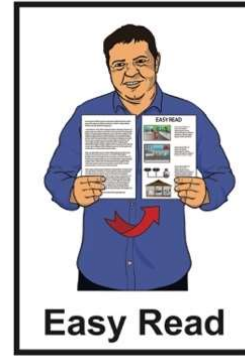




**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA



Information about the Work and Income traffic light system



Updated: July 2025

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About this Easy Read



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



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



WORK AND INCOME
TE HIRANGA TANGATA

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



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

What is the traffic light system?



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

- Jobseeker Support

or

- Sole Parent Support.

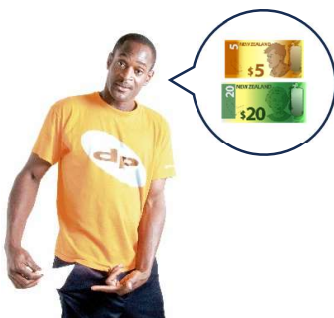


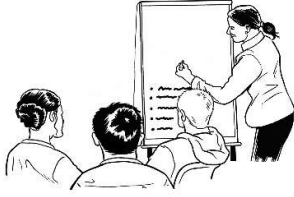
You may also be in the traffic light system if you are on:

- Emergency Benefit

or

- Emergency Maintenance Allowance.





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

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



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

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





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

You must make sure your children are getting:

- health checks
- education like going to school.



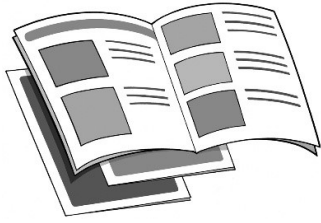
If you get off track with your obligations we will:

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



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





There is more information on **pages 14 to 18** about how the traffic light system works.

Who is the traffic light system for?



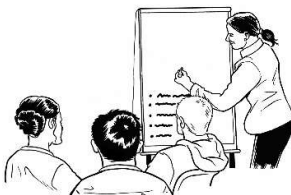
The traffic light system is for everyone who has:

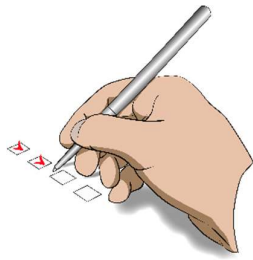
- work-related obligations
- social-obligations.



Work related obligations mean you need to:

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





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

Your obligations will be different if you:



- are getting the Youth Payment
- are getting the Young Parent Payment
- have a youth coach.



You can find out more about these obligations under youth activities at this **website**:

www.youthservice.govt.nz/trafficlights



This website is **not** in Easy Read.

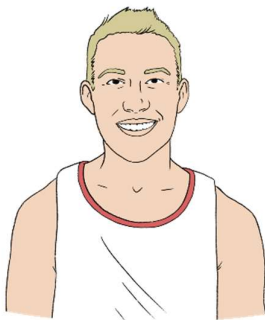


If you have a **partner** they may have obligations too.



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

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



If your partner is under 18 years old they will have youth activity obligations.



This means your partner:

- is in the traffic light system

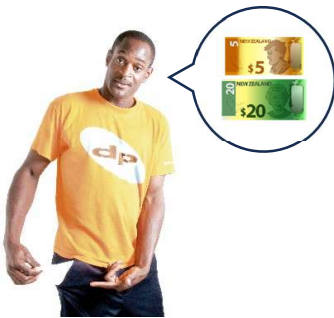
and

- will have different obligations to you.

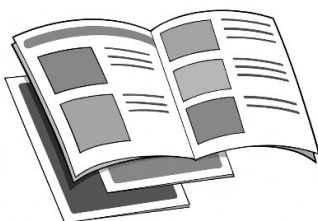


You / your partner may also have obligations if you get the:

- Emergency Benefit
- Emergency Maintenance Allowance.



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



Go to **page 19** to find out more information about your obligations.

Supported Living Payment



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



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



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

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





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



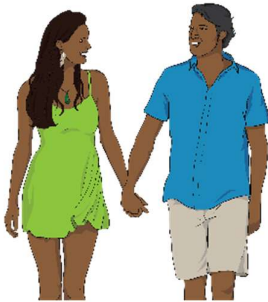
- it has been assessed that you can prepare for work

and

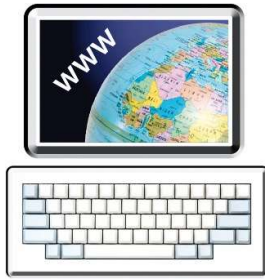
- we have talked about this with you.



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

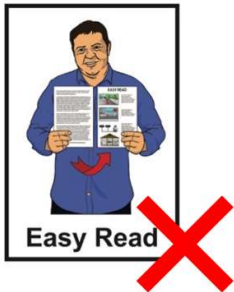


This means they could be in the traffic light system even if you are not.



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

tinyurl.com/343dkwth

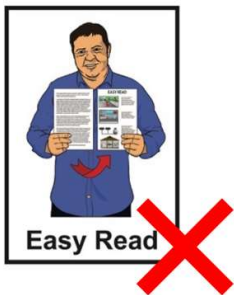


This website is not in Easy Read.



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

tinyurl.com/3uefb9sp



This website is not in Easy Read.

How does the traffic light system work?



The traffic light system lets you know:

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



Green

If you are at green you are:

- on track
- doing your obligations.



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



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



Orange

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

We will move you to orange if you:

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



This means you need to talk to us straight away.

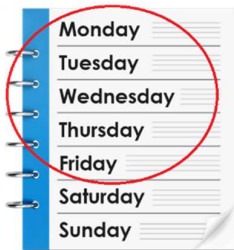


You will be moved to red if you do not:

- talk to us

and

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



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



Red

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



You can also see what traffic light colour you are at in MyMSD.



If you are at red your benefit could:

- reduce

or

- stop.



You need to talk to us straight away if your benefit has been:

- reduced

or

- stopped.





Traffic light system at MyMSD

You can see in MyMSD what traffic light colour you are at.



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

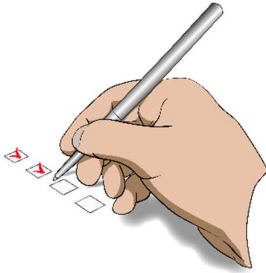
tinyurl.com/2evhyxte



You can find Easy Read information about MyMSD at:

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

Your other obligations

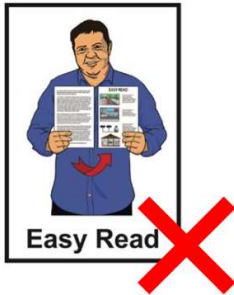


You will have other obligations if you or your partner are getting payments from Work and Income.

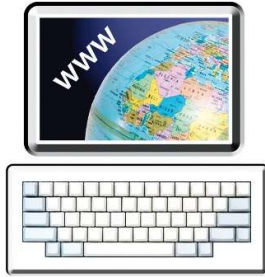


You can find out what these other obligations are at this **website**:

tinyurl.com/yeew56kv

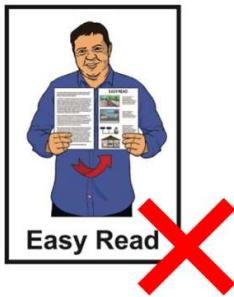


This website is not in Easy Read.



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

tinyurl.com/284t5xva



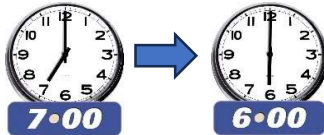
This website is not in Easy Read.

How to talk with us



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

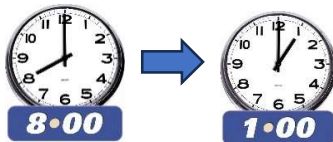
0800 559 009



You can call us on:

- Monday to Friday from:

- 7 am to 6 pm



- Saturday from:

- 8 am to 1 pm.



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

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



Deaf

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



www.nzrelay.co.nz

You can also **text** on:



4206

You can also **email** at:



MSD_Deaf_Services@msd.govt.nz

Make it Easy
Kia Māmā Mai



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

People First NZ
Ngā Tāngata Tuatahi



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