



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA



Information about the Work and Income traffic light system



Published: September 2024

About this document



This document is from the Ministry of Social Development – Te Manatū Whakahiato Ora.



It is about the traffic light system being used for some types of benefits from Work and Income – Te Hiranga Tangata.



WORK AND INCOME
TE HIRANGA TANGATA

In this document Work and Income – Te Hiranga Tangata will be called **Work and Income**.

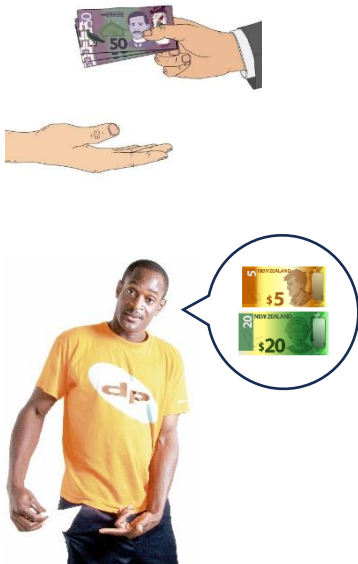


Where it says **we / our** this means Work and Income.

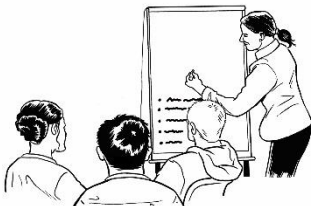
What is the traffic light system?



The traffic light system is part of the way you keep your benefit if you are on the:



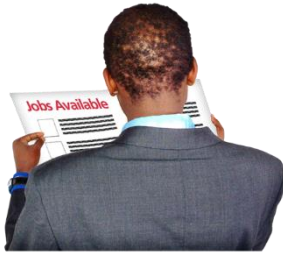
- Jobseeker Support
- Sole Parent Support
- Emergency Benefit
- Emergency Maintenance Allowance.



The traffic light system is an easy way for you to know if you are on track for your:



- **work-related obligations**
- **social obligations.**



At Work and Income **work-related obligations** means you are expected to:

- look for work
- take any offer of work you can do that is:
 - full time
 - part time
 - temporary / for a short time.

At Work and Income your **social obligations** are about if you care for children.

You must make sure your children are getting:

- health checks
- education like going to school.



If you get off track with your obligations we will:

- tell you what you need to do
- support you to get back on track.



Your obligations will be made clear to you from the start.



The traffic light system is in place now.



On **pages 11 to 15** there is more information about how the traffic light system works.

Who is the traffic light system for?



You have obligations if you get one of these benefits:

- Jobseeker Support
- Sole Parent Support.



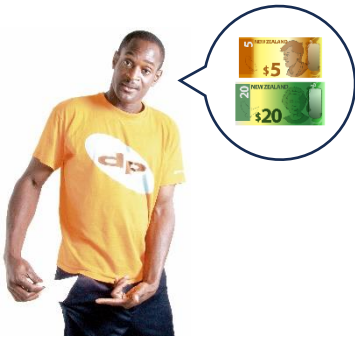
If you have a **partner** they have obligations too.



Here a **partner** means someone you are:

- married to
- in a relationship with like a:
 - boyfriend
 - girlfriend.





You may have obligations if you get the:

- Emergency Benefit
- Emergency Maintenance Allowance.

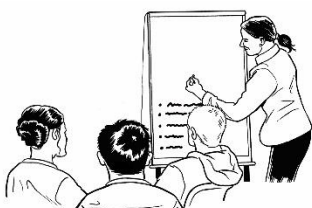


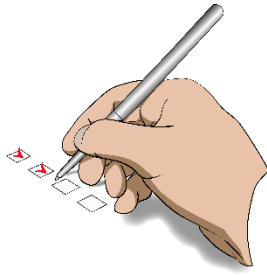
If you have a partner they may have obligations too.



Your traffic light system obligations are to:

- find work
- prepare for work
- take part in **Work Ability Assessments**
- take part in activities with our service providers.





A Work Ability Assessment is a type of test that shows Work and Income what kind of work you can do.



If you have children you take care of you have social obligations under the traffic light system.

Supported Living Payment



Most people who get the Supported Living Payment are not in the traffic light system.



This is because they do not have an obligation to find work.



If you get the Supported Living Payment you will only be in the traffic light system if:

- you are taking care of children
- we have asked you to take a Work Ability Assessment
- we have asked you to work with a service provider.





If you get the Supported Living Payment you will only be in the traffic light system if:



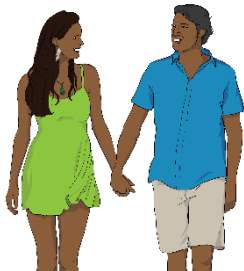
- it has been assessed that you can prepare for work

and

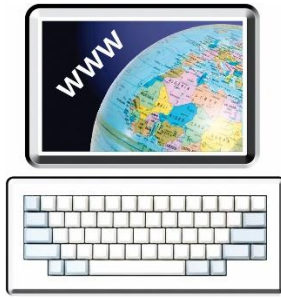
- we have talked about this with you.



If you have a partner their obligations are likely to be different.



This means they could be in the traffic light system even if you are not.



You can find out more about your other obligations for the Supported Living Payment at this **website**:

tinyurl.com/343dkwth



This website is not in Easy Read.



If you have a partner you can find out more about the other obligations they have if you are on the Supported Living Payment at this **website**:

tinyurl.com/3uefb9sp



This website is not in Easy Read.

How does the traffic light system work?



The traffic light system lets you know:

- where you are at
- what you need to do.



Green

If you are at green you are:

- on track
- doing your obligations.



If there is any reason why you cannot do your obligations you should talk to us straight away.



We will try to talk to you before we move you to orange.

Orange



We will send you a letter to let you know we have moved you to orange.

We will move you to orange if you:



- do not meet your obligations
- and
- do not have a good reason why this has happened.



This means you need to talk to us straight away.

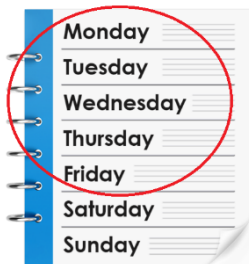


You will be moved to red if you do not:

- talk to us

and

- get back on track in 5 **working days**.



The **working days** in a week are Monday to Friday.



Red

We will send you a letter to let you know we have moved you to red.



If you are at red your benefit will:

- reduce

or

- stop.



This means you need to talk to us straight away so we can get you back on track.

myMSD



Traffic light system at MyMSD

From early October 2024 you will be able to see at MyMSD if you are:

- orange

or

- red.



You can login to MyMSD at this **website:**

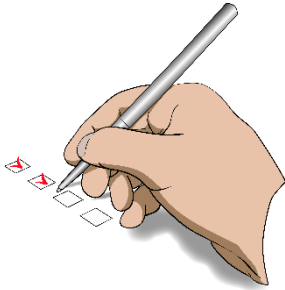
tinyurl.com/2evhyxte



You can find Easy Read information about MyMSD at:

www.workandincome.govt.nz/documents/online-services/mymsd-easy-read.pdf

Your other obligations



You have other obligations while getting payments from Work and Income.



You can find out what these other obligations are at this **website**:

tinyurl.com/yeew56kv



This website is not in Easy Read.



You can find out what happens if you do not meet your other obligations at this **website**:

tinyurl.com/284t5xva



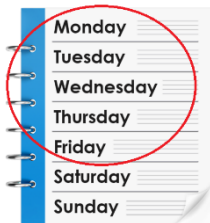
This website is not in Easy Read.

How to talk to us



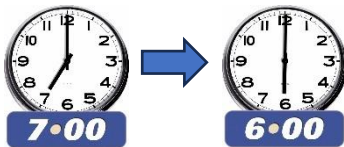
You can talk to Work and Income by **phone** on:

0800 559 009

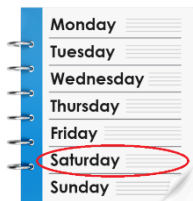


You can call us on:

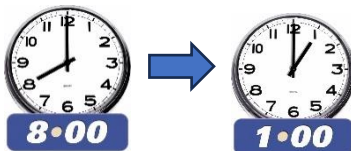
- Monday to Friday from:



- 7 am to 6 pm



- Saturday from:



- 8 am to 1 pm.



If you find it hard to use the phone the **New Zealand Relay** service is for people who are:



Deaf

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz



You can also **text** on:

029 286 7170



You can also **email** at:

MSD_Deaf_Services@msd.govt.nz

Make it Easy
Kia Māmā Mai



This information has been written by the Ministry of Social Development – Te Manatū Whakahiato Ora.

People First NZ
Ngā Tāngata Tuatahi



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ESSGEESEE NZ



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