



11 AUG 2016



On 17 June 2016 the Ministry received your email requesting, under the Official Information Act 1982, the following information:

- *Please furnish a redacted example or template of the text of the contract that heads of households sign when agreeing to repay funds disbursed by MSD to providers of temporary or emergency accommodation, including its disclosure of terms and penalties. I would be most interested in the standard text from the current calendar year (2016).*

The Ministry of Social Development, through Work and Income, provides both recoverable and non-recoverable hardship assistance to help people meet an immediate need for essential items such as emergency housing, help to pay a bond, rent arrears. This assistance may need to be paid back depending on the client's individual circumstances.

At the time of application, the client is advised of their repayment obligations and realistic repayment amounts are arranged with the client taking their circumstances and financial situation into consideration. The applicant's future repayments may reduce by a given amount a week, following the expiry of the hardship assistance payment. Repayment plans can start at a few dollars a week, and the Ministry does not charge interest.

When this discussion occurs in our Service Centre they sign a form to demonstrate they understand the conditions of receiving the loan, and their responsibilities. The Ministry aims to ensure that clients make the best decisions regarding recoverable assistance to avoid creating debt.

Depending on the type of assistance the application can occur at the Contact Centre or Service Centre. Only limited types of assistance can be completed at the Contact Centre. Where the Contact Centre cannot complete the application, they initiate the application and book a client an appointment or refer them to the site as an emergency walk-in. At the point of application, the client will be asked a series of questions, and from there a Financial Assistance Application Summary will be generated and printed for the client to sign.

Please find enclosed a sample Financial Assistance Application Summary. The name and personal details of the individual applying for financial assistance and all information specific to this individual's application have been withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need

to protect the privacy of these individuals outweighs any public interest in this information.

I hope you find this information relating to the Financial Assistance Application Summary helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Ruth Bound'.

Ruth Bound
**Deputy Chief Executive
Service Delivery**



Work and Income
Te Hiranga Tangata

A service of the Ministry of Social Development

FINANCIAL ASSISTANCE APPLICATION SUMMARY

YOUR DETAILS			
Name:	s 9(2)(a) OIA 1982, Privacy of Natural Persons	Client number:	
Address:			
Contact details:			
Your other details prior to this application:			
Total weekly income:		Dependent children:	
Benefit:		Money you owe us:	
Other income:		Weekly offset:	
Assets:		Other debt:	
YOUR PARTNER'S DETAILS			
Name:	s 9(2)(a) OIA 1982, Privacy of Natural Persons	Client number:	
Your partner's other details prior to this application:			
Total weekly income:		Dependent children:	
Benefit:		Money you owe us:	
Other income:		Weekly offset:	
Assets:		Other debt:	

Please note: If you are receiving fortnightly payments, all amounts displayed above are weekly.

APPLICATION DETAILS	
I am applying for help with the following costs	Amount
s 9(2)(a) OIA 1982, Privacy of Natural Persons	
REASON FOR APPLICATION	
STATEMENT	

Client signature

Date

01 August
2016



APPLICATION RESULT

s 9(2)(a) OIA 1982, Privacy of Natural Persons

Your application was processed by [] Based on your circumstances we have made the following decision with regards to your application for financial assistance:

APPROVED					
Need	Supplier	Amount	Expiry	Method	Repayments
[]	[]	[]	[]	[]	[]

s 9(2)(a) OIA 1982, Privacy of Natural Persons

Your future payments will reduce by the amount(s) above, a week following the expiry of the hardship assistance payment.

METHOD OF PAYMENT

Payment Card

Please note that this payment can only be used for purchases approved at suppliers stated above. It will not work at any other retailers or at ATM machines.

The money has been pre-loaded onto your Payment Card. Your Payment Card can be used like an EFTPOS card. Select account type 'cheque' and use the last 4 digits on your Payment Card as the pin number. Please ensure you complete your purchases by the expiry date as this payment will expire after this date.

FURTHER INFORMATION REQUIRED

Need:	Comments:
s 9(2)(a) OIA 1982, Privacy of Natural Persons	[]

DECLINED

Need:	Reason for Decline:
[]	[]

Budget Activity and Reasonable Steps Obligations

s 9(2)(a) OIA 1982, Privacy of Natural Persons

Need more help?

Temporary Additional Support is an additional weekly payment that helps people in financial hardship who can't meet their essential costs from their income or other sources. If you would like to know more about this assistance, would like to apply or check whether you may qualify please call us.

Review rights

You can ask for any decision to be reviewed if you don't agree with it. We have forms available for you to use or you can write to us. You need to do this within three months of the decision being made. When there is a good reason for the delay a review may be possible after this time. If you wish to contact us we can explain our decision and more about the review process.



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**SUPPLIER PAYMENT
AUTHORISATION
- CLIENT COPY -**

Name:	s 9(2)(a) OIA 1982, Privacy of Natural Persons	Client Number:	<input type="text"/>
Address:	<input type="text"/>		
Contact Details:	<input type="text"/>		

This authorisation payment confirms that our client shown above has been approved payments of financial assistance for the following:

PAYMENT DETAILS

Need	Supplier	Amount	Expiry	Quote
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

s 9(2)(a) OIA 1982, Privacy of Natural Persons

The amount approved for the above purchase(s) will be paid through the EFTPOS network.

For further information

Should you have any queries regarding this payment, or there are changes to the value or types of items purchased, then you should contact us straight away. We will need to ask the client's permission to discuss this payment authorisation with you.

If you need to contact us, call us on 0800 559 009. Say "Supplier" when our phone system asks you what you're calling about. You'll be put straight through to someone who can help.

RELEASED UNDER THE OFFICIAL INFORMATION ACT