGES      12

WG#	District Code	Date	Action


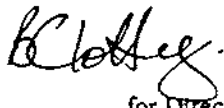
Prepared By: J. Clott      Checked By: B. Clott      Date: 14/9/87

WG# 178610

Authorized \_\_\_\_\_ Date \_\_\_\_\_ Form SW 272 (Rev. 12-87)

6. ADVISE BENEFICIARY

The beneficiary is then advised using form SW 11C ...

<b>DEPARTMENT OF SOCIAL WELFARE</b>		S.W. 11C 
DISTRICT OFFICE <u>Private Bag, New Plymouth</u>		If telephoning or calling about this letter, please ask for <u>Mr. Clott</u>
Dear <u>Mrs NUFF</u>		
Reference <u>D.P.B. 12/010301</u>		
<p>As you are now living in this district the records of your benefit/pension have been transferred to this office and renumbered as above. All future correspondence should be addressed to this office and you should quote the new number.</p> <p style="text-align: center;">It is essential that you keep this office informed of your correct postal address.</p> <p style="text-align: right;">Yours faithfully,</p> <p style="text-align: right;"> for Director.</p> <p><u>Mrs Farrah NUFF</u> <u>16 F. Ply - South St</u> <u>New Plymouth.</u></p>		
82355D-600 pads/5/82MK		

7. PREPARE NEW CERTIFICATE  
OF ENTITLEMENT

A new certificate of entitlement is then prepared. Form SW 11C should be amended to read "A new certificate of entitlement is enclosed. Please destroy your existing one."

# Suspension of Benefit

---

Suspending a benefit simply involves stopping any further payments from being made by the Data Processing Centre. There are a number of reasons why this might have to be done. The most common are:

- \* a request from the beneficiary herself;
- \* beneficiary's whereabouts unknown; or
- \* late renewal (we'll look at this in the "Renewals Module").

The procedure for suspending a benefit is summarised in the following Flow Chart ...

# Suspension Flow Chart

1. REQUEST FROM BENEFICIARY  
TO SUSPEND BENEFIT; OR  
  
BENEFICIARY'S WHEREABOUTS  
UNKNOWN; OR  
  
OTHER REASONS



2. SUBMIT TO SUPERVISOR  
FOR DECISION REGARDING  
SUSPENSION



3. PREPARE FORM SW 23



4. PREPARE FORM SW 272



5. PASS TO SUPERVISOR  
TO CHECK AND SIGN



6. ADVISE BENEFICIARY

Let's look at the various steps in the Flow Chart in terms of an example. Assume that mail posted to a beneficiary by your office has been returned unclaimed.

Having decided that the benefit should probably be suspended (STEP 1), the next step is to submit the case to your supervisor for a decision ...

2. SUBMIT TO SUPERVISOR

Your submission should look something like this ...

MINUTE SHEET	
Subject	Department: .....
	Section: <u>D.P.B.</u>
	File No. <u>12/010301</u>
	Date: .....
To-	<u>Farrab NUFF.</u>
<u>S.S.C.</u>	The form JW 11c posted to Mrs Nuff on 14-08-87 has been returned to this office unclaimed. The post office notings on the envelope (see below) state "not known to postal". In view of this I recommend that benefit be suspended from first available date.
	<u>Arthur Smuteh</u> <u>28-8-87</u>

If the supervisor gives a decision to suspend the benefit, your next action is to ...

3. PREPARE FROM SW 23

Here's a sample completed SW 23 ...

S.W. 23

## CERTIFICATE OF REVIEW

Benefit D.P.B.

Class Code 660 12/010301

Beneficiary's name: NUFF Farrak  
(Surname) (Full First Name)

Address: Unknown (16 P.P. - Park St, New Plymouth)

Review required on account of

Schedule Payment Code and A/c No. 5  
Ret. Code

Mail addressed to B.P. has been returned - "Not known by Postal"

Overpayments, debts, or overlapping benefits to be adjusted:

Decision: Suspend benefit from 9.9.87

Arthur Smutek Amos Quido  
 2/18/87 Recommending Officer for Director

Stop cards inst. due orders following:

INTERIM PAYMENT ORDERS				INTERIM PAYMENT ORDERS			
Appl. Code	Payment Code	Due Date	Amount	Appl. Code	Payment Code	Due Date	Amount
		1/1	\$			1/1	\$
		1/1	\$			1/1	\$
		1/1	\$			1/1	\$

NO Required

Payee's Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Serial No. \_\_\_\_\_

Payment Order Bank Credit 1/1 \$ Continuing Installment Payment Order Bank Credit 1/1 \$

Pay Comptrol: Checked AS  
 S.W. 272/273  
 Form JA \_\_\_\_\_  
 Debt. card \_\_\_\_\_  
 S.S. 68 \_\_\_\_\_  
 Index \_\_\_\_\_  
 Code card \_\_\_\_\_  
 FILE: \_\_\_\_\_

88991H-3,000 pads/8.81 MK

4. PREPARE FORM SW 272

Next form SW 272 is prepared to suspend the computer master record ...

NOTICE TO AMEND MASTER RECORD S.W. 272

Appoint

Name: Ferrah NUFF D.P.B. Number: 12,010301

Check Initials: 

F	N
---	---

Ident Code: E9A

DETAILS OF CHANGES

<u>C42</u>	<u>09.09.87</u>

W02									
District Code	Date	Action Code							

Prepared By: [Signature] Checked By: \_\_\_\_\_ Date: / /

Authenticated \_\_\_\_\_ Date \_\_\_\_\_ 75560C-15 000eads 12 81 MK

The Check Rate Panel is left BLANK.

**NOTE:** the information code "42" must always be used where there is a change or alteration to the rate of payment. The date used is the date from which the decision takes effect and has nothing to do with the date from which the change can be made on the computer.



#### 5. PASS TO SUPERVISOR

You then give the file and completed forms to your supervisor for checking and signing.

After this has been done, the beneficiary must be advised.

#### 6. ADVISE BENEFICIARY

This is usually done by way of a typed letter to the beneficiary (except, of course, where the benefit has been suspended because the beneficiary's whereabouts are unknown!).

Your supervisor will help you with this if you require assistance.

\* \* \* \*

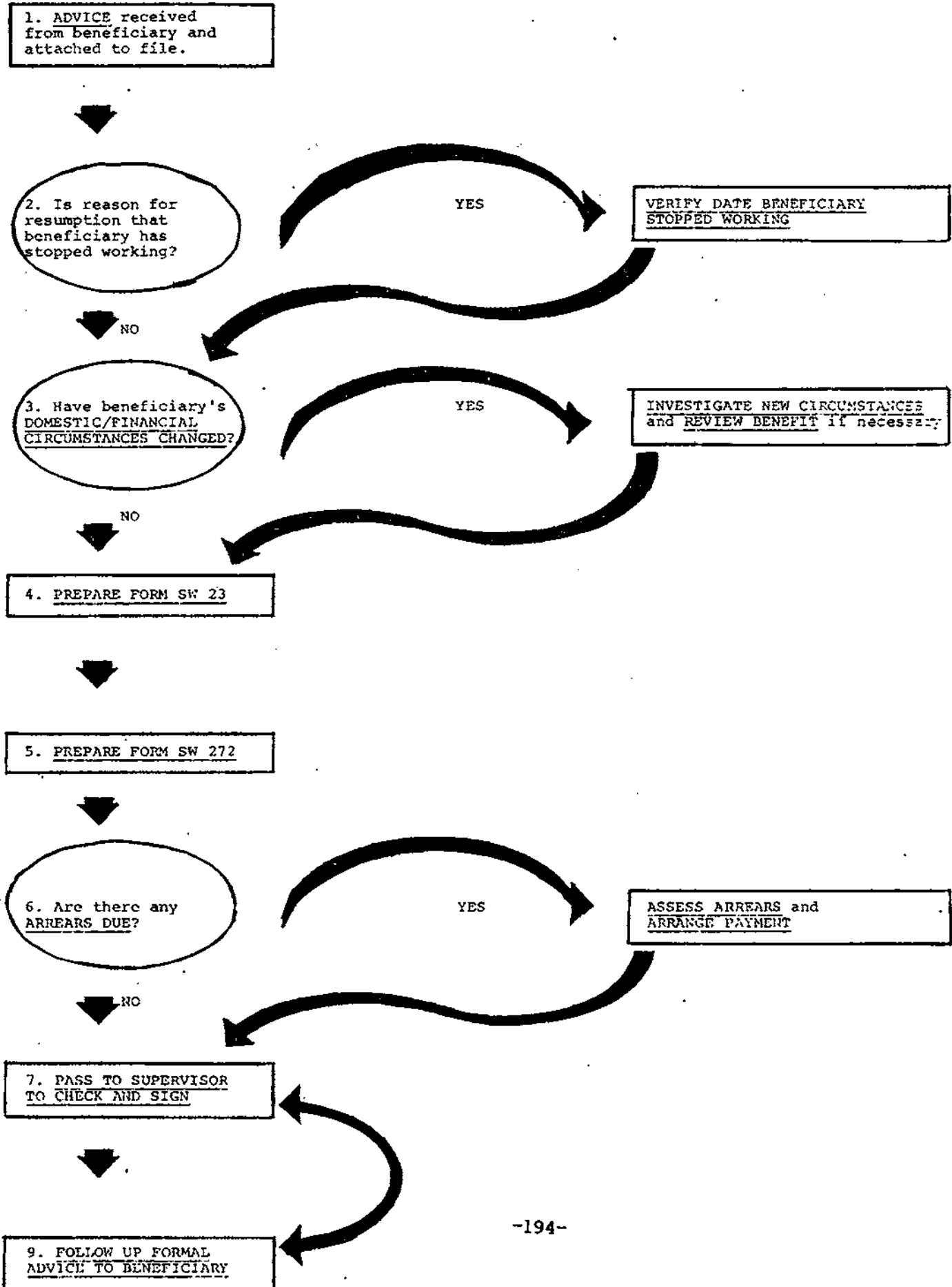
# Resumption of Benefit

---

A 'Resumption Action' is the name given to the action taken to RESUME a suspended benefit.

The procedure for resuming a suspended benefit is summarised in the Flow Chart on the next page. Read through this now.

# Resumption Flow Chart



Let's look at some of the steps in the Flow Chart more closely using the example we used in the last section.

1. ADVICE

You'll remember that, in that example, the benefit was suspended because the beneficiary's whereabouts were unknown. The advice, in this case then, would look something like this ...

**STATEMENT** S.W. 81

(For the purpose of the Social Security Act 1964 or the War Pensions Act 1954)

Type of Benefit/Pension D.P.B  
Reference No. 12/010301

I, Farrah NUFF  
of 16 Fitz-Roy St, New Plymouth.

state that  
I do not know why my mail was returned to the Department of Social Welfare.  
I am residing at the above address with my two children and pay \$60.00 p.w. rent.

14.10.87 Signature [Signature]

NOTE: If the above statement was not written by the person making the statement, the certificate below is to be completed.

I understand the above statement which has been read to/by me and I confirm that it is true.  
Signature .....

Certificate by officer attending person making the statement — to be completed in every case.

I certify that  
(a) Mrs Nuff wrote the above statement himself/herself.  
or (b) I wrote the above statement from information supplied to me by ..... and have read it back to him/her and he/she appears to understand it and did confirm that what it states is true.

Signature of officer [Signature]  
Designation of officer Section Clerk

98430-8.000000/5/83/4

As the beneficiary here hasn't been working (see Step 2), and as her circumstances are unchanged (see Step 3), the next step is ...

4. PREPARE FORM SW 23

Form SW 23 is prepared like this ...

S.W. 23

## CERTIFICATE OF REVIEW

Benefit DPB

Class Code 660    12/010301

Beneficiary's name: NUFF FARRAH  
(Surname) (Full First Names)

Address: 16 Fifty-Forth St. New Plymouth  
Bank Account Number    R.N. Code

Review required on account of  
She residing at above address, circumstances remain unchanged

Overpayments, debts, or overlapping benefits to be adjusted: \_\_\_\_\_

Decision:  
① Resume DPB @ \$9287.20 from 9.9.87 to 29.12.87  
② Resume Accommodation benefit of \$20.00 p.w  
for same period.  
③ Pay arrears by SWSS

Allen Smith  
 26.09.87 Recommending Officer    for Director.

Stop cards instl. due \_\_\_\_\_ and \_\_\_\_\_ orders following: \_\_\_\_\_

INTERIM PAYMENT ORDERS				INTERIM PAYMENT ORDERS			
Appt. Code	Payment Code	Due Date	Amount	Appt. Code	Payment Code	Due Date	Amount
		1/1	\$5			1/1	\$
		1/1	\$5			1/1	\$
		1/1	\$			1/1	\$

Payee's Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Serial No. \_\_\_\_\_

Payment Order  Bank Credit     1 / 1 / 1    5

-196-

Pay Computation

Checked \_\_\_\_\_

Input form \_\_\_\_\_

Form 3A/ Letter \_\_\_\_\_

Debt. card \_\_\_\_\_

S.W. 6B \_\_\_\_\_

Index \_\_\_\_\_

FILE: \_\_\_\_\_

5. PREPARE FORM SW 272

And form SW 272 prepared to resume the Master Record.

NOTICE TO AMEND MASTER RECORD				S.W. 272																				
Name: <u>Fareah NUFF</u>			D.P.R. Number: <u>12,010301</u>	Apport: <span style="border: 1px solid black; padding: 2px;"> </span>																				
Ident Code			Check Initials:	<span style="border: 1px solid black; padding: 2px;">F</span> <span style="border: 1px solid black; padding: 2px;">N</span>																				
DETAILS OF CHANGES																								
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W02																								
District Code	Date	Action Code																						
Prepared By: <u>Arthur Smutek</u>		Checked By: _____		Date: ____/____/____																				
Authenticated: _____		Date: _____		75560C - 11 300bads 12 B* M4																				

6. ARREARS

In most cases some arrears will be due. These are calculated on the back of form SW 23 and form SW 55 completed to arrange payment by DIRECT CREDIT to the beneficiary's bank account.

In some cases urgent payment will be required. These cases are usually paid by Imprest Cheque. See your supervisor if you come across any cases like this.

In cases where arrears have been paid, ALWAYS send an interim advice to the beneficiary explaining what the money is for. This can easily be done by way of a hand written note on form SW 34D.

#### 7. ADVISE BENEFICIARY

In all cases, however, the beneficiary should be advised of details of the resumption action in a formal typed letter. Your supervisor will help you with this.

#### 8. PASS TO SUPERVISOR TO CHECK AND SIGN

Finally, hand all the papers and file to your supervisor to check and sign before they leave the section.

\* \* \* \*

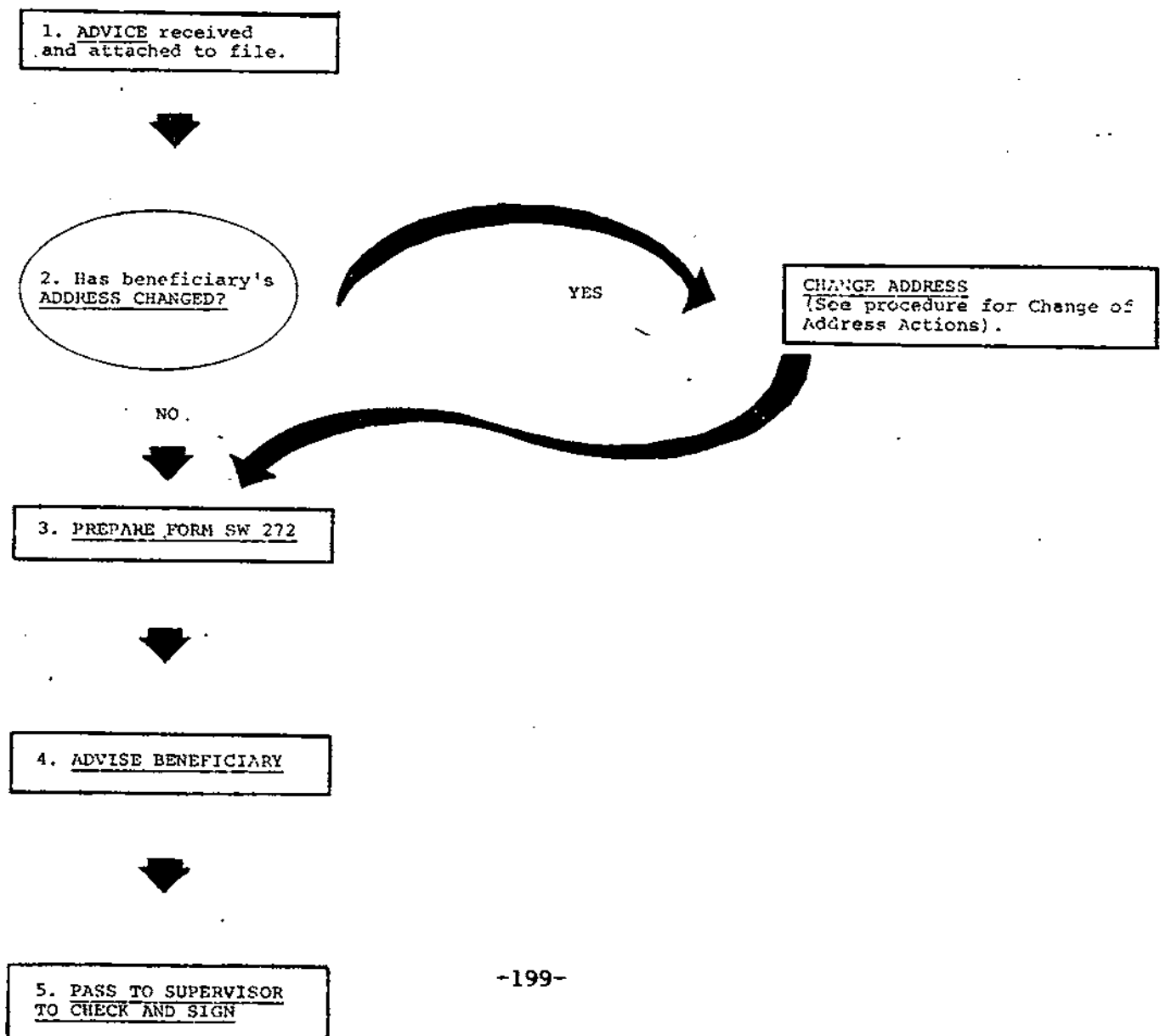
# Change of Bank Account

---

The name of this action is really self-explanatory. From time to time you'll receive advice that a beneficiary has changed bank accounts and you'll have to take action to amend the computer master record accordingly.

Read paragraph 1.48 (page 6) and page 30 of the DPB Data Processing Manual.

## Change of Bank Account





Let's look at the procedure more closely ...

#### 1. ADVICE

Usually, this will be on form SW 188 (referred to in the Reference Material) or on form SW 96.

Here's a sample SW 188 that has been completed by the bank and forwarded to our Department for action. These forms are sent to District Office via the Data Processing Centre.

#### 2. HAS BENEFICIARY'S ADDRESS CHANGED?

In all cases, you should always check to see if the beneficiary's address has changed. If it has you will have to complete a change of address action as well.

Next ...

#### 3. PREPARE FORM SW 272

This is necessary to amend the bank account details held on the computer master record. (Form SW 188 can also be used as an input form.)

Form SW 272 is completed like this ...

#### 4. ADVISE BENEFICIARY

Next you'll have to notify the beneficiary of the date that payments will start going into her new account. This is done using form SW 99 like this ...

#### 5. PASS TO SUPERVISOR TO CHECK AND SIGN

REMEMBER to note your actions on the bottom of form SW 272 or SW 188 like this ...

W R 2			<small>* Family Benefit use only</small>
District Code	Date	Action Code	Ind.

Date Transfer effective  
...../...../.....

Prepared by: .....

Checked by: .....

Action Complete

SW 96

Note here action taken. Initial and date.

W02							
District Code	Date			Action Code			
Prepared By: .....				Checked By: .....		Date: .....	
Authenticated: .....				Date: .....		112972-20,000 pages/1/84 MK	

SW 272

Note here the action taken. Initial and date.

<p><b>D.S.W. USE ONLY</b></p> <p>FORWARD TO DIRECTOR,</p> <p>.....</p> <p>.....</p> <p>.....</p>	<div style="border: 1px solid black; padding: 2px;"> <p style="margin: 0;">W02</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; font-size: 8px;">DIST.</td> <td style="width: 40%; font-size: 8px;">DATE</td> <td style="width: 50%; font-size: 8px;">ACTION CODE</td> </tr> </table> </div>	DIST.	DATE	ACTION CODE	<p>MASTER RECORDS UPDATED .....</p> <p style="font-size: 8px;">48188F-2,000pages/11/85AM</p>
DIST.	DATE	ACTION CODE			

SW 188

# Apportionment of Benefit

---

An 'APPORTIONMENT' is payment of part of a benefit to a person other than the beneficiary. The most common type of apportionment are made to the Housing Corporation in respect of a beneficiary's rent or mortgage repayments.

The procedure for arranging an apportionment is really quite simple. Read through the Flow Chart on the next page; this summarises all the actions involved.

# Apportionment Flow Chart

1. APPLICATION received  
and attached to file.



2. SUBMIT TO SUPERVISOR  
FOR DECISION



3. PREPARE FORM SW 23



4. PREPARE FORM SW 272



5. ADVISE BENEFICIARY  
AND HOUSING CORPORATION



6. PASS TO SUPERVISOR  
TO CHECK AND SIGN

1. APPLICATION

Application for an apportionment of benefit is made on a form similar to, or the same as, this one.

Here's a sample form

**HOUSING CORPORATION OF NEW ZEALAND** A 7/6 (Part I)

APPORTIONMENT OF BENEFIT MONEYS

The Director/District Agent,  
Department of Social Welfare,  
WELLINGTON

D.P.B. Benefit No. H 1909909

I, Theresa GREEN  
(Name in full)

of 1 U'au Avenue Wellington  
(Address)

request and authorise you to pay to the Housing Corporation of New Zealand the sum of Twenty-five dollars Twenty cents (\$25-20) per week from the above benefit payable to me. This sum is to cover current payments of \$ 23.20 per week plus \$ 2.00 per week in reduction of arrears which amount to \$ 110.50 as at 30.9.87

I further authorise you to subsequently increase the above payment by the amount of any increase as a result of: (the annual review of current rental  
(the 3 yearly review of the current interest rate  
as determined by the Housing Corporation of New Zealand.

I understand that I can cancel this authority at any time on giving notice to the Department of Social Welfare and the Housing Corporation of New Zealand.

Signature [Handwritten Signature]  
Date 3.10.87

---

A 7/6 (Part I)

The Manager/Resident Officer  
Housing Corporation  
Wellington

TO BE COMPLETED BY HONZ	BRANCH	H.C. ACCOUNT REF

Re: DPB H/909909 Theresa Green.

An apportionment for \$ \_\_\_\_\_ representing current payments of \$ \_\_\_\_\_ per week, plus \$ \_\_\_\_\_ per week, in reduction of the arrears has been approved. The first payment will be deducted from the benefit payable on \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

The form used by the Housing Corporation may differ from office to office. Check with your supervisor and find out what type of form your local Housing Corporation office uses.

2. SUBMIT TO SUPERVISOR

Once you have the application, the next step is to submit it to your supervisor for a decision.

Your submission should look something like this ...

MINUTE SHEET	
Subject	Department: _____ Section: <u>DPB</u> File No. <u>H/909909</u> Date: _____
	<u>Theresa Correa</u>
To- <u>S/C</u>	<u>The Housing Corporation has requested that Mrs Correa's rental be paid by apportionment on her behalf. The request is within the criteria and it is recommended that the request be approved.</u>
	<u>Con Cuelo</u> <u>7-10-83</u>

**NOTE**

The payment of arrears can only be authorised where the rent arrears exceed \$100.00 and only at the rate of \$2.00 per week. This amount may be increased by \$1.00 per week for each \$100.00 of arrears over \$200.00. The maximum weekly payment is not to exceed \$5.00 per week.

Next ...

3. PREPARE FORM SW 23

The completed Form SW23 should look like this ....

S.W. 23

**CERTIFICATE OF REVIEW**

Benefit D.P.B.

Case Code 660 4/909909

Beneficiary's name: GREEN Theresa  
(Surname) (Full First Name)

Address: 1 U'au Avenue Wellington

Review required on account of: Apportionment to Housing Corp.

Schedule Payment Code and A/c No. 6

Overpayments, debts, or overlapping benefits to be adjusted:

Decision: Continue D.P.B. at \$9287.20 PA (\$357.20 per fortnight) From 27.10.87 to 12.9.88.  
Establish apportionment of \$25.20 pw to the Housing Corporation From 12.10.87

Con Crete.  
7/1987 Recommending Officer. for Director.

Stop cards test. due \_\_\_\_\_ and \_\_\_\_\_ orders following: \_\_\_\_\_

INTERIM PAYMENT ORDERS			
Appt. Code	Payment Code	Due Date	Amount
		/ /	\$
		/ /	\$
		/ /	\$

Appt. Code	Payment Code	Due Date	Amount
		/ /	\$
		/ /	\$
		/ /	\$

Payee's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Serial No. \_\_\_\_\_

Payment Order Bank Credit 1 1 5 - Continuing Instalment Payment Order Bank Credit 1 1 5  
50.40 H/C.

Pay Computation:  
Checked \_\_\_\_\_  
S.W. 272/275 \_\_\_\_\_  
Form 3A \_\_\_\_\_  
Debt. card \_\_\_\_\_  
S.S. 6B \_\_\_\_\_  
Index \_\_\_\_\_  
Code card \_\_\_\_\_  
FILE: \_\_\_\_\_

68991H-3,000 yach/B/B1 MK

4. PREPARE FORM SW 272

An input form is also prepared to establish the apportionment on the master record ...

This is the Housing Corporation  
Account Number

**NOTICE TO AMEND MASTER RECORD** S.W. 272  
Apport

Name: Theresa GREEN DPB Number: 4,909909 Check Initials: T G

**DETAILS OF CHANGES**

Ident Code			
815	OK-8917653-312		
102	\$7-10-87	\$50-40	\$25.20

WG: 

--	--	--	--	--	--	--	--	--	--

 District: 

--	--	--	--

 Date: 

--	--	--	--

 Action Code: 

--	--	--	--

Prepared By: Can Coyle Checked By: \_\_\_\_\_ Date: \_\_\_\_\_

Check Rate: 

WG	1	7	3	6	0
----	---	---	---	---	---

This is the next available  
due date.

This is the continuing  
weekly rate

This is the amount to  
be paid on the due  
date

Instructions on how to use the two information codes ('02' and '15') are found on pages 23 and 24, and 32 of the DPB Data Processing Manual. Read these pages now.



5. ADVISE BENEFICIARY AND  
HOUSING CORPORATION

A letter should be sent to both the beneficiary and the Housing Corporation, advising them of details of the apportionment.

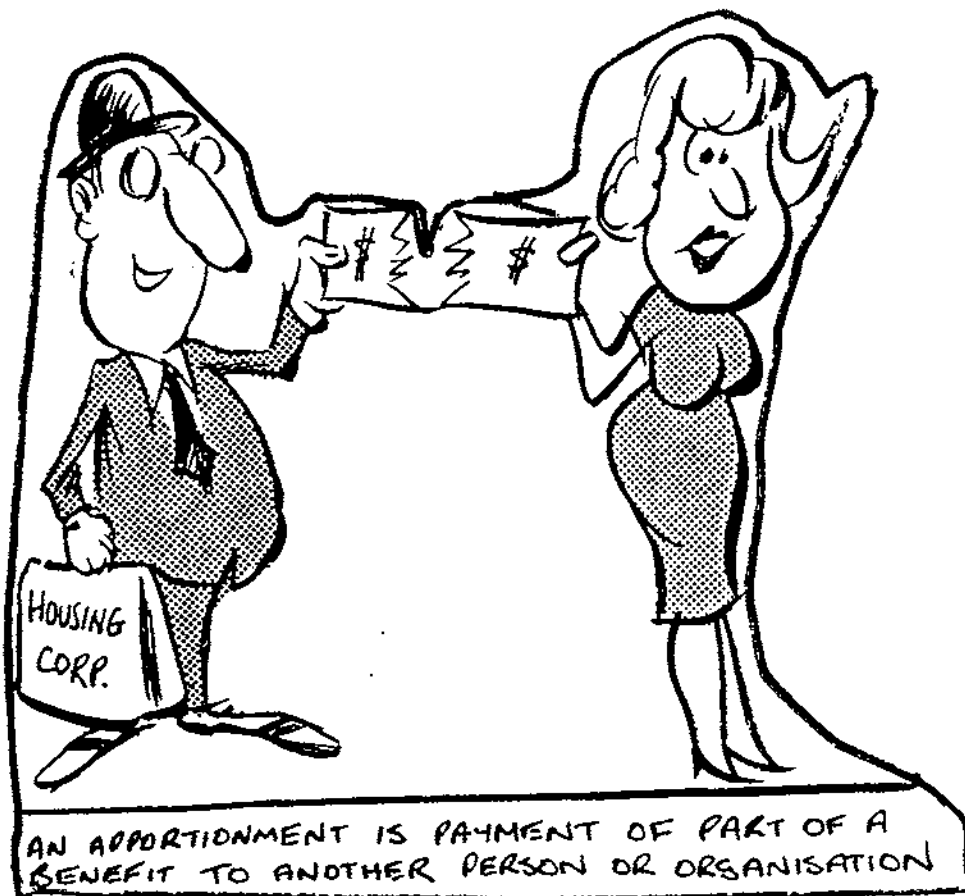
Finally ...

6. PASS TO SUPERVISOR TO  
CHECK AND SIGN

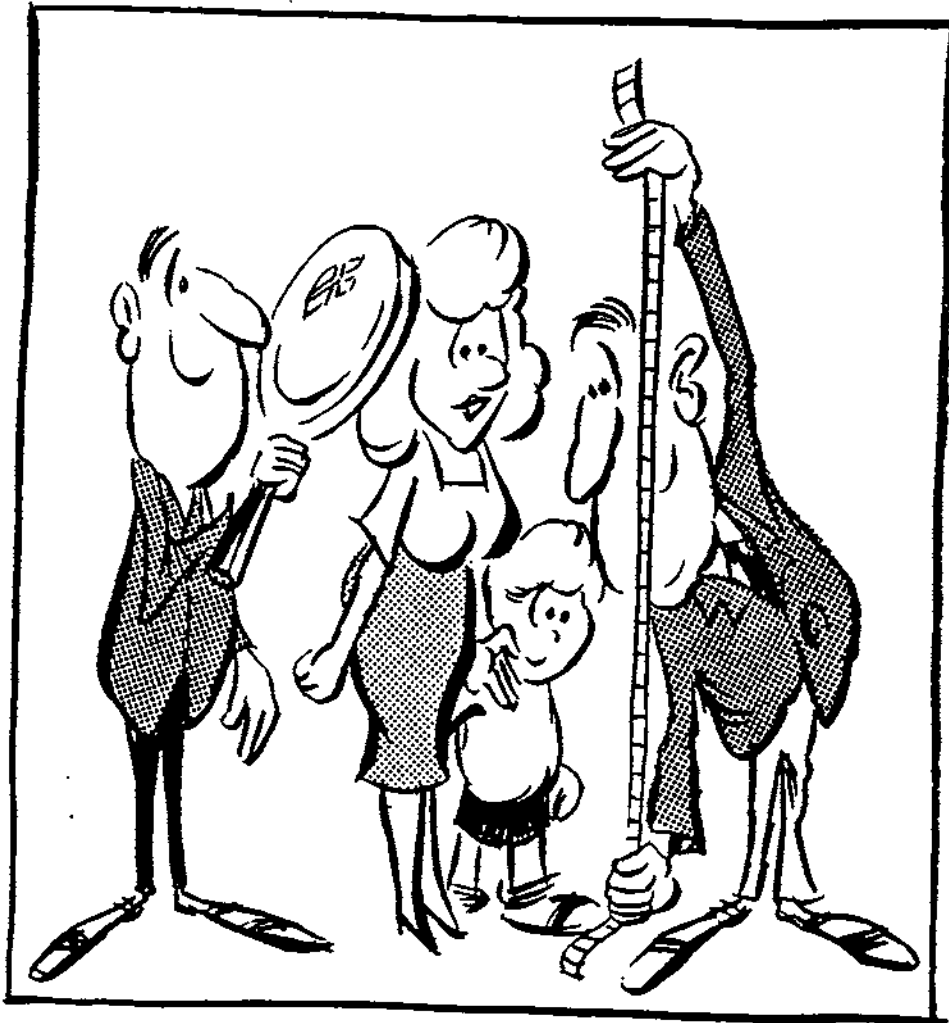
Assemble all the papers on the file and give them to your supervisor for checking and signing.

And that's all there is to it. Simple, isn't it!

\* \* \* \*



# REVIEWS



## 1. ADVANCE PAYMENT OF BENEFIT

In certain circumstances, a beneficiary may be entitled to a lump sum advance on their benefit to help them with certain expenses. In this situation, you would have to arrange payment of the advance and REVIEW the rate of benefit to arrange recovery of the advance. Usually, this would mean arranging deductions or 'OFFSETS' from future benefit payable.

## 2. CHILD LEAVING SCHOOL

Where an 'over-15-child' leaves school, the mother ceases to qualify for Family Benefit in respect of that child so that family support is no longer payable in respect of it as well. In this situation you would have to REVIEW the family support to REDUCE the rate payable to exclude the over-15 child.

## RETROSPECTION

Many reviews are backdated and the variation in rate applied from a date in the past. These are called RETROSPECTIVE REVIEWS.

## ARREARS

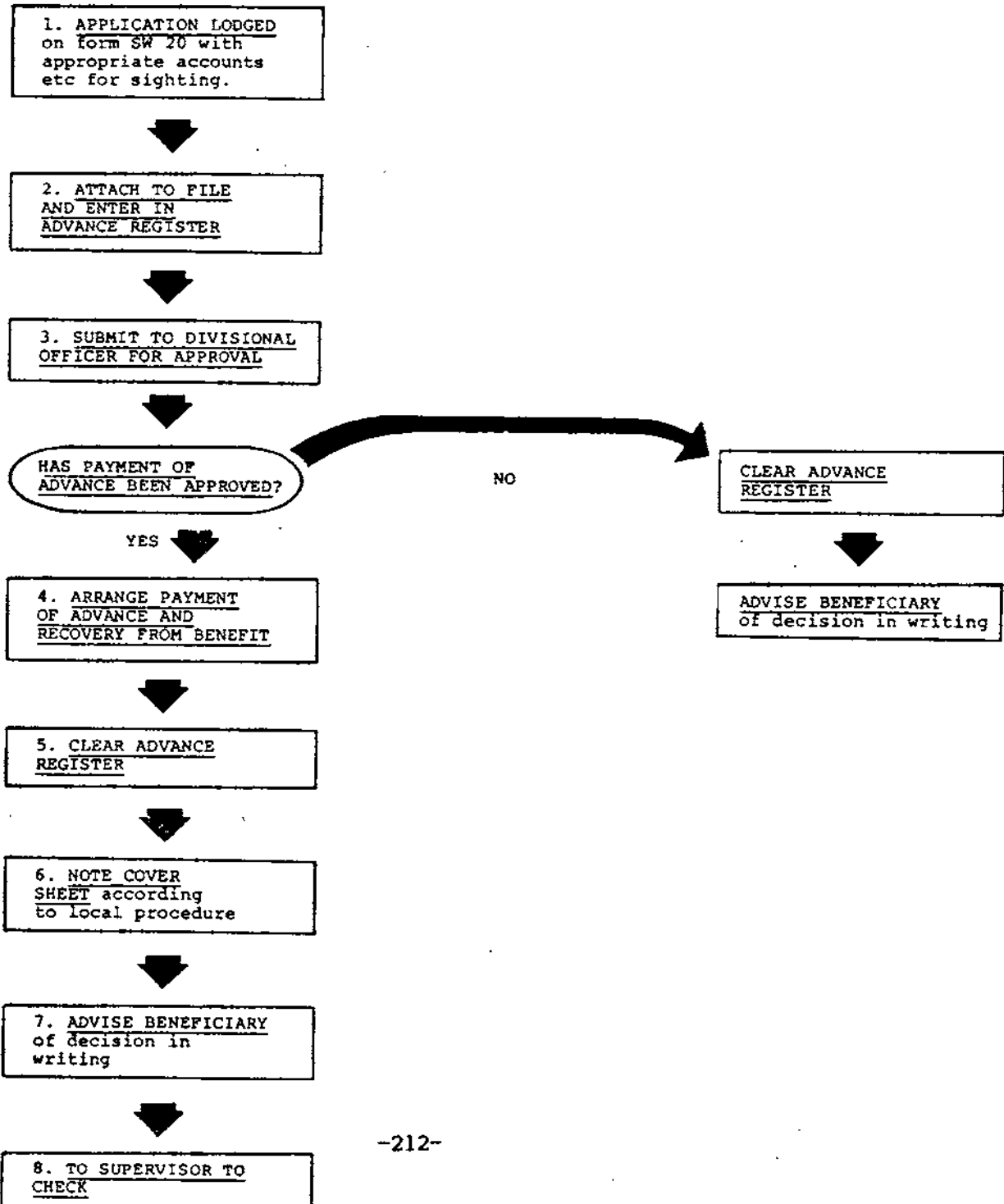
A retrospective review where the benefit is being INCREASED will usually result in some ARREARS being due to the beneficiary. These, are sometimes called 'UNDERPAYMENTS'. The arrears are usually paid to the beneficiary by direct credit into their bank account.

## OVERPAYMENTS

A retrospective review where benefit is being REDUCED will usually result in the beneficiary having been paid too much. These are called OVERPAYMENTS and a DBBT must be established and, in most cases, recovered from the beneficiary. Recovery is made either by requesting a cash refund or by deducting it from any future benefit payable. This is known as a FORFEITED OVERPAYMENT (F.O.P.) or OFFSET.

# Advance Payment of Benefit

## Advance Payment Flow Chart



Let's look at some of these actions in more detail ...

1. APPLICATION LODGED

Here's a sample form SW 20 ...

S.W. 20

## Application for Advance Payment of Benefit

(Section 82(6) Social Security Act 1964)

Class of Benefit D.P.B. No. 12/010301

Name: NUFF Farrah  
(Surname) (First Name)

Address: 16 Fitz-Roth St, New Plymouth

I wish to apply for an advance payment of benefit of \$ 250.00 for the following reason.  
(State fully reason advance required) I only have one bed for my children and require the advance to purchase another bed, blankets, sheets etc.

My assets are as follows NIL

Signature [Handwritten Signature]

---

**For Office Use Only**

Decision: Advance \$ ..... Approved/Not Approved

Review and Pay Action .....

Reduce benefit to \$ ..... from ..... to .....

Increase benefit to \$ ..... from ..... to .....

L/S/A Expired

..... (Recommending Officer) ..... (Approving Officer)

---

**Interim Payment Order**

App. Code	Payment Code	Due Date	Amount
			\$
			\$
			\$

Payee's name ..... Serial No. ....

Address .....

Input form/SW 54 Card ..... Register cleared .....

Beneficiary advised ..... File .....

Note Cover sheet .....

60935H-5,000, 2/81 MK

2. ... ENTER IN ADVANCE REGISTER

This register is kept on DPB Division and details of EVERY application for an advance must be entered in it. Paragraph 26 of Circular Memorandum 1979/86 tells you the details that should be entered.

3. SUBMIT TO DIVISIONAL OFFICER

After you have attached the application papers to the file and entered the application in the register, the application is referred to the Divisional Officer for a decision.

The Divisional Officer will show whether or not the advance is approved on form SW 20 like this ...

For Office Use Only	
Decision:	Advance \$ 250.-00 Approved/Not
Review and Pay Action	<i>Joe Kern 7/0</i>
Reduce benefit to \$.....	from ..... to .....
Increase benefit to \$.....	from ..... to .....
L/S/A Expired	
..... (Recommending Officer)	..... (Approving Officer)

4. ARRANGE PAYMENT OF ADVANCE  
AND RECOVERY FROM BENEFIT

When the decision has been given, the file is returned to you to complete the pay and review action.

Usually payment is made by DIRECT CREDIT to the beneficiary's bank account. However in urgent cases payment is made by way of cheque to the beneficiary or to the person from whom the account came, i.e. direct to the dentist.

See your supervisor about arranging payment by way of cheque.



To arrange payment by DIRECT CREDIT, complete form SW 55.

The review action consists of arranging recovery of the advance by OFFSETS from future instalments of benefit. Consult your supervisor regarding the amount to be offset each fortnight. Once you've decided this, you can then complete the "Review and Pay Action" Panel on form SW 20.

For Office Use Only	
Decision:	Advance \$ <u>250.00</u> Approved/Not Approved
Review and Pay Action	<u>Joe Kost</u> D/C
Reduce benefit to \$ <u>9037.20 PA</u> from <u>26.10.87</u> to <u>9.10.88</u>	
Increase benefit to \$ <u>9287.20 PA</u> from <u>10.10.88</u> to <u>(subject to renewal)</u>	
(Recommending Officer)	(Approving Officer)

And form SW 272 - "Notice to Amend Master Record".

The Information Code for Advances is '44'. Instructions on how to use this code appear on page 48 of the DPC Manual. Read these now.

#### OTHER ACTIONS

- (a) Clear the advance of benefit application register by entering the details of final decision and date.
- (b) Beneficiary must be advised of the advance by letter. See the sample letter on page
- (c) Note cover sheet of amount of advance and period of recovery. Local procedures apply here. Your office may not do this action. Check with your supervisor.

NOTE: In some cases payment can be arranged by way of a non-refundable specialneeds grant rather than by way of an advance.

Part G7.3 of the Domestic Purposes Benefit manual covers situations where this may be more appropriate.

\* \* \* \*

# Child of Age Action

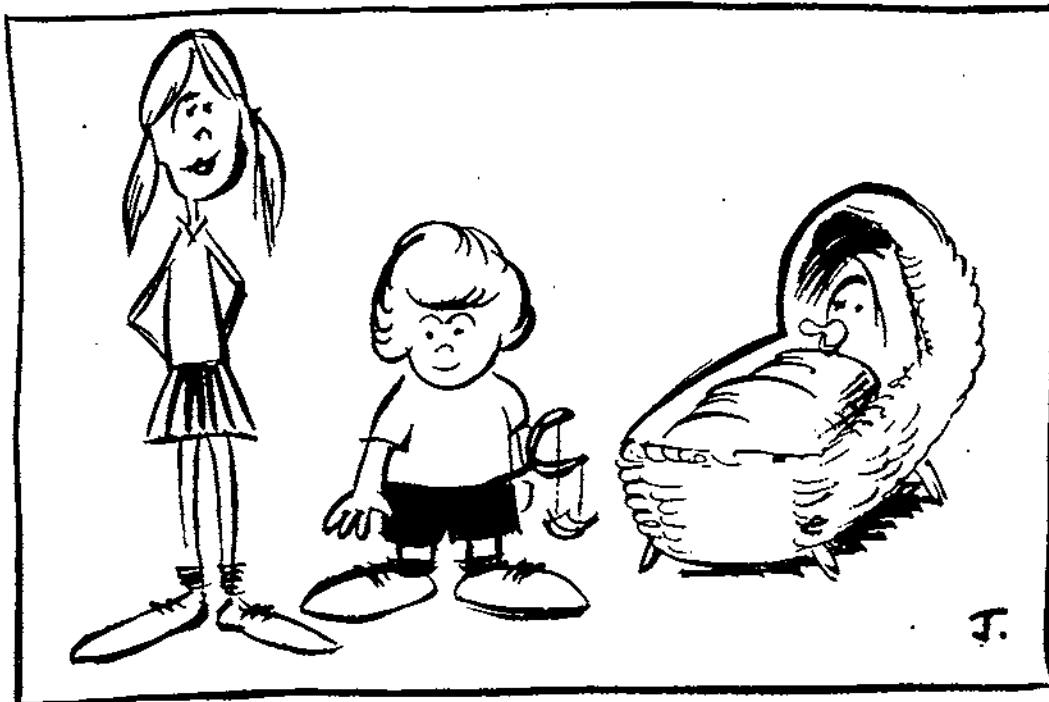
Ref: DPB Manual G6.9 - G6.26  
CM 1986/175

Where an over 15 child leaves school, action will have to be taken to exclude that child from family support.

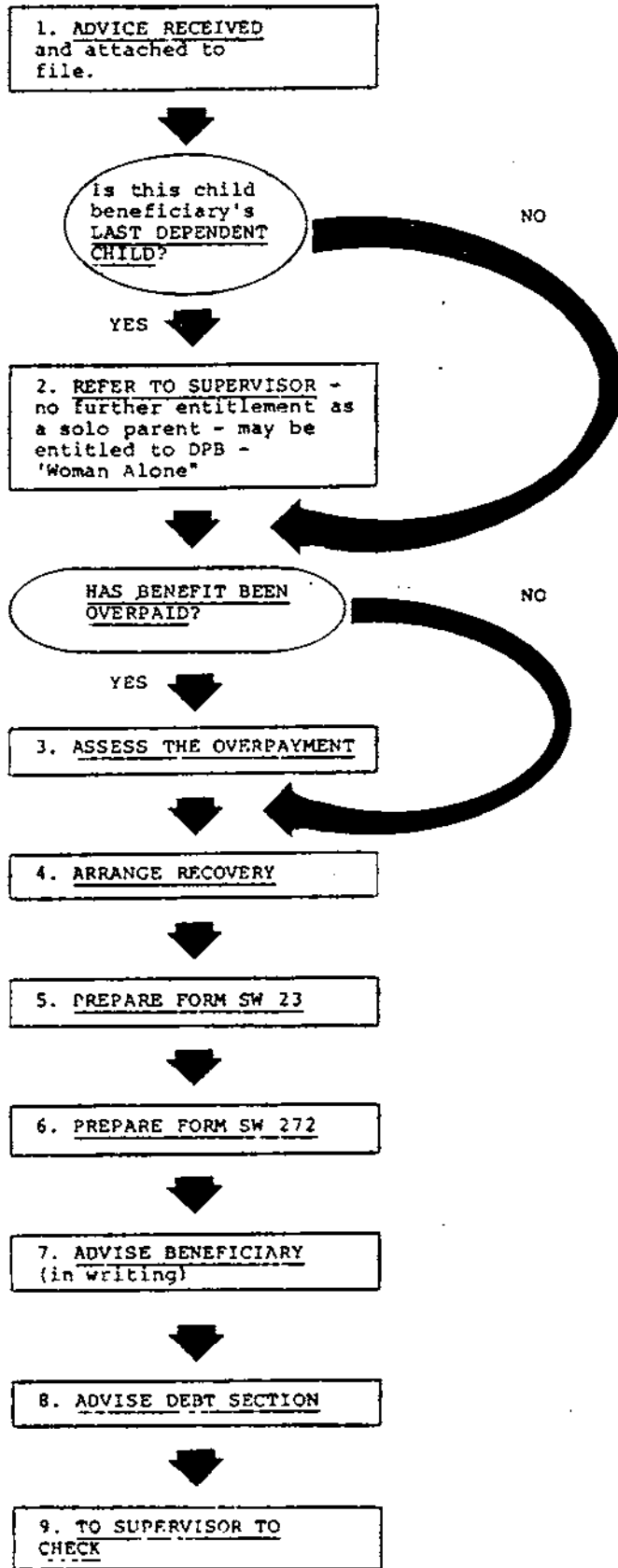
Now read part G6.9 - G6.26 of the DPB Manual. REMEMBER, one of the qualifications for DPB as solo parent (and EMA) is that the beneficiary is caring for a dependent child or children AND that a 'dependent child' is defined as one for whom Family Benefit is payable.

Now look over the Flow Chart on the following page. This summarises all the actions involved in reviewing a benefit to exclude an over 15 child

...



# Exclusion of Child Flow Chart



Let's look at each of the actions involved in more detail ...

#### 1. ADVICE RECEIVED

Usually the beneficiary will either phone or write to you or someone on Family Benefit Division with the information.

If she advises Family Benefits division, they will advise you on form FB 34 ...

In the example we're using here, the beneficiary didn't advise that her eldest child had left school until sometime after the event. She has continued to receive DPB payments at a rate which includes payment for the eldest child, and her benefit has therefore been overpaid.

The next step, then, is to ...

#### 3. ASSESS THE OVERPAYMENT

This is done by subtracting the total benefit due from the total benefit paid for the period of the overpayment ...

##### PAID:

1. <u>31/3/8** to 25/5/8**</u> i.e. 4 F.N. at \$273.92 P.F.N.	=	\$1095.68
--	---	-----------

##### DUE:

1. <u>31/3/8** to 25/5/8**</u> i.e. 4 F.N. at \$263.92 P.F.N.	=	\$1055.68
--	---	-----------

Total Overpaid	=	<u>\$ 40.00</u>
----------------	---	-----------------

Having assessed the overpayment, you then move to ...

#### 4. ARRANGE RECOVERY

In the example we're using here, we'll recover the overpayment by OFFSETS from future instalments of benefit. Consult your supervisor regarding the amount of the offsets.

The recovery action is recorded on form SW 220 like this ...

S.W. 220

### OVERPAYMENT TO BE RECOVERED BY OFFSET

Surname: D.P.B Benefit/Pension No. H, 666001  
WHITE First Name: Lillie.

1. Pension or Benefit overpaid: DPB No. H, 666001 2. Amount overpaid: £40.00  
 3. Period of overpayment: 31.3.82 - 25.5.82 4. Period of recovery: 26.5.82  
to 14.9.82

5. Form on which overpayment established -  
 (Form 5, 23, 74, memo., and date): SW 23 of 12.5.83.

6. Rate of offset: £2.50 pw.

7. Remarks: 0/16 child 1st school. Ppd. by Bill Board.

Due Date Instalment 19.82...	Amount Due	Amount Paid	Amount Offset	Cash Refunds	Balance Of Debt	Check Off	Debit Card Noted
1.6.82	242.56	237.56	5.00	-	35.00		
15.6.82	242.56	237.56	5.00		30.00		
29.6.82	"	"	5.00		25.00		
13.7.82	"	"	5.00		20.00		
27.7.82	"	"	5.00		15.00		
10.8.82	"	"	5.00		10.00		
24.8.82	"	"	5.00		5.00		
7.9.82	"	"	5.00		NIL		
							B/U
							File

1127H-2,500rev/8/83MK

The next deadline available is for due date 1/6/8\*\* i.e. the Pay Period commencing 26/5/8\*\*.

This the last day of the pay period in which recovery of the overpayment is completed.

5. PREPARE FORM SW 23

Form SW 23 is then completed as follows ...

S.W. 23

## CERTIFICATE OF REVIEW

Benefit D.P.B.

Class Code 660 H/666001

Beneficiary's name: WHITE Lillie  
(Surname) (Full First Name)

Address: 19 Fairlie Close Wellington

Review required on account of Schedule Payment Code and A/c No. 9 Ret. Code

Child Blacum bpt school 27-3-87

Overpayments, debts, or overlapping benefits to be adjusted: Overpaid for period 31-3-82 - 25-5-82: 4 pp at \$10.00 PPP = \$40.00.

Decision:  
Reduce DPB to \$6306.56 pA from 31-3-87

Bul Boardie  
Recommending Officer for Director.

Stop cards sent due orders following:

INTERIM PAYMENT ORDERS							
Appl. Code	Payment Code	Due Date	Amount	Appl. Code	Payment Code	Due Date	Amount
		1 / 1	\$			1 / 1	\$
		1 / 1	\$			1 / 1	\$
		1 / 1	\$			1 / 1	\$

Payee's Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Serial No. \_\_\_\_\_

Continuing Instalment

Payment Order Bank Credit 116 R2 5237.56 Payment Order Bank Credit 1 / 1 / 5

88991H-3.000 pcd/8/81 MK

Pay Computation:  
 Checked JB  
 S.W. 272/273

Form 3A \_\_\_\_\_  
 Debt. car i \_\_\_\_\_  
 S.S. 68 \_\_\_\_\_  
 Index \_\_\_\_\_  
 Code card \_\_\_\_\_  
 FILE: \_\_\_\_\_

COMPLETE THIS SECTION IN RED INK

Amount of fortnightly instalment after deducting amount of offset.

6. PREPARE FORM SW 272

The Information Codes you'll need are ... '31' and '47'. Instructions on how these codes should be used are on pages 43 and 50 to 52 of the DPC Manual. Read these pages now.

The completed SW 272 should look like this ...

NOTICE TO AMEND MASTER RECORD				S.W. 272														
Name: <b>Willie WHITE</b>			D.P.B. Number: <b>H, 666001</b>	Apport														
			Check Initials: <b>A.W.</b>															
DETAILS OF CHANGES																		
Ident Code	Description	Date	Amount															
<b>D31</b>	<b>Blacum</b>																	
<b>B47</b>		<b>14.09.87</b>	<b>\$008.50</b>	The check rate is the fortnightly rate after deduction of the amount of the offsets.														
<b>CH2</b>		<b>31.3.88</b>																
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">W02</td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> </tr> <tr> <td style="font-size: x-small;">District Code</td> <td style="font-size: x-small;">Date</td> <td style="font-size: x-small;">Action Code</td> <td colspan="2"></td> <td style="font-size: x-small;">Check Rate</td> <td style="font-size: x-small;">Date</td> </tr> </table>					W02							District Code	Date	Action Code			Check Rate	Date
W02																		
District Code	Date	Action Code			Check Rate	Date												
Prepared By: <b>Bill Beards</b>			Checked By: _____															
D.P.C. USE ONLY																		
				Action Complete: _____ <small>38924E-10 000 001/9/78 M</small>														



TRANSITION TO WORK ALLOWANCE

Ref: CM 1985/203  
Social Security Act  
1964 (1986 Amendment  
69D)

Transition to Work Allowance is available to encourage people who have been in receipt of a benefit for twelve months, or more, to move into the permanent, full time workforce.

The payment of the allowance enables the person to be \$20.00 per week better off than they would have been on the benefit. However the maximum allowance payable must not exceed \$40.00 pw.

The definition of the full-time employment for the purpose of Transition to Work Allowance is 30 hours pw and permanent employment is defined as 'an unspecified, non-finite (unlimited) period.

Transition to Work Allowance is NON-TAXABLE and NON-RECOVERABLE.

Transition to Work Allowance is payable for 13 weeks from the date of cessation of benefit.

Payment of Transition to Work Allowance can be paid in a lump sum or in regular weekly or fortnightly instalments (in line with benefits payments).

APPLICATIONS:

These can either be received from the beneficiary or if the beneficiary advises that they are commencing full-time, permanent, employment you should send the beneficiary on an application for Transition to Work Allowance.

RECEIPT OF APPLICATION:

When you have received the application for Transition to Work Allowance ensure it has been completed correctly and follow up confirmation of details if necessary.

INDEX:

Index on Common Index.

CALCULATING ENTITLEMENT:

Use the Transition to Work Allowance (SW 372) to assess beneficiary's entitlement to Transition to Work Allowance.

Any other allowances received while on benefit, such as Accommodation Benefit, Special Benefit and Disability Allowance, are also to be included in the total net weekly income.

There are three basic steps involved in the calculation process:

STEP ONE

- (i) If the applicant had earnings while on benefit, calculate the net weekly earnings using the PAYE tax tables prepared and supplied by the Inland Revenue Department. Add this to any other income and the net rate of benefit that was payable. This is the net weekly income while on benefit.
- (ii) Add \$20.00 to this total to make Total A.

STEP TWO

Calculate the net weekly earnings after deduction of G tax, while in full-time employment. Add to this any Family Support payments as well as any payments under the Guaranteed Minimum Family Income scheme, and any other income. (This is total B).

STEP THREE

- (i) Deduct the net weekly income while in full-time employment (Total B) from the combined total of the net income while on benefit and the \$20.00 margin (Total A).
- (ii) The balance is the amount of Allowance payable per week, subject to a maximum payment of \$40.00 per week.

Example

Solo parent with 1 child earning \$70.00 per week gross while on benefit (based on restructured April 1986 benefit rates).

ON BENEFIT |

	\$
Benefit (abated on account of income)	153.18
Family Support (1 child)	+ 36.00
Net Earnings (G tax code)	+ <u>59.65</u>
	= 248.83
	+ <u>20.00</u>
Add \$20.00	= 268.83

IN WORK

	<u>Example 1</u>	<u>Example 2</u>
	\$	\$
Gross Pay	265.00	250.00
Net Pay (*G code)	213.21	202.71
Add Family Support/GMFI	+ <u>36.00*</u>	+ <u>41.29 *</u>
This is Total B	= <u>249.21</u>	= <u>244.00</u>
Total A	268.83	268.83
Deduct Total B	- <u>249.21</u>	- <u>244.00</u>
Allowance Payable	= <u>19.62</u>	= <u>24.83</u>

\* If the applicant does not know the amount of Family Support/GMFI to which he/she is entitled it may be necessary for the amount to be obtained from the Inland Revenue Department. Districts can use their

APPLICATION FOR TRANSITION TO WORK ALLOWANCE

Number .....  
F.P .....  
Index .....

PERSONAL DETAILS

Full Name .....

Full Address .....

Type of benefit: .....

EMPLOYMENT DETAILS

Name of employer: .....

Address of employer: .....

.....Employer's telephone number .....

Date of commencement of employment .....

Is employment permanent?    YES            NO

If "NO", how long is employment for .....years .....months

What are the hours worked per week? .....

What will your gross pay be per week .....

What will your net pay be per week .....

What rate of Family Support are you and/or your spouse receiving per week? .....

METHOD OF PAYMENT

There are 2 options listed below. Please tick ( ) the box next to the option that describes how you want to be paid

Option 1            Regular fortnightly or weekly payments of your Allowance for 13 week; or

Option 2            A full lump sum payment of your 13 weeks Allowance.

DECLARATION

The statements and answers in this application are to the best of my knowledge true and correct.

Applicant's signature ..... Date .....

TRANSITION TO WORK ALLOWANCE CALCULATION SHEET

STEP 1 Calculate net weekly income while on benefit.

Total net benefit	\$102.10	(includes Family Support)
Add net earnings	+ \$ 27.00	
Add any other income	+ \$ 00.00	(eg Interest, Dividends, Rent received)
This is total A	= \$129.10	

STEP 2 Calculate net weekly income while in full-time employment.

Gross Pay	\$101.79	
Calculate net pay	\$ 95.36	(use P.A.Y.E. tables if this is not supplied)
Add Family Support/GMFI	+ \$ 36.00	
Add any other income	+ \$ 00.00	(e.g. Interest, Dividends, Rent received)
This is Total B	\$131.36	

STEP 3 Calculate the Allowance payable per week.

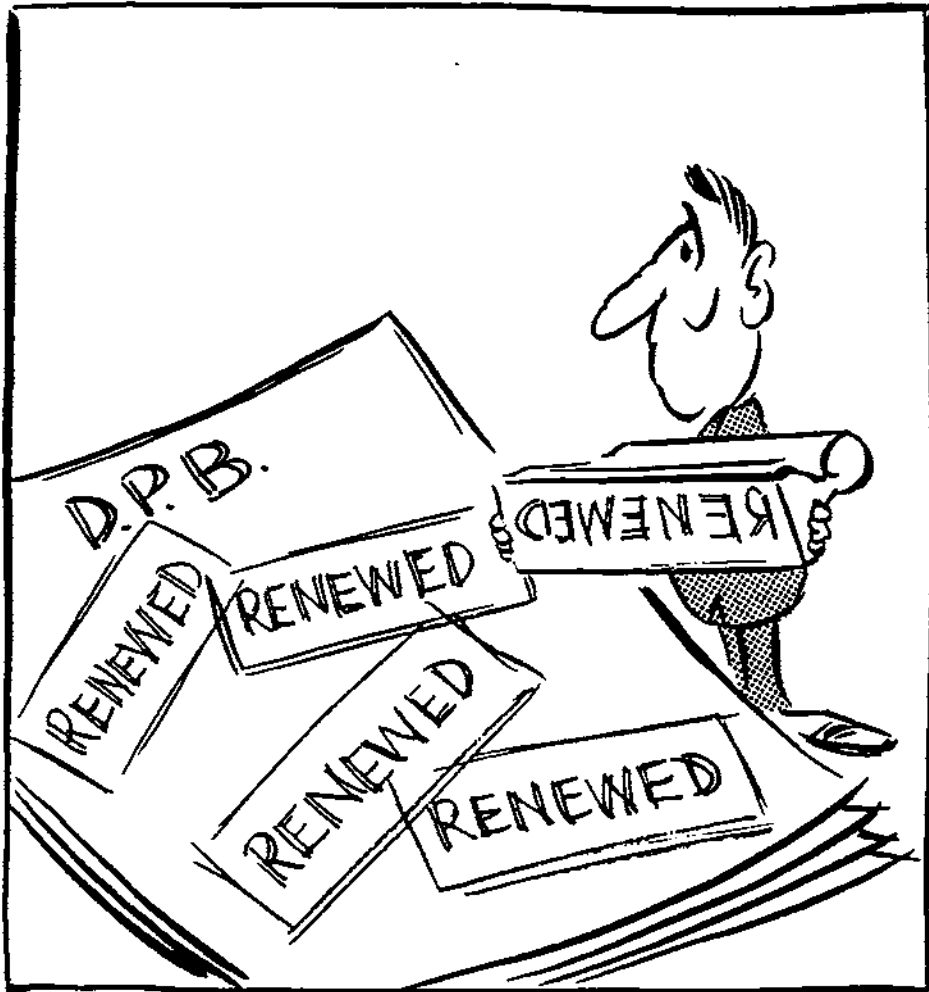
Total A	\$129.10	
Add \$20.00	+ \$ 20.00	
	= \$149.10	
Deduct Total B	\$131.36	
Allowance Payable	= \$ 17.74	(not to exceed \$40.00 a week)

Multiply this amount or \$40.00 a week, whichever is the lesser, by 13 to give the total lump sum payable.

Advise applicant of outcome of application and attach papers to parent benefit file.

Advise applicant of outcome of application and attach papers to parent benefit file.

# RENEWALS



# Renewal of Benefit

---

After a benefit has been current for fifty-two weeks, a renewal must be carried out to authorise continuation of payment. The purpose of the renewal is to check on the beneficiary's continuing eligibility by requiring her to declare details of any income received and confirming, if necessary, that dependent children are still in her care.

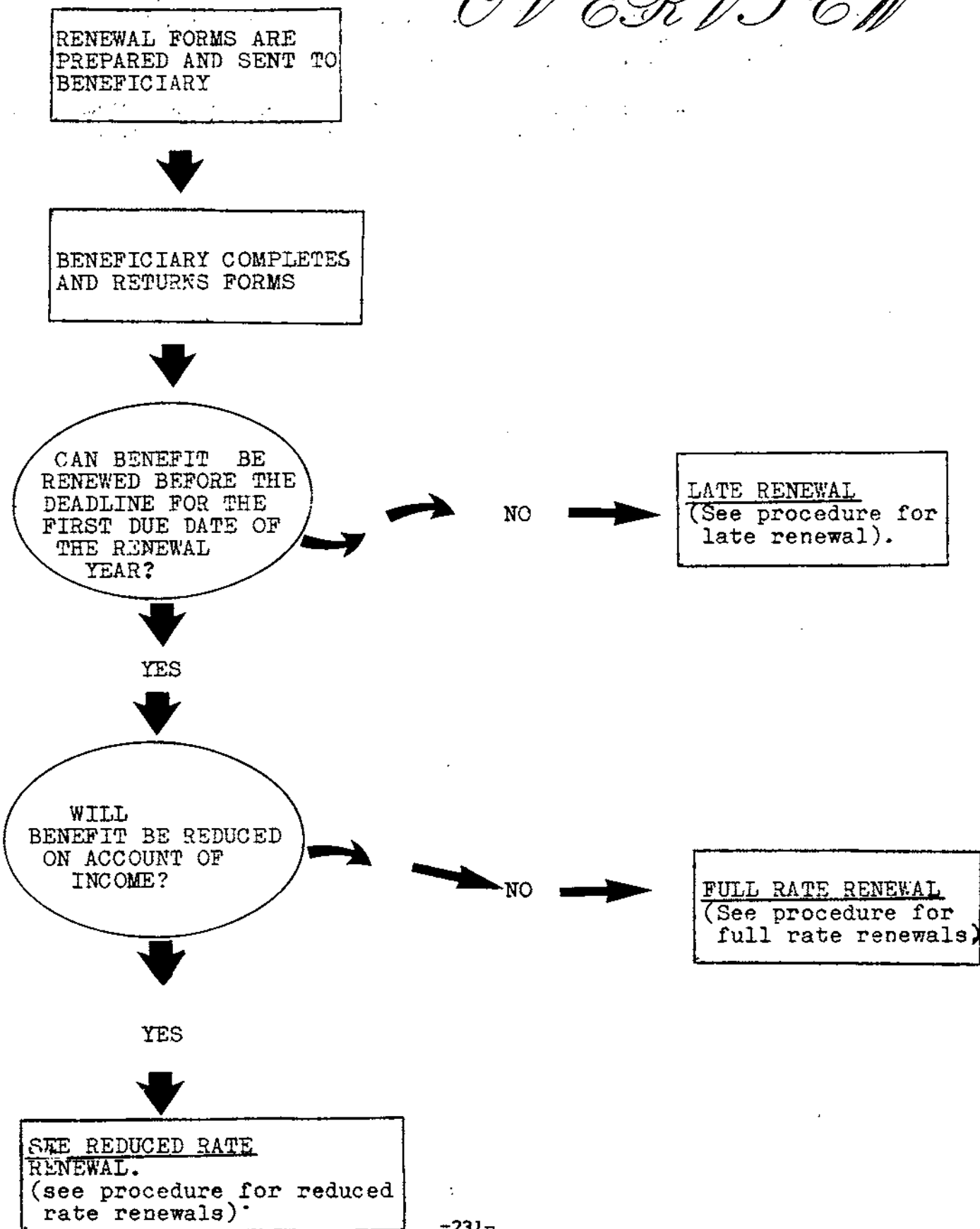
Look over the Flow Chart on the next page. This summarises the various processes involved in renewing a benefit and shows you how they relate to each other.



«FLOW CHART»

*RENEWAL*

*OVERVIEW*



The procedures involved in renewing an E.M.A. are IDENTICAL to those involved in renewing a D.P.B. However, we'll look at these procedures in terms of D.P.B. examples only since these will make up the majority of the cases you'll come across back in the Office.

And some terminology...

'BENEFIT YEAR' - This is the period for which benefit is payable - that is, the fifty-two week period ending on the EXPIRY DATE.

'INCOME YEAR' - The income year is the fifty-two week period ending on the last day of the Pay Period but one preceding the one in which the benefit expires.

For example ...

DUE DATE		PAY PERIOD	LAST KEYING DATE	RENEWAL	PRODUCTIONS
10.11.87	4.11.87	28.10.87 4.10.87			Fortnightly Payments, Change Lists, LPC Action List Expiry (18.11.87 to 1.12.87), Renewal Lists (Code 12)
24.11.87		11.11.87 18.11.87	10		Renewal Forms, Change Lists, LPC Action List Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expiry (2.12.87 to 15.12.87) Children (2.12.87 to 29.12.87) LPC Action List
8.12.87	2.12.87	25.11.87 2.12.87			Fortnightly Payments, Change Lists, LPC Action List Expiry (16.12.87 to 29.12.87), Renewal Lists (Code 12)
22.12.87*	29.12.87	9.12.87 16.12.87	11		Renewal Forms, Change List, LPC Action List Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expiry (30.12.87 to 12. 1.88) Children (30.12.87 to 26. 1.88), LPC Action List
5. 1.88	30.12.87	23.12.87 30.12.87			Fortnightly Payments, Change Lists, LPC Action List Expiry (13. 1.88 to 26. 1.88), Renewal Lists (Code 12)
9. 1.88		6. 1.88 13. 1.88	12		Renewal Forms, Change List, LPC Action List Fortnightly Payments, Change Lists, LPC Action List Change Lists, Expiry (27.1.88 to 9. 2.88) Children (27. 1.88 to 23.2.88), LPC Action List

Code 12 Benefit Year expires

26/1/88

Code 12 Income Year expires

1/12/87

"ACTUAL INCOME" - This is the actual income received by the beneficiary during the income year. At renewal, the actual income is always charged. This is, all the income actually received by the beneficiary during the Income Year is charged against the benefit she will receive during the next Benefit Year.

OK, let's see how this works in practice .....

In our examples we coded the benefit Code 1. At renewal, any income Freda's received during the fifty weeks ended on 2/2/8\*\* (the income year) will be charged against the benefit she will receive during the next benefit year (the fifty-two weeks beginning on 31/3/8\*\*).

Simple, isn't it!.

Renewals of benefit falls into two categories - full rate renewals and reduced amount renewals. The term 'FULL RATE RENEWAL' means the renewal of a benefit that is not reduced on account of excess income but is paid at the maximum rate. A 'REDUCE RATE RENEWAL' is one where the benefit is reduced on account of excess income (income over \$1300 gross per annum).

We'll look at these two types of renewals separately.

Before we do this, however lets look at preparation. The renewal forms are prepared by the Data Processing Centre and forwarded to district office together with a renewal list. Before posting the renewal to the beneficiary, it is necessary to attach any other papers that may be required i.e. Renewal of Accommodation Benefit, Disability Allowance etc.

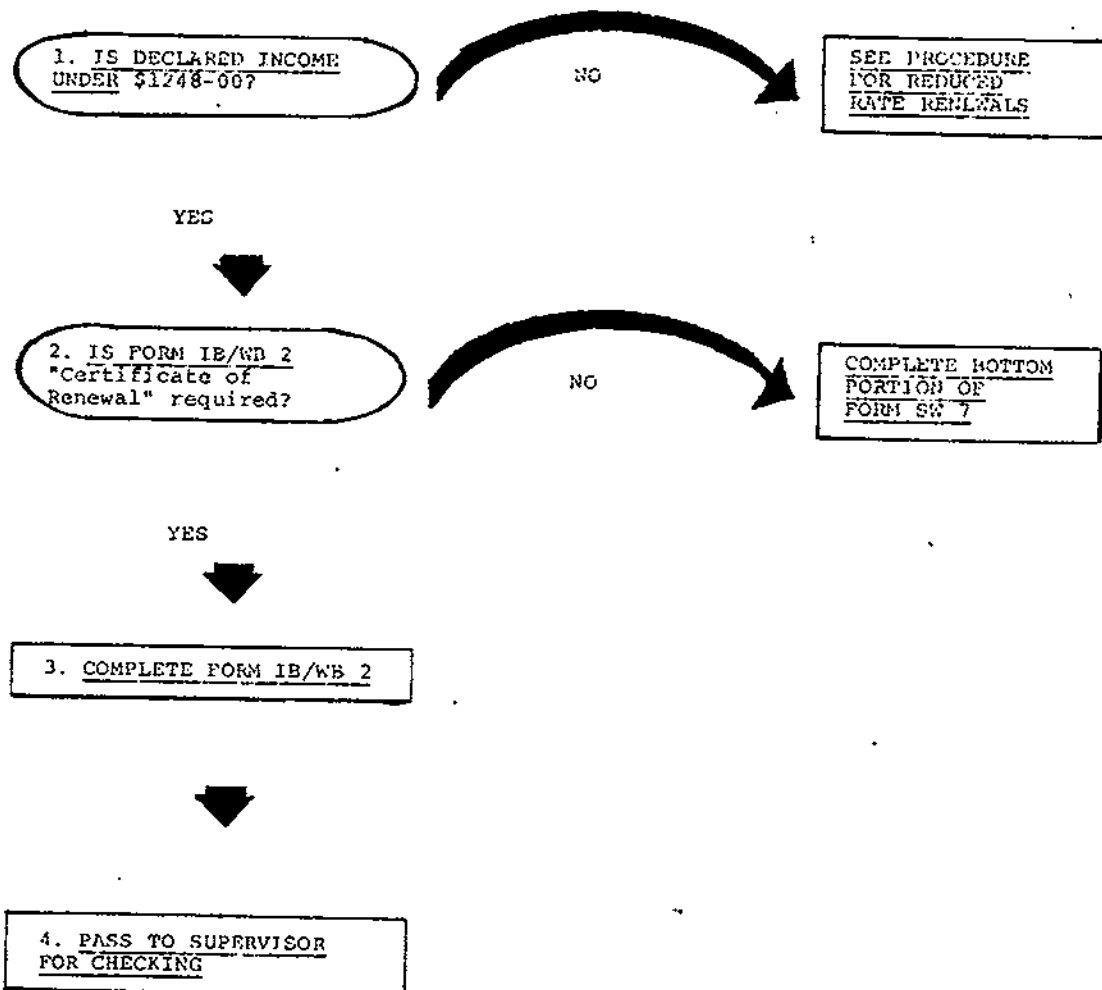
Follow the procedures in your office to record the issue, return and completion of the renewal. This is normally done by recording details on the renewal list.

# Full Rate Renewal

---

The procedures involved in a FULL RATE RENEWAL are really quite simple and are summarised on the Flow Chart.

## Full Rate Renewals Flow Chart



COMPLETION OF FORM IB/WB 5.

In some circumstances it is necessary to use form IB/WB 5 Certificate of renewal, when giving the decision to renew benefit. A completed version of this form is on the next page.

Now read paragraph M 131 to M 136 of Four Weekly Manual

Some of the terms in this section of the manual may not be familiar to you so we will elaborate.

- (a) "Changed amount" refers to a benefit that has a change in rate of benefit. This is usually when the rate of benefit is affected by income and will be explained further when we cover the procedure for reduced amount renewals.
- (b) M.132(b) refers to additional concessions and exemptions apart from the normal income exemption of \$3120 per annum. See your supervisor for an explanation of these terms.
- (c) "Late renewals" - we will explain this procedure later.

Now read paragraphs M.146, and M.160 - 161 Four Weekly Manual.

An example of completed IB/WB 5 is as follows:

Remember: Income Exemptions are:

- 1 \$2600 pa for a beneficiary without children; or
- 2 \$3120 pa for a beneficiary with children.

CERTIFICATE OF RENEWAL Domestic Purposes BENEFIT

Class Code 600 16/100101

Name: DAY CLARE  
Surname First names  
Address: 1987 Cobblestone Drive, Middlemarch,  
Obago Postal Code: DN66

Beneficiary is maintaining 2 children Maintenance - Direct Deduction \$ NIL  
Child attains 15 years on 1/7/87 Total maintenance received \$ NIL Rate Code 2  
Income for 52 weeks ended 28/02/87 Outgoings paid by husband \$ NIL

Assets		Income		Assessment	
<u>POSB</u>	<u>1021.00</u>	<u>P.O. Interest</u>	<u>28.85</u>	Cross chargeable income	<u>28.85</u>
				Section 66 exemption	<u>N/A</u>
				Net Chargeable Income	<u>28.85</u>
				Exemption	<u>3120.00</u>
				Excess income	<u>nil</u>
				Income deduction	<u>nil</u>
				Basic Benefit	<u>9287.20</u>
				Less maintenance	<u>N/A</u>
				Income deduction	<u>nil</u>
				WSD Allow	<u>N/A</u>
				Earnings Subsidy	<u>N/A</u>
				Benefit payable	<u>9287.20</u>
		<b>Total</b>	<b>28.85</b>		

Prepared by [Signature] 27/3/87  
Checked by [Signature] 28/3/87

Interim Payment Order

App. Code	Payment Code	Due Date	Amount
		<u>1/1</u>	<u>\$</u>
		<u>1/1</u>	<u>\$</u>
		<u>1/1</u>	<u>\$</u>

DECISION  
Renewal  
Granted/declined © \$9287.20 p.a. Can  
25.3.87 to renewal 1988  
01-07-87 - child Ted attains  
15 yrs of age - Award certificate  
of attendance Can School and  
review 4/5 entitlement.

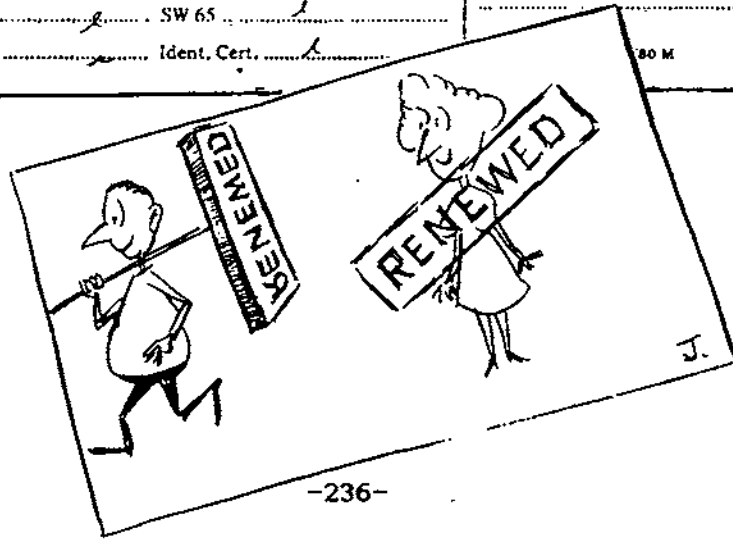
Payee:  
Address:

Serial No. [ ]  
Continuing Instal. 5  
Account Number [ ]

[Signature]  
for Director  
27/3/87

Check List  
Comp. checked 1 Sol. advised 1  
Input form 1 SW 65 1  
Notification 1 Ident. Cert. 1

Follow up action:  
FILE 1



COMPLETION OF FORM SW 7

This is really quite simple!

Look over the sample completed SW 7 and read the captions at the bottom of page

APPLICATION FOR RENEWAL	
ISSUED BY THE DEPARTMENT OF SOCIAL WELFARE	
New Clara VOYANT 1983 Cobblestone Drive, WANGARUI	660 16/100001 RC 2 CE 2 AS 12 RTE 296.00 IX 78 160-167-920
<b>NOTICE REGARDING RENEWAL</b>	
<p><b>IMPORTANT:</b> Failure to complete and return this form promptly will lead to delay in future payments.</p> <p>This form should be completed by you, if possible, otherwise by someone who knows your circumstances.</p> <p>When renewal is approved an order book will be sent to the office you have named below and will be handed to you in exchange for your old order book cover when the first instalment is claimed.</p> <p><b>PLEASE COMPLETE</b> Section A, B      Section C is to be completed if income was received or due to you during the year.</p> <p style="text-align: center;">ALL QUESTIONS IN SECTION A MUST BE ANSWERED.</p>	
<p><b>SECTION A</b> The Director of Social Welfare.</p> <p>I hereby apply for renewal of my Domestic Purpose Benefit.</p> <p>I declare that my total income other than payments from the Department of Social Welfare for the 52 weeks ended 1-3-83 amounted to \$ 214.00 as shown in section C on the back of this form. This includes money received direct from my husband or ex-husband.</p> <p>I have not reconciled with my husband and I am not living in the nature of a marriage with any other person.</p> <p>If no income was received or due to you during the fifty-two weeks with 'NIL' above and do not complete the statement of income in Section C on the back of this form.</p> <p>I am at present employed at the weekly rate of \$ <u>Nil</u></p> <p>Name and address of my employer: <u>Nil</u></p> <p>My permanent address is: <u>1983 Cobblestone Drive, Wangarui</u> <small>(This does not constitute an address for correspondence unless stated on one side of this form.)</small></p> <p>Signature <u>Clara</u>      Date <u>1/1/83</u></p>	
<p style="text-align: center;">ADDITIONAL BENEFIT</p> <p><small>To appreciate circumstances additional benefits may be paid. If you are not already claiming this additional payment and would like to have more stated, please state a word in this box.</small></p> <p style="text-align: center;">FOR OFFICE USE ONLY</p> <p>Renewal at <u>1165.80</u> from <u>27.14.82 to 25.14.84</u></p> <p>Recommending officer <u>Billy Kelly</u>      Date <u>1/1/83</u></p> <p>Approving officer: _____      Date <u>1/1/83</u></p> <p>District and Area: _____      File: _____</p>	

Show here annual rate of benefit payable

Sign here as recommending officer

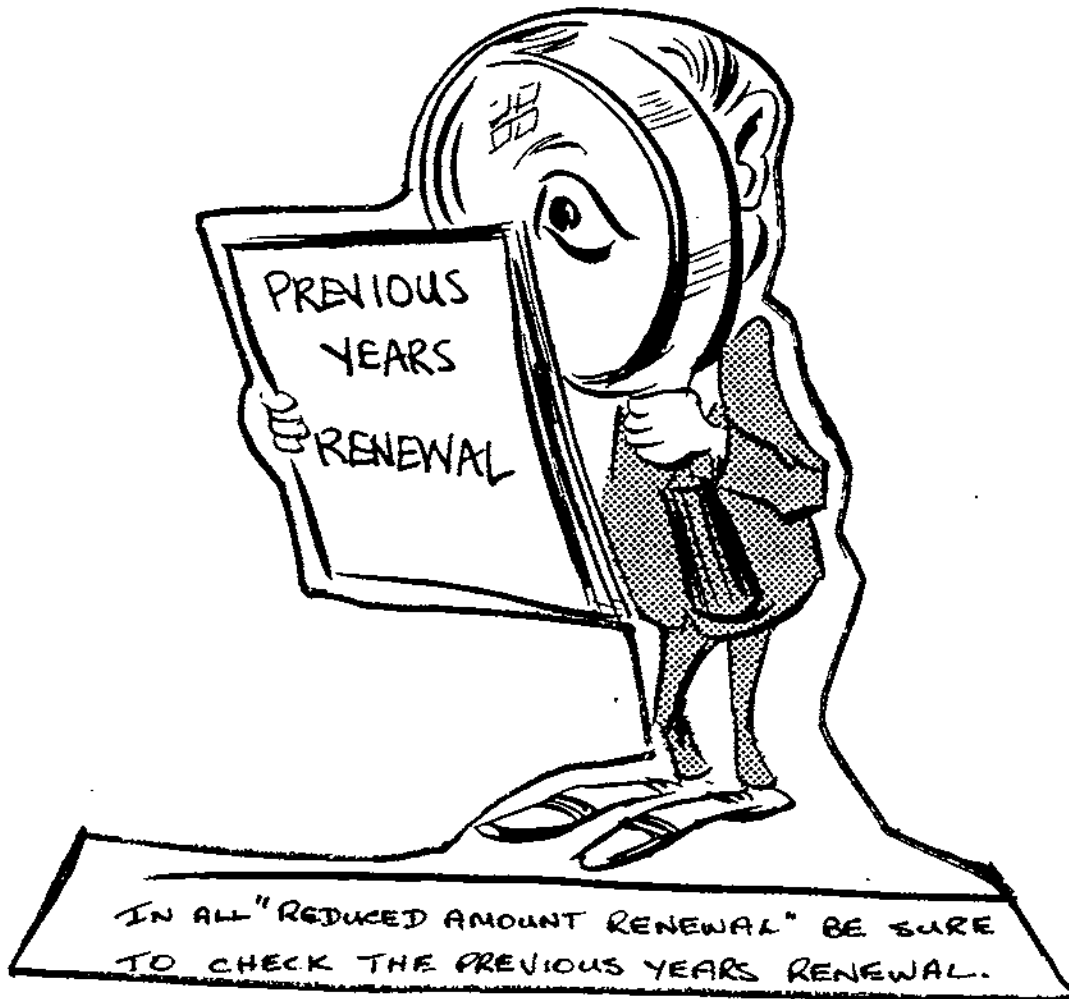
This is the commencement date of renewal (benefit year)

This is the expiry date of renewal (benefit year)

# Reduced Rate Renewal

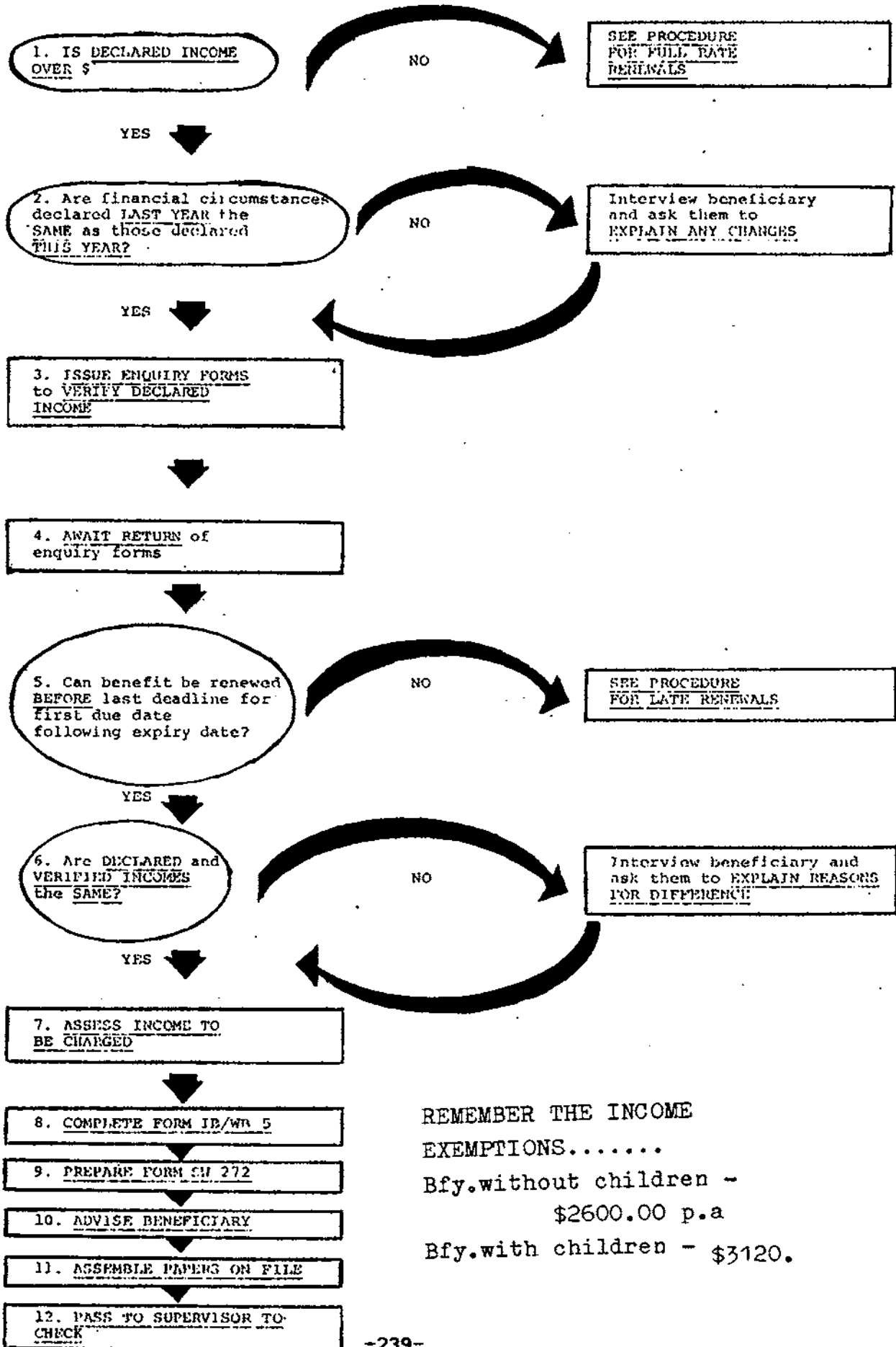
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Look over the Flow Chart on the next page. This summarises the procedures involved in a REDUCED RATE RENEWAL.





# Reduced Rate Renewals Flow Chart



REMEMBER THE INCOME EXEMPTIONS.....  
 Bfy.without children - \$2600.00 p.a  
 Bfy.with children - \$3120.

## 1. DECLARED INCOME

In the last section on Full Rate Renewals, we saw that, in cases where the declared income is LESS THAN \$3068.00, the benefit can be renewed at the FULL RATE. However, in cases where the income EXCEEDS \$3068.00 the rate of benefit payable will have to be recalculated and the following procedures apply ...

## 2. FINANCIAL CIRCUMSTANCES

A check should be done of the previous year's renewal (or grant if this is the first renewal) to ensure the beneficiary has not omitted any income she had previously or has declared income that the Department was not aware of previously. The beneficiary would need to account for any differences.

### Example

At last renewal beneficiary's financial situation may have been like this:

<u>Assets</u>	<u>Income</u>	
Post Office Savings Bank Investment \$10,000	Interest 11%	\$1100.00
Australia New Zealand Savings Account \$2568	Interest	\$ 38.00
Australian New Zealand Cheque Account \$959.00	Interest	NIL
Buildings \$50,000	Net rent	\$3089.65

When SW 7 is completed she declares:

P.O. Int.	\$1100.00
ANZ Int.	\$5065.00
Rent	\$ 200.00

There has obviously been a change in financial circumstances and when questioned the beneficiary is able to explain that during the renewal year she sold the property previously rented and invested the proceeds in the Australian New Zealand bank. This explains the reduction in the rent and the increase in bank interest.

### 3. VERIFICATION OF INCOME

If the declared income is over \$3068.00 gross, ALL income must be verified. Forms issued to verify income. The same enquiry forms are used for renewal purposes. Details are verified for the 12 months ending on the income year applicable to that case.

When you have issued the enquiry forms, record on file the date the forms were issued. These could be shown on a minute sheet like this.

MINUTE SHEET		
Subject	Department: .....	
	Section: <u>D.O.B.</u>	
	File No. <u>3/77777</u>	
	Date: .....	
To-	<u>Anne S55D</u>	
	ISSUED	RETURNED
	<u>SW 8 to A. Bennett</u>	<u>3.10.87</u>
	<u>SW 5 to Westpac</u>	<u>10.10.87</u>
	<u>SW 5 to OSB</u>	<u>3.10.87</u>
	<u>SW 5 to P.O.S.B</u>	<u>3.10.87</u>

Your office may use another type of form on which to record the issue and return of forms. Local procedures may apply here, so check with your supervisor.

#### 4. AWAIT RETURN OF ENQUIRY FORMS

After issuing enquiry forms the file is put onto "bring up" for two weeks. In some offices the application for renewal is removed from the file and held separately until all enquiry forms are returned. Your supervisor will tell you what you do in your office.

If the enquiry form is not returned within two weeks, it may be necessary to send a duplicate. If you do issue a duplicate, ensure you note the file of the date the duplicate form was issued. If this second form is not returned promptly, see your supervisor who will direct any further action you'll need to take.

#### 5. CAN BENEFIT BE RENEWED BEFORE EXPIRY DATE?

If enquiry forms are not returned in time to renew benefit, before the deadline date affecting changes in first due date of renewal year, benefit may need to be stopped. We'll look at what you should do in this situation in the section on "Late Renewals".

#### 6. DECLARED AND VERIFIED INCOMES

On return of enquiry forms, check to see ...

- a) If the verified income is UNDER the exemption. If this is the case the renewal can be completed on form SW 7 as a full rate renewal.
- b) If the verified income is the SAME as that declared. If not, the beneficiary should be asked how she/he arrived at the figure declared. It could be that an incorrect figure has been declared or that the enquiry forms have been completed incorrectly. This query can be made by way of a phone call if the beneficiary lives locally, or by letter.

7. ASSESS INCOME

After all enquiry forms have been returned and the case is ready to renew, the income to be taken into account must be assessed. Read paragraphs D1 and D17 Income and Property Manual.

8. COMPLETE FORM IB/WB 5

This form is used to give the decision to renew benefit. Here's an example of completed IB/WB 5.

MPW. 2

**CERTIFICATE OF RENEWAL** Domestic Purpose **BENEFIT**

Case No: 660 3 717717

Name: S. E. G. G. E. Annice  
 Address: 63 KEE ST DRAHEIDEN  
 Postal Code: DNO.1

Beneficiary is maintaining 2 children | Maintenance - Direct Deductions NIL | 2  
 Child or child 18 years on 12/09/87 | Total maintenance received NIL  
 Income for 52 weeks ended 28/02/87 | Outgoings paid by husband NIL

Amount	Income	Amount
Wages (T.O.) \$5000	W.P.A.C. interest \$600.00	Clear chargeable income \$4400.00
P.O.S.R. (S.A.) \$2000	P.O.S.R. interest \$90.00	Section 64 exemption nil
O.S.G. \$1000	O.S.G. interest \$7.00	Net chargeable income \$4497.00
	Earnings P.A. \$600	Exemption \$3120.00
		Gross income \$1377.00
		Taxable deduction \$03.00
		Net income \$1374.00
		Less maintenance nil
		Income deduction \$03.00
		<b>Total \$1371.00</b>

Prepared by Althea Kelly 20/02/87 | W.D. Allow -  
 Checked by \_\_\_\_\_ | Savings Security -  
 Benefit payable \$8481.80

App. Code	Payment Code	Rate	Amount
	11	5	
	11	5	
	11	5	

Serial No. \_\_\_\_\_  
 Continuing Instal. 5  
 Account Number \_\_\_\_\_

Check List  
 Comp. checked \_\_\_\_\_ | Self advised \_\_\_\_\_  
 Input form SW 85  
 Notification \_\_\_\_\_ | Inst. Cert. \_\_\_\_\_

Decision: at \$1481.80 per week  
25-2-87 - 20-04-88 (\$165.00)  
12-05-87 - child study, obtain  
16/87

Althea Kelly  
 For Director

Follow up action: \_\_\_\_\_  
 FILE \_\_\_\_\_

11-118-750 (pub/1/86) M



12. PASS TO SUPERVISOR

You have now completed your renewal action and can give it to your supervisor to check.

After your supervisor has checked and signed the renewal decision and assessment, he/she will note the renewal list that benefit has been renewed. This is commonly termed "clearing the renewal list".

\* \* \* \*

# Late Renewals

---

A LATE RENEWAL is one which has not been received by the deadline for the first payment in the new benefit year.

Have a look at your payment calendar chart.

We will use a code 3 renewal as an example. The renewal year (or benefit year) commences on 26 May 198\*\*. The first payment is due on 1 June 198\*\* and the last keying date for any changes affecting the payment due 1 June 198\*\* is 19 May 198\*\*. If the benefit is not received by 19 May 198\*\*, it is termed a 'late renewal'.

Now read paragraphs M.93 to M.99 Four Weekly Manual, paragraphs 4.1 to 4.12 Domestic Purposes Benefit DPC Manual.



1. PREPARE "LATE  
RENEWALS LIST"



2. PREPARE FORM  
SW 23 to suspend  
benefit



3. PREPARE FORM  
SW 272



4. ADVISE BENEFICIARY



5. PASS TO SUPERVISOR  
TO CHECK



6. AWAIT INFORMATION  
NECESSARY TO ENABLE  
RENEWAL TO BE  
DONE



7. RESUME and RENEW  
BENEFIT

## LATE RENEWALS LIST

SEVEN DAYS BEFORE the deadline date for changes affecting the first payment in the new renewal year, the cases that are not shown as having been renewed on the renewal lists, are listed on a separate list. This is called a "Late Renewals List".

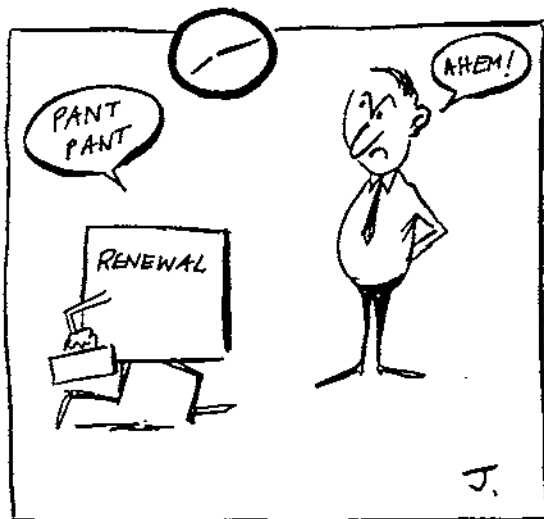
These cases should then be examined by your supervisor to see if any of them can be actioned.

## SUSPEND BENEFIT

Those cases that can't be renewed before the expiry date, should then be suspended. This is done using forms SW 23 and SW 272. Miscellaneous Actions").

There is a special information code used for suspending late renewals. This code is '94' and is found on pages 66 and 67 of the DPB Data Processing Manual. Read these pages now.

Here's a sample completed SW 272 using the '94' information code to suspend the benefit ...



### ADVISE BENEFICIARY

The beneficiary must be notified when payment is suspended. Local procedure will apply here. See your supervisor.

### PASS TO SUPERVISOR

Your supervisor will now sign the late renewal action.

### AWAIT INFORMATION

You now wait for the information necessary to renew benefit. This may be the return of outstanding enquiry forms and you may need to issue duplicates as explained earlier. While you are completing your investigations the file may be put in B/U. Check with your supervisor to find out the procedure that applies in your office.

### RESUME AND RENEW BENEFIT

When the renewal is finally ready to complete, the decision to resume payment and renew benefit is given on form IB/WB 5.

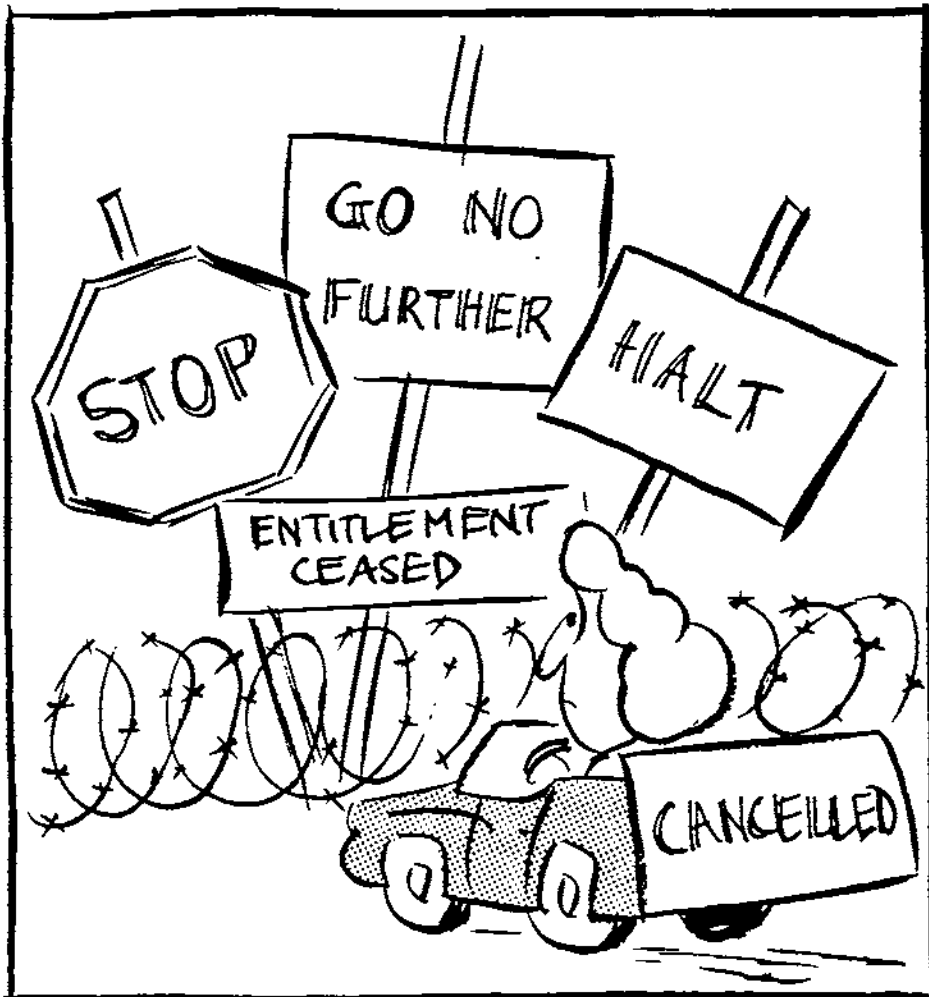
An input form (SW 272) is completed to delete the late renewal noting on the Master Record so that DPC re-commence issuing payment. In this example, the action to renew was taken on 4 Jun 198\*\*. The input form will meet the deadline for the payment due on 29 June 198\*\*. Arrears will therefore have to be issued for the period 26 May 19\*\* to 22 June 198\*\* as you can see on the IB/WB5.



Remember, if the renewal is a reduced amount, you'll also need to amend the income details on the Master Record.

\* \* \* \*

# CANCELLATIONS



# Cancellations

---

Cancellation action is taken when a beneficiary is NO LONGER ENTITLED TO RECEIVE BENEFIT. It involves closing the computer Master Record and beneficiary's personal file, and assessing the amount of any resulting overpayment of benefit.

There are a number of circumstances under which entitlement to benefit ceases. Here are some of the most common ones ...

#### A. MARRIAGE

This is one of the more common reasons for cancellation and therefore one that you'll come across often.

Read paragraphs G6.21 and G6.22 of the DPB Manual.

If you come across any cases where you think that the beneficiary might be living in a relationship in the nature of marriage, refer them to your supervisor IMMEDIATELY. DON'T try to deal with the situation yourself.

It is the beneficiary's responsibility to advise you of their marriage, and this should be done IN WRITING. The beneficiary should also be asked to produce their marriage certificate for sighting.

#### B. RECONCILIATION

Read paragraph G6.23 (page 98) of the DPB Manual.

Again it is the beneficiary's responsibility to advise you of reconciliation and this should be done in writing.

#### C. RELEASE OF SPOUSE FROM PRISON

Where qualification for Domestic Purposes Benefit is under Section 27B(1)(d) of the Social Security Act (i.e. the beneficiary is the wife of a prisoner), entitlement ceases on the husband's release from prison.

Read paragraphs G6.25 to G6.26 of the DPB Manual.

The beneficiary should advise of the spouse's release however you may also receive advice direct from the prison authorities.

#### D. PERMANENT DEPARTURE FROM NEW ZEALAND

Entitlement also ceases on departure from New Zealand for permanent residence overseas.

Read paragraphs G6.27 and G6.28 (page 99) of the DPB Manual.

Advice of intended departure from New Zealand should be obtained in writing. This can be in the form of a letter, a statement on form SW 81 or on a locally produced departure statement.

Check with your Supervisor.

#### E. EXCESS INCOME

Where a beneficiary's income is such that it precludes payment of any benefit at all, entitlement to benefit ceases.

The most common example of this is where a beneficiary applies for renewal of their benefit and the income declared is too high to allow payment of benefit.

#### F. NO APPLICATION FOR RENEWAL

#### G. LAST CHILD CEASES TO BE DEPENDENT

Entitlement also ceases when the beneficiary's last child ceases to be a "dependent".

Remember the "Basic Qualifications" ... A dependent child is one for whom Family Benefit is payable?

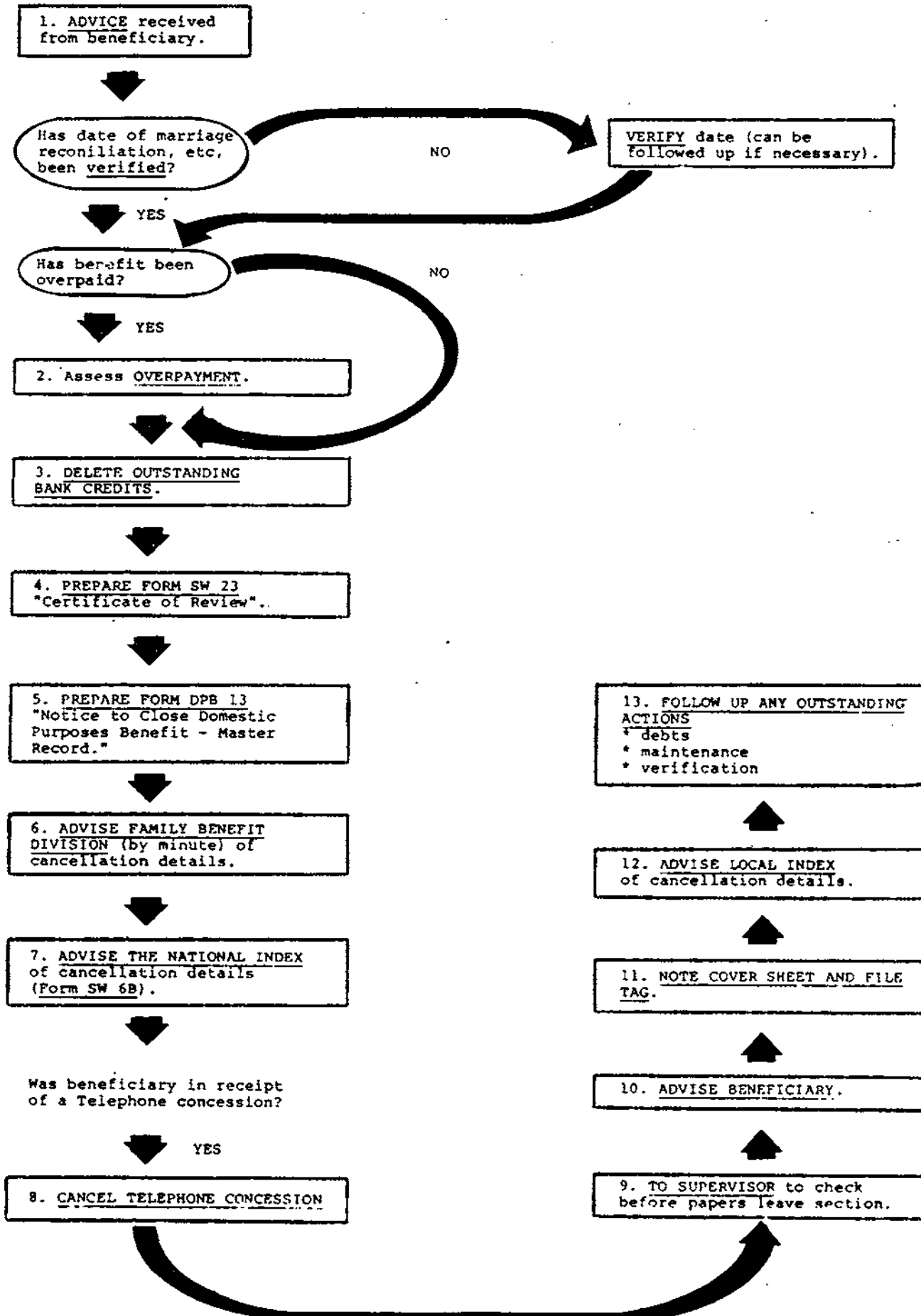
#### H. BENEFICIARY REQUESTS CANCELLATION

Read paragraphs G6.32 and G6.33 on page 99 of the DPB Manual.

OK ... now that you're aware of some of the reasons for which a benefit can be cancelled, let's look at how you should go about the actual cancellation action.

We'll start by looking at the Flow Chart on the next page ...

# Cancellation Flow Chart





Don't be daunted by the size of the Flow Chart. Most of the actions involved are really quite simple. Let's look at each of them separately.

## 1. ADVICE

This can come in a variety of forms, but should generally be IN WRITING and SIGNED by the beneficiary. You may need to obtain verification of the event (and date) in some cases. For example, where the beneficiary has married, the marriage certificate should be sighted, or in the case of excess income, the income should be verified.

## 2. ASSESS OVERPAYMENT

If you're unable to meet the computer deadline for the cancellation date so that payment continues BEYOND that date, you'll have to assess the amount of the resulting overpayment.

For example:

Beneficiary remarried 15/4/8\*\*. Entitlement (\$263.93 per fortnight) ceases from 15/4/8\*\*. Advice received on 17/5/\*\*. DPB 13 to close Master Record actioned on 18/5/8\*\*. Overpaid credit cannot be withdrawn.

Benefit has therefore been overpaid for the period 15/4/8\*\* to 25/5/8\*\* (i.e. 2 and 13/14 fortnights at \$263.93 per fortnight).

The assessment of the amount overpaid would look like this ...

1.	<u>15/4/8** to 27/4/8**</u>		
	i.e. 13/14 F.N. at \$263.93 P.F.N.	=	\$245.06
2.	<u>28/4/8** to 25/5/8**</u>		
	i.e. 2 F.N. at \$263.92 P.F.N.	=	\$527.84
			<u>\$772.90</u>

Always, remember, when assessing an overpayment, to round DOWN so that the assessment is to the beneficiary's advantage. For example, in the assessment above, \$245.06856 was rounded down to \$245.06.

Also include in the assessment Family Support paid that beneficiaries not entitled to for some period.

Unless the beneficiary is in receipt of another type of benefit, the overpayment would normally be recovered by cash refund. Overpayments aren't usually offset from Family Benefit but, if the beneficiary can't repay in any other way, and they consent in writing to this being done, recovery can be made in this way.

If you come across any cases where you think that this method of recovery should be considered, CONSULT YOUR SUPERVISOR.

### 3. DELETE OUTSTANDING BANK CREDITS

Where an overpayment has occurred on cancellation, you may have to take action to delete the overpaid bank credits.

Read paragraphs 1.32 and 1.33 Domestic Purposes Benefit Data Processing Manual.

The Data Processing Centre is unable to delete payments to Trustee Savings Bank accounts and requests for deletion should be made in writing direct to the Trustee Savings Bank concerned.

Usually, the credit would be allowed to stand and an overpayment for the amount would be established and recovered from the beneficiary. However, if there is a likelihood that it would be difficult to recover an overpayment from the beneficiary, or some other good reason, action could be taken to delete the credit. Again, if you come across any cases where you think this should be considered, CONSULT YOUR SUPERVISOR.

### 4. COMPLETE FORM SW 23

This form is used to record the decision to cancel the benefit and details of any overpayment. Look over the sample completed form SW 23 on the next page.

Remember, when assessing an overpayment, to show your workings on the reverse side of form SW 23 as you would for arrears.

# CERTIFICATE OF REVIEW

DOMESTIC PURPOSES Benefit

Class Code 660 12 / 260931

PREVIOUSLY TURNER  
Beneficiary's name: MR. W. CROSS  
(Surname)

JANE RIEBEG  
(Full First Name)

Address: 25 LIGHTNING DRIVE NAITARA

Review required on account of

Schedule Payment Code and A/c No. 11-6600-0210977-30 Rat. Code 12

BEY MARRIED PETER CROSS ON 5-4-82 (VFB)

SHOW DETAILS OF  
OVERPAYMENT OR  
OVERLAPPING HERE  
IN RED INK

SHOW BANK ACCOUNT  
NUMBER HERE

Overpayments, debts, or overlapping benefits to be adjusted: OVERPAYMENT OF \$63.00 COVERING  
PERIOD 5-4-82 TO 13-4-82 RECOVER BY CASH REFUND

Debit:

- CANCEL DPB FROM 5-4-82
- ESTABLISH OVERPAYMENT OF \$63 AND RECOVER BY CASH REFUND

J.R. BOVA  
14.1.21.82 Recommending  
Officer

for Director

Stop cards met, due

and

orders following:

### INTERIM PAYMENT ORDERS

Appl. Code	Payment Code	Due Date	Amount	Appl. Code	Payment Code	Due Date	Amount
		1 / 1	\$			1 / 1	\$
		1 / 1	\$			1 / 1	\$
		1 / 1	\$			1 / 1	\$

Payee's Name

Address

Serial No

INITIAL HERE  
FOR ACTION TAKEN  
AND DATE

Pay Computation:

Checked

S.W. 22/27/82

Form 3A

Debt. card

S.S. # JK 14/4

Index

Code card

FILE: R/40/247

Payment Order  
Bank Credit

1 / 1 \$

Continuing Installment

Payment Order  
Bank Credit

1 / 1 \$

5. COMPLETE FORM DPB 13

Read paragraphs 2.20 to 2.21, and 2.64 and 2.65 of the DPB Data Processing Manual.

Here's a sample completed DPB 13 ...

D.P.B. 13

### NOTICE TO CLOSE DOMESTIC PURPOSES BENEFIT—MASTER RECORD

District Code	Record Number	Check Digit	Check Initials
12	260831	.	J T

A04 \_\_\_\_\_ (Christian Names)      A05 \_\_\_\_\_ (Surname)

The above record is to be closed on account of:  
 (Indicate with which is applicable)

101	Death.	_____ (Date of Death)	A38 _____ (Date of Birth)	A39 _____ (Sex)
102	Grant and death.	_____ (Date of Death)		
104	Grant and cancellation.			
105	Application declined.			
106	Application transferred.			
<input checked="" type="checkbox"/> 109	Cancellation Code	10	050482 (Date of cancellation)	_____ (Batch Number)

(When 102, 104, or 105 are ticked, all fields with an asterisk are to be completed)

W	Q	2	_____	_____	_____
			Date Code	Date	Action Code

Prepared by: *[Signature]*      Checked by: \_\_\_\_\_      Date: \_\_\_\_\_

Keying Action Complete: \_\_\_\_\_

67810C-1,500/7/81 MK

**REMEMBER**, if cancellation is on account of remarriage, show the check initials of the beneficiary's MAIDEN NAME as this is the name under which the Master Record would have been established.

6. ADVISE FAMILY BENEFIT DIVISION

In all cases, you should notify Family Benefit Division so that they can delete the DPB/EMA cross reference from the Family Benefit Master Record.

Your advice should look something like this ...

MINUTE SHEET	
Subject:	Department: ..... Section: <u>FB 12/26801</u> File No. .... Date: <u>TURNER</u>
To-	<u>Jane D Cross (previously Turner)</u> Family benefits Apr married Peter Cross on 15-4-82 (copy of marriage certificate attached) DPB has been cancelled from 15-4-82 Please delete cross-reference from FB file. New address 15 25 Lightering Drive, Wootton Bassett Wiltshire 14-4-82
From	[Blank]
To	[Blank]
From	[Blank]
To	[Blank]
From	[Blank]
To	[Blank]
From	[Blank]
To	[Blank]
From	[Blank]

7. TO ALTER SURNAME ON MASTER RECORD. REFER CIRCULAR  
MEMORANDUM 1986/47

Complete SW 739 - Notice to amend Common Index Master Record, Page 14 of  
Common Index Manual for sample input.

**NOTICE TO AMEND COMMON INDEX MASTER RECORD**

SW 739

Wairoa  
District

B  
Chng  
Type

4 6 9 9 6 4 6 9 4  
Social Welfare Number

P J  
Check Init

A  
Rec.  
Type

Seq. No.

Name: Polly Jacobs - Rangitikeia

IDENT CODE	DETAILS OF CHANGES
B04 B56	Polly Jacobs - Wikee pa 04

PREPARED BY: A Clark      CHECKED BY: A Director      DATE: 26/05/1986

16400G-2,000pads/5/84MK

#### 8. CANCEL TELEPHONE CONCESSION

This is a skill you'll learn at your job. When you come across a case involving a concession, CONSULT YOUR SUPERVISOR.

You'll be able to identify cases involving concessions by the special tag (usually red) on the file.

#### 9. SUPERVISOR TO CHECK

Before advising the beneficiary, ensure that the file has been checked and signed by your supervisor. You may have incorrectly assessed the overpayment or cancellation date.

#### 10. ADVISE BENEFICIARY

Write to the beneficiary telling them ...

- A. the reason for cancellation;
- B. the date benefit has been cancelled from;
- C. their Review and Appeal Rights
- D. details of any overpayment.

Read paragraph N30 of the Four-Weekly Manual.

#### 11. NOTE COVER SHEET AND FILE TAG

Local procedures will apply here. Check with your supervisor to see what the procedure is in your Office.

12. ADVISE LOCAL INDEX

Usually the file is sent to Index Section to note that benefit has been cancelled and the date from which it has been cancelled.

Again, check with your supervisor. In your office, you may be required to do your own indexing.

13. FOLLOW UP ANY OUTSTANDING ACTIONS

- \* DEBTS - the file will need to go to Debt Section, after you have done the advice letter, for further action.
- \* MAINTENANCE/LPC - if the case is a Domestic Purposes Benefit which was granted BEFORE 1 APRIL 1981, you will have to advise Maintenance Division of cancellation details.

This is so that any maintenance payable under an existing maintenance order or agreement can be released to the beneficiary.

If the case was granted AFTER 1 APRIL 1981, advise LPC Division so that they can cancel the Liable Parent Contribution.

- \* VERIFICATION - in some cases, verification of cancellation details may be required before cancellation action is complete.

You should note any follow up actions on the bottom of form SW 23 like this ...

INTERIM PAYMENT ORDERS							
Appl. Code	Payment Code	Due Date	Amount	Appl. Code	Payment Code	Due Date	Amount
		/ /	\$			/ /	\$
		/ /	\$			/ /	\$
		/ /	\$			/ /	\$

Payee's Name: _____ Address: _____ Serial No. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]	Pay Completion Checked _____ S.W. 272773 <i>JR N/S</i> Form 3A _____ Debt. car 1 _____ S.S. 68 <i>JR N/S</i> Index _____ Code card _____
---	---

Payment Order Bank Credit [ ] [ ] [ ] \$	Payment Order Bank Credit [ ] [ ] [ ] \$
--	--

68991H - 3,000 DOLARS 81 MK

FILE: *8/4*  
 - NOTE INDEX  
 - DEBTS  
 - MTCB

*SHOW FOLLOW UP ACTIONS HERE* →



This will ensure that these actions don't get overlooked.

AND THAT'S IT! ... SIMPLE WHEN YOU KNOW HOW ISN'T IT!!

\* \* \* \*

S.W. 23

## CERTIFICATE OF REVIEW

Benefit

Class Code

Beneficiary's name: .....  
(Surname) (Full First Names)

Address: .....

Review required on account of .....  
Schedule Payment Code and A/c No.  Rail. Code

Overpayments, debts, or overlapping benefits to be adjusted: .....

Decision: .....

CANCELLED

..... Recommending Officer. for Director. Stop cards inatt. due ..... and ..... orders following: .....

INTERIM PAYMENT ORDERS							
Appt. Code	Payment Code	Due Date	Amount	Appt. Code	Payment Code	Due Date	Amount
		/ /	\$			/ /	\$
		/ /	\$			/ /	\$
		/ /	\$			/ /	\$

Payee's Name: .....  
Address: .....  
Serial No.

Continuing Instrument  
Payment Order Bank Credit  \$  Payment Order Bank Credit  \$

689514 - 3,000 pcds/8/81 MK

Pay Computation:  
Checked .....  
S.W. 212/213 .....  
Form 3A .....  
Debt. car l .....  
S.S. 6B .....  
Index .....  
Code card .....  
FILEs .....

# OTHER RELATED ACTIONS



# Hospitalisation

## References:

Part G.3 DPB Manual  
Part T Miscellaneous  
Provisions Manual

## Introduction

1. For all classes of benefit payment continues at the full rate for the first 13 weeks of hospitalisation.

After 13 weeks action varies according to status i.e. with or without dependent children.

2. (a) There is no action if admission is to a private hospital, but watch if beneficiary relinquishes responsibility for care of child (child supplement).
- (b) There is no distinction between admissions to a psychiatric hospital and admission to other Hospital Board hospitals.

In any communication with beneficiary DO NOT use the term Psychiatric - just refer to Hospital.

See next 2 pages for procedures.

Hospitalisation (continued)

WITHOUT DEPENDENT CHILDREN (Women alone)

PROCEDURE

- STAGE 1
1. Record details of hospital admission on file.
  2. Bring up for 8 weeks.
  3. If discharged prior ensure bring up cancelled.
  4. Still in hospital at 8 weeks - issue letter, see page
  5. File back in bring up for reduction from 13 weeks  
- ENSURE BRING UP EARLY  
ENOUGH TO MEET 13 WEEK  
DEADLINE.
- 

STAGE 2

- Discuss any cases of hardship with a senior officer. H.O. can approve higher rates if necessary.
6. Reduce from expiry of 13 weeks to \$520.00 (\$10.00 p.w.)
    - A. Action on form SW 23  
e.g. Admitted to hospital 6.3.81. Reduce from 7.6.81
    - B. Prepare SW 272 -- B61 - Standard hospital rate  
H01 - Date & amount of broken payment!!  
B29 or 30 - if required.  
C06 - if necessary.
  8. Notification - see suggested one. Page
- 

SUMMARY

(No dependents)

- A. Full benefit 13 weeks.
- B. After 13 weeks reduce to \$10.00 pw
- C. \$10.00 pw further 13 weeks.

Hospitalisation (continued)

WITH DEPENDENT CHILDREN

PROCEDURE:

1. Record details of hospital admission on the file.
2. WELFARE OF CHILDREN - This is important - is there somebody to care for them?  
If not!  

Refer to senior officer so  
social work division may be  
alerted.
3. Benefit continues at full rate for 13 weeks.
4. Check with beneficiary (if possible) or hospital if necessary.  
How does she want payment made?  

- Is apportionment to those having care of children  
required?

5. If hospitalisation continues -

Before expiry of further 13 weeks -  
submit to Head Office with recommendation as to

- Rate of future benefit
- or
- Apportionment.

Cover these points in submission: -

- apportionment
- who is caring for children
- costs involved
- anticipated period in hospital
- ongoing commitments

See next Page for  
miscellaneous provisions.

Hospitalisation (continued)

POINTS TO NOTE

1. CHECK

- Getting the benefit to the beneficiary:

A. Agents

Now in hospital beneficiary may require that payment be sent to somebody else. (An Agent.)

See page

IMPORTANT

- (i) Preferably have SW 17 completed and signed by both agent and beneficiary.
- (ii) If beneficiary unable to sign etc common sense applies in the appointment of agents.
- (iii) Don't forget SW 272 action -- B27.
- (iv) Beneficiary as well as the agent must be notified if any change whatsoever in benefit entitlement etc.

B. Direct Credit Cases

Beneficiary may arrange with the bank to have someone else draw on the account - Assist here if necessary.

---

2. WATCH

PSYCHIATRIC HOSPITAL

Beneficiary's portion should be paid to the superintendent of the hospital.

- 272 Code - B30.

---

3. OVERPAYMENTS

Do not establish overpayment if there is delay in actioning hospital reductions.

Refer circumstances to Senior Officer.

---

4. ACCOMMODATION BENEFIT

- May continue for first 13 weeks of hospitalisation.
- Watch --- Review if accommodation expenses alter.

---

5. CHILD ADMITTED TO HOSPITAL

Child supplement may continue providing beneficiary still maintains an interest in the child.

---

6. FINALLY

A. Discharge

- Increase benefit to full rate from date of discharge.

B. Readmission

- (i) After discharge if readmitted within 2 months pay rate prior to discharge.
- (ii) If discharge longer than two months original provisions apply.

See next page for letters.

HOSPITAL NOTIFICATIONS

1. LETTER TO BE SENT AFTER 8 WEEKS  
of hospitalisation (single person)  
no dependants

Dear ,

Domestic Purposes Benefit

I am sorry to learn of your admission to hospital on  
This letter is to let you know that under the provisions of the Social Security Act it is usual, in the case of a single or widowed beneficiary to continue payment at the existing rate for 13 weeks and then reduce it to \$10.00 a week. Payment is continued at this rate for a further period of 13 weeks, at which stage the question of payment beyond that period will be considered.

However, the Social Security Commission may pay a higher rate than the above amount where there are continuing expenses, for example - rent, mortgage interest, rates, or insurance premiums which cannot reasonably be met from the patient's own resources. If you need to take advantage of this increased amount, please communicate with me and let me know of the circumstances by \*completing the attached form and returning it to me, or perhaps someone on your behalf could call and see me.

If I do not receive a reply from you, your benefit will continue at the full rate until and will then be reduced to \$9.00 a week. You will be paid this rate until but before this date, an officer will call on you to discuss your position.

On receipt of advice of your discharge from hospital, your benefit, if it has been reduced, will be immediately restored to the existing rate.

If you have any financial or other difficulty that you would like to discuss please let me know.

Yours faithfully,

Director

\* Form SW 47 Enclosed

---

2. SUGGESTED LETTER ---  
At pay action after 13  
weeks. (may need adapting  
to meet circumstances)

Dear ,

Domestic Purposes Benefit

Further to my letter of , your benefit has now been reduced to from (following expiry of 13 weeks hospitalisation). The payment order due consists of part of the reduced rate. Future two weekly instalments will be at \$20.00. Remember I informed you on that a higher rate of benefit may be approved in certain circumstances where you have continuing expenses.

If you are still in hospital at a person from this office will call on you to discuss your position.

for Director

Include review rights

# Departure From N.Z.

References: CM 1979/51  
CM 1981/71  
Section 77 S.S. Act

Permanent departure:

Benefit ceases from day after departure.

Temporary absence:

Entitled to payment while absent from New Zealand if absence is for up to 26 weeks provided the period of absence is for 30 weeks or less.

NOTE

- (i) If absence EXCEEDS 30 weeks payment cannot be approved for any period of the absence. - Except if DELAYS see page 285.
- (ii) While absent for thirty weeks or less - payment may continue in New Zealand (agent bank account) for 26 weeks or suspend payment and issue arrears on return.

---

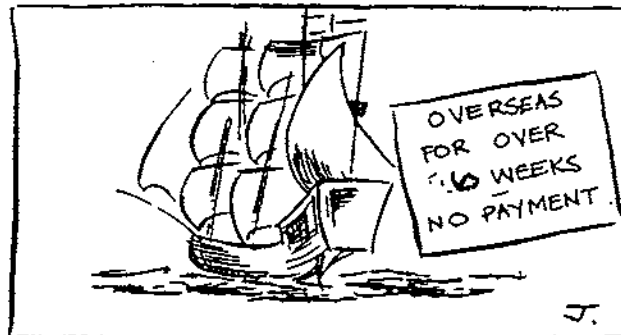
PROCEDURE

Permanent Departure

(T.17(a) 4 Weekly Manual)

1. We want to know: - Date of departure from N.Z.  
- Overseas address or if not available N.Z. contact. Preferably complete S.W. 422 interview form.
2. Cancel from day after departure. Action on SW 23.  
BUT
3. If instalment collected prior to departure payment may be confirmed to the end of that two weekly pay period.
4. Prepare SW 273 - Don't delay. Avoid overpayment.
5. Normal cancellation (letter etc) procedures apply.  
See page 261 (Also see stage 7 below).
6. Deletion of bank credit - Don't overlook using this facility if necessary.
7. If overpayment to be recovered and beneficiary overseas - see para Q.87 Pay Manual.

Next page - Temporary absence.





Departure from New Zealand (continued)

PROCEDURES: - TEMPORARY ABSENCE

Period of absence 26 weeks and under

Period of absence exceeds 26 weeks

---

1. Beneficiary does not have to notify

But if does

2. And calls at office. Have  
- interview sheet from  
leaflet S.W. 442 completed  
and give leaflet to  
beneficiary.  
Example page

3. Place interview sheet,  
beneficiary's letter or phone  
details on file.

4. Payment may continue in N.Z.  
during period of absence.

5. LETTER must be issued in every  
case - see Specimen A Page 168  
Also see stage 8 below

6. File may then be filed.

7. No need for any other action  
like bring up etc.

8. WATCH (i) Intention not clear  
as to period of absence may -  
be safer to suspend payment to  
avoid overpayment -- discuss  
with beneficiary.

1. Have interview sheet from leaflet  
S.W. 442 completed and give  
leaflet to beneficiary.  
Example page

2. SW 272 action - to stop payment  
URGENT - Don't delay so to avoid  
overpayment.

Note: if period of absence is  
between 26 - 30 weeks payment may be  
made for the first 26 weeks.

3. Record suspension on SW 23.

4. Suspension date is from - day  
after departure.

But

If instalment  
collected prior to departure -  
payment may be confirmed to the  
end of that two weekly pay period.

5. Letter to beneficiary point out --  
- Date of suspension  
- Quote Section of act (S.77) that  
prohibits payment.  
- Review rights.

Departure from New Zealand (continued)

If beneficiary calls at office to notify of departure have this form completed. --- After detaching the form from leaflet S.W. 422 give the leaflet to beneficiary.

DEPARTURE FROM NEW ZEALAND	
	National Superannuation No:..... Benefit No. <u>10/29213</u> .....
Mr Mrs Miss Ms .. PEABODY .....	FELICITY .....
(Surname)	(First Names)
Address. <u>1090 GLASGOW STREET, WAIPUKURAU</u> .....	
I am leaving New Zealand on. <u>2.11.82</u> ..for temporary/permanent absence.	
I have booked to arrive back in New Zealand on. <u>12.4.82</u> .....	
I have not booked but expect to arrive back in New Zealand on. <u>N/A</u> .....	
My overseas address (or forwarding address) will be. <u>762 MENDANA AVENUE, HONIARA, SOLOMON ISLANDS</u> .....	
If receiving family benefit:	
The names of my children also leaving are. <u>CONEDOR, GERMAINE</u> .....	
The names of my children remaining in New Zealand are. <u>N/A</u> .....	
The name and address of the guardian of my children remaining in New Zealand is. <u>N/A</u> .....	
Is family benefit required to be paid to the guardian? Yes/No	
I will make an application for benefit in- United Kingdom: Yes/No <u>N/A</u>	
- Australia: Yes/No	
<div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="text-align: center;"> <p>.. <u>F. Peabody</u> .....</p> <p>(Signature)</p> </div> <div style="text-align: right;"> <p>..... <u>10.12.81</u> .....</p> <p>(Date)</p> </div> </div>	
FOR OFFICE USE:	
1. Letter sent to beneficiary (required in all cases).	2. Payment action taken.
<p>..... <u>See S. 426</u> .....</p>	

122P/37W

Departure from New Zealand (continued)

WHAT TO DO WHEN BENEFICIARY RETURNS TO NEW ZEALAND

Absent for 26 weeks or less    Absent for longer than 26 weeks

- |  |  |
|--|--|
| <p>1. If calls at office have standard return to New Zealand form completed --- see appendix IV CM 1981/71.</p> <p>2. If beneficiary phones - record details required by above form on the file.</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">CM 1981/71).</p> <p>3. If payment stopped</p> <p style="padding-left: 40px;">RESUME payment and issue arrears (payment for period of absence)</p> <p>4. If dependent children - have they returned? entitlement to child supplement.</p> <p style="padding-left: 40px;">Turned 15 years while away?</p> <p>5. Don't forget SW 272 if payment to be resumed. Must be authenticated as well as checked.</p> <p style="padding-left: 40px;">See resumption procedures page 197</p> <p>6. Letter to beneficiary.</p> <p>7. If payment was not stopped --- no action required (record details on file)</p> | <p>1. If absence exceeded 2 years a fresh application should be taken.</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Under 2 years</p> <p>1. Have return to New Zealand form completed (see appendix IV</p> <p>2. Resume payment from day of arrival</p> <p style="padding-left: 40px;">in New Zealand<br/>- SW 23<br/>- SW 272 authenticate<br/>(see resumption procedures page 197)<br/>if not absent for over 30 weeks<br/>pay for 1st 26 weeks of absence.</p> <p>3. Letter.</p> <p>4. <u>Watch</u> if beneficiary did not intend to be absent for more than 13 weeks and was held up beyond her control - discuss with senior officer. There may be entitlement to payment for period of absence.</p> |
|--|--|

Specimen Letter A  
INTENDED DEPARTURE  
26 WEEK OR LESS

"Thank you for letting me know that you intend to leave New Zealand for a temporary period.

Please note that Section 77, of the Social Security Act, states that 'benefit will not be paid for any period of absence unless the absence is for 26 weeks or less'. Should you return within 30 weeks benefit may be paid for the first 26 weeks of your absence.

The Social Security Commission has discretionary authority to approve payment for 26 weeks where the absence for more than 30 weeks was due to circumstances beyond the control of the beneficiary and which arose while the beneficiary was absent'.

As you only intend to be absent for 4 weeks your benefit will continue to be credited to your bank account.

If you do decide to extend your overseas absence to a period exceeding 26 weeks please let me know without delay so an overpayment of your benefit can be avoided."

Specimen Letter B  
DEPARTING FOR  
PERMANENT RESIDENCE  
OVERSEAS.

"As you are intending to leave New Zealand for permanent residence in Australia your benefit has been cancelled from....., the day following your projected departure.

The enclosed order represents payment for the period ..... to .....

When making application for the Australian Widows Pension please present this letter to the Regional Office of the Department of Social Security nearest to you. To assist in determining this application details of your case have been referred to the Director of Social Security....."

---

For United Kingdom:

1. United Kingdom
2. Pension under the National Insurance Scheme
3. United Kingdom
4. The nearest office of Department of Health and Social Security
5. Department of Health and Social Security

Or daily direct credit depending on time available

Departure from New Zealand (continued)

POINTS TO NOTE

DELAYS

1. If return to New Zealand delayed, resulting in absence exceeding 30 weeks and delay no fault of beneficiary - (See para 3 CM 1981/71)  
PAYMENT MAY BE AUTHORISED FOR THE 26 WEEK ABSENCE.

INTENTION

2. Does beneficiary understand that if absence exceeds 30 weeks - There is no entitlement to any payment for period of absence.

Watch -

Cases where extent of intended absence not clear at time of departure.

CARE OF CHILDREN

3. What is position of dependent children following departure ---
  - If no longer cared for - entitlement to family support?
  - Qualification for domestic purposes benefit affected?

Departure from N.Z. (Continued)

ABSENCE FROM NEW ZEALAND

SUMMARY

TEMPORARY

PERMANENT

30 weeks and under

over 30 weeks

1. Entitled to payment for 1st 2 weeks absence.

1. No entitlement for period of absence - suspend payment.

1. Cancel benefit from day after departure.

---

absence uncertain.

---

RETURN:

1. Absence over 30 weeks:

Resume from date of arrival in N.Z.

2. If payment was suspended and absence 30 weeks or under - issue arrears.

3. Payment suspended for more than two years take fresh application.

4. If intended to be absent for 30 weeks and under but delayed through no fault of own --- discuss with senior officer possible entitlement to payment for period of absence.

INFORMATION SHEET - DEPARTURE FROM NEW ZEALAND

National Superannuation No. ....  
..... Benefit No. ....

Mr  
Mrs  
Miss  
Ms

\_\_\_\_\_  
(Surname)

\_\_\_\_\_  
(First Names)

Address \_\_\_\_\_

I am leaving New Zealand on \_\_\_\_\_ for temporary/permanent absence

I have booked to arrive back in New Zealand on \_\_\_\_\_

I have not booked but expect to arrive back in New Zealand on \_\_\_\_\_

My overseas address (or forwarding address) will be \_\_\_\_\_

If receiving Family Benefit:-

The names of my children also leaving are \_\_\_\_\_

The names of my children remaining in N.Z. are \_\_\_\_\_

The name and address of the guardian of my children remainin in N.Z.

is \_\_\_\_\_

Is Family Benefit required to be paid to the guardian? Yes/No

I will make an application for benefit/pension in - United Kingdom : Yes/No  
- Australia : Yes/No

I understand that the maximum period for which benefit payments may be made is 26 weeks from the day following date of departure from New Zealand provided the period of absence is 30 weeks or less.

As I will not be in the United Kingdom my absence I would like my United Kingdom Pension paid direct to my New Zealand Bank Account number \_\_\_\_\_ (Delete that which does not apply).

I also understand that the Department of Social Welfare may consider payment of my New Zealand benefit for a period of 26 weeks if my absence for more than 30 weeks is caused by unforeseen circumstances beyond my control which prevented my return to New Zealand within the 30 week period.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

For Office Use:

1. Letter sent to beneficiary (required in all cases).
2. Payment action taken.

Note:

The only optional form to be used is the tear-off sheet on SW 442.

Please check with your supervisor to see what/which form is used in your office.

# Benefit Overpaid

## References:

- Part Q Pay Manual
- 4.63 - 75 D.P. Manual
- Pages 45-57 D.P. Manual

An overpayment occurs when beneficiary is paid and cashed benefit to which she is not entitled.

There are a variety of ways in which benefit may be overpaid.

Recovery of the overpayment may be made either by:

- Cash refund
- Offsetting (deducting) a weekly amount from current benefit.

---

## Assessing the overpayment

The action is recorded on S.W. 23 as below.

This example is based on the continuation of the old additional benefit after receipt of income prohibited entitlement.



Procedure continued next page.



Overpayments (continued)

PROCEDURE

1. Complete S.W. 23 (Example previous page)
  - show assessment of overpayment on reverse of form.
2. If possible discuss with beneficiary --- offset or cash refund. If beneficiary has a sufficient cash assets - request cash refund.
3. If offset:
  - A. Beneficiary to decide on reasonable amount to be deducted each week.
  - B. ON NO ACCOUNT IS A HARSH OR UNREASONABLE AMOUNT TO BE DEDUCTED FROM CURRENT BENEFIT.
  - C. Prepare S.W. 220 - see example page 236
  - D. S.W. 272 - Expiry date and weekly amount of recovery. Reduce check rate. See next page.
4. If cash refund
  - S.W. 272 only required if because of circumstances giving rise to overpayment rate etc needs changing.
  - Debt details here not recorded on Master record.
5. Send letter - see example page
6. After checking --- The file is referred to accounts section for debt card preparation etc, and if necessary follow up for refund.

NOTE: In some offices debt cards are completed prior to referring file to accounts.
7. If offset - no need for bring up - DPC increase benefit automatically --- but there is expiry list action to notify beneficiary.

Forms example next page.

Overpayments (continued)

EXAMPLE OF LETTER  
EXPLAINING BENEFIT  
OVERPAID AND RECOVERY  
ACTION

Mrs Trudy Bartholomew,  
105 High Street,  
LOWER HUTT.

Dear Mrs Bartholomew,

Domestic Purposes Benefit 22/17412

Your additional benefit has been cancelled from 22.7.81 as the income you receive from the job you commenced on 22.7.81 precludes entitlement to the benefit.

The revised assessment of your additional benefit is as follows:

Earnings = \$24.00 p.w.  
Each \$1.00 reduces Additional  
benefit by \$1.00.

NOTE:

From 14.10.81

1. Accommodation Benefit.
2. 1st \$5.00 p.a. income disregarded.

Accom benefit = \$16.00  
Reduction = \$24.00  
Amount payable NIL

Your Additional benefit has been paid to 18.8.86 and as a result has been overpaid by \$64.00 for the period 22.7.86 to 18.8.86.

As requested by you this overpayment is to be offset from your domestic purposes benefit at the rate of \$4.00 p.w.

Therefore the two weekly instalment from 25.5.86 to 1.12.86 will be at \$133.50.

From due date 15.12.86 payments will be restored to the normal rate of \$141.50 per two weeks.

If you are dissatisfied with the decision above, you are entitled to have the decision reviewed by the Social Security Commission.

If you wish to have the decision reviewed you should apply in writing within three months, setting out briefly the grounds on which you object, to the decision. A form for this purpose is available from any office of this Department (SW 143 Application for Review of Decision).

Yours faithfully

Example of cash refund letter  
next page.

Overpayments (continued)

CASH REFUND

EXAMPLE OF LETTER CONTENT

If recovery of overpayment to be by cash refund (e.g. benefit cancelled) instead of offset include wording something like this in the letter:

"..... as a result your domestic purposes benefit has been overpaid by \$.....

A refund of this amount is now required.

This may be paid to the Accounts division of this office. If making your payment by post please quote the benefit number above. If paying at this office please bring this letter with you.

If you are unable to make this repayment in a lump sum, regular instalments would be acceptable.

Your prompt attention is required in this matter .....

Include review rights etc.



Overpayments (continued)

WHEN BENEFIT HAS BEEN OVERPAID DON'T OVERLOOK THE FOLLOWING

1. OFFICE ERRORS

If the overpayment is due to an office error

- The officers concerned must record their explanation on the file.
  - There is provision to write the debt off rather than arrange recovery.
  - Special letters etc are required.
  - Paras 27-44 CM 1973/85 have full details.
- 

2. FRAUD:

Most overpayments are unintentional.

But

If it is apparent that the cashing of any orders or collecting of any bank credit to which not entitled was a deliberate attempt to defraud the case must be:

NOTE:

Discussed urgently with a senior officer. In such instances the Police are required to be notified.

---

3. FAILURE TO REFUND

If beneficiary has elected to refund the overpayment by cash refund but after reminders fails to do so, discuss with senior officer to consider commencing recovery by offset. - Accounts section may initiate this action.

---

4. OFFSET

(Referred to as forfeiture)

- A. S.W. 220 - place at front of file.
- B. If benefit later cancelled and offset not completed - Request cash refund.
- C. See section 2 Pages 45 - 47 D.P. Manual. - recovery by offset.
  - (i) Minimum period 8 weeks.  
Maximum period 2 years.
  - (ii) Expiry must be end of a pay period.
  - (iii) Odd amounts - recover locally.
  - (iv) Watch children attaining 16 years during offset period.

5. BENEFICIARY LEFT N.Z.

For overpayment recovery see Para Q87 Pay Manual.

# Telephone Rental Concessions

## References:

- S. 52 Supp Services Manual.
- Section 69A Social Security Act

## What is the Concession

Reduces Post Office telephone rental by half while in receipt of benefit.

Requirements:(in brief) - Phone in own name and meeting cost of rental.

---

## Procedure

1. Beneficiary to complete S.W. 120 Application
  2. No Application register.
  3. Post Office to complete portion of S.W. 120. (See next page.)
  4. If application received without this completed - Send S.W. 120 to Post Office.
  5. S.W. 120 on file. You complete bottom portion - See example next page.
  6. Grant date: (S. 73 Supplementary Services Manual)
    - A. 1st day of rental period in which application received in S.W.D. or P.O.
    - B. Watch that new connections dont start earlier than the lease commencement date.
    - C. New Applications - of course the concession can't start prior to the benefit grant.
  7. You will need: Copy of Post Office rental periods and deadlines.
  - 7A. If can't meet Post Office deadline dates - local order to be issued:  
(See example S.W. 120 over page) - Can't be made via D.P.C.  
- Class code is 780  
Important - avoid payment queries.
  8. S.W. 272 - show B. 93
  9. Complete S.W. 121
    - A. Original is beneficiary's notification
    - B. Duplicate (S.W. 121A) goes to Post Office
      - Approving officer to sign
      - Dont forget office date stamp.
  10. On receiving the S.W. 121A the Post Office reduces beneficiary future telephone accounts by half.
  11. Note file cover and attach tag to file showing - "Telephone Concession"
- 

## CANCELLATION OF CONCESSION (in brief)

1. Reference (S.88 Supp Services Manual)
2. Send S.W. 124 to Post Office
3. S.W. 272 - D.93
4. Change of address? Letter to beneficiary. Suggest reapplication if has phone at new address.

Forms examples - next page

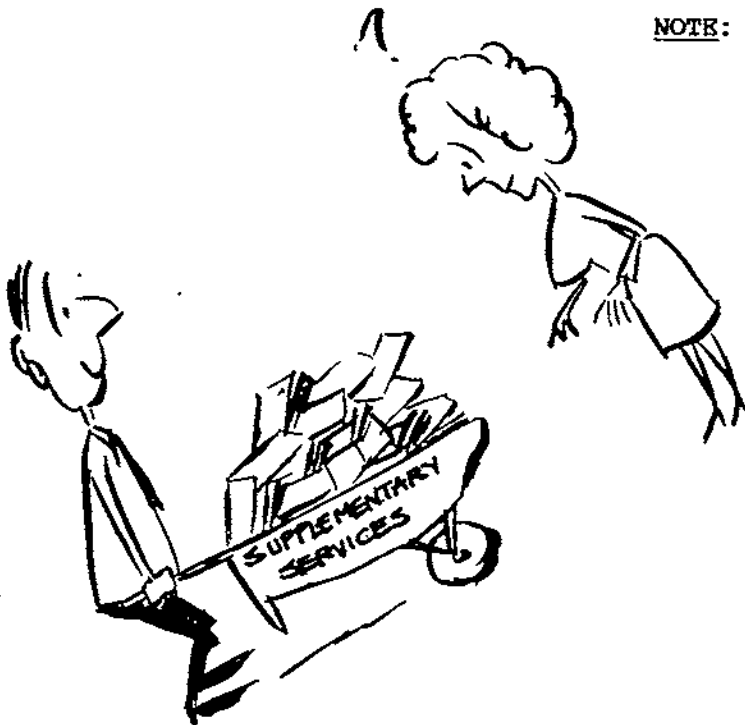
# Supplementary Services

Supplementary services is a term for benefits and grants that may be paid in addition to the domestic purposes benefit.

It is **IMPORTANT** that you be aware of the qualifications for these benefits as if it appears applicant or beneficiary may have entitlement an application MUST BE INVITED.

Also if beneficiary complains of financial problems the possibility of supplementary service entitlement must be looked at.

Listed on the next few pages are the supplementary services that may be relevant to a domestic purposes beneficiary.



NOTE:

General Qualifications only are outlined. Space does not permit detailed explanation or the setting out of application processing procedures.

However Manual References are quoted and you should make an effort to familiarise yourself with those instructions.

Supplementary Services (continued)

6. PROVISIONS FOR THE DISABLED

If beneficiary or his/her dependent children have a disability there may be entitlement to one or several of the following provisions:

A. DISABILITY ALLOWANCE:

<u>Reference:</u>	Part I Supplementary Services Manual C.M. 1981/69
<u>Application form:</u>	S.W. 247
<u>Rate:</u>	\$30.00 p.w. (maximum)
<u>General Qualification:</u>	Disability that creates extra expense.

---

B. AID TO FAMILY/ALTERNATIVE CARE:

<u>Reference:</u>	Part A1 Supplementary Services Manual
<u>Application form:</u>	S.W. 251
<u>Rate:</u>	Reasonable costs of alternative care.
<u>General Qualifications:</u>	Caring for seriously disabled person. Alternative care permitted for up to four weeks in any one year.
<u>Purpose:</u>	To provide relief from the emotional and physical strain involved in providing care for a seriously disabled person.

---

C. HANDICAPPED CHILDS ALLOWANCE:

<u>Reference:</u>	Part F Supplementary Services Manual
<u>Application form:</u>	S.W. 243
<u>Rate:</u>	\$22.00 p.w.
<u>General Qualification:</u>	Child must be seriously mentally or physically disabled.

NOTE: The allowance is included with normal family benefit payments.

---

D. GRANTS ALTERATIONS TO THE HOME:

<u>Reference:</u>	Part A3 Supplementary Services Manual
<u>Application:</u>	No form. Written request only.
<u>Payment</u>	Suspensory loan.
<u>General Qualifications:</u>	Essential alterations required in order - to accommodate wheelchair etc - to provide handrails handgrips etc - to assist disabled person by altering plumbing, the kitchen or electrical fittings. - provide a separate bedroom for use by a disabled person to enable the disabled person to remain in his/her own home.

---

Continued next page

Supplementary Services - Provisions for the disabled (continued)

**E. AIDS AND APPLIANCES:**

Reference: Part A4 Supplementary Services Manual  
Application:  
General Qualifications: If aid or appliance not available free of charge the Department may meet the cost.

---

**F. TRAVELLING EXPENSES:**

Reference: Part R. Supplementary Services Manual  
Application: Adapt form S.W. 236  
General Qualifications: Reasonable costs may be met where amputee required to visit a LIMB CENTRE or travels to:

- Undertake medical treatment or examination.
- Be interviewed by Departmental staff
- Be assessed etc in connection with disability.

---

**G. CAR LOANS:**

Reference: Part A5 of Supplementary Services Manual  
Application: Adapt form war 86.  
What is available: Suspensory loan of up to \$7500.00.  
General Qualifications: Where vehicle is essential for disabled person to undergo rehabilitative training for employment or enable employment to be maintained or voluntary social work.

---

Other Supplementary Services available next page.



Supplementary Services (continued)

7. REMISSION SCHOOL CERT./U.E. FEES:

Reference: S.11 - 14 Supplementary Services Manual

The Department investigates and reports for the Department of Education.

---

8. FIRE LOSS:

(Payable  
under  
special  
needs  
grants)

Reference:

C.M. 1982/8.

Application:

Part B. Supplementary Services Manual  
Adapt form S.W. 236.

General Qualifications:

Depending on circumstances grant may be  
made where household and personal  
belongings lost as a result of a fire.

---

9. MAJOR REPAIRS ADVANCE:

Reference:

Part O. Supplementary Services Manual

Application:

No form. Written request only.

Amount:

Loan of up to \$2100.00. Interest is  
payable but loan usually repaid when  
home sold.

Qualifications:

- For essential repairs and maintenance.  
or
  - For essential services to the premises  
or
  - Conversion domestic heating equipment  
(\$500.00) (in Christchurch area only).
  - Property must be owned by beneficiary.
- 

10. HOME HELP:

Reference:

Part K. Supplementary  
Services Manual

Usually applies to elderly persons. However if beneficiary is sick and  
help is needed in the home the Department may meet the cost of the help.

Adopt form S.W. 236 for application purposes.

---

continued next page

Supplementary Services (continued)

11. SOCIAL WORK SERVICE:

If beneficiary requires assistance or guidance with child care the Departments Social Work Division should be contacted. Social workers can also help with other personal problems even though not directly concerned with the domestic purposes benefit.

---

12. CONCESSIONS AVAILABLE FROM OTHER ORGANISATIONS:

Don't overlook referring beneficiary to the following places:

Organisation:

Concession:

- |                             |                                      |
|-----------------------------|--------------------------------------|
| A. CITY COUNCILS            | - Rates Rebate                       |
|                             | - Reduced bus fares (some places)    |
| B. STATE INSURANCE          | - Reduced insurance policy premiums. |
| C. MAORI AFFAIRS DEPARTMENT | Housing Loans                        |
- 

13. MEDICAL FEES:

Beneficiary is issued with a certificate at grant which entitles him/her to lower Doctors fees.

Reference: S.15 Supplementary Services Manual

---

14. FINALLY:

BUDGETING SERVICE:

**IMPORTANT:**

If beneficiary is having financial troubles. DON'T OVERLOOK that a budgeter could be of value. If there is not a budgeter attached to your office refer beneficiary to one of the local services. Citizen advice bureaus can usually assist.



# Allegations

## ALLEGATIONS THAT BENEFICIARY IS LIVING IN A RELATIONSHIP IN THE NATURE OF A MARRIAGE

(Part D Misc. Prov. Manual)

From time to time people will call the Department with accusations that a beneficiary has entered a relationship that is in the nature of a marriage. Most of our Domestic Purposes Benefits are paid to SOLO PARENTS and they cease to be SOLO PARENTS when they enter such a relationship. It follows, therefore that entitlement to benefit also ceases.

As some of these calls can be malicious, it is highly desirable that a senior officer talks to the caller. All calls should be passed to the Divisional Officer, who will decide what action, if any should be taken.

UNDER NO CIRCUMSTANCES SHOULD THESE CALLS BE DEALT WITH AT A LEVEL BELOW 007-104.

WHAT TO DO IF ALLEGATIONS RECEIVED  
THAT BENEFICIARY IN EMPLOYMENT

1. The principles on the previous page apply.
  
2. Allegation by phone:  
Request-callers name and address - don't insist if wishes to remain anonymous. Explain that the details provided are confidential to the department and as such beneficiary will not be told.  
  
Obtain this information:
  - Where beneficiary working, (full name and address of employer).
  - How long working for.

3. Credibility

- a. Remember the allegations may not be true.
  
- b. Intention:  
Beneficiary may only be intending to earn up to \$1300.00 and then declare the income at renewal.

It is desirable that we be informed of all changes in circumstances but in the above situation there may be no intention to deceive.

4. Refer notes of phone call or if letter, (both on file) to senior officer without delay.
  
5. ON no account prior to above referral is payment to be stopped or beneficiary contacted.
  
6. Senior officer may decide to check direct with the employer, and then advise how to approach beneficiary or instruct that no further action be taken.

IMPORTANT:

7. If no action is directed - you are not permitted to start your own private detective campaign.

Get your priorities right.

Energies should be put into arranging payment in other cases where there is obvious entitlement rather than wasting time on cases where there is an unfounded suggestion that entitlement is in jeopardy.

LISTS RECEIVED FROM THE DATA PROCESSING CENTRE

1. Change List
2. Rejection List
3. Expiry List
4. Register of Issues
5. Renewal List
6. Master Record Listings

These lists are the most important others are produced, and reading the Data Processing Manual will make you familiar with their function.

Why the need for the computer to produce the above lists?

See below.

Also explained briefly on the next few pages is what action if any the lists require.

---

1. CHANGE LIST

- Large paper list produced each week.
- Shows changes to Master records, and payment requests following action of input forms
- For reference or information purposes only.

---

2. REJECTION LIST

- Produced daily via office terminal
- One list for all benefit classes.
- Shows inputs form details which due to incorrect information have not been accepted.
- The rejected input forms are attached to the list.

Action Procedure:

- A. Senior Officer extracts messages from the list.
- B. As well as the rejected input form, in some cases attached may be a copy of master record details.
- C. These papers must be put on the file.
- D. Your job is to correct the error by completing a further input form - ACTION IMMEDIATELY.
- E. (i) Does payment need adjusting?  
(ii) Deadline missed?  
WATCH (iii) Overpayment?  
(iv) Local pay action required?
- F. Notify beneficiary if necessary.
- G. Graded Officer to clear list

Expiry list next page

3. EXPIRY LIST

- Entries extracted by a senior officer
- Extract then to be placed on the benefit file.
- Your job is to find the file and do the necessary review action.
- The messages or entries on the list that require action usually comprise of the following:

MESSAGE

BRIEF OUTLINE  
OF ACTION

- | <u>MESSAGE</u>                    | <u>BRIEF OUTLINE<br/>OF ACTION</u>                                       |
|-----------------------------------|--|
| *<br>1. Child attaining 15 years  | child of age action see Page 219.  |
| 2. Beneficiary attaining 60 years | If no dependent children invite application for National Superannuation. |
| 3. Partial forfeiture             | Overpayment recovered - Automatic increase or resumption                 |
| 4. Full forfeiture                | Letter to beneficiary.   |
| 5. Bring Up                       | File will show why bring up made - take necessary action.                |

NOTE Avoid unnecessary work - If the action is completed before the related bring up. Delete the bring up notings from the master record.

- |   |  |
|---|--|
| 6. Benefit payment stopped - over 2 years | Unless file indicates benefit to be resumed - arrange cancellation see page 251. |
|---|--|

- |                              |                                   |
|------------------------------|-----------------------------------|
| 7. End of School Year action | Child of age action see Page 219. |
|------------------------------|-----------------------------------|

Entries on the list are cleared by a Senior Officer

- \* IF youngest child attains 16 years special letter pointing out reduction in benefit required.

Format of letter should be BASED on the example

Master Record listings etc next page.

D.P.C. Lists (Continued)

4. REGISTER OF ISSUES

- Paper list
  - Produced prior to each due date
  - Shows
    - payment for that due date and
    - to what bank account credited.
  - No action required. Reference purposes only.
  - Essential for enquiries regarding missing payments etc.
- 

5. RENEWAL LIST

This has already been discussed in the renewals section.

---

6. MASTER RECORD LISTINGS

- Microfiche list - Produced each four week.
  - use Microfiche reader to see details (simple to use)
  - For reference purposes only - No action required.
  - Useful for answering general enquiries and for reference when reviewing benefits.
-

# Review and Appeal Rights

## Reference:

Part Y Four Weekly Manual

Review: Section 10(6)(7) Social  
Appeal: Section 12(J)(k) Security  
Act

## WHAT ARE THEY?

If beneficiary or applicant is dissatisfied with a decision he/she can formally apply to have that decision reconsidered.

Review: Is an application to the Department to have a District or Head Office decision reconsidered.

Appeal: Is an application to the Social Security Appeal Authority to have a Head Office (Social Security Commission) decision reconsidered.

NOTE: The appeal authority comprises of people independent from the Dept and is administered by the Tribunals Division of the Justice Department.

---

TIME LIMIT Applications must be lodged within three months of the decision that is to be reconsidered.

---

## NOTIFICATION OF REVIEW RIGHTS:

Beneficiary must be notified of review rights in these circumstances:

- (i) Following all new applications.
- (ii) Following all reviews.
- (iii) All changed amount renewals.

You notify the review rights by adding this message to the letter that advises of the above action.

"If you are dissatisfied with the decision above, you are entitled to have the decision reviewed by the Social Security Commission.

If you wish to have the decision reviewed, you should apply in writing, within three months, setting out briefly the grounds on which you object to the decision. A form for this purpose is available from any office of this Department (S.W. 143 - Application for Review of Decision)."

Procedures next page



Appeal Review Rights (continued)

REVIEW PROCEDURE

1. If beneficiary complains verbally about a decision an application for review should be invited. Letters complaining of a benefit decision must be accepted as a "review of decision" application.
  2. TYPES OF APPLICATION: A. Form S.W. 143 - TAKE CARE not to issue Appeal form S.W. 144.  
or  
B. Letter - should show reason for review.  
- Endorse or stamp it ...  

"Application for review".
  3. Enter in register.
  4. Decision to be reconsidered at higher level than original decision given.
  5. Any new information? - investigate first.
  6. If decision wholly favourable.  
(Wholly favourable means = Meets in full the point on which the request for review was based.)
    - A. Rectify - file action.
    - B. Letter to beneficiary pointing out matter rectified.
    - C. Clear register.
- 
7. If unable to give wholly favourable decision refer file to Senior Officer. The decision will be reviewed again and if a favourable decision is still not able to be made the beneficiary is to be advised that she/he may have the decision further reviewed by the Social Security Commission. If she/he wishes this the file will have to be submitted to Head Office.
  8. File now in Head Office:

A. <u>Wholly favourable decision given:</u> <ol style="list-style-type: none"><li>(i) File returned to district.</li><li>(ii) take appropriate action e.g. perhaps issue arrears etc.</li><li>(iii) Letter</li><li>(iv) Clear register</li></ol>	B. <u>Decision Partially or Wholly unfavourable</u> <ol style="list-style-type: none"><li>(i) H.O. will notify applicant.</li><li>(ii) The notification will include advice of appeal rights.</li><li>(iii) File returned - some corrective action may be necessary.</li><li>(iv) Clear register.</li><li>(v) IF APPEAL lodged - see next page.</li></ol>
--	---

Appeal/Review rights (continued)

APPEAL PROCEDURE

1. First read review procedure previous page.
2. Before APPEAL lodged - application for review must be lodged and decided.
3. Applications: Form S.W. 144  
or  
Letter - should show reason for appeal.
4. Don't enter in register at this stage.
5. Send the application for appeal direct to:

The Secretary,  
Social Security Appeal Authority,  
Tribunals Division,  
Department of Justice,  
Private Bag,  
Postal Centre,  
WELLINGTON.

6. Authority secretary sends copy of appeal to Head Office.
7. Head Office will
  - A. Enter in their register.
  - B. Send the copy and memo to district office.
8. Appeal details **NOW** entered in local register.
9. Get file:
  - If no review carried out (see previous page)
  - A. Tell Head Office.
  - B. H.O. will point out to Authority that no appeal lies.
  - C. Enter in review register.
  - D. Review procedures (previous page) apply.
10. CASE ALREADY REVIEWED BY HEAD OFFICE:- (ensure it is for the point appeal lodged in respect of):
11. Send file promptly to Head office - Ensure covering memo clearly shows file forwarded for Appeal purposes.
12. Watch - Before above if there is any fresh information investigate and take corrective action if necessary.
13. Now in possession of the file H.O. will prepare a report for the authority and may be represented at the actual appeal hearing.
14. NOTE:
  - A. Beneficiary may be required to attend the appeal hearing - see Para Y.59A re expenses refund.
  - B. Beneficiary is referred to as the appellant.
15. After the appeal hearing - the Authority will inform beneficiary of the decision.

Appeal Allowed

- A. H.O. will issue instructions to rectify.
- B. Actioned at district office.
- C. Notify beneficiary commence with these words ... "In accordance with the decision of the Social Security Appeal Authority ..... date ....."

Appeal Disallowed

- A. H.O. will return file with copy of the appeal decision.
- B. No need for notification Already issued by Appeal Authority.

Reviews/Appeals (Final message)



1. ACTION REQUESTS FOR REVIEW OR APPEAL PROMPTLY.

2. REMEMBER: A decision cannot be considered for appeal until a review of the decision has been carried out.

# Miscellaneous Provisions

(In Brief)

## 1. BENEFICIARY IMPRISONED

### Reference:

- Section 76(1) Social Security Act.
  - Part Q 51 - 61 4 Weekly Manual
- A. No Dependents:
- Suspend benefit from day after taken into custody.
  - For forms to use etc. See suspension section.
- B. Dependent children:
1. Benefit shall be suspended in the interim. (Page 188)
  2. Prime consideration is to be given to the welfare of the children.
  3. May require discussion with Social work division.
  4. Whole or part of the benefit may be paid to persons caring for the children. Refer to Head office (Para Q. 57).
  5. Action H.O. decision without delay.

## 2. BENEFICIARY DIES

### Reference:

- Section 85 Social Security Act.
  - Part W. 4 Weekly Manual.
  - Parts S and W T Miscellaneous Provisions Manual.
- A. No Dependents:
1. Cancel benefit from day following date of death.

- B. Dependent Children:
- (i) Cancel benefit from day following date of death. - Use form S.W. 242.
  - (ii) Dependent children entitled to:
    - (a) Any instalment unpaid prior to death.

### NOTE:

Any letters following death should express sympathy.

- (b) Lump sum of 2 benefit instalments including child supplement element. sympathy.
- (iii) If death in hospital - check para T. 30 4 weekly Manual.
- (iv) For where to pay amount for children see para W.77 Four Weekly Manual.

1. Following beneficiary's death the first consideration must be the childrens welfare ... adequate care and cash? Discuss with Social Work division if necessary, consider orphans benefit etc.

### IMPORTANT

2. BEFORE TAKING ANY ACTION FOLLOWING ADVICE OF DEATH - ENSURE IDENTITY IS 100% ESTABLISHED - don't action the wrong file.

# Submitting Files

## FOR A DECISION

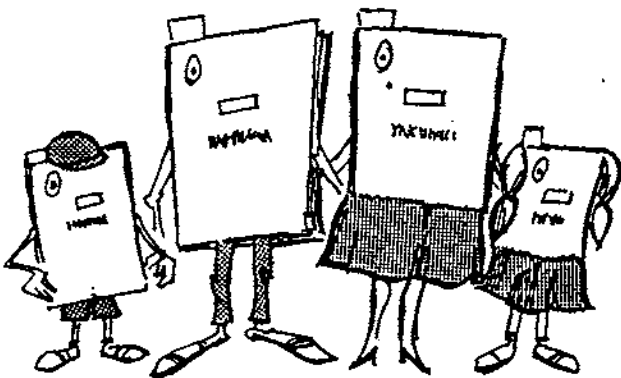
### 1. LOCALLY:

Directions from Senior Officers may be obtained verbally.

However occasions do arise where the complications of a case require details to be submitted in writing for a decision.

### How to set out a Submission

- A. Ensure your writing is legible.
- B. Say WHY you are submitting the case.
- C. Number your paragraphs and use sub headings.
- D. Mention that you have checked the relevant manual or circular instruction. Quote the paragraph numbers etc.
- E. EXCLUDE irrelevant information.
- F. ALWAYS end with a RECOMMENDATION.



Sending files to Head Office see next page.

Submitting files for a decision (continued)

TO HEAD OFFICE

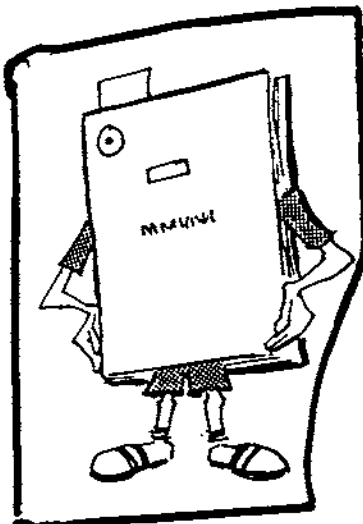
1. MUST BE TYPED in triplicate:
  - Retain 1 copy skeleton file.
  - Other 2 go to Head office on the file.
2. Endorse submission attention particular Head Office division or person if known.
3. Must be signed by Senior Officer. In some instances this must be Asst. Director or Director.
4. Ensure file has a DISTRICT OFFICE TAG.
5. BE as BRIEF as possible but ensure all relevant information included.
6. DETAILS to be conveyed under these headings .....

Benefit type and number

Name:

Address:

1. Rate of benefit:  
(show supplementary services grants separate)
2. Decision subject to a review:
3. Status; age; and financial circumstances:
4. Benefit summary:  
(Relevant to reasons for submission).
5. Comment:  
(including legal advice as appropriate).
6. Recommendation: -



This means how would you decide the case.  
Essential in all instances.

# Sending Messages

## TO OTHER OFFICES

### References:

- F.62 Administration Manual
- C.M. 1981/92

There are a variety of reasons why another office in the Department may have to be contacted urgently.

- e.g. - Obtaining a file on loan  
- Requesting transfer of a file  
- To check employment details from previous employer etc.

TOLL CALLS AND TELEGRAMS MUST BE AVOIDED.

IF there is no urgency and detailed explanations are required send a letter but otherwise:

NETWORK MESSAGES should be sent.

### HOW TO SEND A NETWORK MESSAGE:

1. Fill out input form S.W. 161
  - A. Print in block letters - Neatness essential
  - B. Also in columns 1 & 2 of the message section show Designation and Section of person sending message, and same details of person message intended for.
  - C. Person preparing the message must sign the S.W. 161.
  - D. ALL messages must be APPROVED at 007.103 level.

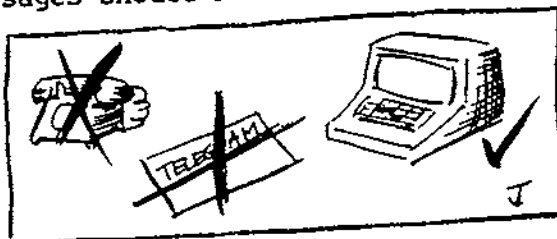
### HOW THE MESSAGE GETS THERE:

Keyed in via the local computer terminal, and received in the other office via the printer attached to the terminal. Local procedures apply in delivering the message to your desk.

Once the S.W. 161 details are keyed the form is returned for placement on the benefit file ... check date and time of transmission shown.

### FOR EFFICIENT OPERATION OF THE SYSTEM

1. If reply needed mention date it is required by in the message.
2. If you receive a message that needs a reply think of others and ANSWER WITHOUT DELAY - mention you are replying to their message, and ensure the message is addressed to the other sender.
3. Send an INTERIM REPLY if necessary.
4. Once received via the local printer messages should be delivered quickly to the section concerned.



# Telephone Behaviour

As with letter writing the telephone presents us with much of our public contact.

Remember we have an aim of friendly helpful courteous service.

so therefore when using the phone  
Ensure:

## Incoming Calls

(i) Answer promptly and politely.

(ii) If the phone rings on somebody else's desk and that person is not there - Don't ignore it and hope somebody else will answer or it will stop ringing.

The person Closest is to Get Up and answer it.

(iii) Introduce yourself like this:  
"Smith, Domestic Purposes Benefit section speaking can I help you."

## Outwards Calls

(i) Introduce yourself pleasantly and say why you are calling e.g.  
"Hello could I speak to Mrs Jones please, Good, morning Mrs Jones I am Smith of the Social Welfare Department and wish to talk to you about your recent application for domestic purposes benefit  
.....  
.....

Close the conversation with  
"Goodbye, thank you"

(ii) Don't disappear if you have asked the operator to place a Toll Call

## General

(i) if you work on a section where several benefits are handled it is best just to answer like this ... Good Morning/Afternoon Smith speaking can I help you."

If you are going to be away from your desk for a while let the telephone operator and somebody nearby know where you can be contacted and when you will be back at your desk.

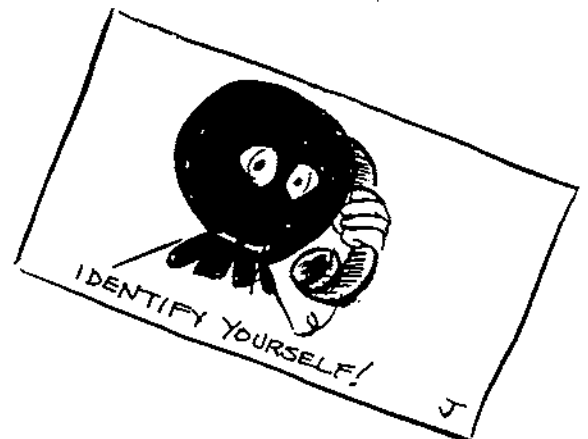
(iv) If you have to break the conversation to obtain information - use your common sense and don't leave the person hanging on for a prolonged period - Go back and explain you may be sometime. Perhaps suggest you will phone back.

(ii) When you do get back to your desk let the operator know.

(iii) Keep a telephone directory by the phone and a list of frequently called numbers.

(Continued Next Page)

(v) If you do say you will phone back - keep your promise and do it. (continued next page)





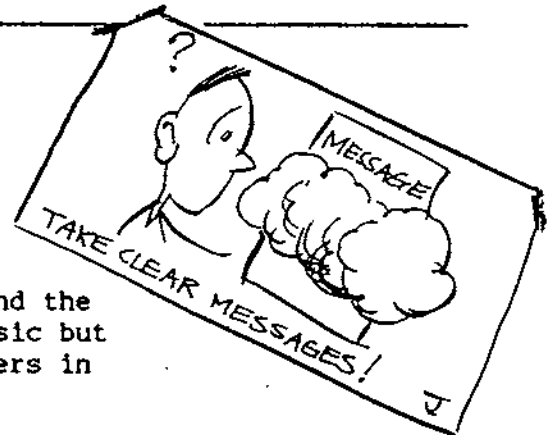
## Telephone behaviour (continued)

### Incoming calls (continued)

- (vi) The requirements to be pleasant etc at the counter also apply to telephone conversations. Also speak clearly.
- (vii) If you answer somebody else's phone and the caller wants to speak to that absent person, apologise and without hesitation ask if you can help or take a message.
- (viii) Make sure you pass messages on. Leave a legible dated note on the absent person's desk. Don't forget the number that has to be called.

### General (continued)

- (iv) Your friendly helpful attitude can't be seen. It all relies on the tone of your voice.
- (v) If you are cut off the person who initiates the call should ring back.
- (vi) DON'T INTERRUPT your phone conversation. If there are two calls for you. Finish the first. A message should be taken for the second call.

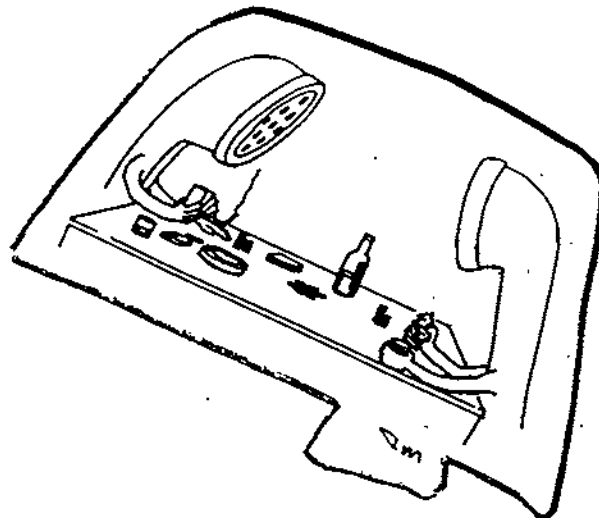


The requirements on this and the previous page do appear basic but observe the telephone manners in your office

- if you had to rate them out of ten what mark would you give.

### FINALLY:

1. Don't treat a telephone call as low priority. It may be more important than the work it interrupts.
2. Any Information:
  - Get it into writing quickly.
  - Not all memories are reliable.
  - Avoid scrap paper and always sign and date your notes.



# Work Methods

You will clear your work quicker if you keep a tidy desk, and have an orderly approach.

1. Action files according to their PRIORITY  
- Don't just do the next one in the bundle.

---

2. Don't keep a "HARD BASKET" - If you don't know what to do - Ask - Don't put the file at the bottom of your tray. It won't go away.

---

3. PLAN what you are going to do EACH DAY. Perhaps do the harder files early morning and the easier ones late afternoon.  
- Set yourself REALISTIC TARGETS and try to achieve them.

---

4. You should know whose file you have on your desk and what NEEDS DOING TO IT.

---

5. Don't overload your memory. AT ALL TIMES record notes on minute sheets and place on the file.

---

6. When absent on sick or annual leave: will others be able to FIND YOUR FILES without trouble? - and easily determine the files up to date position?  
- Are your trays LABELLED in, out etc.

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7. Loose Papers  
Keep in alphabetical order. Have a daily search plan. ANY older than 2 weeks see your senior officer.

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8. Does your desk resemble an antique shop or archives library?  
- Get rid of useless old equipment  
- DESTROY outdated charts, calenders, booklets etc.

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9. Each office has a stationery room - your desk should not be one  
- Don't have more than a FORTNIGHTS SUPPLY OF FORMS etc, around yourself.

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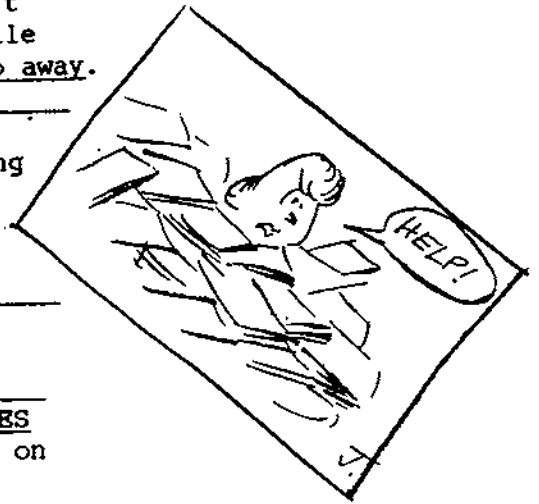
10. Utilise the bring up or expiry system for files (Except applications) you don't immediately need. THE FILING SYSTEM SHOULD BE YOUR HOLDING TRAY.

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11. Remember:  
- Check those outstanding applications each week.  
  
- Any other unactioned files or papers older than two weeks must be discussed with your senior officer.

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12. That counter Buzzer  
Answer promptly if the receptionist or usual person is not there. Don't wait for it to ring again or sit tight and hope some other person will answer it.



see next page.

WORK METHODS (Continued)

SENIOR OFFICERS

REMEMBER ....

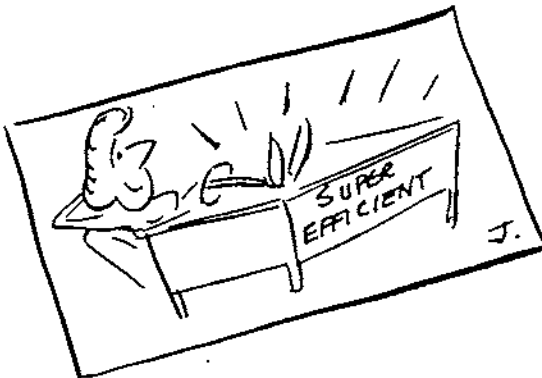
1. Before 'filing' a file - is ALL action complete
  - Do any bring ups or expiry dates need cancelling
2. If file is bulky - arrange split into two parts.
3. Has the cover sheet correct name and number.
4. Those computer print outs and other lists:

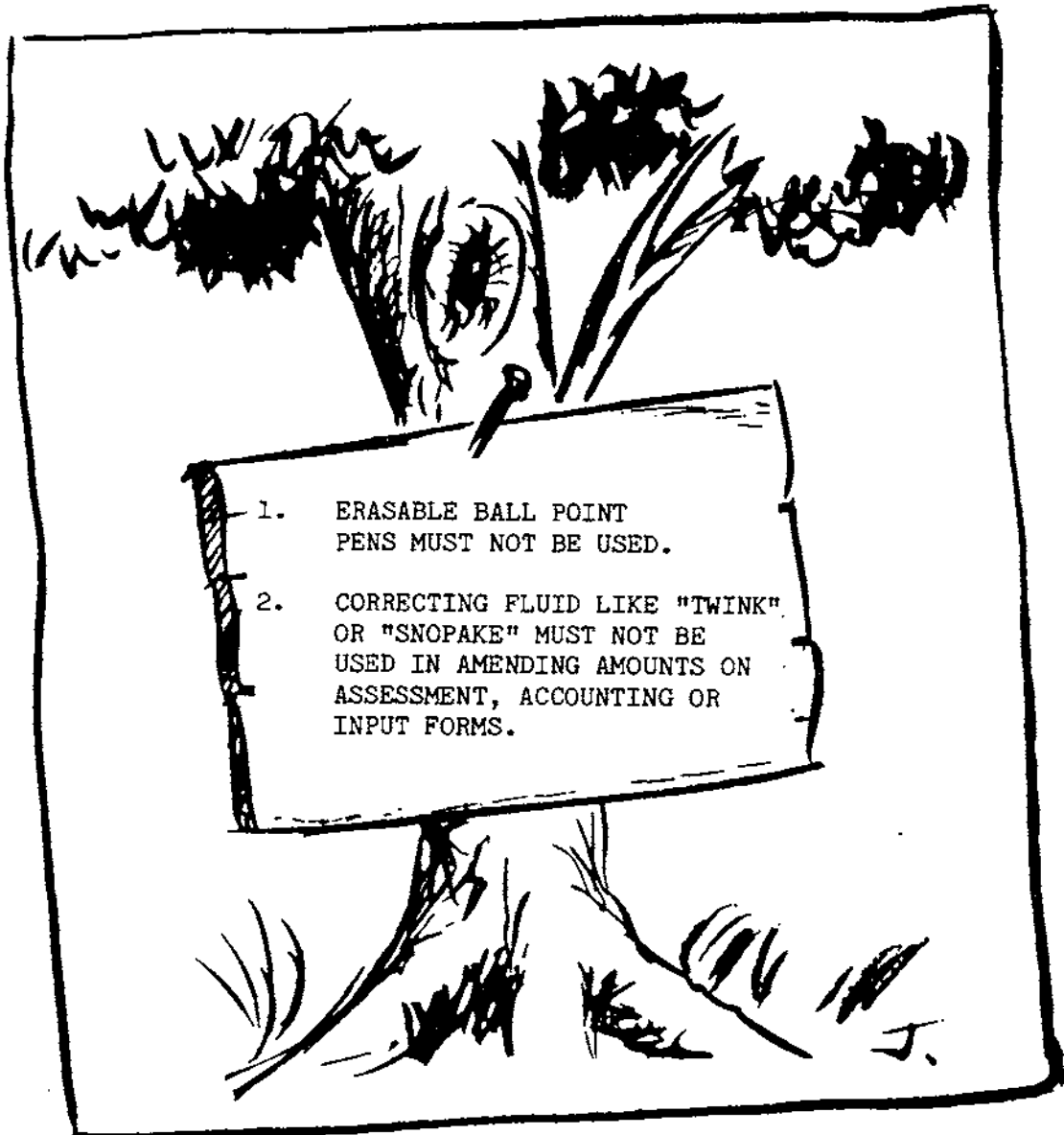
Store neatly  
in a central point  
and label their position

5. Applications - check them each week

See page

6. Check your clerks' work daily - never let actioned files build up on the basic grader's desk.





## ABBREVIATIONS

To make yourself clear  
avoid them but if you  
encounter some this is  
what they mean ...

ACC.	Accident Compensation (Corporation)
ACCOM. BEN.	Accommodation Benefit
A.D.	Assistant Director
A/N	Abovenamed
APPLIC.	Application or Applicant
Appn.	Application
AWO	Area Welfare Officer
B.C.	Birth Certificate
BFT	Benefit
BFY	Beneficiary
B.O.D.	Benefits on Death
B & P	Benefits and Pensions
B.U.	Bring Up
C/A	Child of Age or Cheque Account
D.A.	District Agent or Disability Allowance
D.C.	Direct Credit
D.D.	Direct Deduction or Due Date
D.O.	District Office or Divisional Officer
D.O.B.	Date of Birth
D.P.	Data Processing
D.P.C.	Data Processing Centre
D.S.W.	Department of Social Welfare
Dup.	Duplicate
EDD.	Effective Due Date
E.O.	Executive Officer
F.B.	Family Benefit
F.O.P.	Forfeiture of Payment (Recovery by Offset)
F.U.	Follow Up
F.S.	Family Support
H.C.	Housing Corporation
H.O.	Head Office
I.B.	Invalids Benefit
M.C.	Marriage Certificate
M.R.	Master Record
N.S.	National Superannuation
O.P.	Overseas Pension or Overpayment
O/16	Child over 16 years
P.D.	Payday
P.F.	Putative Father or Per Fortnight
P.O.	Payment Order or Post Office
P.P.P.	Per Pay Period
Recip.	Reciprocal
RNL	Renewal
R.U.K.	Reciprocal United Kingdom
S.C.	Section Clerk or Certificate of Attendance at School
S.D.O.	Senior Divisional Officer

S.N.G. Special Needs Grant  
S.S.C. Senior Section Clerk  
S.S.W. Senior Social Worker  
S.W. Social Worker  
S.W.D. Social Welfare Department  
Vfd Verified  
W.B. Widows Benefit  
W.P. War Pension

IMPORTANT:

When communicating (by letter or verbally) with the Public or a beneficiary never uses abbreviations. This will be meaningless and will possibly create confusion.

# ❏ FINALLY ❏

You are here to provide a service

To do so helpfully and efficiently you must know all the instructions relating to your job.

GOOD LUCK.

FINALLY

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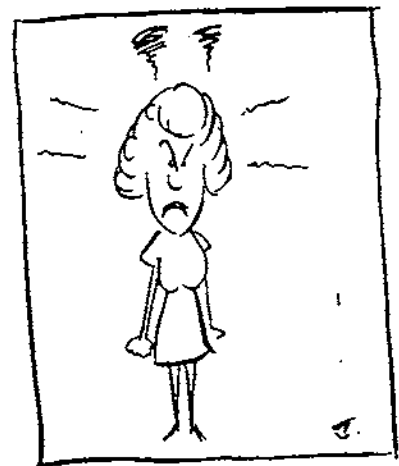
## DEALING WITH INQUIRIES

We know at times your job is demanding but if beneficiary or applicant makes an inquiry don't evade the issue by failing to provide an adequate answer.

Sure, in some instances it takes you time and effort to find out the true situation and perhaps rectify the matter. But this is what your job is all about.

### THINK

How would you like it, if on one pay day your pay did not arrive, and on making inquiries received some unintelligent and implausible answer that really meant - don't bother me now but it may turn up in a couple of weeks.



Date Due

22. NOV. 1989

21 JUL 1990

2 Mar 1992



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of Social Welfare  
Domestic  
purposes benefit  
and emergency  
maintenance  
allowance

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Name	Date Due	Name	Date Due
R.M. Wells New Brighton ch. ch.	6 NOV 1987		
<del>S. H. S. H. Hally Pannum.</del>	<del>22 NOV 1989</del>		
<del>John Meredith Timaru</del>	<del>22 APR 1990</del>		
<del>WTRZ 21 JUL 1990</del>			

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