

Awareness and understanding of assistance delivered by the Ministry of Social Development

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Introduction

We asked respondents to the New Zealand Income Support Survey some questions about **awareness and understanding** of assistance provided by the Ministry of Social Development, including what they knew about:

- the Accommodation Supplement
- Temporary Additional Support
- the Disability Allowance
- the Child Disability Allowance
- the Childcare and Out of School Care and Recreation (OSCAR) Subsidies
- the Community Services Card
- abatement thresholds for main benefits.

In this findings pack, we present findings for overall awareness of these forms of assistance, and respondents' understanding of whether low-income people and families could receive these forms of assistance.

The survey included people aged 18 to 64 on incomes that could potentially qualify them for income support payments such as the Accommodation Supplement and Working for Families (WFF) and excluded full-time students.

1,852 people from across the country were interviewed for the survey between June and December 2022.

Approach to reporting results

Weighting

Results are weighted to be representative of the New Zealand population of working-age people on low- and middle-incomes.

Reporting of results

Some results are marked with a hash (#). Results with a hash should be reported with additional context in text (for example: "52 (\pm 15) percent respondents said..."). This is because these results have high margins of error and/or high relative sampling errors, and so should be used with care.

For more information about how this is determined, please read the methodology report. For confidence intervals, see the supporting excel tables.

Sub-group comparisons

Sub-group level comparisons are only reported when there are at least 300 respondents included in the total analysis and there are enough sub-groups where it is viable to produce the comparison. Two forms of sub-group comparison are commented on:

- comparison to the overall survey result (for example, comparing the result for respondents aged 18 to 24 against the overall survey result)
- comparison with other sub-groups in the same breakdown (for example, comparing the result for respondents aged 18 to 24 to the results for other age groups).

Differences that are statistically significant at the 95 percent confidence level using confidence intervals are commented on.

Differences compared to other sub-groups in the same breakdown are generally only commented on if they have not already been mentioned in comparison with the survey average.

On occasion, differences that are not statistically significant using confidence intervals but display interesting trends that may be of interest to readers are commented on.

Rounding of percentages and weighted figures

Due to rounding, percentages may not add up to 100 percent, and weighted figures may not add up to weighted totals.

Aggregation and suppression of sub-groups and categories

Where sub-group and/or category counts are small and/or have large confidence intervals and/or relative sampling errors, these are sometimes aggregated together, or suppressed and not displayed in graphs.

Reporting of ethnicity

A respondent can identify with more than one ethnicity. This results in totals for ethnic breakdowns adding up to more than 100 percent of respondents. Statistical testing for differences between ethnic sub-groups compares those in a selected ethnic group with those not in the group (including respondents who did not provide an ethnicity).

Reporting of gender

Respondents were asked about their gender, with the possible responses being male, female, another gender, don't know, or prefer not to say. In the reporting of results, we only report gender sub-group results for respondents who identified as male or female due to the small number of respondents who responded otherwise. This is to protect confidentiality.

Rounding of percentages and weighted figures

Due to rounding, percentages may not add up to 100 percent, and weighted figures may not add up to weighted totals.

What did we ask respondents?

People were asked the following questions about their awareness and understanding of payments as follows:

- Before today, were you aware of the [payment name]?
- Looking at the showcard, who do you think can receive the [payment name]? Respondents were asked to respond “Yes”, “No”, or “Don’t know” to the following options: People receiving a main benefit, low / middle / high income workers not receiving a main benefit.

Respondents were provided with additional information for these questions (if needed).

Additional information for these questions included the names of main benefit payments, the former names for benefit payments prior to July 2013, and a clarification that “low-income”, “middle-income” and “high-income” was based on a respondent’s own personal circumstances and what they would define as low, middle or high incomes.

People were asked the following question about their awareness of the abatement threshold for main benefits:

- Thinking about any payments you may currently receive from Work and Income; how much do you think you can earn, per week, before your payments start to be reduced?

Interviewers received an additional skip prompt for this question.

Interviewers were provided with a prompt to skip this question if they were able to ascertain prior to the question being asked that respondents did not receive any payments from Work and Income, or if respondents said the question was not applicable to them. This was because in testing, we found that this question often caused confusion for respondents who had already signalled that they were not in receipt of payments from MSD. This means that there is the possibility that some of the non-response for this question was due to interviewer error. These non-responses are included within the analysis.

Additionally, due to a routing issue, two respondents were not asked this question. These non-responses are not included within the analysis.

Awareness and understanding of the Accommodation Supplement

The Accommodation Supplement provides help with housing costs.

The Accommodation Supplement is a weekly payment that helps people with their rent, board, or mortgage costs if they own a home.¹ As part of the Families Package changes introduced in 2018, the payment rates for the Accommodation Supplement were changed, and the Accommodation Supplement payment “areas” were also changed.² The 2018 rates are still the current rates for the Accommodation Supplement, and are shown in the table below.

Family type	Area 1	Area 2	Area 3	Area 4
Single with no children	\$165	\$105	\$80	\$70
Couple without children, sole parent with 1 child	\$235	\$155	\$105	\$80
Couple with children, sole parents with two or more children	\$305	\$220	\$160	\$120

The cash asset limits above which people have no entitlement to the Accommodation Supplement are \$8,100 for a single person without children, and \$16,200 for couples and sole parents.³ People receiving a main benefit, as well as low- and middle-income people not receiving main benefits, can receive Accommodation Supplement payments if their circumstances permit it.⁴

¹ For more information about the Accommodation Supplement, see: <https://www.workandincome.govt.nz/products/a-z-benefits/accommodation-supplement.html>

² For more information about the previous Accommodation Supplement rates, see: <https://www.workandincome.govt.nz/map/deskfile/extra-help-information/accommodation-supplement-tables/at-1-april-2017-08.html>

For more information about the area changes made to the Accommodation Supplement as part of the Families Package, see: <https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2017/budget-2017.html>

³ For cash asset limits, see: <https://www.workandincome.govt.nz/map/deskfile/extra-help-information/accommodation-supplement-tables/cash-asset-limit.html>

⁴ For the income cut out points as of the time of the survey, see: <https://www.workandincome.govt.nz/map/deskfile/extra-help-information/accommodation-supplement-tables/at-1-april-2022-11.html>

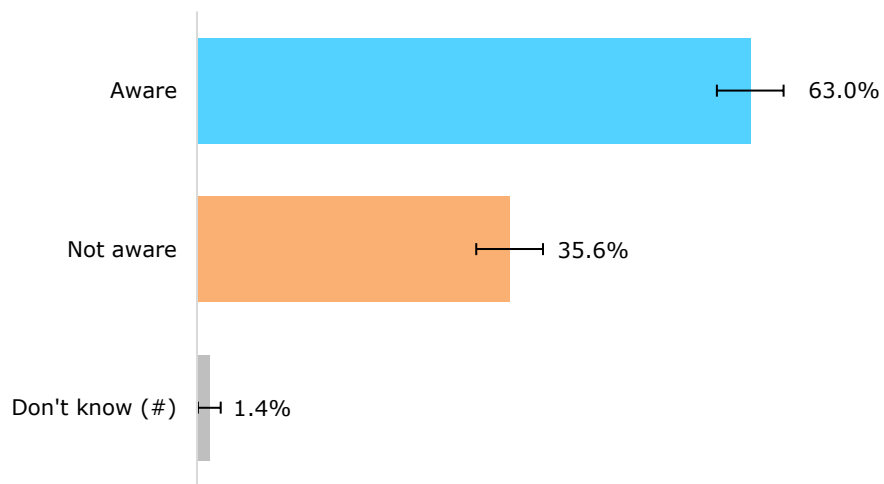
For the latest income cut out points, see: <https://www.workandincome.govt.nz/map/deskfile/extra-help-information/accommodation-supplement-tables/income-cut-out-points-for-non-beneficiaries-curren.html>

Just under 36 percent of respondents said they were not aware of the Accommodation Supplement

63 percent of respondents said that they **were aware** of the Accommodation Supplement.

35.6 percent of respondents said that they **were not aware** of the payment.

1.4 (± 1.3) percent they didn't know.



Note: Total respondents = 1,852, total weighted respondents = 1,213,227

There were statistically significant differences in awareness of the Accommodation Supplement across sub-groups

Awareness of the Accommodation Supplement was statistically significantly **higher** than the survey average for respondents who:

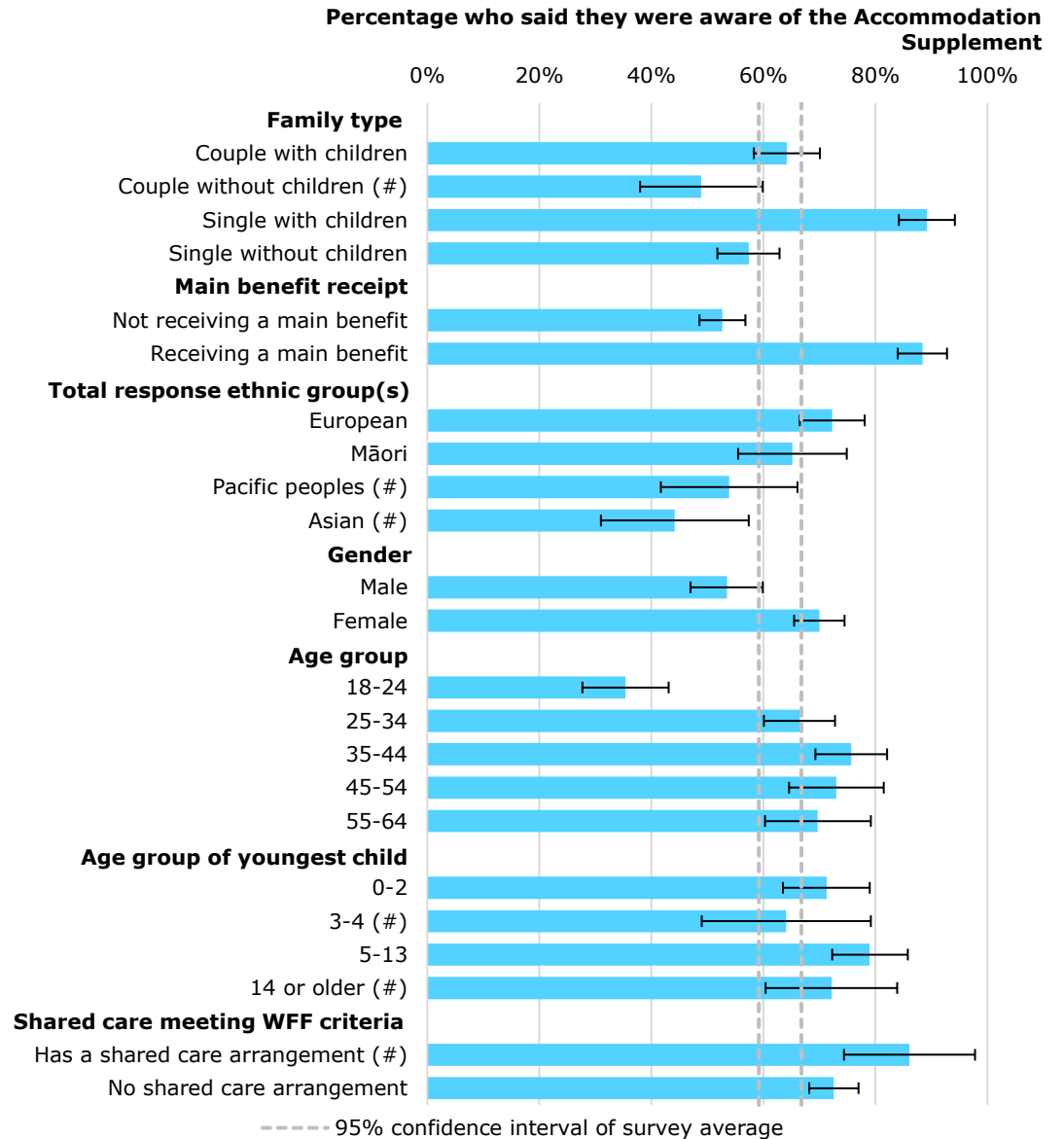
- were single with children
- were in a family with children more broadly
- were receiving a main benefit
- were aged between 35 and 44
- had a youngest child aged five to 13.

It was statistically significantly **lower** than the survey average for respondents who:

- were not receiving a main benefit
- identified as Asian
- were aged 18 to 24.

Comparing within sub-group breakdowns, respondents who were statistically significantly **more likely** to be aware:

- identified as European (compared to not European)
- were female (compared to male).



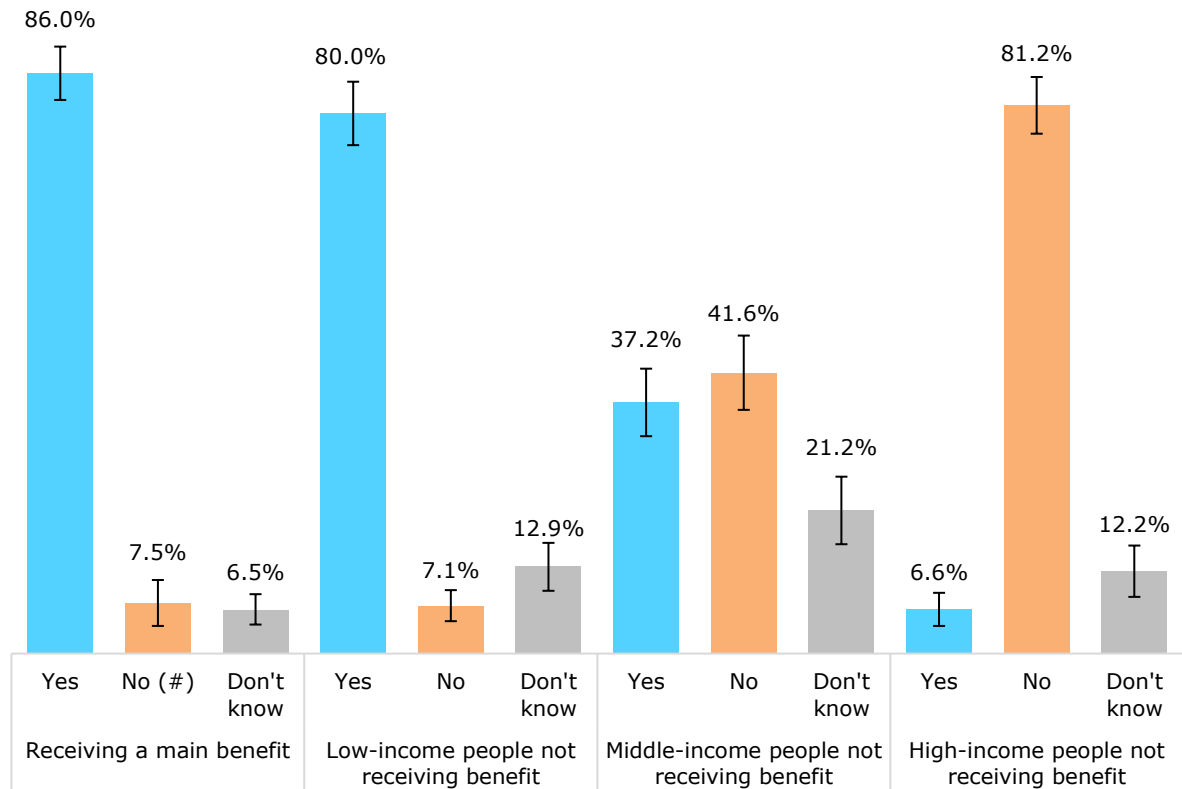
Of respondents who were aware of Accommodation Supplement, most correctly understood this payment can be received by people on benefit and by low-income people who are not receiving a main benefit

86 percent of respondents who were aware of the payment **understood** that **people receiving a main benefit can receive** the Accommodation Supplement.

80 percent understood that **low-income people** not receiving a main benefit **can receive** the payment.

Similar proportions said middle-income people could (37.2 percent) and cannot (41.6 percent) receive the payment.

81.2 percent thought that **high-income people** not receiving benefit **cannot** receive the payment.



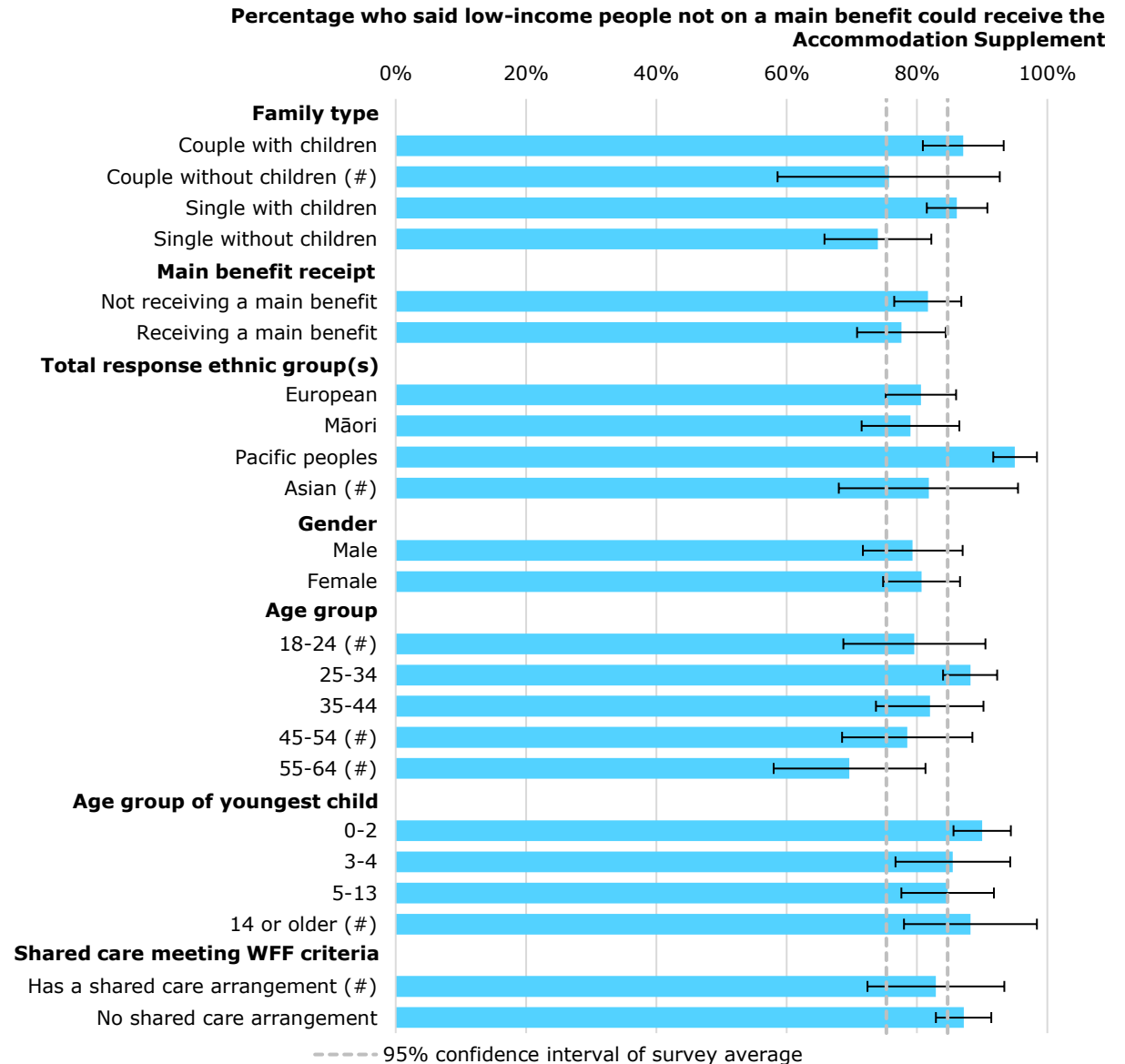
Note: Total respondents = 1,290, total weighted respondents = 764,175

The level of understanding that the Accommodation Supplement can be received by low-income people who are not receiving a main benefit was consistent across most sub-groups aware of the payment

Sub-groups of respondents who were statistically significantly **more likely** than average to understand that low-income people who are not receiving a main benefit were able to receive the Accommodation Supplement:

- identified as Pacific peoples
- had a youngest child aged zero to two.

Comparing within sub-group breakdowns, respondents who were aged 25 to 34 were statistically significantly **more likely** to understand that low-income people who are not receiving a main benefit were able to receive the Accommodation Supplement compared to respondents aged 55 to 64.



Awareness and understanding of Temporary Additional Support

Temporary Additional Support provides a temporary income top-up for people in hardship

Temporary Additional Support is a payment that helps when people don't have enough money to cover their essential living costs.⁵ It can be paid for up to 13 weeks before a person needs to reapply for this support.

People on a main benefit, and low-income people not receiving a main benefit can receive Temporary Additional Support if their circumstances permit it. In practice, few people not receiving a main benefit get Temporary Additional Support.

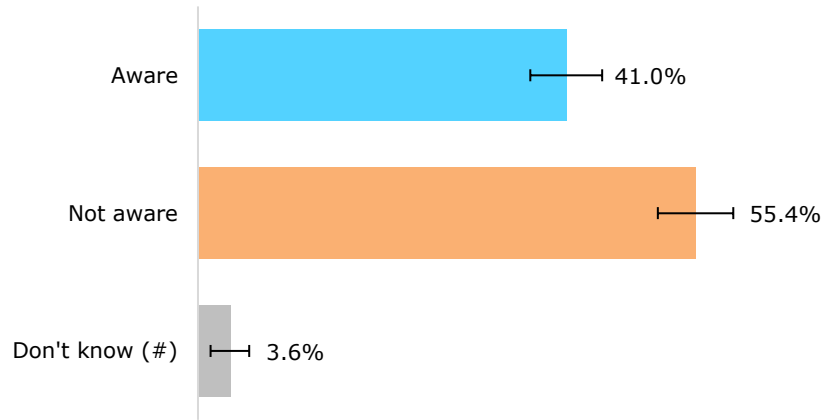
⁵ For more information about Temporary Additional Support, see: <https://www.workandincome.govt.nz/products/a-z-benefits/temporary-additional-support.html>

Most respondents said they were not aware of Temporary Additional Support

41 percent of respondents said that they **were aware** of Temporary Additional Support.

55.4 percent said they were **not aware** of the payment.

3.6 (± 2.2) percent said they didn't know.



Note: Total respondents = 1,852, total weighted respondents = 1,213,227

There were some statistically significant differences in awareness of Temporary Additional Support across sub-groups

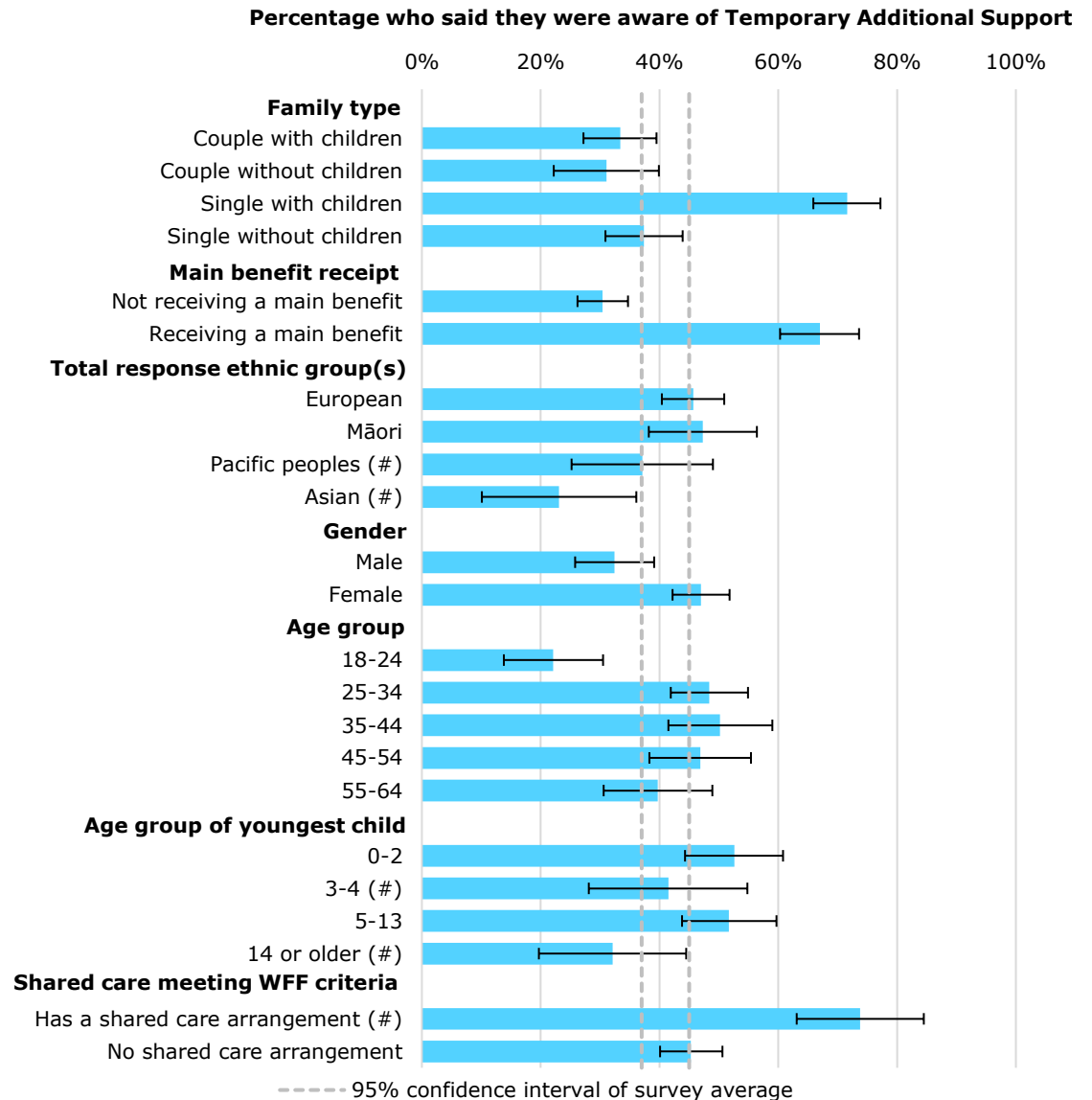
Awareness of Temporary Additional Support was statistically significantly **higher** than the survey average for respondents who:

- were single with children
- were receiving a main benefit
- had a child with a shared care arrangement that met Working for Families criteria.

It was statistically significantly **lower** than the survey average for respondents who:

- were not receiving a main benefit
- identified as Asian
- were aged 18 to 24 years old.

Comparing within sub-group breakdowns, respondents who were female were statistically significantly **more likely** to be aware of Temporary Additional Support compared to male respondents.



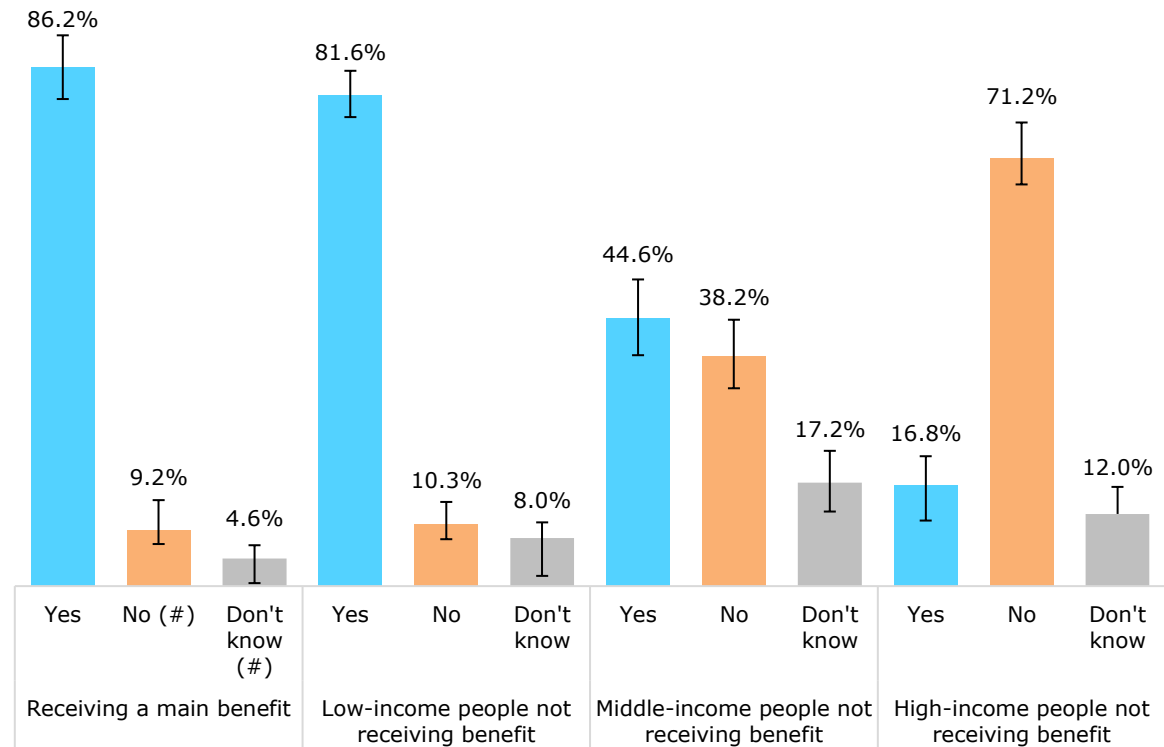
Of respondents who were aware of Temporary Additional Support, most correctly understood this payment can be received by people on benefit or low-income people who are not receiving a main benefit

86.2 percent of respondents who were aware of the payment **understood** that **people receiving a main benefit can receive** Temporary Additional Support.

81.6 percent understood that **low-income people** not receiving a main benefit **can receive** the payment.

Similar proportions said **middle-income people** not receiving a main benefit **can** (44.6 percent) and **cannot** (38.2 percent) receive the payment.

71.2 percent thought that **high-income people** not receiving a main benefit **cannot receive** the payment.

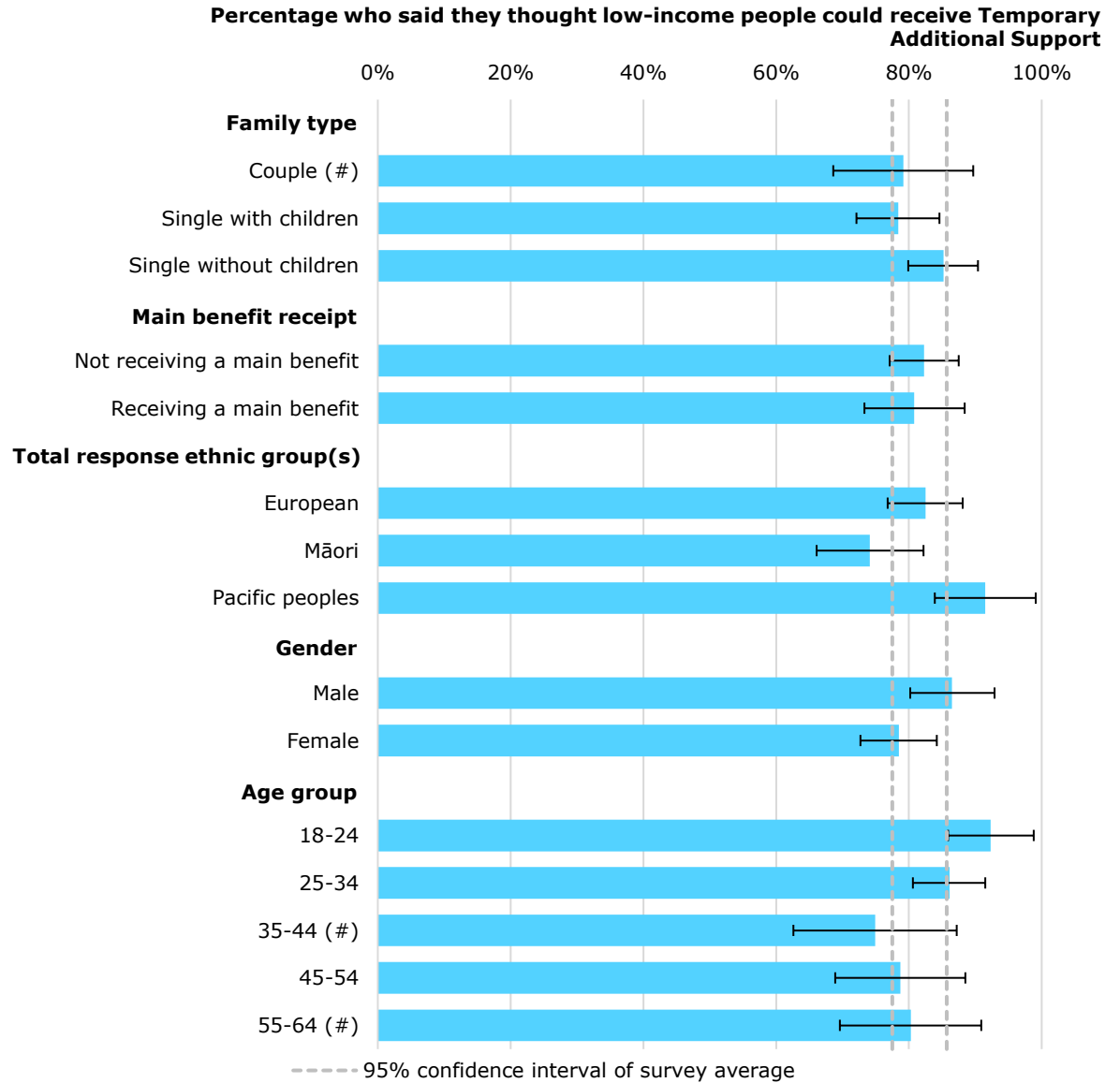


Note: Total respondents = 834, total weighted respondents = 497,544

There were few statistically significant differences in the proportion of respondents who said they thought low-income people could receive Temporary Additional Support across sub-groups

Sub-groups of respondents who were aged 18 to 24 were statistically significantly **more likely** than average to understand that low-income people who are not receiving a main benefit are able to receive Temporary Additional Support.

While not statistically significant, respondents who identified as Pacific peoples, or who were male, appeared slightly more likely to understand that low-income people who are not receiving a main benefit are able to receive Temporary Additional Support.



Awareness and understanding of the Disability Allowance

The Disability Allowance provides extra help with costs associated with a health condition or disability

The Disability Allowance helps with regular costs of a health condition or disability, such as visits to the doctor or hospital, medicines, extra clothing or travel.⁶ To receive the Disability Allowance, a person or their child aged under 18 needs to have a health condition or disability that is likely to last at least six months, have regular ongoing costs because of the health condition or disability that are not fully covered by another agency, and meet residency criteria.

People can receive a Disability Allowance for their own costs and a Disability Allowance for their child's costs. At the time of the survey, a person could receive up to \$70.04 per week. The amount was \$78.60 as at 1 April 2024.

People also need to meet an income test, the limits of which are detailed in the table below.

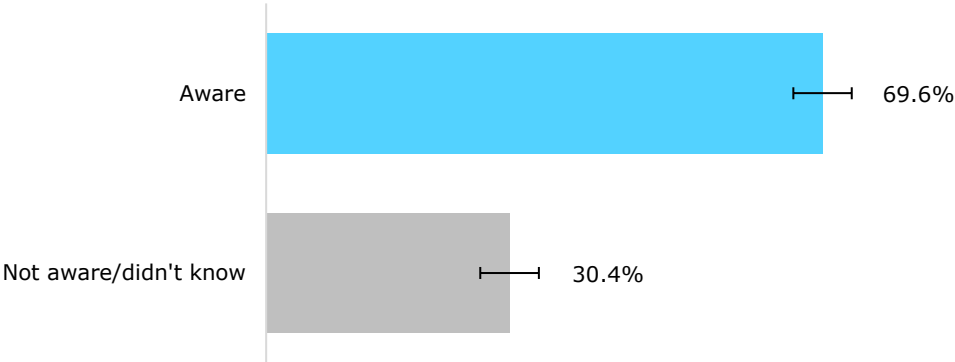
Family circumstances	Gross weekly income limit as at 1 April 2022 (as at the time of the survey)	Gross weekly income limit as at 1 April 2024
Single, 16 - 17 years	\$588.98	\$660.90
Single, 18+ years	\$733.72	\$823.31
Partnered	\$1,092.55	\$1,225.95
Sole parent, 1 child	\$821.43	\$921.73
Sole parent, 2+ children	\$865.46	\$971.14

⁶ For more information about the Disability Allowance, see: <https://www.workandincome.govt.nz/products/a-z-benefits/disability-allowance.html>

Around 30 percent of respondents said they were not aware of the Disability Allowance

69.6 percent of respondents said that they **were aware** of the Disability Allowance.

30.4 percent of respondents said they **were not aware or said they didn't know**.



Note: Total respondents = 1,852, total weighted respondents = 1,213,227

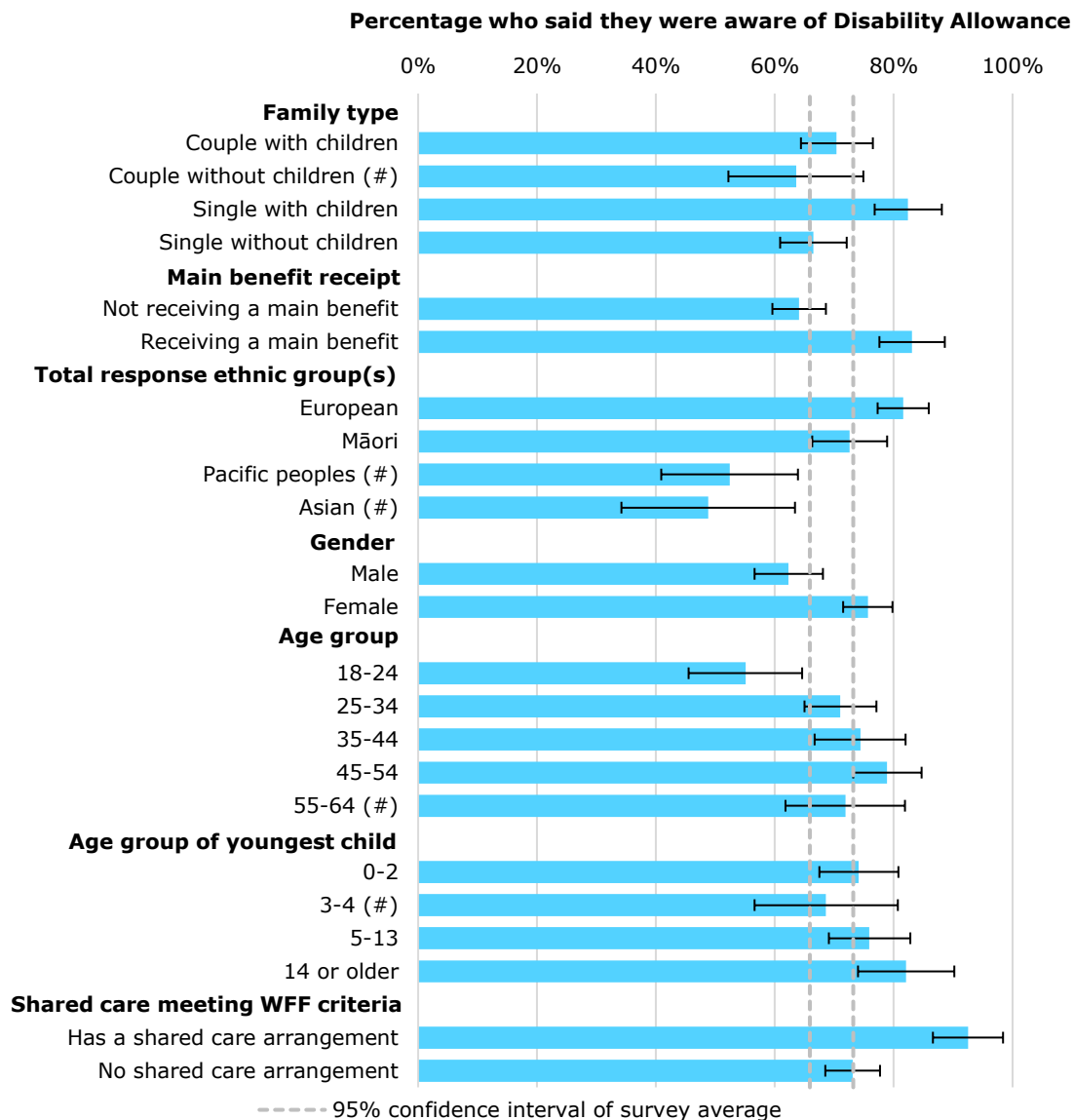
There were some statistically significant differences in the proportion aware of the Disability Allowance varied across sub-groups

Awareness of the Disability Allowance was statistically significantly **higher** than the survey average for respondents who:

- were single with children
- were receiving a main benefit
- identified as European
- were aged between 45 and 54 years old
- had a youngest child aged 14 or older
- had a shared care arrangement meeting Working for Families criteria for at least one of their children

It was statistically significantly **lower** than the survey average for respondents who:

- identified as Pacific peoples
- identified as Asian
- were aged 18 to 24 years old.



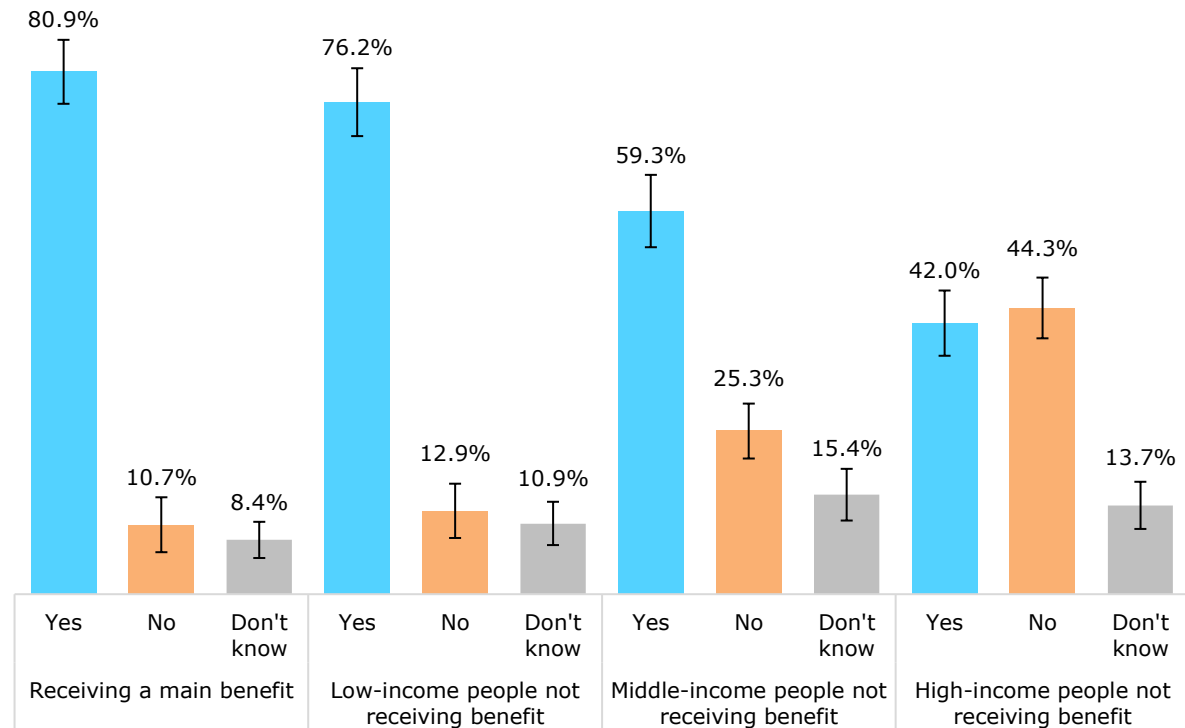
Of respondents who were aware of the Disability Allowance, most understood this payment can be received by people on benefit and low-income people who are not receiving a main benefit

80.9 percent of respondents who were aware of the payment **understood** that **people receiving a main benefit can receive** the Disability Allowance.

76.2 percent understood that **low-income people** who are not receiving a main benefit **can receive** the payment.

59.3 percent said **middle-income people** who are not receiving a main benefit **can receive** the payment.

Similar proportions thought that **high-income people** not receiving a main benefit **can** (42 percent) **and cannot** (44.3 percent) **receive** the payment.

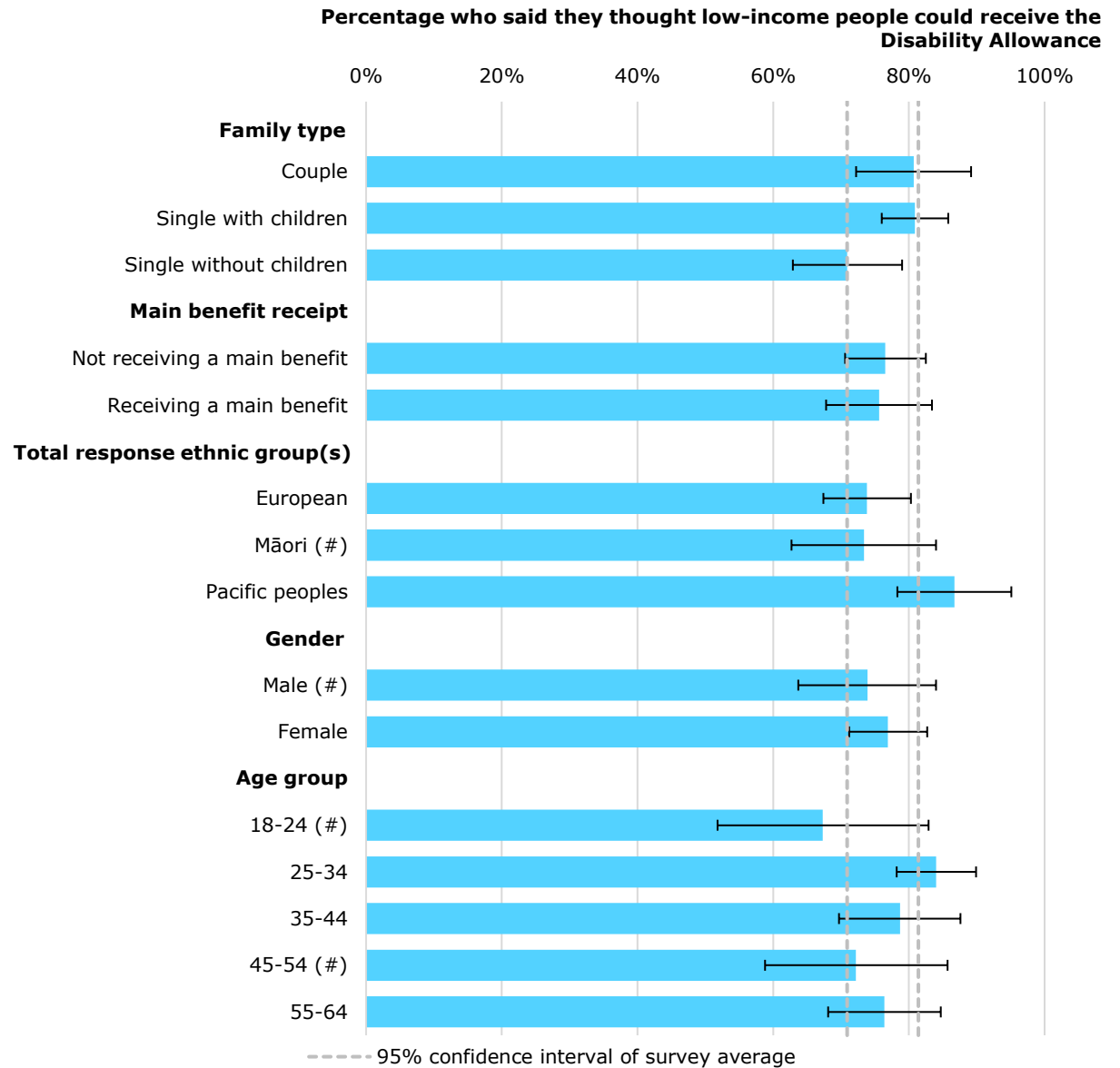


Note: Total respondents = 1,315, total weighted respondents = 844,059

There were no statistically significant differences in the proportion of respondents who said low-income people could receive the Disability Allowance within sub-groups

The proportion of respondents who said they thought low-income people could receive Disability Allowance ranged between 67 and 87 percent depending on sub-group.

While no statistically significant differences were detected, respondents who identified as Pacific peoples, or were aged 25 to 34 appeared slightly more likely to say that low-income people could receive the Disability Allowance.



Awareness and understanding of the Child Disability Allowance

The Child Disability Allowance is a payment that is made in recognition of the extra care and attention that children and young people with disabilities need

The Child Disability Allowance is a payment to help carers looking after a child or young person under the age of 18 with a serious disability.⁷ It is paid in recognition of the extra care and attention needed for that child.

To receive the Child Disability Allowance, a person needs to be the main caregiver of the child or young person, be a New Zealand citizen or permanent resident, and normally reside in New Zealand. The child or young person needs to be assessed as needing constant care and attention for 12 months or more because of a serious disability.

This payment can be received alongside a regular Disability Allowance payment for the child or young person's regular costs relating to their health conditions or disability.

The Child Disability Allowance was \$52.79 a week at the time of the survey for each child who qualifies. As of 1 April 2024, the amount was \$59.23 a week. This is a set amount, and does not depend on a carers income, assets or costs.

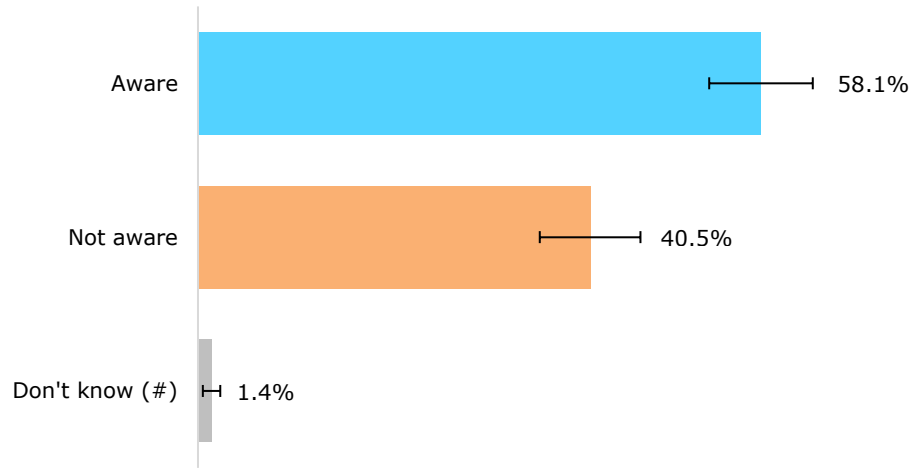
⁷ For more information about the Child Disability Allowance, see: <https://www.workandincome.govt.nz/products/a-z-benefits/child-disability-allowance.html>

Around 40 percent of respondents with children said they were not aware of the Child Disability Allowance

58.1 percent of respondents with children said that they **were aware** of the Child Disability Allowance.

40.5 percent said they **were not aware** of the payment.

1.4 (± 0.9) percent said they didn't know.



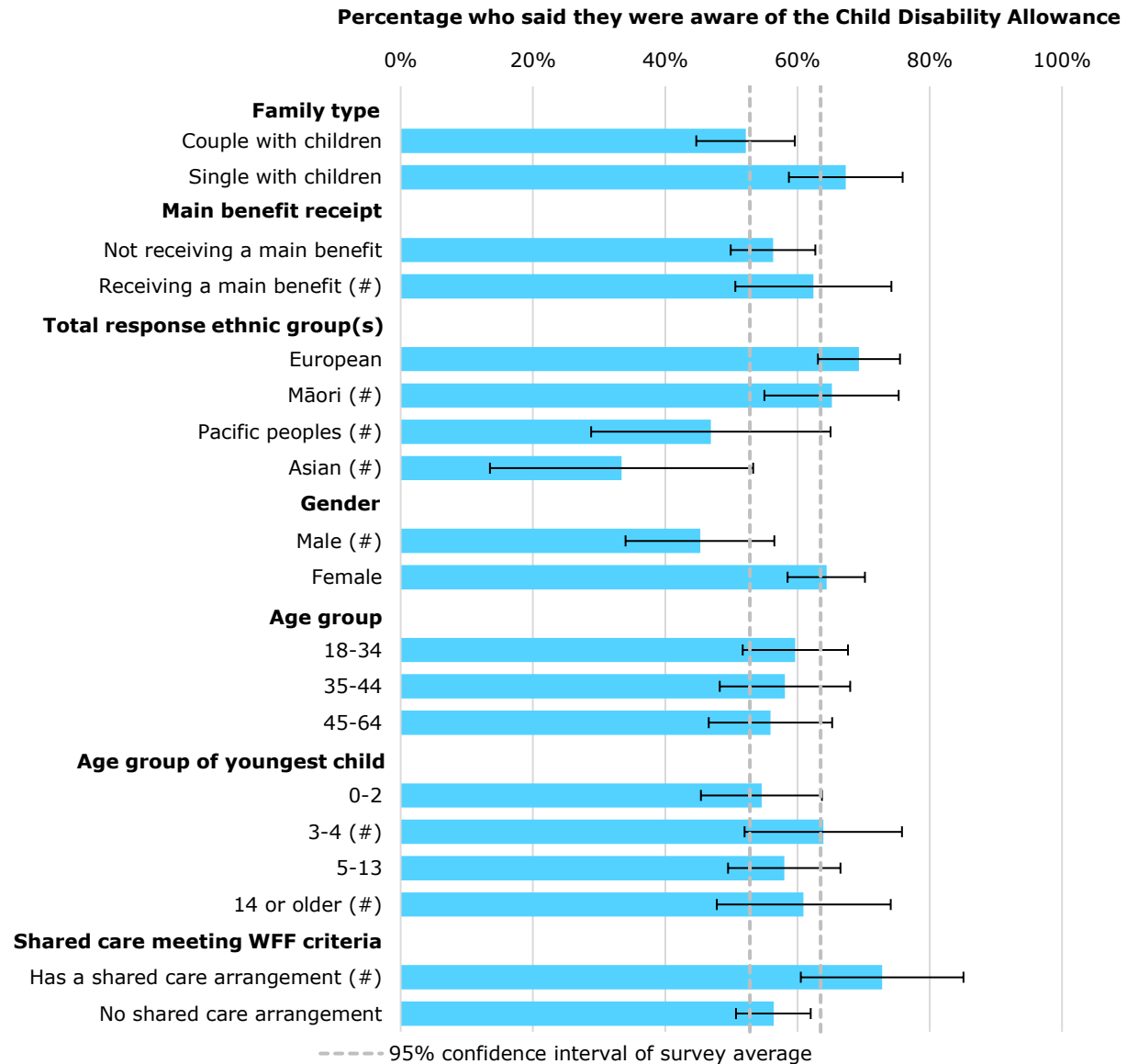
Note: Total respondents = 1,018, total weighted respondents = 479,897

There were few statistically significant differences in the proportion aware of the Child Disability Allowance across sub-groups

Comparing within sub-group breakdowns, respondents with children who were statistically significantly **more likely** to be aware:

- identified as European (compared to non-European or no ethnicity provided)
- were female (compared to male)

Comparing within sub-group breakdowns, respondents with children who identified as Asian who were statistically significantly **less likely** to be aware compared to respondents who identified as non-Asian or did not provide an ethnicity.



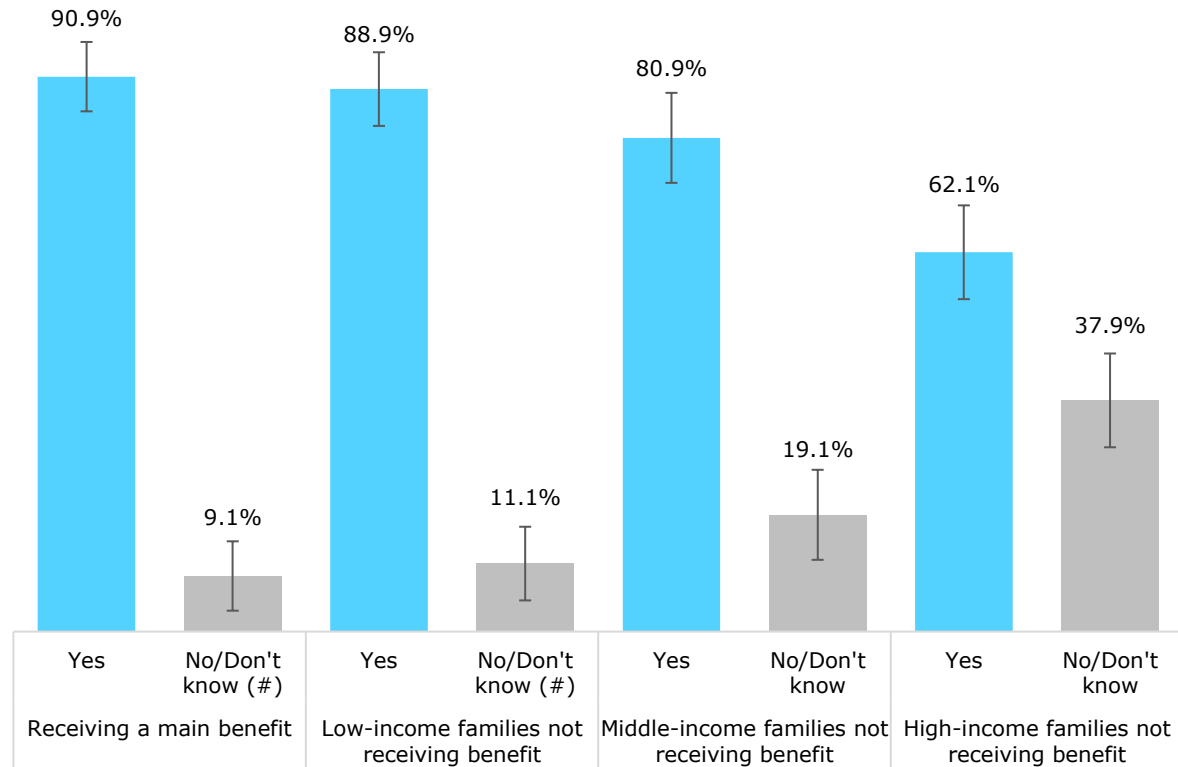
Of respondents with children who were aware of the Child Disability Allowance, most correctly understood this payment can be received by families regardless of their income level

90.9 percent of respondents with children who were aware of the payment **understood** that **families receiving a main benefit can receive** the Child Disability Allowance.

88.9 percent understood that **low-income families** who are not receiving a main benefit **can receive** the payment

80.9 percent said **middle-income families** who are not receiving a main benefit **can receive** the payment.

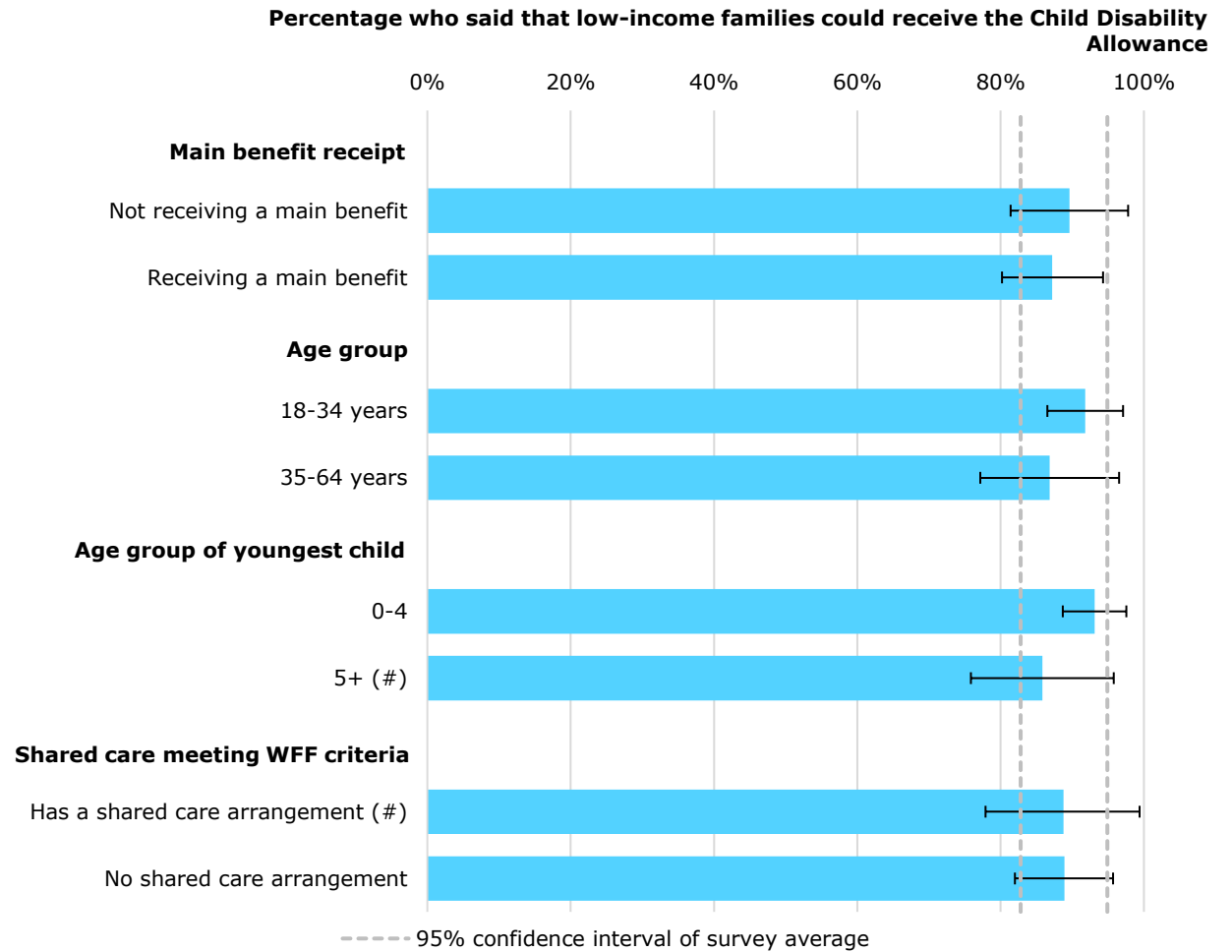
62.1 percent thought that **high-income families** who are not receiving a main benefit **can receive** the payment.



Note: Total respondents = 575, total weighted respondents = 278,929.

There were no statistically significant differences in the proportion of respondents who said low-income people could receive the Child Disability Allowance within sub-groups

The proportion of respondents who said they thought low-income families could receive the Child Disability Allowance was universally high across sub-groups analysed. No statistically significant differences were detected.



Awareness and understanding of the Childcare and OSCAR (Out of School Care and Recreation) subsidies

Childcare and OSCAR Subsidies are payments that subsidise childcare costs for families in work or study

The **Childcare Subsidy** is a payment for families with children aged under five years old, to help with the costs of childcare while the parents are working or studying and unable to look after their children.⁸ Depending on a family's circumstances, they may be able to receive this subsidy for up to 50 hours of childcare a week.

The **Out of School Care and Recreation (OSCAR) Subsidy** is a payment for families with children aged five to 13 years old, to help with the costs of childcare before and after school hours and during the school holidays while the parents are working or studying and unable to look after their children.⁹

Depending on the family's circumstances, they may be able to receive this subsidy for up to 20 hours of childcare a week during school term time, and up to 50 hours of childcare a week during the school holidays.

While the survey was running, a family could receive between \$1.77 and \$5.69 of subsidy per hour per child, depending on their family type and income. These amounts were between \$1.99 and \$6.38 as at 1 April 2024.

The income limits for these payments are in the table below.

Number of children	Maximum gross weekly income as at 1 April 2022	Maximum gross weekly income as at 1 April 2024
One	\$1,466	\$2,257
Two	\$1,675	\$2,579
Three or more	\$1,885	\$2,902

⁸ For more information about the Childcare Subsidy, see: <https://www.workandincome.govt.nz/products/a-z-benefits/childcare-subsidy.html>

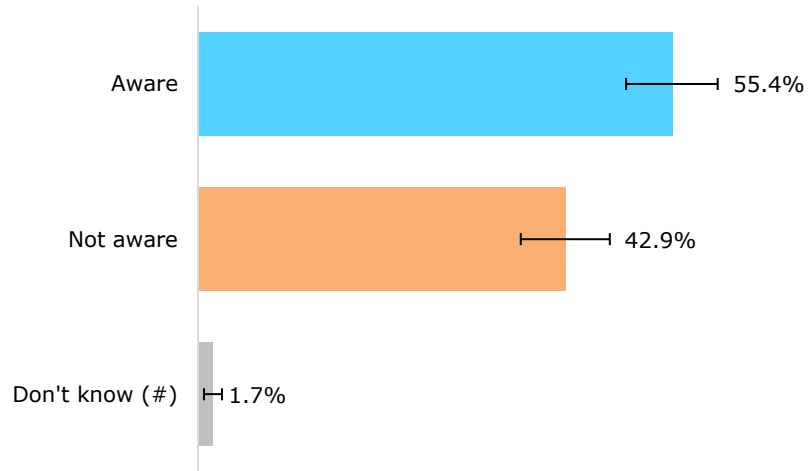
⁹ For more information about the OSCAR Subsidy, see: <https://www.workandincome.govt.nz/products/a-z-benefits/oscar-subsidy.html>

Around 43 percent of respondents with children said they were not aware of the Childcare and OSCAR Subsidies

55.4 percent of respondents with children said that they **were aware** of the Childcare and OSCAR Subsidies.

42.9 percent said they **were not aware** of the payments.

1.7 (± 1.1) percent said they didn't know or weren't sure.



Note: Total respondents = 1,018, total weighted respondents = 479,897.

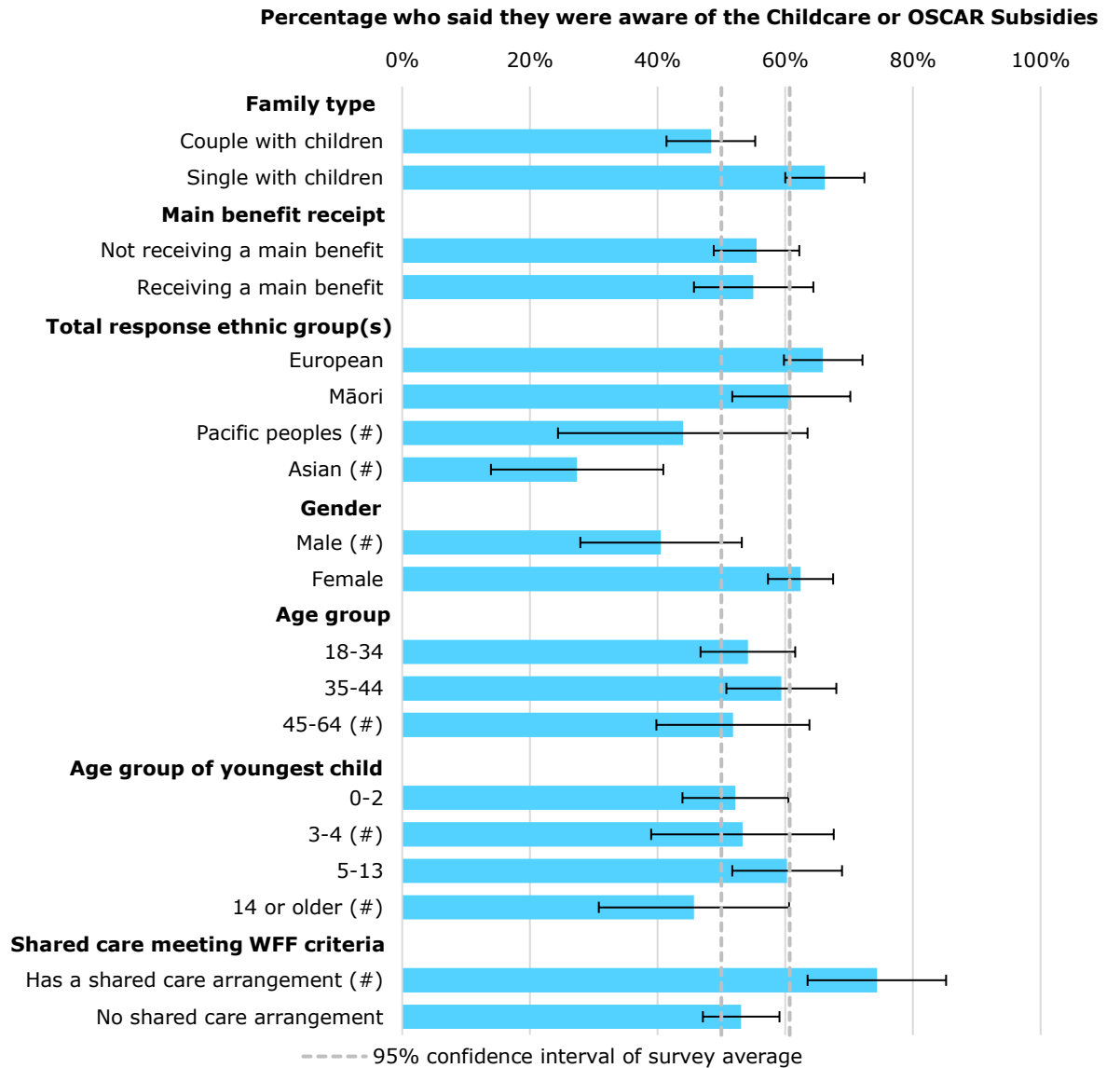
There were some statistically significant differences in the awareness of Childcare and OSCAR Subsidies across sub-groups

Awareness of the Childcare and OSCAR Subsidies was statistically significantly **higher** than the survey average for respondents with children who had a shared care arrangement meeting Working for Families criteria for a child in their care.

Awareness was statistically significantly **lower** than the survey average for respondents with children who identified as Asian.

Comparing between sub-group breakdowns, respondents with children who were **more likely** to be aware of Childcare and OSCAR Subsidies:

- were single with children (compared to those in a couple with children)
- identified as European (compared to non-European or no ethnicity provided)
- were female (compared to male).



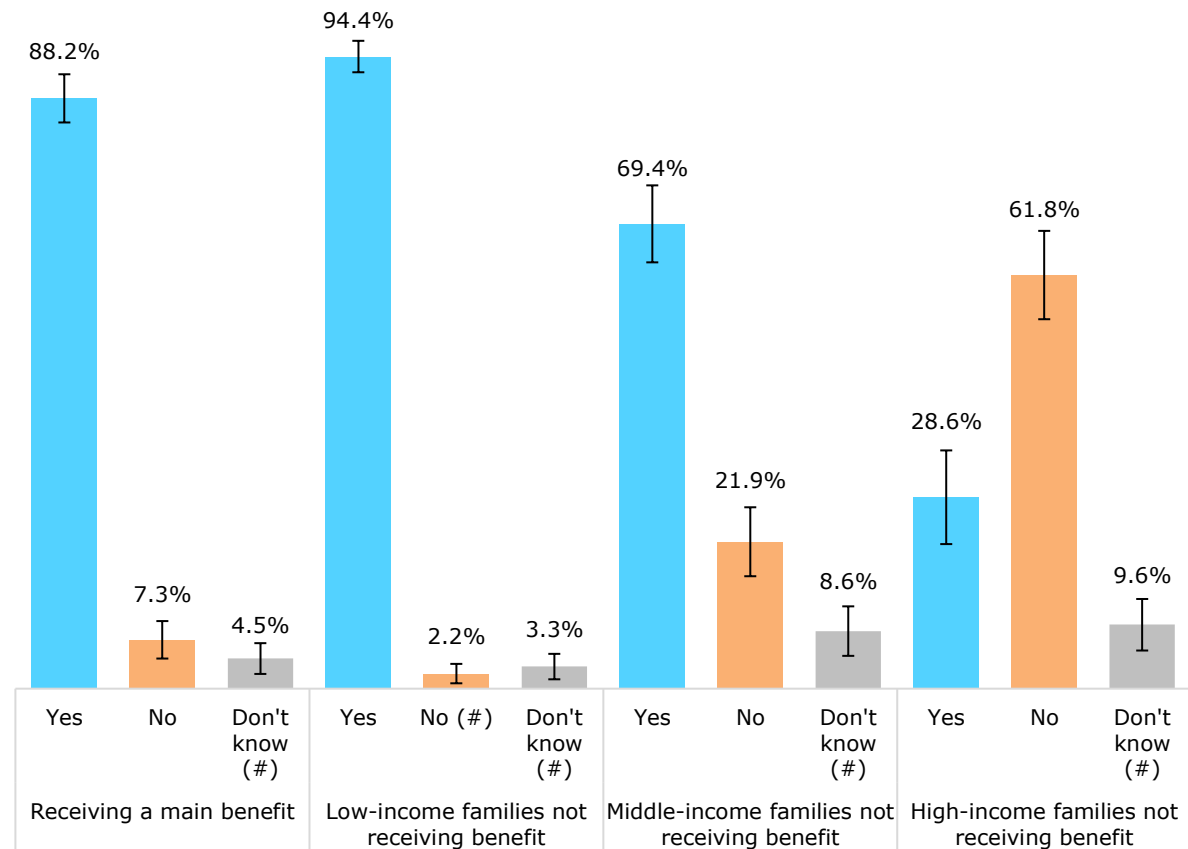
Of respondents with children who were aware of Childcare and OSCAR Subsidies, most understood this payment can be received by low-income families who are not receiving a main benefit

88.2 percent of respondents with children who were aware of the payment **said that families receiving a main benefit could receive** Childcare and OSCAR Subsidies.

94.4 percent understood that **low-income families** who are not receiving a main benefit **can receive** the payments.

69.4 percent said middle-income families not receiving a main benefit **can receive** the payments.

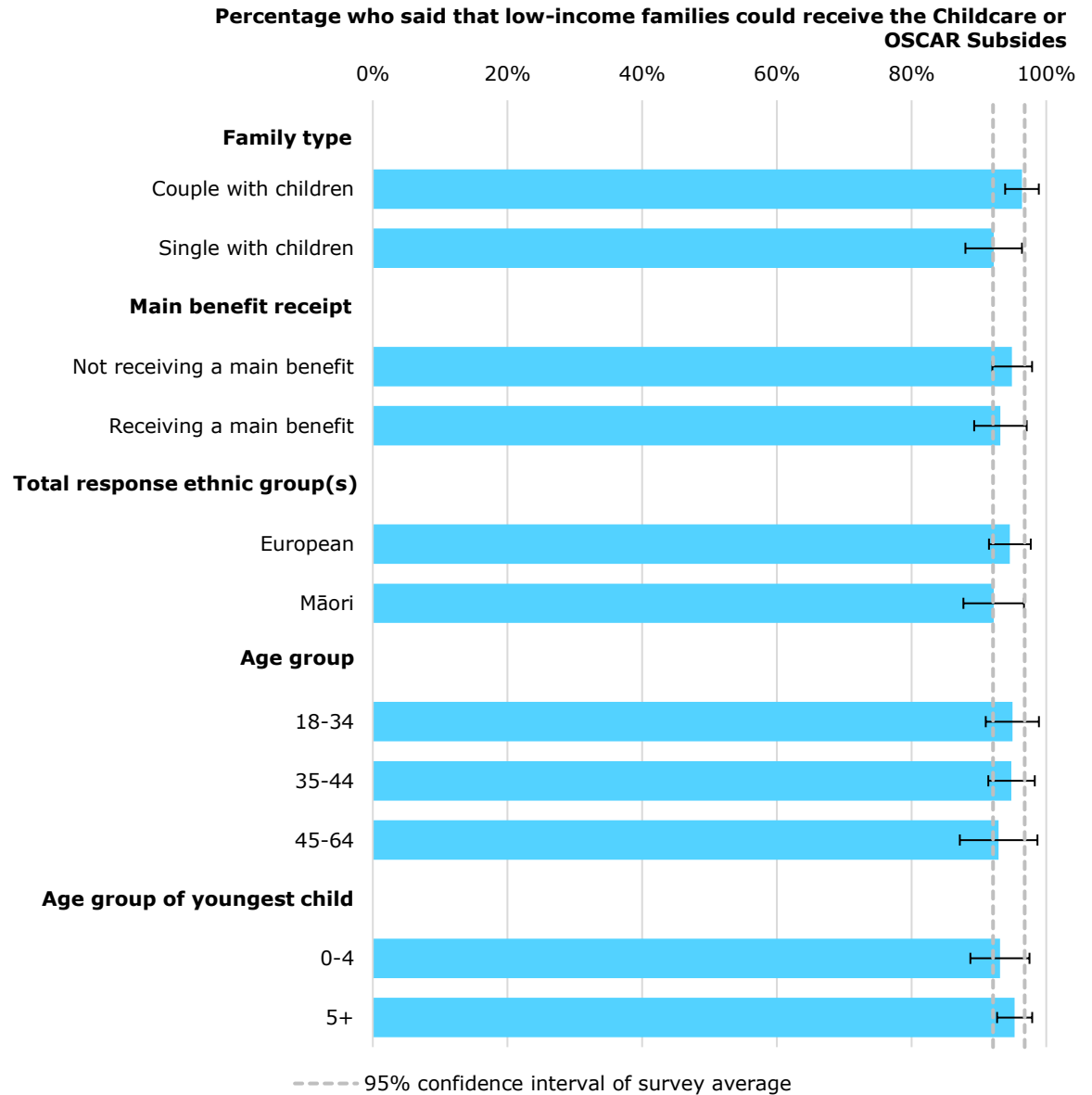
61.8 percent thought that **high-income families** not receiving a main benefit **cannot receive** the payments.



Note: Total respondents = 556, total weighted respondents = 265,729.

The level of understanding that Childcare and OSCAR Subsidies can be received by low-income families who are not receiving a main benefit was similar across sub-groups for respondents with children aware of the payment

The proportion of respondents aware of the subsidies who said they thought low-income families could receive the Childcare and OSCAR Subsidies was universally high across sub-groups analysed. No statistically significant differences were detected.



Awareness and understanding of the Community Services Card

The Community Services Card is a card that can be used to access subsidised public services.

The Community Services Card is available to people on low incomes to enable them and their family to access subsidised public services.¹⁰ People might be eligible to receive a Community Services Card if they:

- are 16 or over, and not a dependent child
- are a New Zealand citizen, permanent resident, or have applied for, refugee or protection status
- normally live in New Zealand and intend to stay in New Zealand.

If families are receiving a main benefit, Accommodation Supplement, the Residential Care Subsidy, a Student Allowance, a Veterans Pension, or are living in social housing, a family does not need to meet an income test to receive the Community Services Card. These families are automatically issued with a Community Services Card.

Otherwise, the family will need to meet an income test and apply for the Community Services Card. The income limit for a Community Services Card depends on the client's relationship status and living situation.¹¹

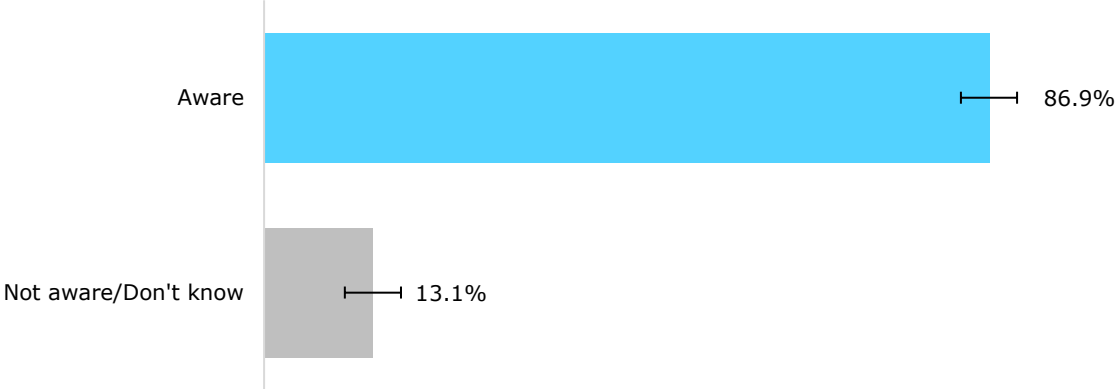
¹⁰ For more information about the Community Services Card, see: <https://www.workandincome.govt.nz/products/a-z-benefits/community-services-card.html>

¹¹ For current income cut-out points for the Community Services Card, see: <https://www.workandincome.govt.nz/map/deskfile/extra-help-information/community-services-card-tables/income-cut-out-points-current.html>

Around 87 percent of respondents were aware of the Community Services Card

86.9 percent of respondents said that they **were aware** of the Community Services Card.

13.1 percent said they **were not aware of, or didn't know about,** the Community Services Card.



Note: Total respondents = 1,852, total weighted respondents = 1,213,227.

There were some statistically significant differences in the awareness of the Community Services Card across sub-groups

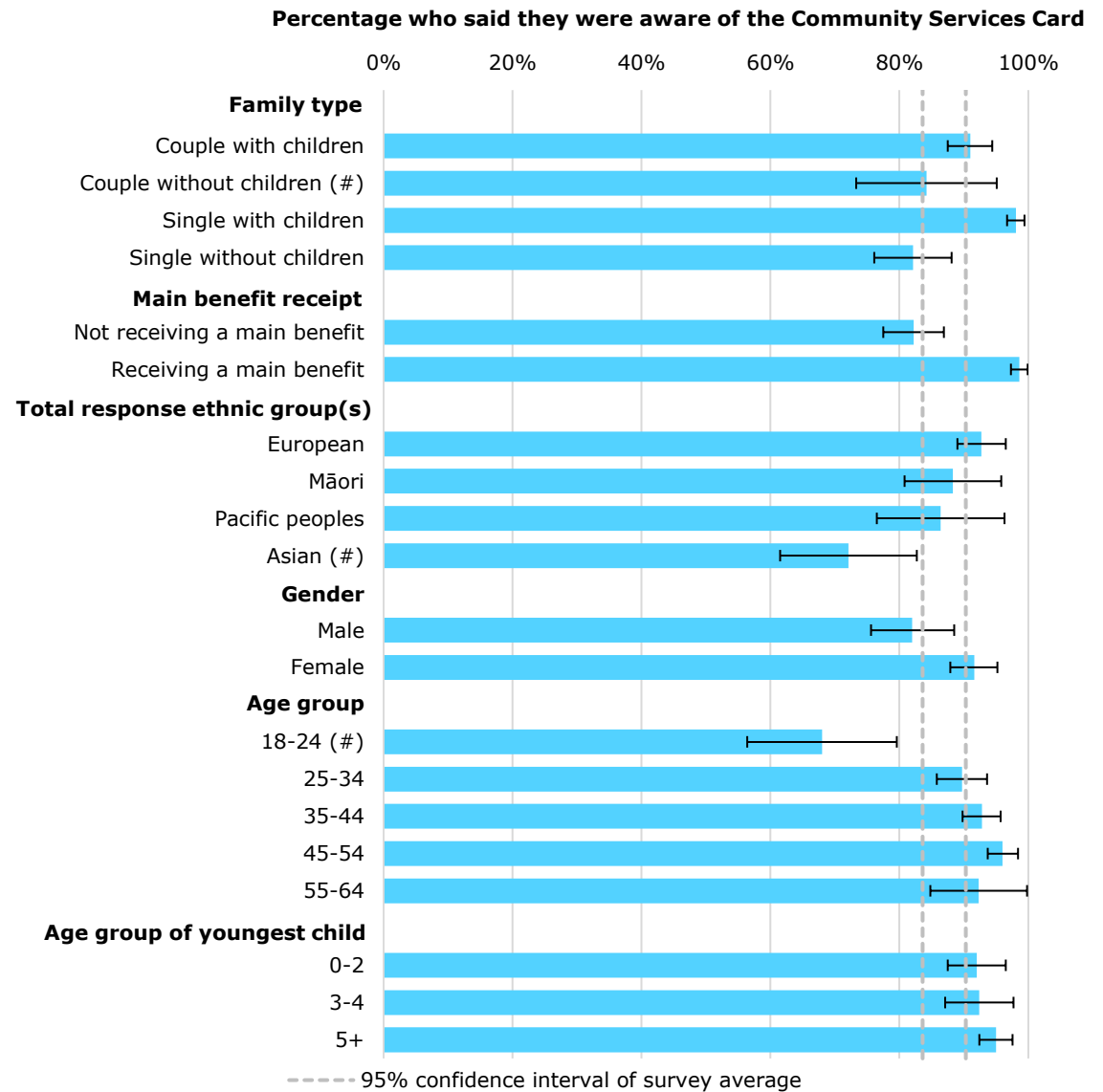
Awareness of the Community Services Card was statistically significantly **higher** than the survey average for respondents who:

- were single with children
- were receiving a main benefit
- were aged 45 to 54 years old
- had a youngest dependent child who was aged five or older.

It was statistically significantly **lower** than the survey average for respondents who:

- identified as Asian
- were aged 18 to 24 years old.

Comparing within sub-group breakdowns, respondents who identified as European were statistically significantly **more likely** to be aware compared to respondents who identified as non-European or did not provide an ethnicity.



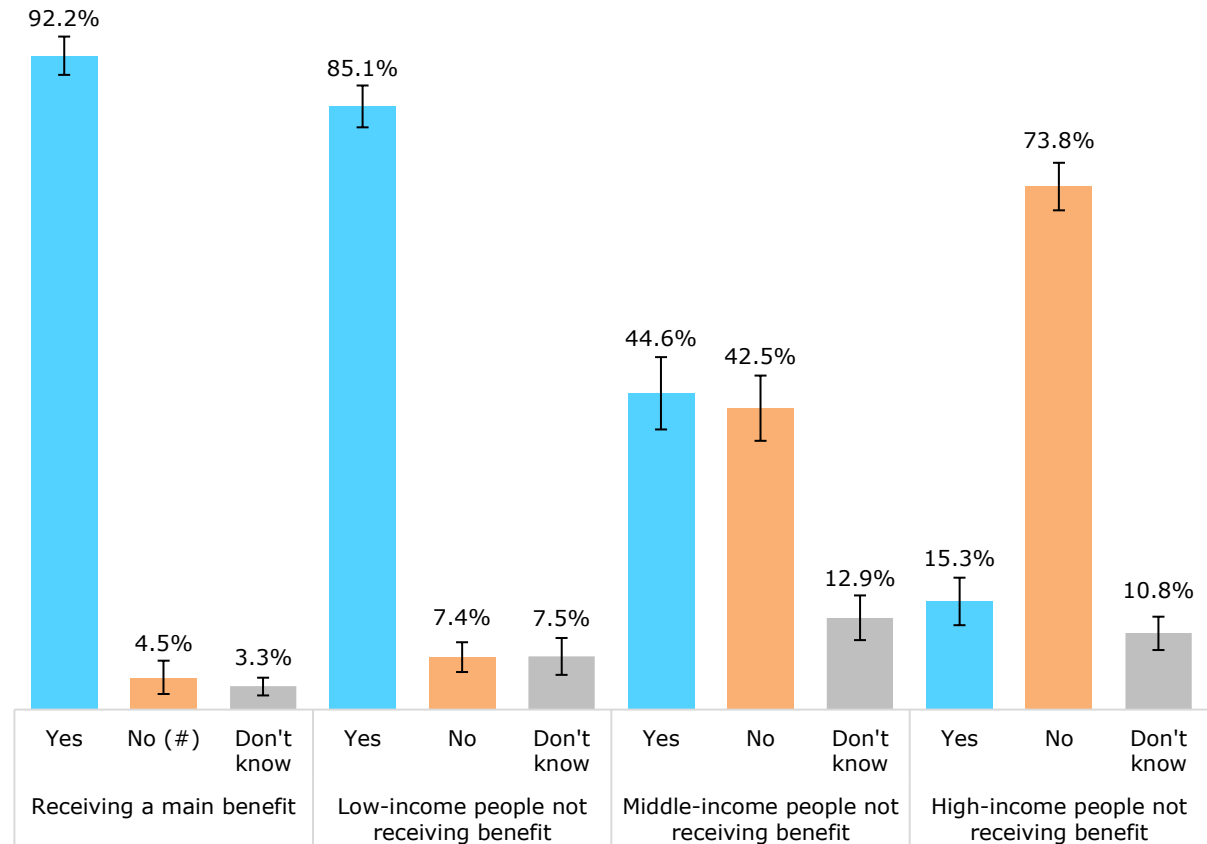
Of respondents who were aware of the Community Services Card, most understood this can be received by people on benefit or low-income people who are not receiving a main benefit

92.2 percent of respondents who were aware of the card **understood** that **people receiving a main benefit can receive** the Community Services Card.

85.1 percent said that **low-income people** who are not receiving a main benefit **can receive** the card.

Similar proportions of respondents **said middle-income people** who are not receiving a main benefit **can** (44.6 percent) **and cannot** (42.5 percent) **receive** the card.

73.8 percent thought that **high-income people** not receiving a main benefit **cannot receive** the card.

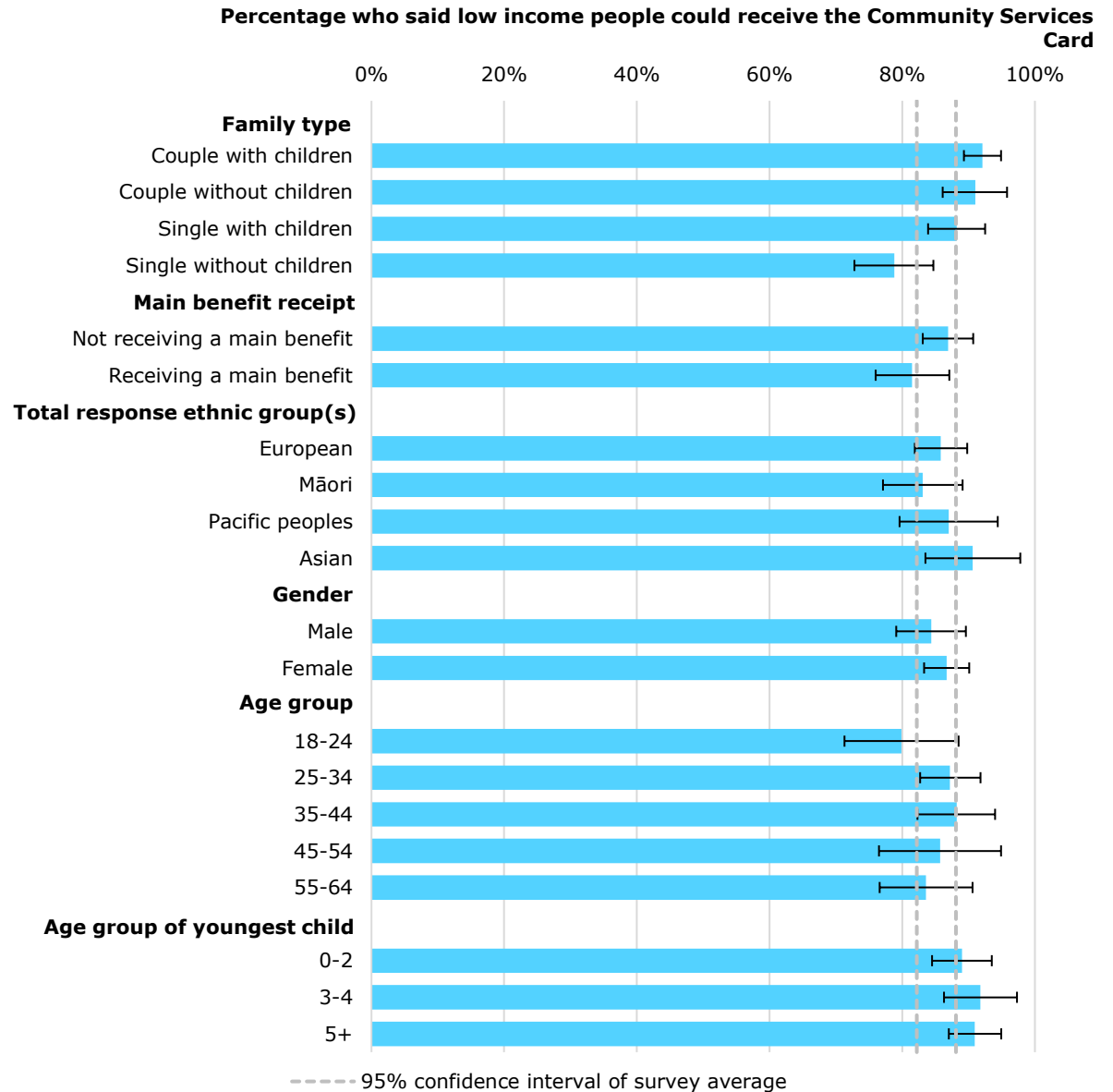


Note: Total respondents = 1,679, total weighted respondents = 1,054,859.

There were few statistically significant differences in the level of understanding that the Community Services Card can be received by low-income people who are not receiving a main benefit was across sub-groups

Sub-groups of respondents who were statistically significantly **more likely** than average to understand that low-income people who are not receiving a main benefit are able to receive the Community Services Card were in a couple with children.

Comparing within sub-group breakdowns, respondents who were single without children were statistically significantly **less likely** to understand compared to couples with or without children.



Awareness and understanding of the abatement threshold for main benefits

The abatement threshold for main benefits was \$160 per week at the time of the survey.

From April 2021, people receiving a main benefit such as Jobseeker Support, Sole Parent Support, or Supported Living Payment could have a total of up to \$160 per week of income from earnings, private maintenance, and/or regular financial help from others before their benefit began to reduce (or abate).

The table below shows how the thresholds at which benefit abatement begins have changed since April 2019.

Benefit	April 2019	April 2020	April 2021
Jobseeker Support (except for sole parents)	\$80	\$90	\$160
Sole parents and Supported Living Payment	\$100	\$115	\$160

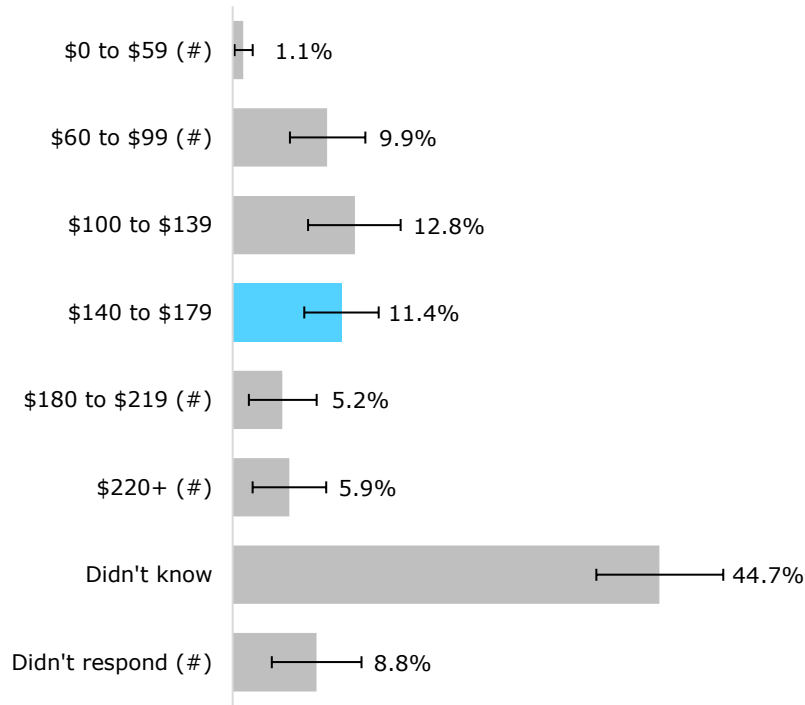
Sole parents and Supported Living Payment recipients have the option of having their benefit payments abated based on their annual income. The threshold for abatement based off annual income was (as of 1 April 2022): \$8,320 (equivalent to \$160 per week).

For more information on how abatement of the different payments discussed in this section works, the report [The Income Support System – 2022](#) provides further information.

Awareness of the current abatement thresholds was low for those who said they were receiving a main benefit.

When asked how much they thought they could earn, per week, before their payments started to be reduced, **44.7 percent** of respondents receiving a main benefit said that they didn't know how much they could earn.

Only **11.4 percent** of respondents receiving a main benefit gave an answer that was **\$160 or within \$20 of that figure.**



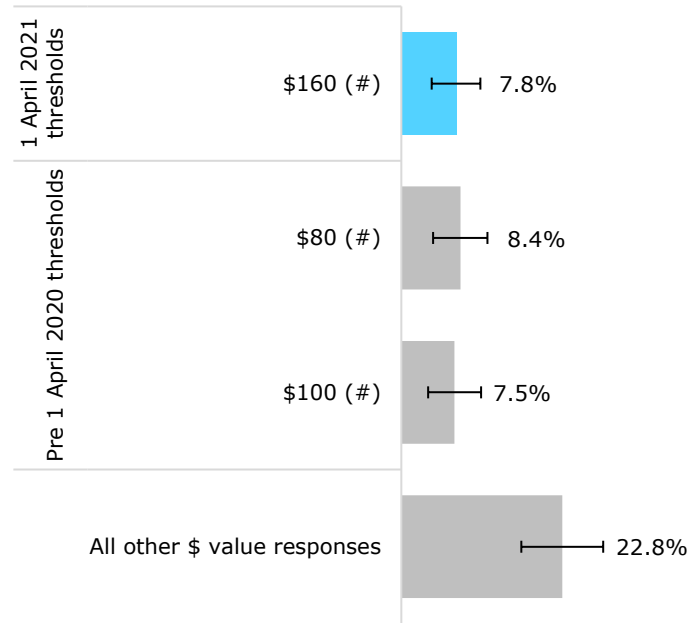
Note: Total respondents = 603, total weighted respondents = 348,337.

More respondents receiving main benefits reported a value around the former pre-2020 abatement thresholds rather than a value near the current threshold.

One of the most commonly reported amounts was **\$160** (7.8 ± 3.5 percent of respondents), which was the correct abatement threshold.

However, a similar proportion of respondents responded with either **\$80** (8.4 ± 3.9 percent) or **\$100** (7.5 ± 3.8 percent).

These figures were the pre-1 April 2020 abatement thresholds for Jobseeker Support (\$80), sole parents receiving benefit (\$100), and Supported Living Payment (\$100).



Note: Total respondents = 603, total weighted respondents = 348,337.

The level of awareness of the abatement threshold was low across sub-groups of main benefit recipients.

This graph presents the percent who reported the correct threshold (\$160) or an amount within \$20 of that figure.

Comparing within sub-group breakdowns, respondents who identified as European were **more likely** to be aware of the correct abatement threshold or an amount within \$20 of that figure compared to respondents who identified as non-European or did not provide an ethnicity.

