



30 August 2024

Jacqui

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Tēnā koe Jacqui

Thank you for your enquiry submitted on 10 August 2024 to the Ministry of Social Development (The Ministry) regarding supplementary assistance. I am replying on behalf of the Chief Executive.

I can advise that supplementary assistance such as Winter Energy Payment (WEP), Disability Allowance (DA), Temporary Additional Support (TAS), and Accommodation Supplement (AS) are non-recoverable payments. These payments would only be made recoverable if it was established that a client did not meet the eligibility criteria for any of the payments to begin with, and therefore an overpayment had been made.

I have provided some links to these types of assistance that you may find useful:

- www.workandincome.govt.nz/map/income-support/extra-help/accommodation-supplement/index.html
- www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/index.html
- www.workandincome.govt.nz/map/income-support/extra-help/temporary-additional-support/index.html
- www.workandincome.govt.nz/map/income-support/extra-help/winter-energy-payment/index.html.

If you have any further questions about assistance from Work and Income, you are welcome to make contact by telephone on 0800 559 009, Monday to Friday 7am to 6pm, or Saturdays 8am to 1pm.

If you disagree with a decision made by the Ministry, you are able to challenge it by requesting a formal review of the decision. You need to apply within three months of the decision being made unless you have a very good reason for a late review. You can read more about Reviews of Decision on the Work and Income website [here: www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html](http://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html).

Thank you for writing.

Nāku noa, nā

p.p. 

Magnus O'Neill
General Manager
Ministerial and Executive Services