



Rights and Obligations Participation Act Rechten en Plichten

Contact
Werkzaak Rivierenland
Postbus 321 – 4191 CH Geldermalsen
T: 088 – 9375 000
E: info@werkzaakrivierenland.nl
W: werkzaakrivierenland.nl

Temporary benefit

Everyone in the Netherlands provides themselves with their own income by working. Are you unable to find work and are no other provisions available? Werkzaam helps you look for work.

You can also receive a temporary benefit. The idea is that you find work as quickly as possible, so that you are no longer dependent on the benefit.



The benefit is intended to provide you with temporary sustenance. This concerns the necessary costs of living, which your regular expenses are for, for example:

- groceries
- rent and housing costs
- health insurance premiums
- clothing and shoes

Benefit amount

The amount of your benefit depends on your age and personal situation.

- Do you live alone or with your partner?
- Do any other people live in the home?
- Do you have children?
- Is there anyone else in your family with income or assets?

This all plays a part in determining the amount of your benefit. That is why Werkzaam needs a lot of information from you.

To be eligible for the benefit, your assets may not exceed a certain amount.

Your assets include your (savings) money and that of other family members, equities, high value possessions such as a car, jewellery, or a home abroad. If you are single, your assets may not exceed the amount of approximately €6,000. Are you married, living together, or a single parent? Then your assets may not exceed the amount of approximately € 12,000.

Werkzaam creates a file containing the data you have submitted. Werkzaam is required by law to handle your information with care and to secure the file. You will be notified by letter about whether you will receive the benefit.

Sometimes, you need to make exceptional expenses. Costs that you do not normally incur. This applies, for instance, when your washing machine or refrigerator breaks down. Or when you have medical costs that are not covered by your health insurer.

Are the exceptional expenses necessary and can they not be reimbursed anywhere else? Then request special assistance. You apply for this with your municipality, not with Werkzaam.

Rights and Obligations

If you receive the benefit, you have a number of rights and obligations. It is important that you are aware of and adhere to the obligations. If you have a partner, then the rules also apply to him/her.

Rights

If you will be receiving the benefit, you have the right of timely payment of the benefit. This is no later than on the 10th of the month.

You can also expect the following from Werkzaam:

- *Assistance with finding employment*
The job coach from Werkzaam creates a plan with you. This plan includes the steps you are going to take to find work and the agreements that have been made with you regarding this. The job coach takes the activities you may have for integration into account.

If paid work is not yet possible, we look at possibilities for following training, doing volunteering, or doing a (language) internship.

- *Information about the benefit and answers to your questions*

Werkzaak provides you with information about the benefit and your rights and obligations. If you have questions regarding your benefit, you can also call an income consultant. You can call during the telephone consultation hour. This is on weekdays between 09.00 AM and 10.30 AM at 088-9375 000.

- *Four weeks of holiday*

Each year (1 January to 31 December), you may go on holiday while retaining your benefit for a maximum duration of 28 days. Four weeks before you leave, you should indicate to your job coach that you are going on holiday. You can determine whether you want to use the entire holiday at once or distribute it (e.g. two weeks, twice a year). Any holiday days you do not use, can be carried over to the following year. It is also not permitted to use the holiday days of two consecutive years at once. For instance, going on holiday from early December to late January. If you go on holiday for more than four weeks, Werkzaak will terminate your benefit.

Obligations

From the moment you apply for the benefit, you have obligations. For instance, you need to provide information and cooperate during the application, or your right to the benefit cannot be determined and you will not receive the benefit.

You need to be able to identify yourself to your contact and to Werkzaak. This also applies to your family members. You also have the following obligations:

Reintegration obligation

You are required to apply for jobs and try your best to find work. This not only concerns work that fits with your previous education or work experience. It involves all generally accepted work. Once you are able to go to work, you are required to do so.

You also have the following obligations in the field of work:

- providing all information and data that is important for finding work
- fulfil the agreements you make with your job coach and record in a plan
- cooperate with training or education if necessary
- cooperate in a study of your working capacity. This is a study that looks at your ability to go back to work
- cooperate in a programme that focuses on work, such as (unpaid) work while retaining your benefit or doing volunteering work or a (language) internship
- you make use of all the facilities that Werkzaak offers you
- you try your best with job applications. If you have work, you do your best to maintain it.

In exceptional situations, it may be that you do not have to meet the reintegration obligation due to personal or medical reasons. If this is the case, you will be notified of this by letter.

- *Information obligation*

The amount of your benefit depends on your personal situation. If something in your personal situation changes, you are required to immediately notify Werkzaak of this. This includes changes such as finding work, having income, moving in together with someone, moving, or receiving an inheritance, prize, or gift.

You must also notify Werkzaak if someone is moving into your home, if children who live in your home start or stop studying, if there is a birth or a marriage, if you purchase a vehicle, change your bank account number, or go on holiday. You can communicate these changes via the change form. This form can be acquired from your job coach.

If you start working and earning money, you must notify your job coach. Even if it is just one day of work or a few hours per week. You will receive a (monthly) income form that you must complete and return to Werkzaak.

The income you receive in a month will then be deducted from your benefit of the same month.

A change may affect your right to receive the benefit. If you do not communicate the change, you are breaking the rules. Upon breaking the rules, you must fully repay the excess amount you received, and your benefit may be blocked or terminated.



In addition, you may be fined for an amount equal to the amount received in excess. Therefore, it is very important that you immediately communicate any changes in your situation. When in doubt, contact us. This helps avoid problems.

Ms. A. receives a social benefit. She has been earning money by babysitting her neighbour for six months. She earned a total of € 500 doing this. She did not notify Werkzaam of this. Ms. A has deliberately violated the rules. She must repay the excess amount (€ 500). In addition, she must pay an equal amount as a penalty. This makes for a total of: € 500 + € 500 = € 1,000

Investigating fraud

The information you provide will be checked. Werkzaam is affiliated with the national information bureau. This bureau exchanges data between different agencies, such as social services, UWV, the Education Executive Agency (DUO), and the Tax and Customs Administration.

The registered information is compared every month to investigate whether you have any other income than your benefit and whether you are enrolled as a student at an educational institution.

If something is not right, Werkzaam will receive a message about it.

Werkzaam can make use of (unannounced) home visits to check the information you provide. If employees of Werkzaam visit you at home, they are always able to identify themselves. Before they enter your home, they must ask you for permission to enter your home. They tell you what the reason and the purpose of the home visit is, and what the consequences are if you do not cooperate. This gives you the opportunity to decide whether you want to cooperate or not.

Werkzaam also responds to tips from citizens, signals from other agencies, and inaccuracies in the information you provide. You may rest assured that the investigation that follows will be carried out confidentially and carefully.

Filing objections or complaints

If Werkzaam makes a decision about your benefit, you will always receive a written notification of this. The letter you receive is called a decision.

If you do not agree about a decision regarding your benefit, you can object to it in writing. You have six weeks to do so. The rules for filing an objection are described in the decision.

If you are not satisfied with the way you are helped by Werkzaam or an employee of Werkzaam, you can file a complaint. It is often possible to resolve your complaint in a good conversation with an employee of Werkzaam. If you still want to file an official complaint, you can send it to info@werkzaamrivierenland.nl. Make sure the e-mail is written in Dutch, that you include your name, address, and the date, and that you provide a description of the conduct and where the conduct occurred.