

# full and correct entitlement

## let's check if payments are correct



Full and correct entitlement (FACE) means that taiohi are receiving all the payments they are eligible for. This also means you've talked to the young person, asked questions, and have a full picture of their situation. When taiohi receive their full and correct entitlement, it reduces their need for hardship payments, allowing them to concentrate more on pursuing their dreams and aspirations.

## Full and correct entitlement checks

We use FACE to check for the best solution that meets the current need of the taiohi. The purpose is to make sure we provide financial support to taiohi in every possible way.

*Young people may be eligible for additional assistance, such as Accommodation Supplement, Temporary Additional Support, Disability Allowance, Guaranteed Childcare Assistance Payment, Incentive Payment, Training Incentive Allowance.*

Completing a FACE check means you have talked to the taiohi, asked questions, and have a full picture of their situation – and you are sure they are receiving everything they're entitled to.

These are some of the things to be asking and considering when completing a FACE check:

- Have they been working?
- Has their address or accommodation cost changed? Does their accommodation cost include food?
- Are they continuing in study, or have they left? Are they starting a new course of study?
- Are they in a relationship?
- Have they had health problems lately or seeing the doctor more often?
- Do they have any regular on-going payments?
- Has their child started attending childcare? Does the childcare charge fees?
- Have they completed any budgeting or parenting programmes previously? Do they have a certificate from this?
- Check if a young parent's payment includes Family Tax Credit and Best Start Tax Credit.

- Check if the accommodation cost is correct on file.
- Check if the taiohi is receiving all the incentive payments they are eligible for.

## Proactive FACE checks

We have developed a spreadsheet to help you with identifying which taiohi are receiving extra help and which taiohi are not.

Your spreadsheet contains taiohi information with columns indicating taiohi details and categories to be checked.

A “Y” in a column indicates “yes” while a blank column indicates “no”.

## Column Details

- **SWN** (Client number)
- **Given name**
- **Surname**
- **Gender**
- **Age**
- **Ethnic group**
- **Client site** (indicates the young person’s local Work and Income site)
- **Client region**
- **Provider name**
- **Provider region**
- **Activity** (a “Y” indicates that the taiohi have activities set up on their record)
- **YP/YPP bft flag** (indicates the benefit type the taiohi is on)
- **Bft** (Shows the benefit type the taiohi is on)
- **Money mgt tag** (Money management tag. “Y” - taiohi is on money management, **N** - not money managed)
- **Number of children** (indicates the number of children the taiohi is caring for)
- **Sanction ind.** (Y - indicates whether the taiohi is on a sanction)
- **Education incentive** (Y – indicates whether the taiohi is receiving the education incentive)
- **Budget incentive** (Y – indicates whether the taiohi is receiving the budgeting incentive)
- **Parent incentive** (Y – indicates whether the taiohi is receiving the parenting incentive)
- **DA** (Y – indicates if the taiohi is receiving Disability Allowance)
- **AS** (Y – indicates if the taiohi is receiving Accommodation Supplement)
- **TAS** (Y – indicates if the taiohi is receiving Temporary Additional Support)
- **TIA** (Y – indicates if the taiohi is receiving Training Incentive Allowance)