



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Ngarangi Elliott-Rooney
45A Paul Crescent
Fairfield
Hamilton 3214

21 October 2025
Client Number: 440-060-636

Dear Ngarangi

Thank you for your application for Course Participation Allowance (course tuition and enrolment fees) which we received on 21/10/2025. We have not approved this payment because you do not meet qualification for Course Participation Allowance..

Review rights

You can ask for this decision to be reviewed if you don't agree with it. We have forms available for you to use or you can write to us. You need to do this within 3 months of the decision being made. When there is a good reason for the delay a review may be possible after this time. If you wish to contact us we can explain our decision and more about the review process.

Need more help?

Temporary Additional Support is an additional weekly payment that helps people in financial hardship who can't meet their essential costs from their income or other sources. If you would like to know more about this assistance, would like to apply or check whether you may qualify please call us.

Making an appointment

To book an appointment you can either go to MyMSD at www.my.msd.govt.nz or you can call us on 0800 559 009.

When you call you will be asked to say what you are calling for. Please say '**appointment.**' You will also need to have your client number 440-060-636 handy. This will help us give you better service.

Contacting us

Please call us if you have questions or want help with this. You will also need to have your client number handy. This will help us give you a better service.

Nāku iti noa, nā

Helen Sao
Manager Centralised Services

Visit our website any time for:

- help with finding work and job vacancies
- the ways we can help you
- the things you need to do when you're getting a benefit
- your rights and responsibilities
- how income affects your payments.

You can use MyMSD to:

- keep your Jobseeker profile up-to-date
- declare your wages and other income
- view your letters, payment and debt details
- change your address and contact details
- update your accommodation costs
- check your payment card.

There's little or no charge if you use the Spark, One NZ, 2degrees or Skinny mobile networks. The quickest and easiest way to read your letters is in MyMSD.

If you don't have access to our website, you can call us on 0800 559 009 between 7am to 6pm Monday to Friday, and 8am to 1pm on Saturdays. Please have your client number handy. It's on the front of this letter.

- If you're meeting with us you can always bring a support person with you.
- If you're deaf, hearing-impaired or find it hard to communicate by phone, you can contact us on: NZ Relay 0800 111 113 | Email MSD_Deaf_Services@msd.govt.nz | Text 4206
- To speak with us in another language, please ask for an interpreter when you call us.

What the traffic light colours mean

If we talk about traffic light colours in your letter it means there are things you need to do (your obligations) to keep getting payments from us. The traffic light system helps you stay on track and makes it easy to know where you're at, and what you need to do.

The lights mean:

- **green** - you're on track
- **orange** - you need to get in touch straight away to either:
 - > let us know if you have a good reason for not completing the activities we set, or
 - > arrange an activity so you can meet your obligations again
- **red** - your payments have been reduced or stopped. If you haven't already, get in touch with us immediately to get back on track.

For more information

Visit: workandincome.govt.nz/trafficlights

Contact us when things change

It's important to tell us straight away about any changes so we pay you the right amount, such as:

- if your work situation changes
- starting or ending a relationship
- leaving New Zealand for any length of time
- a child comes into or leaves your care
- starting or stopping study
- getting money you haven't declared before from any source
- getting other help that changes your situation
- personal details change (e.g. address or bank account number)
- any name changes for you, your partner or child.

Your rights if you disagree with a decision

If you don't understand or agree with a decision we've made, please talk with us.

If you disagree with any decision you have a right to apply for a review. An application for review needs to be made in writing within three months of the decision. You can use the review of decision or medical appeals board application forms on our website or write to us.

If you can't do this within three months, please talk with us. If you have a good reason for a delay, your review may still be considered.

For more information

Visit: workandincome.govt.nz/rights