

## Unsupported Child's Benefit - Case manager guidelines for interviews

This page provides you with guidelines and information for caregivers who are applying for UCB and the referral process for an Independent Assessment Provider.

**Note:** All Young Parent Payment (YPP) clients applying for UCB are managed by a service provider or specialist case worker. If a YPP client makes contact with a contact centre or service centre they must be referred to their provider.

### Family Breakdown Assessment Service

Barnardos are the provider of Family Breakdown Assessment services for the Ministry. There is a referral letter in CMS.

You can send referral requests to Barnardos at: Out of scope

For enquiries to Barnardos, call Out of scope

Stage	Steps	Tools & Forms
<b>Interview with the applicant</b>	<ol style="list-style-type: none"> <li>1. In every application for Unsupported Child's Benefit (UCB) the case manager must:                             <ol style="list-style-type: none"> <li>1. Determine whether the caregiver meets the basic qualification for UCB (age, residency, whether there is another parent able to provide care etc)</li> <li>2. Have a discussion with the caregiver to determine what the child's circumstances are and has a breakdown in the child's family occurred and fully complete the Unsupported Child's Benefit Interview form</li> <li>3. If the applicant is receiving a main benefit as well, you will need to have a discussion with them about the social obligations that will apply to whom the unsupported child benefit is being applied for.</li> <li>4. Advise the caregiver that in all cases except when there is documentation establishing a breakdown:                                     <ul style="list-style-type: none"> <li>o the caregiver and child will be referred to an Independent Assessment Provider. <b>Note:</b> Children aged 14 years and over need to attend the assessment appointment with the caregiver. It is not appropriate for children aged less than 14 years to attend the appointment. This is because generally it may not be appropriate for children aged 13 or younger to participate in family breakdown discussions.</li> <li>o the case manager must telephone the child's parents to advise them that Work and Income has received an application for UCB and also send a follow up letter. The letter is in CMS 'Prepare Letter' and is called 'UCB letter to parents'.</li> <li>o the child's parents must be invited to the Independent Assessment Provider process, unless there has been:   <ul style="list-style-type: none"> <li>▪ care and protection issues have been identified or</li> <li>▪ the child has been discharged from Oranga Tamariki care/has moved into a Home for Life arrangement</li> </ul> </li> <li>o the child's parent/s will be liable for Child Support</li> <li>o the caregiver and child (14 years and over) must sign the Unsupported Child's Support</li> </ul> </li> </ol> </li> </ol>	<p><a href="#">UCB flowchart</a> (PDF 71.77KB)  <a href="http://doogie/documents/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ucb-ob/ucb-process-service-centre.pdf">[http://doogie/documents/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ucb-ob/ucb-process-service-centre.pdf]</a></p> <p><a href="#">Independent Assessment Provider</a>  <a href="http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/independent-assessment-provider-01.html">[http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/independent-assessment-provider-01.html]</a></p> <p><a href="#">Social Obligations (Jobseeker Support)</a>  <a href="http://doogie/map/income-support/main-benefits/jobseeker-support/social-obligations-01.html">[http://doogie/map/income-support/main-benefits/jobseeker-support/social-obligations-01.html]</a></p> <p><a href="#">Social obligations - helpful links</a>  <a href="http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/index.html">[http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/index.html]</a></p> <p><a href="#">Unsupported Childs Benefit Interview form</a> (PDF 207.97KB)  <a href="http://doogie/documents/resources/helping-clients/forms-templates/work-and-income/forms/work-income/ucb-interview-form-v21w.pdf">[http://doogie/documents/resources/helping-clients/forms-templates/work-and-income/forms/work-income/ucb-interview-form-v21w.pdf]</a></p>

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<b>Evidence of family breakdown</b>	<p>Interview Sheet</p> <p>5. Register the UCB in SWIFTT</p> <p>6. Ensure the correct relationship type is recorded for the caregiver with the child/ren in CMS</p> <p>2. An Independent Assessment is not required if there is evidence of a family breakdown. This evidence may be in copies of Family Group Conference outcomes, Court Orders, Court approve plans or documentation from another approved agency.</p> <p>The case manager will determine whether enough evidence is contained in the documents provided to decide eligibility to UCB.</p>	<p><a href="http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/breakdown-in-the-childs-family.html">Breakdown in the child's family [http://doogie/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/breakdown-in-the-childs-family.html]</a></p>
<b>Independent Assessment Provider</b>	<p>3. To arrange a referral to an <a href="http://doogie/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/independent-assessment-provider-ucb-14-only.html">Independent Assessment Provider click here [http://doogie/resources/helping-clients/procedures-manuals/work-and-income/main-benefits/ob-ucb/independent-assessment-provider-ucb-14-only.html]</a>.</p> <p>The Independent Assessment Provider report should explain relevant details of the relationship breakdown including:</p> <ul style="list-style-type: none"> <li>• the providers contact or attempts at contact with the parents</li> <li>• who the relationship breakdown is with</li> <li>• how long the child has been experiencing problems</li> <li>• a brief history</li> <li>• risk assessment</li> <li>• why the child has moved from home</li> <li>• what has been tried</li> <li>• what contact the child has had with their parents or other family members and</li> <li>• could anything be changed for a return home</li> <li>• recommendation for reconciliation counselling.</li> </ul> <p>The report must include the above details, if not, then refer back to the Independent Assessment Provider. Ensure that any additional information from the Independent Assessment Provider is in writing and is kept with the original report.</p> <p>It should take no more than ten working days for the report to reach Work and Income or within a timeframe agreed to by the case manager and the Independent Assessment Provider.</p> <p>If there are any concerns around the timeframe for reports to reach Work and Income and this is unable to be resolved at a local level please contact the National Contracts team in National Office.</p> <p>When you receive the report from the Independent Assessment Provider, you must make a note in the caregiver's record.</p>	

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	<p data-bbox="427 125 887 156"><b>Parents who live in another area</b></p> <p data-bbox="427 181 892 266">When the parent/s of the child is living in another area, a joint Independent Assessment may be undertaken.</p> <p data-bbox="427 291 927 322">In this situation the following would happen:</p> <p data-bbox="427 342 940 456">The caregiver's Independent Assessment Provider office contacts the parent and gives the parent the option of meeting with an assessor in their area.</p> <ol data-bbox="400 481 943 1077" style="list-style-type: none"> <li data-bbox="400 481 932 566">1. If the parent chooses not to have a meeting, the caregiver's assessor will conduct an interview over the phone.</li> <li data-bbox="400 577 943 694">2. If the parent chooses to have a meeting then the Independent Assessment Provider will arrange a meeting with an Independent Assessor in the parent's area.</li> <li data-bbox="400 705 935 943">3. The Independent Assessment Provider in the caregiver's area then contacts Work and Income to advise the: <ul data-bbox="400 801 783 943" style="list-style-type: none"> <li data-bbox="400 801 783 833">o date the client was interviewed</li> <li data-bbox="400 842 775 873">o area where the parent is living</li> <li data-bbox="400 882 863 913">o timeframe for the parent interview and</li> <li data-bbox="400 922 743 954">o timeframe for the full report</li> </ul> </li> <li data-bbox="400 963 919 1077">4. Following the parent's interview, a report is forwarded to the caregiver's Independent Assessment Provider who considers the information and includes it in their report.</li> </ol>	
<p data-bbox="89 1128 320 1272"><b>Independent Assessment Provider Recommendations and Disputes</b></p>	<p data-bbox="368 1128 924 1214">4. Work and Income decides who can receive an Unsupported Child's Benefit using information in the assessment report.</p> <p data-bbox="427 1238 924 1323"><b>Note:</b> all UCB grants <b>must</b> be approved by a Manager Client Service Delivery/Operations.</p> <p data-bbox="427 1348 938 1462">If you have concerns about the recommendations made by the Independent Assessment Provider you should follow these steps:</p> <ol data-bbox="400 1487 927 1724" style="list-style-type: none"> <li data-bbox="400 1487 927 1637">1. Give an objective account of your concerns to the Independent Assessment Provider assessor and ask for the reasons behind their recommendation. (Additional information should always be documented.)</li> <li data-bbox="400 1646 927 1724">2. If you need further help to decide the case, discuss it with your service centre trainer or Helpline.</li> </ol> <p data-bbox="427 1760 919 1823"><b>Service provided by the Independent Assessment Provider</b></p> <p data-bbox="427 1848 935 2020">If you have any concerns about the service provided by the Independent Assessment Provider (or their practices and procedures), discuss these first with your manager. Wherever possible, issues should be resolved at a local level.</p> <p data-bbox="427 2045 892 2107">If the issue cannot be resolved at a local level or if you have any queries contact Out of scope</p>	<p data-bbox="1011 1137 1509 1238"><a href="http://dooglegmap/legislation/guidelines/privacy-act-1993-guidelines/privacy-act-1993-guidelines.html">Privacy Act 1993 guidelines</a> [<a href="http://dooglegmap/legislation/guidelines/privacy-act-1993-guidelines/privacy-act-1993-guidelines.html">http://dooglegmap/legislation/guidelines/privacy-act-1993-guidelines/privacy-act-1993-guidelines.html</a>]</p>

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	<p>Out of scope</p> <p>.</p> <p><b>Requests to access the report</b></p> <p>The Independent Assessment Provider report remains confidential to Work and Income.</p> <p>If a parent or caregiver requests a copy of the Independent Assessment Provider report, they can make this request to Work and Income.</p> <p>Generally speaking, the only parts that can be released to the person are those that contain personal information about themselves. Information about the caregiver should not be released to the parent and vice versa. When considering releasing information from the report you should contact <a href="http://doogie/helping-you/information-hub/privacy-and-security-of-information/privacy-of-information/requests-for-personal-information.html">Privacy [http://doogie/helping-you/information-hub/privacy-and-security-of-information/privacy-of-information/requests-for-personal-information.html]</a>.</p>	

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