



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA



Support Funds Manager & Administrator

Job Support Fund Operational Guidelines

Effective July 2018

Job Support Funds Legislation, Administration, Purpose, Principles, Funding and Eligibility
Criteria and Operating Framework

Job Support Fund Operational Guidelines

1. Introduction – General Principles.....	6
1.1 Job Support Fund Legislation and Administration.....	6
1.2 Purpose of the Job Support Fund.....	6
1.3 Principles of Support Funds	7
1.4 Cost of Disability	7
1.5 Definition of a 'Job' for Job Support purposes.....	8
1.5.1 1.5.1 Boards or other similar work	8
1.6 Minimum wage requirement	8
1.6.1 Commission or piece rate.....	8
1.7 Self-Employment	8
1.7.1 'Profit principle'.....	9
1.7.2 Using Job Support as an income stream.....	9
1.7.3 Business viability	9
1.7.4 Minimum hours worked per week.....	9
1.7.5 Accepted confirming documents.....	9
1.8 Transition from School	10
1.9 Unpaid work experience.....	10
1.10 Government departments	10
2. Funding Criteria	12
2.1 Fund of last resort.....	12
2.2 Reasonable Accommodation	12
2.3 Funding approval amount for Job Support	12
2.4 Approval period	13
2.5 Calculation of funding balance	14
2.6 On-going support.....	14
2.7 Individualised funding.....	14
2.8 Employment at risk	14
2.9 Payments.....	14
2.9.1 Reimbursement	14
2.9.2 Delaying payments when annual entitlement is exceeded	15
2.9.3 Invoicing the Job Support Fund.....	15
2.10 Sharing costs between applicants	15
3. Eligibility Criteria for Job Support	16
3.1 Target Group.....	16

Job Support Fund Operational Guidelines

3.2	Residency	16
3.3	Age	16
3.3.1	Aged under 16	16
3.3.2	Aged 65 or older	16
3.4	Disability	17
3.4.1	Applicant's disability is the responsibility of the Ministry of Health	17
3.4.2	Applicant's disability is the responsibility of ACC.....	17
3.4.3	Applicant has a disability unrelated to ACC injury	17
3.4.4	Applicant has been exited from ACC	18
3.4.5	Applicant has exited ACC voluntarily	18
4.	Verification required with all applications	19
4.1	Identification	19
4.1.1	Scheduled review	19
4.1.2	Forms of identification	19
4.1.3	Accepted photo ID (one required)	19
4.1.4	Accepted Secondary ID (two required).....	19
4.2	Disability	20
4.2.1	Accepted confirming documents	20
4.2.2	Disability is permanent	21
4.2.3	Using Job Support to gain evidence	21
4.3	Employment and wage rate	21
4.3.1	Confirmation of wage rate	21
4.3.2	Accepted confirming documents	22
4.3.3	Apprenticeships	22
4.3.4	Self-employment	22
4.4	Confirmation other funding sources have been investigated	22
4.4.1	Reasonable attempt to find alternative funding sources	22
4.4.2	Confirmation of no alternative funding	23
4.5	Work and Income Social Welfare Number (client number) .	23
5.	Applying for Job Support Funds	24
5.1	Enrolling with Workbridge to apply for Job Support.....	24
5.2	Making an application	24
5.3	Application form.....	24
5.3.1	Confirmation required	24

Job Support Fund Operational Guidelines

5.3.2 Applicant does not wish to provide information	25
5.3.3 Applicant – competence or ability to sign	25
5.3.4 Application completed by third party.....	25
5.4 26 week review.....	26
5.5 Incomplete Applications	26
5.5.1 Using discretion	27
5.6 Application approved in error.....	27
5.7 Cancelling an application after approval	27
6. Review of Decision	28
6.1 Review of Decision rights	28
6.2 Membership of the Workbridge Review Committee	28
6.3 Time period for submitting reviews.....	28
6.4 Out of time review requests.....	28
6.5 Review Process	29
7. Agents.....	30
7.1 What is an agent?	30
7.2 What can an agent do?	30
7.3 Enduring Power of Attorney already appointed	30
7.4 Applicant already has an Agent	30
7.5 Agent appointed from a support agency or organisation....	31
8. Applicant is client of another agency	32
8.1 Where applicant is also a client of a supported employment provider	32
8.2 Community participation programmes	32
8.3 Business enterprises.....	32
9. Assessments	33
9.1 Provision of assessments.....	33
9.2 Payment for assessments.....	34
9.3 Assessment to obtain a diagnosis	34
9.4 Assessment prior to employment commencing.....	34
9.5 Release of assessment to applicant	34
9.6 Types of assessments	34
9.6.1 Equipment	34
9.6.2 Productivity allowance	35
9.6.3 Support person.....	35

Job Support Fund Operational Guidelines

9.6.4	Transport	35
9.6.5	Workplace modification	35
10.	Categories of assistance	36
10.1	Disability confidence training in the workplace.....	36
10.2	Equipment	36
10.2.1	Employer Contribution.....	36
10.2.2	Equipment and self-employment	37
10.2.3	Personal contribution	37
10.2.4	Ownership of equipment.....	37
10.2.5	Equipment where the employer is a disability service provider	37
10.2.6	Examples of commonly requested equipment and associated products or service.....	38
10.3	Retraining in the workplace.....	41
10.4	Interpreters	41
10.4.1	Interpreters for interviews	41
10.5	Job coach	41
10.5.1	Police checks for job coaches	42
10.5.2	Plan for reduction	42
10.5.3	Agreement to provide service.....	42
10.5.4	Job coach and Supported Employment providers	42
10.5.5	Job coaching and training component of Work and Income Skills for Industry subsidy	42
10.5.6	Verification required before payment	42
10.6	Productivity Allowance.....	43
10.6.1	Fade out plans	43
10.6.2	Maximum payable before senior level sign-off required	43
10.6.3	Productivity allowance and job coach	43
10.6.4	Productivity allowance and a support person	44
10.6.5	Productivity allowance and extended sick leave	44
10.6.6	Holiday pay included in productivity calculation	44
10.6.7	Sick pay included in productivity calculation.....	44
10.6.8	GST on productivity allowances	44
10.6.9	Verification required before payment	44
10.6.10	Calculation of productivity allowance.....	45

Job Support Fund Operational Guidelines

10.7	Repairs and Maintenance.....	45
10.8	Support Person.....	45
10.8.1	Support Person – Passenger (P) driver’s licence endorsement.....	46
10.8.2	Support Person - Passenger service vehicles	46
10.8.3	Police checks for support people	46
10.8.4	Plan for reduction	46
10.8.5	Agreement to provide service.....	46
10.8.6	Support exceeds 50% of working hours.....	47
10.8.7	Support person and Supported Employer providers...	47
10.8.8	Provision of support for 100% of hours employed	47
10.8.9	Support shared with another provider to a total of 100% of hours employed	47
10.8.10	Verification required before payment	47
10.9	Reader/Writers.....	47
10.10	Driver’s Licences.....	48
10.11	Training after employment.....	48
10.12	Transport.....	48
10.12.1	Transport assistance and mobility vouchers	49
10.12.2	Applicant contribution for transport.....	49
10.12.3	Approving transport payments for taxi journeys	50
10.12.4	Transport assistance where there is no public transport	51
10.12.5	Transport for blind or vision impaired applicants.....	51
10.12.6	Transport for reasons of safety.....	51
10.12.7	Transport during work hours	51
10.12.8	Company vehicle part of remuneration package	52
10.12.9	Verification required before payment can be made for taxis	52
10.13	Parking.....	52
10.13.1	Verification required before payment	52
10.14	Upgrade existing equipment.....	52
10.15	Upgrade existing software	53
10.16	Workplace modification	53
10.16.1	Workplace modification	53

1. Introduction – General Principles

1.1 Job Support Fund Legislation and Administration

The government provides funding for the Job Support Fund (Job Support) through the Ministry of Social Development (Ministry) as part of the Employment Work Readiness and Assistance Programme (EWRAP).

The EWRAP is a Ministerial programme under the Social Security Act 1964 and is the overarching programme that enables the Ministry to grant funding assistance and provide a wide range of employment and work readiness assistance.

The Support Funds (the Funds) are provided under Clause 7 (Extra or Specialist assistance for eligible people with sickness, injury or disability) of the Schedule of the EWRAP.

The Funds consist of Job Support and Training Support and provide assistance to people disabled people or people with a health condition to cover the cost of disability (costs that would not be incurred by people without that disability or health condition) incurred whilst in employment or training.

Workbridge administers Job Support on behalf of the Ministry.

This handbook outlines **Operational Policy** in respect of Job Support only.

1.2 Purpose of the Job Support Fund

The purpose of the Support Funds is to increase disabled people's (including people with a health condition) participation in open employment by meeting the additional costs incurred as a direct consequence of their disability when undertaking the same employment or training as a person without a disability.

Job Support aims to make individualised funding available to purchase employment support services, workplace modifications and provide productivity allowance wage subsidies for disabled people or people with a health condition to work in open employment while receiving appropriate rates of pay for the job.

Job Support Fund Operational Guidelines

Other forms of funding or assistance, e.g. other government funding or reasonable accommodation, available for the same assistance or service, must be considered first.

1.3 Principles of Support Funds

Support Funds will be used most effectively when:	
<i>Open and inclusive employment</i>	People obtain and retain employment that is open, inclusive, and uses their strengths
<i>Build capability</i>	People build their capabilities, skills, and financial independence
<i>Disability confidence</i>	Employers become disability confident and knowledgeable about employing the person
<i>Universal supports first</i>	People use the services and supports that are available to everyone before considering specialised supports and services.
<i>Additional costs</i>	<p>Funds are used to assist with costs that are:</p> <ul style="list-style-type: none">• over and above reasonable accommodations (i.e. the support complements but does not replace or subsidise an employer's legal duty to make reasonable accommodations for disabled employees)• additional to what a non-disabled person would need to do their job. <p>Funds are not used for workplace modifications if the building owner has a legal responsibility to provide access for disabled people (such as in new buildings or where the building is undergoing renovation).</p>
<i>Value for money</i>	The support provided meets the person's needs and is cost-effective.
<i>User-Friendly</i>	The process for identifying and deciding on the right support involves the disabled person and is easy to use

1.4 Cost of Disability

Support Funds can only pay the 'cost of disability'. The Cost of Disability is defined as:

- The additional cost incurred by an applicant as a direct consequence of their disability or health condition, when undertaking the same employment or training as a person without a disability or impairment.

Job Support for alterations or equipment must be additional to the employer's or job organisation's legal obligations to provide access for people with disabilities.

1.5 Definition of a 'Job' for Job Support purposes

For the purposes of Job Support, a job is defined as:

- A position in open employment. This means anyone may apply for the job and the position is not reserved for a person with a disability;
- A position for which an employment contract is in place that sets out the applicant's conditions of employment, including pay rate and hours of work, as defined in the Employment Relations Act 2000;
- A position where the applicant is or will be earning the minimum wage or more, and earning a similar rate of pay as someone without a disability performing the same type of job

1.5.1 1.5.1 Boards or other similar work

Where an applicant is working as a member of a Board, or in a similar legally elected position, and receives a form of taxable income that is equivalent to the minimum wage for the number of hours worked each week, Job Support may be considered for disability related expenses.

Each case will be considered on its merits and will be referred to Workbridge Senior Management for approval.

Applicants who receive a non-taxable reimbursement of expenses are not eligible for assistance.

1.6 Minimum wage requirement

The applicant must be earning the minimum wage or more, and a similar rate of pay as someone without a disability performing the same role at a similar stage of expertise.

1.6.1 Commission or piece rate

By law, employers must pay at least the minimum wage, even if an employee is paid by commission or by piece rate. The minimum wage applies to all workers age 16 years or older, including home workers, casuals, temporary and part-time workers.

See also 1.5 [Definition of a 'Job' for Job Support purposes](#)
See also 4.3.1 [Confirmation of wage rate](#)

1.7 Self-Employment

After the business is established, applicants in self-employment can apply for Job Support. Applicants will need to

Job Support Fund Operational Guidelines

meet the minimum wage requirement, as required by law, and be able to establish that the business is financially viable in addition to all other Job Support criteria.

Approvals by Workbridge for Job Support, combined with any other funding from Work and Income Flexi-wage cannot exceed \$16,900 in any one year. Applications that exceed this amount will be referred to the Ministry.

See also 3 [Eligibility Criteria for Job Support](#)

See also 4 [Verification required with all applications](#)

1.7.1 **'Profit principle'**

For costs of self-employment, the objectives of the business must be to make a profit, not occupational therapy or 'hobbies'.

1.7.2 **Using Job Support as an income stream**

Job Support cannot be shown as income to the business. The purpose of Job Support is to offset any expenses that are the direct result of a person's disability or health condition and are not intended to supplement business income.

1.7.3 **Business viability**

Any application for Job Support, where the applicant is in self-employment, must also meet all criteria for a viable business before the application can be approved.

In some circumstances, information supplied by the applicant will be referred to an independent agency to be vetted. Any cost incurred in the vetting process will be met from the applicant's yearly funding allocation.

1.7.4 **Minimum hours worked per week**

To receive Job Support for self-employment, the applicant must be providing a minimum of 15 hours personal effort in the business each week.

1.7.5 **Accepted confirming documents**

If the business has been operating less than a year, the following information will be required with each application:

Job Support Fund Operational Guidelines

- a business plan
- current trading account
- cash flow projections for the next three years

If the business has been operating more than a year, the following information will be required with each application:

- an audited profit and loss statement and trading account; or
- IRD statements

Workbridge may ask the applicant for more information in order to determine the viability of any business.

1.8 Transition from School

Students in the final year of schooling and who meet the criteria are able to access Job Support for paid work experience. If the work experience is unpaid then the applicant should apply for Training Support.

Work experience must be time limited (generally placements should not exceed four weeks). Work experience must conform with the Employment Relations Act 2000 (90 day trials or probationary periods).

Where there is a person already providing support to the student, and that support naturally carries over to the work experience, then Job Support cannot be used.

1.9 Unpaid work experience

Job Support cannot be considered for unpaid work experience as the work experience does not meet the definition of a job or the minimum wage requirement for Job Support.

An application to the Training Support Fund may be considered.

1.10 Government departments

Employees of government departments (except those employed under the Mainstream Employment Programme) are eligible for Job Support.

Job Support Fund Operational Guidelines

Note: Government departments are expected to draw on organisational resources to meet their Good Employer obligations, and to seek assistance from Job Support in more exceptional circumstances.

See also 2.2 [Reasonable Accommodation](#)

2. Funding Criteria

2.1 Fund of last resort

Job Support is a fund of last resort and can only be accessed after other government funding programmes have been considered.

Job Support is not available where the funding costs of an applicant's disability or health condition are the responsibility of the Ministry of Health or ACC.

See also: 4.4 [Confirmation other funding sources have been investigated](#)

2.2 Reasonable Accommodation

Job Support can only be used after reasonable accommodation has been taken into consideration.

Reasonable accommodation is defined as those actions or interventions that an employer can reasonably be expected to undertake to accommodate the needs of the person with a disability.

Reasonable accommodation is determined through a discussion with the employer and the applicant.

What is 'reasonable' will differ according to the work environment.

An applicant employed by an organisation funded to provide a service to a specific disability group may, in some situations, not be eligible for equipment funded through Job Support if such equipment falls under the employer's provision of 'reasonable accommodation'. There is an expectation that disability agencies and government will provide the appropriate level of disability accommodation.

A higher level of reasonable accommodation is expected from government departments or large organisations that have a clearly articulated EEO policy.

2.3 Funding approval amount for Job Support

Workbridge may approve applications for Job Support funding up to \$16,900 per applicant for a 52 week period.

Job Support Fund Operational Guidelines

Applications above this amount should be referred to the Ministry.

When a combination of training and employment related assistance is being used by any one applicant, the combined maximum that can be approved by Workbridge in any given year is \$16,900. Applications above this amount should be referred to the Ministry.

A 'year' is a 52 week period calculated from the start date when an applicant first received a subsidy or grant.

No applicant can receive more than \$16,900 from all Ministry sources, which include:

- Job Support Fund
- Training Support Fund
- Flexi-wage (refer Work and Income)
- Flexi-wage Basic
- Flexi-wage Plus
- Flexi-wage Project in the Community
- Flexi-wage Self-employment
- Skills for Industry

2.4 Approval period

Job Support can be approved for a period not exceeding 52 weeks, with a compulsory review taking place at (no greater than) 26 weeks from the date of approval.

An application can be reviewed at any time at the request of:

- Workbridge as administrator of the Job Support Fund
- the Ministry of Social Development as the Job Support Fund owner
- the applicant or the agent.

At the completion of the approval period, the Job Support application and any agreement between Workbridge (as the Job Support Fund administrator) and the client or employer or provider of service are deemed to have expired.

2.5 Calculation of funding balance

Workbridge can approve Support Funds up to \$16,900 for each 52 week, per applicant, which includes the lifetime maximum payment of \$15,600.00 for Training Support. This amount commences on the date of the first payment from either of the two Support Funds (Job Support or Training Support).

This anniversary date remains constant, even if there are extended periods of time between applications.

Should an applicant use their entire Support Funds annual funding prior to their anniversary date, then further funding requests will be referred to the Ministry.

2.6 On-going support

Job Support can provide funding that is on-going. The approval amount of up to \$16,900 is available for continual 52 week periods upon reapplication.

2.7 Individualised funding

Job Support cannot be paid to a third party or an organisation to distribute on behalf of an individual.

2.8 Employment at risk

Job Support can be used to assist an applicant to retain their employment.

In all job retention situations, an assessment may be undertaken to determine the most appropriate intervention.

See also 9 [Assessments](#)

2.9 Payments

Payments can only be made for costs incurred during the approval period.

2.9.1 Reimbursement

Job Support cannot provide reimbursement for the cost of any equipment, software, service or support that has been purchased by an applicant, their family or whanau, support person or through any other source.

2.9.2 Delaying payments when annual entitlement is exceeded

Where an applicant reaches the approval limit of the yearly entitlement before their anniversary date, payments for assistance provided in that year cannot be carried forward and invoices against the following year's allocation.

2.9.3 Invoicing the Job Support Fund

Invoices for services or equipment provided from Job Support must be received within two months of the final date of the approval period.

Payment of invoices outside this timeframe will be at the discretion of Workbridge.

2.10 Sharing costs between applicants

Multiple applicants can share the cost of a single [Support Person](#), [Job coach](#), [NZSL Interpreters](#), and/or [Transport](#) arrangement.

The cost of the support is pro-rated in accordance with the individual need of each applicant.

An assessment may be required to determine each individual's share of the cost.

NOTE: It is not possible for equipment costs to be shared between multiple applicants as the item of equipment becomes the possession of one applicant.

3. Eligibility Criteria for Job Support

3.1 Target Group

The target group for this service is people receiving Jobseeker Support or Supported Living Payment (or Sole Parent Support) registered with Work and Income, who are willing to undertake part or full-time employment, but face barriers to gaining and/or retaining employment because of a disability or health condition.

3.2 Residency

To be eligible for Job Support, the applicant must:

- Be currently and usually living in New Zealand
- Be a New Zealand citizen or a permanent resident, (i.e. not be in New Zealand unlawfully or on a temporary work visa or student visa)

Job Support is not available where the employment is located or provided outside of New Zealand.

Job Support is not available if the applicant is still enrolled at school.

3.3 Age

To be eligible for Job Support, the applicant must be within New Zealand's working age population (generally aged 16 years or over, and less than 65 years).

3.3.1 Aged under 16

An applicant may access Job Support if they are less than 16 years of age if an exemption is granted.

Criteria for an exemption are:

- Applicant has a properly issued school leaving certificate and is transitioning into employment.

3.3.2 Aged 65 or older

Consideration can be given to continuing Job Support when:

- The original application for assistance was approved prior to the applicant turning 65; and

- Employment would be jeopardised if Job Support was withdrawn
- Employment must be continuous; an applicant can change employers but not have a break in employment (i.e. retire for a period of time and then return to work)

3.4 Disability

To be eligible for Job Support, the applicant must have:

- A disability or a health condition that is likely to continue for a minimum of six months. The disability or health condition will result in a reduction of independent function or social well-being to the extent that support is required

There are some situations where funding the costs associated with an applicant's disability or health condition is the responsibility of the Ministry of Health or ACC. In these situations, the applicant is not entitled to Job Support.

3.4.1 **Applicant's disability is the responsibility of the Ministry of Health**

An applicant is not eligible for Job Support when their employment related health services and/or disability costs are provided through the Ministry of Health.

3.4.2 **Applicant's disability is the responsibility of ACC**

An applicant is generally not eligible for Job Support where the applicant's vocational services or disability costs are the result of an accident, and/or are the responsibility of ACC.

3.4.3 **Applicant has a disability unrelated to ACC injury**

An applicant receiving Weekly Compensation can access Job Support for a disability if the disability is unrelated to the injury rehabilitation costs for which ACC is responsible.

Example

Greg is blind and works as a computer programmer. While at work, Greg fell down the stairs. Greg can now no longer sit for long periods of time and requires a sit/stand desk.

A claim for injury is accepted by ACC. ACC agrees to pay Greg Earnings Related Compensation for his initial time off work and subsequent return on a part-time basis, and to pay for his rehabilitation. Greg's equipment is the responsibility of ACC.

Following his accident, but not related to it, Greg requires upgrades to his JAWS technology. As Greg's blindness is not related to his accident, Job Support would pay for any adaptive technology upgrades.

3.4.4 Applicant has been exited from ACC

An applicant who has been in receipt of Weekly Compensation and who has exited ACC is eligible for Job Support. Exiting can be via:

- Medical Case Review (MCR)
- Vocational Independence Occupational Assessment (VIOA)
- Vocational Independence Medical Assessment (VIMA)
- Transitional Job Search (TJS)
- Medical Clearance via medical certificate ACC A team
- No longer receiving ACC weekly earnings

3.4.5 Applicant has exited ACC voluntarily

If an applicant has exited the ACC service voluntarily, the applicant may still be eligible for support through ACC. For this reason, an application for Job Support may not be approved until eligibility for funding from ACC has been tested.

4. Verification required with all applications

4.1 Identification

All applicants, as a person, are required to provide confirmation of their identity when first making an application for Job Support.

Each new application requires identification to be sited.

NOTE: Confirmation of identity for each application is an auditing requirement that cannot be waived.

4.1.1 Scheduled review

Identification does not need to be resubmitted at a scheduled review.

4.1.2 Forms of identification

One form of photo ID (identification) and two forms of identification without a photo are required with each application.

4.1.3 Accepted photo ID (one required)

- Driver's Licence
- Passport
- Firearms Licence
- 18+ Card
- Student ID
- Photo ID from a disability organisation (e.g. RNZFB)

4.1.4 Accepted Secondary ID (two required)

- Birth Certificate
- Community Services card (showing Work and Income client number)
- IRD card
- Bank statement, phone or power bill showing applicant's name and address

4.2 Disability

All Job Support applicants will be required to provide confirmation of the impact of their disability with each new application, unless the impact of their disability is permanent.

Examples of impact of disability

A person with Epilepsy has a permanent disability. However, the impact can change over time due to being seizure free.

The impacts of suffering a stroke or heart attack may lessen over time.

The evidence must be signed, dated and in a format that clearly identifies the source of the confirmation and the signatory's qualification to make the diagnosis or issue the confirmation.

NOTE: Confirmation of impact of the disability at each new application is an auditing requirement that cannot be waived unless the impact of the applicant's disability is permanent.

Confirmation of impact of disability will be required for all applications for transport.

Only one document confirming the impact of the disability is required.

4.2.1 Accepted confirming documents

Currently in receipt of Supported Living Payment or Jobseekers Support for the disability noted on the Job Support Funds application (written confirmation required from Work and Income), plus (or any of, if not receiving a benefit) any of:

- Medical certificate of letter from doctor's office;
- Occupational Therapist's report
- Learning Support report;
- Psychologist's reports;
- ACC documents;
- Evidence of on-going literacy or learning disabilities at school;
- SPELD or similar assessments;

- An applicant may provide other evidence of disability specific to their condition. Please discuss with Workbridge.

4.2.2 **Disability is permanent**

An applicant who has a permanent disability will need to provide confirmation of their disability, including that the impact of their disability is permanent, for their first application relating to that disability only.

NOTE: Confirmation of disability at the first application is an auditing requirement that cannot be waived. Subsequent applications will not require evidence.

EXCEPTION: Applications for transport may require ongoing impact of disability confirmation.

4.2.3 **Using Job Support to gain evidence**

Job Support cannot be used to gain evidence of disability – for example Doctor’s Certificates or assessments.

4.3 **Employment and wage rate**

All Job Support applicants require confirmation they are in current employment, or have a confirmed job offer that will commence subject to approval of Job Support.

See also 1.6 [Minimum wage requirement](#)

The confirming documentation must show:

- Start date
- Number of hours of work per week

4.3.1 **Confirmation of wage rate**

- Applicants are required to declare on the Job Support application form they are earning the minimum wage or more, and a wage appropriate for the position they hold.
- Workbridge may request supporting evidence of the wage rate at any time.
- Confirmation of the wage rate continues to be required for applicants in self-employment or for applicants applying for a productivity allowance.

4.3.2 Accepted confirming documents

- Written offer of employment (e-mail acceptable)
- Written verification of employment from employer (e-mail acceptable)
- Signed employment contract
- Current wage slip showing start date
- Letter from employer showing start date, hours of work and pay rate
- An apprenticeship agreement that details the required information.

4.3.3 Apprenticeships

Where Job Support is being requested to assist an applicant who is/intends to be employed as an apprentice, a copy of the apprenticeship agreement is required to be supplied with the application in addition to confirmation of conditions of employment set out above.

4.3.4 Self-employment

Confirmation of wage drawings is required. Applicants will need to provide evidence that they are receiving the minimum wage as required by law for each working hour. This can be either an audited profit and loss account or an IRD Income Statement.

4.4 Confirmation other funding sources have been investigated

Job Support is a fund of last resort and approvals can only be made if funding from other sources is not available.

Workbridge can approve funding for each applicant up to \$16,900 per year. Included in this amount is any Work and Income wage subsidy (e.g. FlexiWage) or Training Support.

See also 2.3 [Funding approval amount for Job Support](#)

4.4.1 Reasonable attempt to find alternative funding sources

It is not intended that applicants should be required to access other sources of funding if there is no reasonable expectation that funding is available or can be granted within a reasonable period.

A guideline for reasonable period is whether the employment or employment opportunity would be placed at risk due to a known delay in the applicant receiving advice of eligibility or funding from another source.

4.4.2 Confirmation of no alternative funding

An applicant is required to provide confirmation that alternative funding sources have been investigated.

At a minimum, Workbridge will accept an e-mail from the alternate funding source verifying that no assistance is available or is not available within a reasonable period.

In some situations, due to the special nature of the intervention, there will be no alternative funding source. If there is no alternative funding source, the applicant should discuss their situation with Workbridge.

4.5 Work and Income Social Welfare Number (client number)

An applicant who is also a client of Work and Income must supply their client number with their first application.

The client number can be found on the applicant's Community Services Card (if they have one) or on any correspondence from Work and Income.

5. Applying for Job Support Funds

5.1 Enrolling with Workbridge to apply for Job Support

An applicant does not need to enrol as a Workbridge client to access Job Support.

Workbridge will provide an administrative service for applicants who are not registered as Workbridge clients.

5.2 Making an application

All applications for Job Support require an application to be completed and verification of employment and conditions to be supplied.

5.3 Application form

Applicants must complete all sections of the Job Support application form available from Workbridge and other support agencies. The application form can also be downloaded from the Workbridge websites:

<http://supportfunds.co.nz>

or

www.workbridge.co.nz

The application form, which includes a declaration that the application is accurate, must be signed by the applicant or the person legally appointed to sign on behalf of the applicant.

See also 7 [Agents](#)

5.3.1 Confirmation required

All applicants for Job Support will be required to supply confirmation of the following with their application:

- Identity (including confirmation of age and residency status)
- Disability
- Employment offer or existing employment
- Hours of employment
- Wage rate
- Apprenticeship (if applicable)
- Work and Income client number (if in receipt of Work and Income assistance)

- Attempts to source funding elsewhere
- Applications signed by an Agent can only be accepted if the agent has been properly appointed and documentation authorising the signatory is attached

Job Support can only be approved, reviewed or renewed when all documentation is present. Workbridge endeavours to notify the applicant of the outcome of their application within 10 working days of receipt of all documentation required to make a decision.

5.3.2 Applicant does not wish to provide information

If an applicant does not wish to provide the information requested, Job Support cannot be approved.

Workbridge Support Funds Administrators may be able to suggest different ways for the applicant to source the information required if obtaining the information is presenting a barrier.

5.3.3 Applicant – competence or ability to sign

The Job Support application is a legal document and contains a declaration that the information in the application is 'true and complete'.

Where an applicant has another person legally appointed for the purposes of signing contracts or documents, then that person should sign the application form. Documentation of the legal appointment should be attached to the application.

An "Appointment of Agent" form is available from Workbridge.

See also 7 [Agents](#)

5.3.4 Application completed by third party

Application forms can be filled in by a third party on behalf of the applicant, but cannot be signed by the third party unless the third party is the applicant's agent or properly appointed signing agent.

The person filling out the form must record their details in the section of the application that asks "Who filled out the application form?"

Any application filled out by another person must be signed by the person filling out the form and their relationship to the applicant should be noted.

See also 7 [Agents](#)

5.4 **26 week review**

All applications for ongoing assistance are reviewed no more than 26 weeks from the date of the approval (or sooner if an earlier review date is determined at the time of the approval).

Possible outcomes of a review are:

- Continued payment of Job Support at the agreed level
- Withdrawal of Job Support
- A change to the type of assistance being funded
- An assessment can be requested by Workbridge, or the applicant or their agent or the employer (for productivity allowance)
- Payment of an increased level of support following an assessment
- A reduction of Job Support by agreement with the applicant and the employer or upon recommendation of an assessor

NOTE: Any change to the provision of support will require a new set of contracts and agreements to be drawn up reflecting the changes.

Applicants who are dissatisfied with the outcome of their review are able to apply for a Review of Decision.

See also 6 [Review of Decision](#)

5.5 **Incomplete Applications**

Applications received by Workbridge that do not have all complete information and/or supporting documentation will be placed on hold for no longer than 20 working days.

Workbridge will advise the applicant of outstanding requirements.

If the information has not been provided by the applicant within 20 working days, the application will be declined.

If an application is to be declined because the applicant has not supplied all the information:

- The application can be resubmitted using the original forms and documents once the outstanding information is available
- The incomplete application will be held on the applicant's file for the 20 day period

See also 4 [Verification required with all applications](#)

5.5.1 Using discretion

The Workbridge Support Funds Manager may exercise discretion in situations where the application is delayed for reasons outside the control of the applicant.

5.6 Application approved in error

When it is determined that an application has been approved in error, Job Support payments will cease at the earliest possible time.

- The applicant or their agent will be advised in writing that an error has occurred and that their application does not meet funding criteria and/or the intent of Job Support.
- A time frame for ceasing payments will be negotiated with the applicant.
- The cessation date will not exceed three months from the date of the letter sent to the applicant advising them of the error.

5.7 Cancelling an application after approval

All applicants have a responsibility to advise Workbridge if they no longer require Job Support.

Once Workbridge is notified that Job Support is no longer required, the application should be cancelled immediately and funds returned to the general pool of Support Funds. The balance of the applicant's annual approval funding amount will be adjusted to reflect the returned funds.

6. Review of Decision

6.1 Review of Decision rights

The Ministry has a formal review process in accordance with sections 10A (benefits review committees) and 12J (rights of appeal) of the Social Security Act 1964 for any applicants requesting a review of funding decisions.

All applicants must be advised of their rights of review of any decision at the time of making any application for Job Support.

Any applicant may request a review of funding decision if they believe that their application has not been fully or properly considered, or that the decision made in relation to their application was incorrect.

Workbridge has a Review Committee that will undertake the internal administrative review.

6.2 Membership of the Workbridge Review Committee

The Workbridge Review Committee (Review Committee) is comprised of three senior Workbridge managers.

No member of the Review Committee will have been involved in the original decision or action.

From time to time, the Review Committee may second a person with specialist knowledge to the Review Committee.

6.3 Time period for submitting reviews

A request for the review of a declined application can be submitted up to three months from the date of the letter declining assistance.

6.4 Out of time review requests

If a request for the review of a declined application is received by Workbridge more than three months, and under seven years, from the date of the letter declining assistance, the request will be forwarded to the Ministry for review by the Benefits Review Committee.

6.5 Review Process

The Review Committee will undertake an internal administrative review of a declined decision.

If the Review Committee upholds the original decision to decline the application, an applicant can request the decision be reviewed by the Ministry's Benefits Review Committee. This request will be forwarded to the Ministry by Workbridge.

A Review of Decision process chart is attached as Appendix 1

7. Agents

7.1 What is an agent?

An agent is a person who acts in the interests of another. A person can be made an agent with the consent of both the applicant and the prospective agent, by way of a Court Order, or, in exceptional circumstances, without an applicant's consent.

At all times the agent must act in the best interests of the applicant. This includes providing accurate information about the applicant to Workbridge.

The limits of agency are recorded in the '*Appointment of Agent*' form - *Part Three: What Rights and Responsibilities do you want to give your agent?* (form available from Workbridge).

An agent cannot personally benefit financially or otherwise by being an agent.

NOTE: Workbridge has the right to refuse to deal with any agent appointed by the applicant.

7.2 What can an agent do?

The rights and responsibilities an agent has over an applicant's affairs are determined by the applicant, and are dependent on what role the applicant wishes to give an agent. In general, anything a person can do for themselves, they may authorise an agent to do on their behalf.

An application should be completed and signed by the applicant when they have the capacity to do so.

7.3 Enduring Power of Attorney already appointed

The legally appointed Enduring Power of Attorney (EPA) must sign on behalf of the applicant.

Copies of documents appointing the EPA should be attached to the application.

7.4 Applicant already has an Agent

A copy of the documentation appointing the Agent and indicating the limits of the agent's powers should accompany the application.

7.5 Agent appointed from a support agency or organisation

An agency or organisation as an entity cannot be appointed an agent for the purposes of accessing Job Support. Where an applicant wishes to appoint someone from a support agency as their agent, an individual from within the agency will need to be appointed.

The individual rather than the agency assumes the responsibilities associated with being an agent.

8. Applicant is client of another agency

8.1 Where applicant is also a client of a supported employment provider

Employment Service providers contracted by the Ministry must first meet the requirements of their own contract before accessing Job Support. This refers primarily to categories of assistance such as Job Coach or Support person.

Transport or equipment needs can be considered from commencement of employment if the provision of those services does not form part of the contract for service held by the supported employment provider from the Ministry of Social Development, Ministry of Health or ACC.

All applications for assistance received on behalf of an applicant from a supported employment provider will be referred to the Ministry of Social Development for confirmation of applicant eligibility before the application is considered by Workbridge.

The contracting agency will be asked to provide information relating to:

- Placement date
- Support or service already provided to the applicant
- Ongoing support to be provided to the applicant
- Fading plan for support provided by Job Support

8.2 Community participation programmes

Job Support can be considered if, as part of an individual plan, an applicant on a community participation programme is employed for some component of their week in a job in open employment.

See also 1.5 [Definition of a 'Job' for Job Support purposes](#)

8.3 Business enterprises

Job Support cannot be used where the applicant is receiving below the minimum wage or if a minimum wage exemption is in place. If the employment position meets all the requirements of a job in open employment, Job Support can be considered.

See also 1.5 [Definition of a 'Job' for Job Support purposes](#)

9. Assessments

9.1 Provision of assessments

Assessments can be requested at any time to determine that the most appropriate support is being funded.

Assessments can also be undertaken at the request of Workbridge or the applicant or their agent.

Types of assessments include, but are not limited to:

- 10.2 [Equipment](#)
- 10.6 [Productivity Allowance](#)
- 10.8 [Support Person](#)
- 10.5 [Job coach](#)
- 10.4 [Interpreters](#)
- 10.12 [Transport](#)
- 10.16 [Workplace modification](#)

Generally, assessments are undertaken prior to approving an application or at the time of the 26 week review.

All assessments are undertaken by:

- a qualified occupational therapist; or
- a person qualified in rehabilitation or occupational health; or
- other specialist assessment provider (such as the RNZFB)

A person with specific skills who does not fall into the above categories may, upon Workbridge request, undertake an assessment if the person has specific skills or knowledge in the area of the applicant's disability or proposed work environment.

Recommendations are the professional opinion of the assessor and are based on:

- Observation of the applicant in their work environment
- Information supplied by the applicant and their carer
- Information supplied by the employer

All assessments must be completed using the standard assessment formats wherever possible.

9.2 Payment for assessments

The cost of the assessment is deducted from the yearly maximum of Job Support to the applicant.

9.3 Assessment to obtain a diagnosis

Assessments are to determine the intervention required and cannot be used for obtaining a diagnosis.

9.4 Assessment prior to employment commencing

An assessment can be undertaken prior to a start date where there is a written offer and acceptance of employment. This is to allow the applicant to commence work with the required support in place.

9.5 Release of assessment to applicant

Assessments inform the categories of support that may help the applicant in their job. An assessment may recommend support that is outside the range of support that can be funded through Job Support. Therefore, Workbridge will review the assessment in the first instance and then discuss it with the applicant and/or their support person.

Under **no circumstances** can the assessor release the assessment to the employer. The outcome of the assessment, not the details of the assessment itself, may be discussed with the employer after discussion with the applicant.

9.6 Types of assessments

9.6.1 Equipment

Equipment applications may require an assessment.

Equipment recommended by an assessor may fall outside the range of equipment able to be purchased using Job Support. The final decision as to whether the equipment can be purchased rests with the approving Workbridge Support Funds manager.

9.6.1.1 Obvious need for equipment

There will be some situations where the need for a piece of equipment is so evident that an assessment may not be necessary.

9.6.2 Productivity allowance

Productivity assessments should not take place within the first four weeks of placement. The applicant should have completed induction and introductory training, and be performing their job before an assessment is undertaken.

Assessments for productivity allowance can specify a shorter period for reassessment to take account of the increasing independence of the applicant.

9.6.3 Support person

All Job Support applications for a support person require an assessment to determine the number of hours of support required, and the duties that the support person will be required to undertake.

Assessment for a support person can specify a shorter period for reassessment (rather than waiting for the 26 week or 52 week review) to take account of the increasing independence of the applicant.

9.6.4 Transport

An assessment may be undertaken before granting transport assistance.

Where Job Support is approved for transport, an assessment should be undertaken at no later than 26 weeks from the date of approval to determine whether the applicant is able to integrate independent travel into their daily schedule. This is to take account of increasing independence and familiarity with travel routes or car-pooling arrangements that may have become available.

9.6.5 Workplace modification

All applications for workplace modification will require an assessment to determine what modifications are required.

10. Categories of assistance

10.1 Disability confidence training in the workplace

Job Support can be used to purchase the services of advisors from relevant organisations, or persons with specialist knowledge, to educate existing or non-disabled staff in a workplace about the most appropriate and effective way in which to fully integrate the disabled new employee into the workplace.

10.2 Equipment

The following links should be read in conjunction with any information pertaining to equipment:

See also 2.2 [Reasonable Accommodation](#)

See also 10.2.1 [Employer Contribution](#)

See also 10.2.3 [Personal contribution](#)

See also 10.2.4 [Ownership of equipment](#)

10.2.1 Employer Contribution

An employer contribution will be in line with the cost of standard equipment or furniture ordinarily purchased by the employer for a person without a disability undertaking the same job.

A contribution may not always be necessary when equipment is purchased using Job Support. Guidelines for requesting a contribution are:

- If the applicant can take the equipment or furniture with them to their next job, then no contribution is required from the employer.
- If the equipment or furniture is designed to stay with the employer, however keeping it adds no value to the business then [workplace modification](#) should be considered. An employer contribution may be required.
- If the equipment or furniture will stay with the employer and be absorbed into the business to be available for any subsequent employee, and employer contribution equivalent to the average cost of the standard equipment or furniture will be requested.
- If the employer has already provided equipment or furniture for use by the employee filling the role, however the applicant cannot use the equipment or

furniture because of their disability, no contribution is required from the employer.

10.2.2 Equipment and self-employment

Where the applicant is in self-employment, only the disability related cost of any equipment can be considered. Items such as computers, cell-phones and furniture will have standard office costs deducted from any assistance approved.

10.2.3 Personal contribution

If the equipment will have a component of personal use, a contribution may be requested.

For example, an iPad that is to be used for work but also for personal use will attract a personal contribution.

Note: Job Support can only cover the cost of disability, e.g. the cost of additional specifications required to operate an Application related to the disability.

10.2.4 Ownership of equipment

In general, equipment purchased using Job Support becomes the property of the applicant and can be taken by the applicant when they leave their position.

If an employer contribution has been made towards the purchase of equipment and the applicant subsequently leaves the employment, the applicant and the employer should negotiate the 'sale' of the employer share to the applicant. This would usually be at the current book value of the 'share' contributed by the employer.

10.2.5 Equipment where the employer is a disability service provider

This relates primarily to a business, organisation or service where the customer or client group is disabled people.

If the role requires specialised equipment in order to communicate with disabled customers or clients, then that equipment is deemed to be a business expense and fall outside the scope of Job Support.

10.2.6 Examples of commonly requested equipment and associated products or service

10.2.6.1 Adaptive software

All adaptive software applications require an assessment to be undertaken.

When adaptive software is being purchased there will be situations where the associated hardware costs can be considered as part of the cost of disability.

See also 10.2 [Equipment](#)

10.2.6.2 Cellphones – fully optioned

Fully optioned cellphones may be approved as an employment related disability cost. Prior to approval, consideration will be given to whether the equipment would be required regardless of disability (for example, an applicant in a senior management role, regardless of their disability, would require the equipment for their role).

Where an applicant requires cellphone software that will only run on a higher specification cellphone (for example TALKS software for applicants who are blind or who have a visual impairment) an application may be approved.

See also 10.2 [Equipment](#)

10.2.6.3 Consumables

Job Support cannot be used to purchase consumables such as paper, printing cartridges, toners, batteries, line charges, call charges, or any other item or commodity that is exhausted in the day to day running of the equipment.

10.2.6.4 Corrective lenses or spectacles

Job Support cannot be used to purchase corrective lenses or spectacles.

10.2.6.5 Desktop computers

All applications for computer equipment require an assessment to be undertaken.

Job Support can only be used to purchase desktop computers where an assessment determines that the

need for the computer is an employment-related disability cost.

If the computer is required to run specialist software, an investigation as to whether an existing computer can be upgraded will be requested prior to approving new equipment.

Desktop computers and self-employment

Computers are considered to be a standard business expense. Job Support can only pay for any additional computer costs directly related to the applicant's disability.

See also 10.2 [Equipment](#)

10.2.6.6 Ergonomic desks and chairs

Under the Health and Safety Act, employers have responsibilities for providing ergonomic desks and chairs.

All ergonomic equipment applications require an assessment to be undertaken.

Job Support can be used to purchase ergonomic desks and chairs only where an occupational therapist's recommendation exceeds requirements of current ergonomic office furniture.

See also 10.2 [Equipment](#)

10.2.6.7 Hearing Aids

Job Support cannot be used to purchase hearing aids.

10.2.6.8 Insurance

Any item purchased using Job Support is considered to be the property of the applicant and should be insured against loss or damage.

Job Support cannot be used to replace damaged or lost items that were not insured.

10.2.6.9 iPads, laptops and tablets

iPads, laptops and tablets are considered general business equipment.

Job Support can be used to purchase iPads, laptops or tablets only where desktops are standard equipment for all employees and the applicant can establish their need

for an iPad, laptop or tablet rather than a desktop is a direct consequence of their disability.

See also 10.2 [Equipment](#)

10.2.6.10 Irlen (Meares Irlen) Glasses and corrective or anti-glare lenses

Job Support cannot be used to purchase Irlen glasses or any form of corrective or anti-glare lenses.

10.2.6.11 Replacing obsolete equipment or software

All purchases of adaptive software and/or hardware require an assessment to be undertaken, except where the need is obvious.

Equipment or software originally funded through Job Support

If there has been a change in the applicant's disability, work place or work tasks resulting in the existing computer equipment being no longer suitable for employment related activity, replacement may be considered.

Equipment or software originally funded through Self-Start

If the original computer equipment was purchased using Self-Start, there is an expectation that the replacement of this equipment is a business expense and, therefore, the responsibility of the business owner.

Exception If there has been a change in the applicant's disability condition, workplace or work tasks resulting in the existing computer equipment being no longer suitable for employment related activity, replacement may be considered.

10.2.6.12 Service Maintenance Agreements – SMA

If disability-related software (for example JAWS, Dragon Dictate or Open Book) has been purchased using Job Support, applications for SMA may be considered where the purchase of the SMA is less than the cost of purchasing new software.

Applicants will have to establish that their employment situation requires the increased functionality provided by the SMA upgrade.

10.2.6.13 Vibrating alarm clock

Vibrating alarm clocks can be purchased for Deaf or hearing impaired applicants. Workbridge Support Funds services teams can suggest brands.

10.3 Retraining in the workplace

In exceptional circumstances, Job Support can be used to pay for fees for retraining if the applicant is currently in employment and retraining is required as a direct result of an acquired disability or change to an applicant's disability

10.4 Interpreters

Job Support can be used to pay for qualified New Zealand Sign Language (NZSL) interpreters.

Where any NZSL interpreter is used for both job and personal requirements, the applicant must calculate the percentage of time for job requirements and utilise Job Support for this amount only.

Job Support is a fund of last resort. Alternative forms of funding or assistance, e.g. NZ Relay or NZVIS, other government funding or reasonable accommodation, must be considered first.

Given the approval levels of funding for Job Support, care should be taken to ensure that NZSL interpreters are used in a cost effective way to the best advantage of the applicant.

10.4.1 Interpreters for interviews

If the application for NZSL interpreters is for a job interview, then Job Support should be used. This is for all interviews regardless of whether the applicant is currently unemployed and seeking employment or the applicant is employed and seeking new employment.

10.5 Job coach

Job Support can be used to provide intensive short-term job coaching at the commencement of employment or where the job description has changed and new or different skills are required. An [assessment](#) may be required.

Job Coaches can also be approved if a change in an applicant's disability affects their ability to perform the usual task of their employment.

Job Support Fund Operational Guidelines

It is expected that a job coach application would not be approved for a period in excess of six weeks.

10.5.1 Police checks for job coaches

Workbridge reserves the right to request a Police check for any job coach regardless of whether the job coach has been sourced by Workbridge, the applicant or another agency or third party.

10.5.2 Plan for reduction

As there is an expectation that reliance on a job coach will decrease over time, all applications for a job coach must be accompanied by a plan for reduction.

10.5.3 Agreement to provide service

An agreement to provide job coaching is signed by the applicant, Workbridge (as administrator of Job Support) and the job coach. This agreement should list the purposes for which the job coach is being engaged. The job coach cannot exceed the agreed scope of their support without approval from Workbridge.

Workbridge reserves the right to approve any individual as a job coach before entering into an agreement for services.

10.5.4 Job coach and Supported Employment providers

Contracted Supported Employment providers are generally required to provide employment coaching for their clients as part of their contract with the Ministry of Social Development. Job coach applications **cannot be approved** if it is the responsibility of another agency to provide the coaching.

All applications for job coaches received where the applicant is working with a Supported Employment provider will be referred to the Ministry.

10.5.5 Job coaching and training component of Work and Income Skills for Industry subsidy

Job Coaching applications cannot be approved while the applicant is in receipt of the training component of Skills for Industry. In this situation, the employer is being funded by Work and Income to provide training.

10.5.6 Verification required before payment

Before payment can be made from Job Support, the following verification is required:

- A time sheet showing the hours of work undertaken by the applicant. Verification for days when the job coach is not present is not required.
- A time sheet for the job coach, signed by the applicant or, if the applicant is unable to sign, signed by the employer or the employer's representative confirming the number of hours the job coach has been present.

10.6 Productivity Allowance

If a productivity assessment finds that, as a direct result of their disability, an applicant has a shortfall in productivity, Job Support can be approved for a productivity allowance to ensure employment is retained. An [assessment](#) will be required.

All productivity allowances require an assessment to be undertaken after the applicant has been employed for no less than four weeks. This is to allow time for the applicant to orientate themselves to the work environment and to complete their initial training. If the applicant is moving into a position that does not require orientation or training, an assessment can be undertaken when deemed appropriate.

10.6.1 Fade out plans

As there is an expectation that productivity allowances will decrease over time, all applications for productivity allowance are subject to a fade-out plan, whereby the rate of the allowance will be reduced by 5% every six months.

See also 2.2 [Reasonable Accommodation](#)

10.6.2 Maximum payable before senior level sign-off required

Any application for a productivity allowance in excess of 60% of total wages paid each week will be referred to a Workbridge senior manager for approval.

10.6.3 Productivity allowance and job coach

In general, a productivity allowance cannot be paid where a job coach is in place. This is regardless of whether the job coach is paid for by Job Support or provided by another agency.

10.6.3.1 Productivity allowance, job coach – short term intervention

Productivity allowance can be paid at the same time as a job coach is in place if the job coach is required because the employment tasks have changed, or if an applicant requires a short-term intervention to assist them to retain employment.

10.6.4 Productivity allowance and a support person

In general, productivity allowances may not be approved if a support person is in place.

An application under this heading will require a Workbridge Senior Manager to approve the application and, in some situations, approval may also be need to be sought from the Ministry.

10.6.5 Productivity allowance and extended sick leave

In some very restricted situations, productivity allowance may be used to meet (or partially meet) the loss of productivity due to sick leave that exceeds the yearly entitlement provided in the applicant's employment contract.

Please contact Workbridge to discuss individual circumstances.

10.6.6 Holiday pay included in productivity calculation

Productivity allowance continues to be paid while the applicant is being paid holiday pay.

10.6.7 Sick pay included in productivity calculation

Productivity allowance continues to be paid while the applicant is being paid sick pay.

10.6.8 GST on productivity allowances

As productivity allowance is treated as a wage subsidy by Inland Revenue, a GST component is included in the total approved amount.

10.6.9 Verification required before payment

Before payment can be made from Job Support, the following verification is required:

- Verification of wages paid to verify that the applicant was paid for the number of hours claimed for productivity allowance

Job Support Fund Operational Guidelines

- Verification can be wages slips, time records signed by the applicant and employer, or any other means that verifies the payment of hours.

NOTE: If productivity allowance is being claimed for hours paid through holiday or sick pay, those hours should be identified on the wages verification.

10.6.10 Calculation of productivity allowance

Payments are calculated as follows:

Determine applicant's annual gross salary	\$32,000
Multiply by agreed productivity loss percentage	30%
Result = yearly amount of productivity allowance to be paid	\$9,600
Multiply by 15% to allow for GST and add to yearly productivity allowance to be paid	\$1,440
Equals total productivity allowance to be paid	\$11,040
Divide by 52 weeks = weekly productivity allowance paid	\$212.30

10.7 Repairs and Maintenance

Job Support **cannot** be used to pay for repairs and maintenance to equipment purchased using Job Support.

Workbridge strongly recommends that any items purchased using Job Support is insured for loss or damage.

As any equipment purchased using Job Support becomes the property of the applicant, the onus is on the applicant to ensure that any insurance cover taken out will cover the equipment in the workplace. Similarly, the applicant should check with the employer the extent of the employer's insurance in relation to personal property.

10.8 Support Person

Job Support may be used to fund the services of a support person to assist an applicant with their daily work tasks. An [assessment](#) may be required.

When a support person is paid through Job Support, the primary employment relationship remains between the

applicant and the support person. The support person acts as a contractor to the applicant and is responsible for their own tax, holiday pay and transport arrangements.

10.8.1 Support Person – Passenger (P) driver’s licence endorsement

The New Zealand Transport Agency (NZTA) requires all drivers who receive any form of payment or reward to have a P licence.

10.8.2 Support Person - Passenger service vehicles

The NZTA requires all vehicles that are used for passenger services (drivers receiving a fare or reward for driving) must have a Certificate of Fitness rather than a Warrant of Fitness.

10.8.3 Police checks for support people

Workbridge reserves the right to request a Police check for any support person, regardless of whether that person is recommended by Workbridge, the applicant or another agency or third party.

10.8.4 Plan for reduction

As there is an expectation that dependence on a support person will decrease over time, all applications for a support person must be accompanied by a plan for reduction.

In some situations it will be unreasonable to expect a reduction in support. These will be determined by Workbridge following the assessment and no reduction plans will be required.

10.8.5 Agreement to provide service

An agreement to provide support services is signed by the applicant, Workbridge (as the administrator of Job Support) and the support person. This agreement should list the purposes for which the support person is being engaged. The support person cannot exceed the agreed scope of their support without approval from Workbridge.

Whenever a support person is present, the applicant must be performing the key components of their employment.

Workbridge reserves the right to approve any individual as a support person before entering into an agreement for services.

10.8.6 Support exceeds 50% of working hours

Any application for a support person to provide support for more than 50% of the applicant's working week will require approval by a Workbridge senior manager.

10.8.7 Support person and Supported Employer providers

Where the applicant is also a client of a Supported Employment provider contracted by the Ministry, the application may be referred to the Ministry to determine whether the support being applied for is covered by the provider's contract.

10.8.8 Provision of support for 100% of hours employed

Applications for support equal to 100% of the applicant's working hours will not be approved.

10.8.9 Support shared with another provider to a total of 100% of hours employed

Applications for a total of 100% support, where the support is shared between two or more agencies contracted to the Ministry of Social Development will be referred to the Ministry for approval.

Example:

Jennifer works 10 hours per week and receives 5 hours of support from a supported employment provider contracted by the Ministry of Social Development. Jennifer applies to Job Support for an additional 5 hours of support. If approved, Jennifer would be receiving 100% support from Ministry funded sources. This application would be referred to the Ministry for consideration.

10.8.10 Verification required before payment

Before payment can be made, the following confirmation is required:

- A timesheet signed by the employer and the applicant, showing the number of hours worked by the applicant in the payment period, and
- A timesheet signed by the applicant and the support person showing the number of hours worked by the support person.

10.9 Reader/Writers

Job Support may be used to meet the cost of a reader/writer where reading and/or the hand recording of notes is required in order that the applicant can gain or retain employment.

10.10 Driver's Licences

Job Support can be used to pay for disability related assistance (for example reader/writer) to enable an applicant to obtain a driver's licence when:

- The applicant is in employment and requires the licence to retain or advance her/his employment

NOTE: Applications for assistance on the basis that a driver's licence will increase a person's opportunity to become employed cannot be approved.

NOTE: Some Testing Organisations provide reader/writers for the assessment.

NOTE: There is no provision for the cost of the licence or driving lessons to be met from Job Support.

NOTE: **Training Support** can be considered when:

- The drivers licence is part of a vocational course
- Where there is a job offer subject to gaining the licence

NOTE: Training Support requires a scripted, time framed vocational pathway to employment to be supplied with the application.

10.11 Training after employment

Job Support can be used to provide supports for an applicant who is undergoing training (including induction training) after they have commenced employment.

The full range of Job Support funded services is available for training after a person begins employment.

10.12 Transport

Job Support can be used to pay for transport where:

- the applicant cannot (safely and with dignity) use available public transport
- other government funding is not available

Transport paid by Job Support can only be used for the approved journey. If the applicant wishes to deviate from the home to work or work to home journey (for example to drop

Job Support Fund Operational Guidelines

children at day care) any extra cost incurred because of the deviation must be met by the applicant.

Where appropriate, a combination of public transport and transport paid through Job Support will be considered for all transport applications.

An [assessment](#) may be required

10.12.1 Transport assistance and mobility vouchers

Where an applicant has access to the Total Mobility Scheme, the amount of the Total Mobility Subsidy is taken into account when calculating the assistance available from Job Support.

10.12.1.1 Calculation of Job Support assistance

The formula for calculating Job Support assistance is as follows:

Formula to Calculate Job Support for Transport

Full cost of one unsubsidised taxi journey

Less Total Mobility subsidy

Less applicant contribution

Less any employer contribution

= Support Funds assistance

Multiply by number of journeys per week

Multiply by weeks of assistance approved
(not exceeding 26 weeks)

10.12.2 Applicant contribution for transport

Applicants for Job Support transport assistance will be required to contribute the cost of weekly or daily travel equivalent to that incurred by a person without a disability undertaking the same journey.

The approval decision will take into account the mode of transport most commonly used by a person without a disability, living in the same approximate area as the applicant, of a similar age and with similar employment circumstances.

Job Support is a fund of last resort. If an applicant is able to obtain a ride or share-ride for any part of the

travel (e.g. travels with a parent from home to work) then that part of the travel is not taken into account for the calculation of Job Support.

10.12.2.1 Calculation of applicant contribution

Calculation of applicant contribution is based on how a person with a disability, living in the same approximate area with similar employment circumstances would choose to travel.

Example 1. A person would usually travel by bus or train

The applicant contribution is the cost of a bus or train fare, or a concession ticket if available and in common use. The same amount it would cost a person without a disability to make the same journey.

Example 2. A person would usually travel by car

The applicant contribution is 73c per km for each kilometre of the journey. This amount covers the all-up cost of owning, maintaining and operating a vehicle.

If an applicant lived 20 km from their workplace, the calculation would be:

20 kms x 0.73c = \$14.60 for each journey

Other 'usual' methods of transport

Client contribution in relation to other usual methods of transport will need to be considered on a case by case basis.

10.12.3 Approving transport payments for taxi journeys

Job Support cannot be used to 'part-pay' for taxi journeys.

Job Support will be approved for a number of complete taxi journeys, with the applicant responsible for paying their taxi on the remaining days.

10.12.3.1 Calculation of number of journeys paid for by Job Support

Calculation of number of journeys each week payable by Job Support
Step 1

Full cost of unsubsidised taxi transport per week.

Divided by number of journeys per week.

Divided by number of days per week for job

Full cost of each unsubsidised journey (A)

Step 2

Support Funds approved per week

Divide by full cost of one journey (A)

Equals journeys funded by Support Funds
This is rounded up to the nearest full journey

10.12.4 Transport assistance where there is no public transport

Where there is no public transport, the applicant is required to contribute the cost incurred by a person without a disability undertaking the same journey.

If a person without a disability would drive, then the cost should be calculated at 73c per kilometre.

10.12.5 Transport for blind or vision impaired applicants

Applicants who are members of the Royal New Zealand Foundation of the Blind should be referred to the RNZFB for orientation training after they have been in receipt of Job Support for 26 weeks.

10.12.6 Transport for reasons of safety

Where an application is received from an applicant for safety reasons (e.g. early starts, late finishes, busy or uncontrolled roads to cross) the safety of the applicant is central to the decision.

10.12.7 Transport during work hours

Where transport is required for work purposes when an employee without a disability would use the company vehicle, then Job Support can be used to purchase:

- Taxi transport
- [Support person](#) to act as a driver

Employer Contribution

The employer contribution would need to be negotiated for each application. Where transport support is regularly required, a percentage contribution on a monthly basis may be calculated.

10.12.8 Company vehicle part of remuneration package

If an applicant has a company vehicle supplied as part of their remuneration package but the vehicle is inaccessible, Job Support may be able to assist with transport. The applicant should contact Workbridge to discuss their specific needs.

10.12.9 Verification required before payment can be made for taxis

Before payment can be made from Job Support, the following verification is required:

- Itemised account from the taxi company

10.13 Parking

Job Support can be used to pay for parking where the applicant's disability makes it necessary to park close to work and no free public parking is available at times when the applicant would reasonably be expected to work.

10.13.1 Verification required before payment

Before payment can be made from Job Support, the following verification is required:

- Evidence of attendance at work for the days when parking has been claimed.

Applicant contribution

Where a person without a disability would usually drive their car to work and have the cost of parking the vehicle, the applicant contribution would be the cost of standard parking in the area.

If the applicant is required to drive a vehicle to work because of their disability, and this would not be the usual mode of transport chosen, then the applicant is not required to make a contribution to the cost of the parking.

10.14 Upgrade existing equipment

Job Support can be used to pay for an upgrade to existing equipment (whether purchased using Support Funds or not). Upgrades should be directly related to the applicant's disability.

10.15 Upgrade existing software

Support Funds can be used to upgrade software when a change in the applicant's disability or work situation makes the existing software inappropriate.

10.16 Workplace modification

10.16.1 Workplace modification

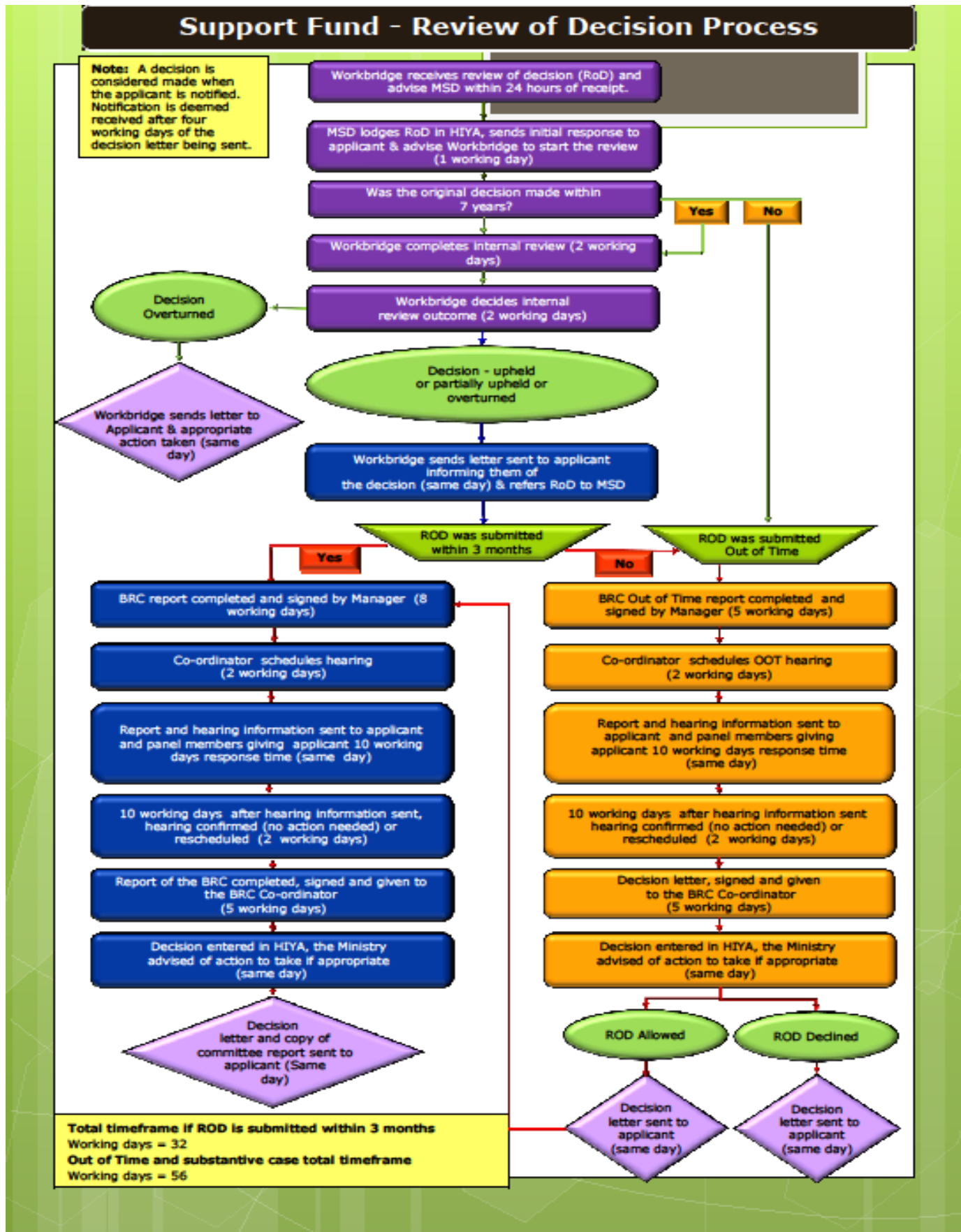
Only modifications that are not the responsibility of the building owner government and local council accessibility laws, regulations or requirements can be paid through Job Support.

Job Support can be used to pay for a modification to a workplace when it is established that the modification is required to enable an applicant to gain or retain employment.

Workplace modification is when:

- The modification is a permanent alteration to the business premises or environment (for example: ramps, toilets, sliding doors, reception modifications, lighting modifications)
- Equipment purchased that cannot be removed (for example; existing equipment has been altered to accommodate adaptive equipment and cannot be taken by the disabled employee when they leave)
- Furniture is purchases that is so specialised for a particular role that it cannot be taken by an employee to their next workplace (for example: a customised checkout stand)

Appendix 1 – Review of Decision Process Chart



Appendix 1 -Support Funds Review of Decision (RoD) Process

This section sets out the Review of Decision process steps for Workbridge and the Ministry, including timeframes for notifications and hearings.

Decision Notification: Various steps in the RoD process required notification of decisions to the Applicant. For all decisions made in respect of a Review of Decision, a decision is considered made when the applicant has been notified. Notification is deemed received after four working days of the decision letter being sent.

Administrative Review

1. Workbridge receives review of decision (RoD) and advises the Ministry within 24 hours of receipt.
2. The Ministry lodges RoD in HIYA system, send initial response to the applicant and advises Workbridge to start the review (1 working day).
3. Was the original decision made within 7 years?
If no proceed to Out of Time section below
If yes, continue with Administrative Review process.
4. Workbridge completes internal review (2 working days).
5. Workbridge decides internal review outcome (2 working days).
6. If the original decision is overturned, Workbridge sends letter to the Applicant (same day) and appropriate action taken to complete the application.
Refer to Decision Notification at start of this document.
7. If the original decision is upheld, Workbridge sends a letter to the Applicant informing them of the decision (same day) and refers RoD to the Ministry.
Refer to Decision Notification at start of this document.
8. If the applicant does not agree with the internal review outcome to uphold the decision, they may request it to be progressed to the Ministry's Benefit Review Committee (BRC).
9. Was the original RoD request submitted within 3 months of the declined application?
If no, proceed to Out of Time section below
If yes, continue with the next process, BRC

Benefit Review Committee (BRC) process

10. BRC report completed and signed by Manager (8 working days).
11. Co-ordinator schedules hearing (2 working days)
12. Report and hearing information sent to the applicant and panel members giving applicant 10 working days response time (same day as step 11).
13. 10 working days after hearing information has been sent, the hearing is confirmed (no action needed) or rescheduled (2 working days).
14. Report of the BRC completed, signed and given to the BRC Co-ordinator (5 working days).
15. Decision entered in HIYA, the Ministry advised of action to take if appropriate (same day).
16. Decision letter and copy of BRC report sent to the applicant (same day).

Job Support Fund Operational Guidelines

17. Total timeframe if RoD is submitted within 3 months of initial decision to decline the application = 32 working days.

Out of Time process

18. BRC Out of Time (OOT) report completed and signed by the Manager (5 working days).
19. Co-ordinator schedules OOT hearing (2 working days).
20. Report and hearing information sent to applicant and panel members, giving applicant 10 working days response time (same day as step 19).
21. 10 working days after hearing information sent, the hearing is confirmed (no action needed) or rescheduled (2 working days).
22. Decision letter signed and given to the BRC Co-ordinator (5 working days).
23. Decision entered in HIYA, the Ministry advised of action to take if appropriate (same day as step 22).
24. RoD allowed
Decision letter sent to applicant (same day)
OR
25. RoD declined
Decision letter sent to applicant (same day).
26. Out of Time and substantive case total timeframe = 56 working days.