

Orphan's Benefit and Unsupported Child's benefit

Information and processes for Orphan's Benefit and Unsupported Child's Benefit, including extra help payments like Extraordinary Care Fund, School and Year Start Up Payment (SAYSUP), and Establishment Grants.

The [Orphan's Benefit \(OB\) and Unsupported Child's Benefit \(UCB\)](#) provides income support to the caregiver of a child whose parents can't support them as their principal caregiver (excl caregivers getting help from Oranga Tamariki or Family Tax Credit).

This can be for several reasons, including where the natural or adoptive parents are deceased, or are unable to look after the child due to long-term illness / incapacity or a family breakdown.

The [rate of payment](#) is based on the child's age. The income and assets of the caregiver won't affect the payment of these benefits. For UCB, child support will be sought from the child's parents.

Note: if the child is a 16-17 year old, Youth Payment should be considered.

See the following Map links for more information:

- [Child Support - Paying parent](#)
- [Orphan's Benefit](#)
- [Unsupported Child's Benefit](#)

✓ Applying for OB or UCB

Removal of 12 month requirem...

🗄️ CSR process

Step	Process
1.	<p>Check the caller's eligibility to OB / UCB</p> <ul style="list-style-type: none"> • Orphan's and Unsupported Child's Benefit <p>As a listener, your role is to understand what is being said. Get the client's reason for calling using open-ended questions which promote more than one sentence responses:</p> <ul style="list-style-type: none"> • <i>'Could you tell me a bit more about your situation?'</i>

Step	Process
	<p>To make sure you've understood, paraphrase what you've heard:</p> <ul style="list-style-type: none"> • <i>'What I'm hearing is....'</i> and <i>'sounds like you're saying....'</i> are great ways to reflect back and paraphrase • Ask questions to clarify certain points <i>'what do you mean when you say....'</i> and <i>'is this what you mean?'</i> • Summarise the caller's comments every so often to confirm your understanding
2.	<p>Check if the client has a SWN and locate the record</p> <ul style="list-style-type: none"> • CMS User Guide: How to search for a client <p>If there is no record, you will need to create one.</p> <ul style="list-style-type: none"> • CMS User Guide: Creating a new person
3.	<p>New Application appointment</p> <ul style="list-style-type: none"> • Book it in as a face-to-face appointment with a case manager at the client's local office, through Q-Manager. <p>UCB only: if the child is aged 14+ please encourage the client to bring them to the appointment as they'll both need to sign the UCB interview sheet.</p>
4.	<p>Complete the Request Screen</p> <ul style="list-style-type: none"> • Note the request screen • Verbally advise the client of the 20 working day rule <p>Don't send the request letter (unless the client requests the letter or you have not advised the 20 working day rule).</p>

✓ OB and UCB SWIFTT actions

Checking OB or UCB payments

Step	Process
1.	<ul style="list-style-type: none"> • Launch 'SWIFTT' • go to 'SDETI'
2.	<ul style="list-style-type: none"> • select record • go to next activity field and type 'SSTAI' • press 'ENTER'
3.	To view payments: <ul style="list-style-type: none"> • SPYHI

Suspending OB and UCB benefits

❖ If the client gets OB / UCB for more than one child and only one child is to be excluded - don't action, instead:

- create a client event note
- add details of the OB or UCB review required
- send to the service centre ready for processing queue in CMS

Step	Suspension Process
1.	<ul style="list-style-type: none"> • Launch 'SWIFTT' • go to 'SDETI'
2.	<ul style="list-style-type: none"> • select record • go to next activity and type 'SSTAI' • press 'ENTER'
3.	SBSR <ul style="list-style-type: none"> • suspend from the beginning of the next pay period (either the next Monday or the Monday following the child leaving the client's care - whichever is the later date).
4.	<ul style="list-style-type: none"> • create a client event note • add details of the OB or UCB review required • send to the service centre ready for processing

	queue in CMS

Suspending OB and UCB records - if only receiving for 1 child

Step	Process
1.	Launch SWIFTT <ul style="list-style-type: none"> go to SDETI
2.	Select the record <ol style="list-style-type: none"> go to next activity and type SSTAI press ENTER
3.	SBSR <ul style="list-style-type: none"> suspend the benefit from the beginning of the next pay period
4.	<ul style="list-style-type: none"> create a client event note add details of the OB or UCB review required send to the service centre ready for processing queue in CMS

✓ Extraordinary Care Fund, School and Year Start-up Payment (SAYSUP), and other Extra Help payments

Extraordinary Care Fund (ECF)

ECF is available to cover additional costs for children who are showing promise in a particular area or who are experiencing significant difficulty that's impacting on their development.

- [ECF Eligibility](#) (Map)
- [ECF Applications - costs excluded](#) (Map)

1. Clients can apply at any time during the year through the [Extraordinary Care Fund application](#) (Work and Income website). Clients can print this off, complete it and return to us by uploading the completed form via MyMSD or dropping it into their nearest office, no appointment needed.

2. When an application is provided, we'll send it to the ECF team who'll add it to the next application round (4 rounds per year) for the panel to consider.
3. Applicants can receive **one grant** of up to \$2,000 each financial year. More information: [Payment](#) (Map)
4. When a client calls to check the status of their application, check the client's 'View Letters' to see if anything about their ECF application has been sent to them. Take a look at the 'application window' dates [Extraordinary Care Fund timeframe](#) (Doogle) and if you're still unable to shed any light on the progress of their application, please take the client's details (SWN, name, contact ph) and email it to: [Extraordinary Care Fund team](#)

❗ ECF isn't covered by the Review of Decision process. If a client wants the decision reconsidered, they'll need to complete a Personal Details form outlining their reasons. See: [Reconsideration of decision](#) (Doogle)

For any escalations, please email [Extraordinary Care Fund team](#).

School and Year Start-up Payment (SAYSUP)

An annual one off payment that helps with the costs that mostly happen at the beginning of the year eg, school uniforms, stationery, school fees, etc. The amount available depends on the age of the child.

This application can be made online through the Work and Income website (the form isn't in MyMSD) annually from **mid January until the end of February**. If the client misses the application window, they'll need a good and sufficient reason for their application to be considered.

Important things to remember:

- SAYSUP is automatically processed, but for automation to happen, the details the client puts in application has to match the information held in MSD system EXACTLY. If there's a spelling error of their child's name, or a wrong date in their birthday the task is sent for manual processing by CPU.
- To check if the application is in queue for processing, go to S2P and from there and it will appear under the "specialised SAYSUP" heading. This means the client has completed the application, submitted it online and doesn't need to do anything else.
- Advise the client that their application has been received and will be paid within 10 working days. Submitting a further application may delay payment as the second application will hold up the first one.
- A client event note will be left in CMS when the payment has been issued to the client.

More information:

[School and Year Start-up Payment](#) (Doogle)

[School and Year Start-up Payment](#) (Work and Income)

Establishment Grant

This is a one-off payment of \$350 made to all clients who are granted OB / UCB. It's paid automatically into the client's bank account within 3 days of the benefit being granted.

Note: Payment is not available to those who get an upfront payment as part of the 'Home for Life' support package from Oranga Tamariki.

More information: [Establishment Grant](#) (Map)

Clothing grant

This is a weekly payment made automatically to help pay for the child's clothing. The amount received depends on the age of the child.

More information: [Clothing Allowance](#) (Map)

Holiday and Birthday Allowance

Clients who receive OB UCB payments will also get:

- a 'Holiday payment' approx two weeks before December 25. This payment is intended to allow caregivers to purchase a gift or prepare a celebration, event or experience.
- another payment two weeks in advance of the child's birthday to allow caregivers time to purchase a gift or prepare a celebration, event or experience for the child.

For more information, see: [Holiday and Birthday Allowance](#) (Work and Income)

✓ Determining if a client qualifies for OB or UCB

The removal of the 12 month eligibility rule does not impact the application process for these payments.

Clients must still meet all other existing qualifications, and a family breakdown must still be established for UCB.

More information about how a breakdown can be established can be found: [What is a breakdown in the child's family](#) (Map)

Note: Where there's no proof of a family breakdown, or you cannot establish a family breakdown, a referral should be made to Barnados. This should only happen when there is no other way to establish a family breakdown. If proof already exists, then no referral is needed.

Please see [Breakdown in the child's family](#) (Map) for further information about when to refer.

If you are unsure if a referral is needed, speak to your onsite Capability Developer.



Where it is clear OB should be granted, the staff member should process the application. No proof of a family breakdown needs to be established.

Family breakdown vs family arrangement

Some families may have an arrangement where a family member (who is not the child's parent) takes primary responsibility for the child's day to day care. This could be for several reasons, including to support the parent's working arrangements or opportunities for the child to learn about their culture by staying with extended family.

A client will not qualify for UCB in situations where a family arrangement has been put in place but there has been no family breakdown.

Example: Johnny has moved in with his aunt because she lives closer to the school his parents want him to attend. His parents and aunt have come to an agreement that he will live with her during the school year and with them during the holidays. Even though Johnny's parents are not caring for him on a day-to-day basis, no family breakdown has occurred and so Johnny's aunt does not qualify for UCB.

✓ Situations when OB and UCB cannot be granted

Situations when OB and UCB should not be granted

There are certain situations in which OB and UCB should not be granted, even if a client is caring for someone else's child. This could be when:

- someone is looking after a child for the school holidays
- the child is being cared for by a host family if they are studying in NZ
- there is a boarding school arrangement
- someone caring for a child while their parent recovers from a short term illness
- arrangements are made for someone to look after a child to support a parent's employment
- there is a family arrangement where there has been no family breakdown (for UCB)

Note: This list is not exhaustive.

In these situations, OB and UCB should be declined without a referral to an Independent Assessment Provider as no breakdown has occurred. The client should test eligibility to other assistance if needed.

✓ Flow on impacts to other assistance

Sole Parent Support

Single clients who qualify under the current rules for OB or UCB may choose to receive Sole Parent Support (SPS) instead.

Clients who access OB or UCB as a 'Principal Temporary Caregiver' will not be able to do so. This is because in order to qualify for SPS, the period of care must be long-term or permanent.

It is important that Sole Parent Support is only offered where the client meets the definition of 'Principal Caregiver' and the care is expected to be long-term or permanent.

OB and UCB specific assistance

All clients who are eligible for OB or UCB as Principal Temporary Caregivers are eligible for all OB or UCB specific assistance.

Take a look at the 'Extra Help for OB and UCB clients' section for more information.

Birthday and Holiday Allowance

The Birthday and Holiday Allowance payments were introduced 1 December 2021. These are one off payments that will be paid to clients before a child's birthday and December 25 respectively. Clients who qualify for OB or UCB under a 'Principal Temporary Caregiver' relationship will also be eligible for these payments.

Supplementary assistance

Clients who qualify for OB or UCB under the new 'Principal Temporary Caregiver' definition will also qualify for other child related supplementary assistance. This includes Childcare assistance (CCA), Child Disability Allowance (CDA), and Disability Allowance (DA).

Please make sure the client meets all other qualifications before granting this assistance.

❗ **CM only processes below**

✓ Granting OB or UCB

Grant process for OB and UCB

The grant process for OB and UCB remains largely unchanged, however there are two new fields to complete when including an OB or UCB child in the SCHIE screen.

These fields are labelled: “Principal Caregiver?” and “Pay BSTC?” and will only be visible and mandatory for OB and UCB clients. Further instructions for how to complete these fields can be found below.

Principal Caregiver field	<p>If the client is the child’s Principal Caregiver:</p> <ol style="list-style-type: none">1. Fill in the screen as per BAU; and2. Enter ‘Y’ into the ‘Principal Caregiver’ Field. <p>If the client is a Principal Temporary Caregiver, go to SCHIE and:</p> <ol style="list-style-type: none">1. Fill in the screen as per BAU; and2. Enter ‘N’ into the ‘Principal Caregiver’ Field.
Impact of the removal of the 12 month eligibility rule on Best Start tax credit (BSTC) entitlement	<p>Currently, BSTC is paid automatically when a child of qualifying age is included in OB or UCB if the client is also receiving a main benefit. Because clients who are caring for a child for less than 12 months will not be considered the child’s “Principal Caregiver”, they will no longer qualify for BSTC automatically. This is because they may not meet Inland Revenue’s definition of “Principal Caregiver.”</p>
Pay BSTC field	<p>The “Pay BSTC” field needs to be completed for all OB and UCB children under three so that BSTC is paid correctly, and the correct information is sent to IR.</p> <p>Note: This field is only mandatory if the child is under three years of age or is being included from a date prior to their third birthday. After the child turns four, this field will disappear. If you are including a child that is four or older, this field will not appear, and you will only need to complete the “Principal Caregiver” field.</p>

Main benefit + OB or UCB

If the client is receiving a main benefit and OB or UCB, use the value of the “Principal Caregiver” field to determine the value for the “Pay BSTC” field.

- “Y” in “Principal Caregiver” field = “Y” in Pay BSTC field.
- “N” in “Principal Caregiver” field = “N” in Pay BSTC field.

This will pay BSTC alongside the clients benefit.

Note: The SNSRA screen should be completed as per BAU if the client wants their FTC paid by IR.

Refer the client to IR to test eligibility for BSTC when “N” is entered. More information about this can be found below.

Non-beneficiary assistance + OB or UCB | OB or UCB only

If the client is not receiving a main benefit, then “N” should always be entered in the “Pay BSTC” field regardless of what value is entered in the “Principal Caregiver” field.

This is because MSD cannot determine eligibility, and clients will need to talk to IR about if they are eligible for BSTC.

Child inclusion from a date before their 3rd birthday

The “Pay BSTC” field will default to “N” if a three year old child is being included in OB or UCB because children only qualify up until they turn three. If the child must be included from a date prior to their third birthday, and they are eligible to receive BSTC (the client is the child’s “Principal Caregiver”) you will need to:

1. Complete SCHIE as per BAU
2. Enter “Y” in the “Principal Caregiver” field
3. Change “N” to “Y” in the “Pay BSTC” field
4. Press enter.

This will pay BSTC from the date of inclusion up until the day before the child’s third birthday. Once the arrears have been paid out, the field will default back to “N” overnight.

✓ Referring clients to IR to test their BTSC eligibility | Sending letters

Test BSTC eligibility

If a client is receiving a main benefit and OB or UCB, and the value in the “Pay BSTC” field is “N”, they should be referred to IR to test eligibility to BSTC.

If IR determines the client is eligible for BSTC, they will give the client a letter to prove that they have discussed this.

Please advise the client that they will need to take this letter to their local office.

Once this letter has been provided, you should:

1. Scan the letter to the client’s CMS record, save it under supporting documents and select WfF tax credits. (See screenshot)
2. Open SWIFTT and go to SCHI
3. Select the correct child and “CHG”
4. Change “N” to “Y” in the “Pay BSTC” field
5. Press enter.

Once this has been changed, BSTC will start paying from FAD.

Edit Document Details: Client Name: Test Tester Client - SWN

Document Details

Type: Supporting

WIF Tax Credits

Owner: Test Client

Save Cancel

Client Documents

Complete List

Forms and Supporting Documents

Action	Document Name	Document Details	Owner	Child's Name	Status
View	Letter		Test Tester Client		Saved
View	Letter		Test Tester Client		Saved
View	Letter		Test Tester Client		Saved
View	Trust Documents	Lawyer Letter	Test Tester Client		Saved
View	WIF Tax Credits	WIF Tax Credits	Test Tester Client		Saved
View	Letter		Test Tester Client		Linked
View	Person Details		Test Tester Client		Linked
View	WIF Tax Credits	WIF Tax Credits	Test Tester Client		Linked
View	Seniors Annual Review		Shared		Linked
View	TTW Grant		Shared		Linked

If you can't process the action immediately, you should scan the letter to the client's file. Create a new client event note: Service Delivery; Financial Assistance; Unsupported Child's Benefit or Orphan's Benefit and note that the client has provided proof from IR that they are eligible to receive BSTC. You will then need to assign it the site's work queue for processing.

Sending grant letters to OB and UCB clients

Because "Principal Temporary Caregivers" may not be eligible for BSTC, they'll need to be sent a different version of the OB or UCB grant letter. You should prepare the letter as per BAU, but select the optional paragraph below:

Best Start tax credit

Best Start tax credit is a Working for Families tax credit. You may be eligible to receive this tax credit if any of the children in your care are less than three years old. The tax credit is income tested for children aged one and older.

If you want to receive the Best Start tax credit, please contact Inland Revenue to check if you are eligible.

Once you have selected this, send the letter to the client as per business as usual.

✓ Review of Circumstances

Clients who receive UCB, either with or without a main benefit, must complete a “Confirming your Circumstances” form at regular intervals to confirm that their circumstances have not changed since UCB was granted or their last review.

If you are completing a review for a client who was granted UCB as a “Principal Temporary Caregiver” from 1 July 2021 onwards, you will need to clear the CYC expiry and:

- check if the client has now had any UCB children in their care for 12 months or more. You can check what date the child was included from in “SCHI” in SWIFTT.
- if so, select that child in “SCHI” and update the “Principal Caregiver?” flag in SCHIE to “Y”
- check the client’s record to see if the client may qualify for other assistance, such as Sole Parent Support.

If it looks like the client may qualify, contact them to discuss their circumstances and test eligibility.

If the client is eligible and would like to apply for further assistance following your conversation, please direct them to the online application. Create a request for financial assistance in their CMS record and manage any other actions as per business as usual.

Note: OB clients do not complete a CYC. If you engage with an OB client at any point from 1 July 2022 onwards, please ensure that you check if they were granted OB as a “Principal Temporary Caregiver”. If they were, and the child has been in their care for 12 months or more, please update the “Principal Caregiver” flag and test eligibility to other assistance if it looks like they may qualify.

Feedback