



Income Support for Taitokerau communities

Northland communities are joining together to combat the 2020 Northland Drought and COVID-19. It is important we all remain safe and well during this time and this includes being able to access financial help if you need it.

Changes are happening rapidly, so stay up to date by visiting the [Work and Income website](#)

Will I still receive my weekly benefit assistance?

Regular benefit payments and superannuation will continue as usual. And we will continue to deliver essential income support and housing services, the new wage and leave subsidies for employers, and helping other essential services (like supermarkets) find the workers they need. We're also making some urgent changes to the way we do things – taking into account the health and safety of our communities and of each other.

Starting Monday 30 March:

- If you already receive a Jobseeker Support, Sole Parent Support, Supported Living Payment and Child Disability Allowance we are deferring the need to provide ongoing medical certificates.
- Disability Allowance reviews will be deferred
- Annual Reviews will be delayed (including annual reviews of income, confirming your circumstances and annual circumstances letter, social housing reviews and life certificates)
- Special Benefit expiries or reviews will be cleared
- New obligations failures will be deferred

We're also working on other ways to make things easier and we'll update you as soon as we can.

Rural Assistance Payments are still able to be applied for our farming community affected by the drought, for more information click [here](#).

Special Needs Grant for water are still being processed and this can be done by calling the call centre on 0800 559 009 (operating hours: Monday-Friday 7am-6pm and Saturday: 8am-1pm)

Are the Work and Income offices closed?

We are delivering our services over the phone and online to keep people safe and help stop the spread of COVID-19. Our staff are still at work helping clients on the phone to make sure people have access to the help they need.

If you need support, you can head to [MyMSD](#), the [Work and Income](#) website or phone the call centre on 0800 559 009. Please be aware that although our staff and our systems are working hard to keep up with demand, there are wait times at present.

I am applying for assistance; how do I submit my supporting documents?

You can still apply for assistance through the [MyMSD](#) website. When you have submitted your application, one of our staff members will contact you and talk you through the ways to submit your supporting documents such as your identification or a medical certificate. Our staff will work with you to ensure that you can receive the support you need during this time.

I'm in self isolation, how can access support?

It's important people in our communities remain safe and healthy. Staying at home during this level 4 risk period or if you are in self-isolation is important. If you need help, you can phone the call centre on 0800 559 009 or access assistance through [MyMSD](#). One of our staff will call you to work through the support you need.



Income Support for Taitokerau Businesses

Northland businesses and communities are being financially impacted by COVID-19. There is a range of assistance Work and Income can provide to businesses who are adversely affected, including advice on the Government's economic response package – including the wage subsidy for employers.

Changes are happening rapidly, so stay up to date by visiting the [Work and Income website](#)

We would normally work with you face to face, however to keep people safe and prevent the spread of COVID-19 we will need to work with you over the phone or the internet.

How we can help

Work and Income have set up rapid response teams around the regions who are available to discuss individual business circumstances and the supports available.

We can:

- Support your business through 'virtual' or phone platforms depending on your businesses' IT abilities.
- Discuss ways to support you to retain your staff.
- Coordinate services with other agencies including Inland Revenue.
- Support and advice if you need to consider redundancies or reducing people's hours.
- Provide over the phone assistance with your employees to talk about what support is available both financially and alternative employment options.
- Answer any queries relating to The Ministry of Social Development's COVID-19 financial package of [support for employers](#).
- Provide guidance on wage subsidy applications.

The information you give us will be kept confidential. The decisions about the response and support we provide will be made by you, as the employer.

Useful links:

- [Work and Income](#)
- [Information for businesses](#)
- [All of Government Information](#)
- [Inland Revenue](#)
- [Ministry Business, Innovation & Employment](#)

Who to contact

To contact our local regional support team please contact Treina Chaplin:

Treina.chaplin001@msd.govt.nz
Phone DDI (09) 983-9126
(027) 545-5374

Key Information regarding Work and Income assistance

There are also other key pieces of information that our communities may wish to share to help each other during this time.

Changes are happening rapidly, so stay up to date by visiting the [Work and Income website](#)

All our services will remain in place

We understand that our people will be concerned about the assistance they receive. Regular benefit and superannuation payments will continue as normal. We've made some changes in our processing spaces to ensure we're making it easy for people in our communities ensuring they can focus on their health and wellbeing during this time.

Longer Emergency Housing grants & Emergency Housing contribution put on hold

You may recall that on Monday 30 March, a new emergency housing contribution was due to begin, meaning people would pay 25% of their income towards their emergency housing costs. The Ministry of Social Development won't be introducing the emergency housing contribution at this time. It's on hold for now.

Also, from Monday until further notice, we're able to grant longer emergency housing grants – up to 21 nights at a time - for people who've been in emergency housing more than seven nights, as long as the grant is non-recoverable and it's an appropriate thing to do. We'll let you and clients know well in advance when these things change.

As with all our services, this can now be organised entirely over the phone.

We want to help

This type of event has not happened in New Zealand before, so we, like many other organisations are changing the business to help our Taitokerau communities. We're here to help our people and we need our people to be aware of what is happening so we can assist the most vulnerable in our communities our kaumatua and kuia and those at risk due to their medical conditions. We will continue to work with local groups to help our vulnerable, and the wider communities.

Payment Cards

If you've got an old payment card from us, please hold on to it. If you need extra help again, we can top these up remotely.

Taking care of yourself

Stay up to date with the latest Government information, including Ministry of Health advice on [covid19.govt.nz](https://www.covid19.govt.nz)

Key website links:

Work and Income website: <https://www.workandincome.govt.nz/>

MyMSD: <https://my.msd.govt.nz/>