



Work above benefit

Welcome

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Why this pamphlet?

The Municipality of De Fryske Marren considers it important for you to have clear information concerning your rights and obligations when it comes to applying for and/or receiving benefit. Which is why we have produced this pamphlet. Here, you will find all of the important things you need to know about benefit.

You can also find information on benefit / benefit schemes on our website, www.defryskemarren.nl. Still have questions? Don't hesitate to ring us on 14 05 14.

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Work above benefit

Seeking work is an obligation

Before you can qualify to receive benefit, you are required first to try to find paid work. If you are able to work, you are required to do your best to look for a job, to accept it and to remain in it. The Participation Act refers to 'generally accepted work.' In other words, you, as a job seeker, are required to accept any work offered you. This includes work that does not fit your experience and educational background, such as unskilled work, temporary/temporary-agency work or part-time work – even a job that pays (substantially) less than your previous one, or which necessitates (much) more travel time (up to 1.5 hour).

Work above benefit



Work above benefit

An application for benefit may first be submitted if you are unable to work or if there is no work available to you. If you are able to find part-time work, or if you are not entirely able to work and, as a result, can only do part-time work, you can submit an application for supplementary benefit. If you receive benefit and an obligation to work is imposed on you, you are required to do your utmost to find paid work.

School above work (for those under 27 years of age)

As a young person, you are normally obliged to attend school – not to apply for benefit. It is the standpoint of the government that young people should, as a rule, not be on social assistance benefit. If you have no work, it's always better to be attending school. With a diploma, you increase your chances of finding

work, and are more independent. If you are under 27 years of age and apply for social assistance benefit, you must first observe a search period of four weeks. During this search period, you must see if returning to school is not an option. If it appears that returning to school is not possible, you are required to submit a medical statement to that effect, or one from the school. You must then look for work. The four-week search period commences on the date when you register for social assistance benefit via www.werk.nl.

Basic qualification

To have a better chance of finding paid work, you will minimally need a basic qualification. According to the Ministry, you have a basic qualification if you have an MBO (upper secondary vocational education) diploma (from Level 2 or higher) or a HAVO (senior general secondary education) / VWO (pre-university education) diploma.

Regional Registration and Coordination Office (RMC)

If you have no basic qualification, an RMC programme coordinator can help you determine whether you can return to school. You'll be invited for an interview and may have to take a test. If it appears that you cannot return to school, the RMC will notify your municipality of this.



MBO / upper secondary vocational education:

ROC Friese Poort

Website: www.rocfriesepoort.nl

General information: 0900 8996996

Friesland College

Website: www.frieslandcollege.nl

FC telephone advice: 058 2842555

Nordwin College

Telephone number: 058 2534000

Website: www.nordwincollege.nl

HBO / higher professional education:

NHL

Telephone number: 058 2512345

Website: www.nhl.nl

Stenden

Telephone number: 058 2441441

Website: www.stenden.com

VHL University of Applied Sciences

Telephone number: 058 2846100

Website: www.hvhl.nl

Concerning study opportunities and financing, you can contact the Education Implementation Service (DUO) via www.duo.nl.



Finding work

- Current vacancies can be found at www.werk.nl. You can log on with your DigiD. Keep your DigiD in a safe place: you'll need it often. You can also consult vacancy sites, register with temporary employment agencies and apply via such social networks as LinkedIn.

Pastiel

You will be registered with Pastiel. Pastiel staff will help you on your path to education, work or self-employment. To do this as well as possible, it is important for us to know what your talents are. At Pastiel, they will exchange ideas with you about your goals, what is attainable, how they can help you and what you yourself can do. They will do this by analysing, in a work situation, what your talents are. You can find more information at: www.pastiel.nl.

Self-employment?

If you've been thinking (for some time) about starting your own business, but don't know how to go about it, the Fryslân Office for the Self-Employed (BZF) can help you. While retaining your social assistance benefit, you can take part in a programme which will lead to self-employment: the Prestart. With this scheme, a coach will help you with the preparations

for starting your own business. While in the programme, you will keep your social assistance benefit and be exempted from your obligation to work. Interested in finding out if you qualify for the programme? Ring the BZF up on 14 058. You'll find more information at: www.bureauzelfstandigenfryslan.nl.

Actions in return

If you receive benefit from the Municipality of Fryske Marren, actions in return could be requested of you.

What are actions in return?

Actions in return are activities you perform in return for your benefit but which may not have the character of paid employment. Examples of actions in return are:

- Going on outings with residents at a care institution;
- Serving coffee to residents at a care institution and keeping them company;
- Improving the quality of life in neighbourhoods and villages by identifying and correcting small shortcomings in, e.g., the pavement, street furniture, play equipment;
- Providing support to clubs and associations.

No action in return will be required if you:

- Work part-time;
- Do volunteer work;
- Are a caregiver;
- Are in a programme to improve your chances of finding work.

Actions in return consist of unpaid activities that are of use to society. The municipality itself determines exactly what form actions in return take. However, a number of conditions do apply.



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Action-in-return activities:

- Must take up eight hours per week and be for a minimum of six months;
- May not involve tasks for which you actually should be paid;
- Need not involve tasks which could increase your chances of obtaining paid work, but, equally, must not stand in the way of such chances;
- Must involve work you are able to do. I.e., They may not involve work which you may not, or cannot do, either in connection with your health or for another reason.

Location

The responsibility lies with you: you will have the opportunity, within twenty working days, to find a suitable organisation, institution, club or association as a location for your tasks. If you are unable to find a location, the municipal authorities will search on your behalf. If they, too, are unable to find one, they will assess within six months whether any activities are available which qualify as actions in return. Should you find contacting such organisations, institutions, clubs or associations, problematic or unpleasant, the municipal authorities can assist you with this.

Examples of activities which qualify as actions in return

- Volunteer work at, for example, a (village) community centre, association, preschool, care home, nursing home, care farm, refugee centre, music society, theatre society, museum, arthouse, music venue, festival/theatre organisation, art gallery, playground, sport club, elementary school, church or mosque;
- Caregiving: this involves caring for someone who is chronically ill, handicapped or in need of assistance (this frequently is a family member, but can be a friend, acquaintance or neighbour, as well). Your tasks as a caregiver can, for example, include: doing the groceries, keeping the person company, going for walks with them;
- In a village/city: maintaining flowerbeds, collecting litter, volunteering with the fire brigade, etc.;
- Nature: collecting litter, pollarding, inventorying birds, supervising children's activities, providing information.





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Applying for benefit

How can I qualify for social assistance benefit?

- You must be a resident of the Netherlands;
- You must be aged 18 or older;
- You must have an insufficient income / assets of your own to be able to support yourself. If you cohabit, your partner's income and own assets will also count;
- You must no longer be able to apply for any other type of benefit;
- You must not be a detainee;
- Your own assets must not exceed a certain amount;
- You must participate in the activities your municipality offers to help you find work.



Types of benefit

You can apply for benefit under the:

- Participation Act;
- Older and partially disabled unemployed workers income scheme (IOAW);
- Older and partially disabled former self-employed persons income scheme (IOAZ);
- Social Assistance Benefit for Self-Employed Persons Decree (BBZ 2004).

Applying for benefit if you are above 27 years of age

If you are above 27 years of age but under pension age and wish to apply for benefit under the Participation Act, you can apply digitally via www.werk.nl.

To do so, you will need a DigiD (www.digid.nl). Only if you have been unable, even with the help of others, to apply digitally, may you apply directly to the Municipality of De Fryske Marren (Heremastate 1, Joure). Their office hours are week days from 9.30 am until 5.00 pm. If you have applied digitally, you are required to notify the municipal authorities of this by telephone. We will then have your application form forwarded to us.

Applying for benefit if you are under 27 years of age

To qualify for benefit under the Participation Act, you must register as a jobseeker

on the site, www.werk.nl. Unless you previously have received unemployment benefit, the application for benefit under the Participation Act cannot be submitted until after a search period of four weeks. You are required, within two working days of registering as a jobseeker, to send an email to the address indicated on the site, www.werk.nl. You will then be invited to attend an interview, where it will be explained to you what will be expected of you during the search period. If you have no basic qualification, you will also be invited to meet with the RMC programme coordinator. At the end of the four-week search period, you can submit your application for benefit. Once we have received your application, you will be invited to attend an interview where it will be determined whether you are entitled to receive benefit.

Special assistance: can I apply for that?

Yes, that is possible if you suddenly find yourself in a situation in which you have unexpectedly high expenses for something you cannot do without – for example, because something unforeseeable has happened. You will find both the application form and information about special assistance at www.defryskemarren.nl. You can also obtain a form by calling 14 05 14. More information on other national and municipal schemes is available on the following sites:

www.defryskemarren.nl
www.berekenuwrecht.nl

Schemes for the lowest earners

The Municipality of De Fryske Marren offers a package of schemes for the lowest earners, intended to provide residents with temporary additional support when it is needed. For residents with an income of up to 120% of social assistance benefit, the following schemes are available:

- Individual income-dependent allowance;
- Group health insurance: AV-Frieso;
- Municipal programmes;
- Exemption from municipal levies.

More information at: www.defryskemarren.nl

Other schemes (not just for the lowest earners)

- Exemption from municipal levies and tax www.hefpunt.nl;
- Debt counselling;
- Additional help with child daycare costs ;
- Special assistance with certain unexpected costs;
- Compensation scheme for the chronically ill and handicapped.

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How can I obtain daycare for my child?

If you are to take part in a rehabilitation or civic integration programme or have found full-time/part-time work and have young children, you may need child daycare. You are required to arrange for a crèche or out-of-school/childminding daycare centre yourself. To do so, it is necessary to make arrangements with the daycare organisation concerning the number of days' or hours' daycare you will need. You will then need to conclude a contract with the organisation. You can apply to the Tax and Customs Administration (www.belastingdienst.nl) for a child daycare allowance. You may also qualify for a fixed contribution from the municipality for the costs of child daycare. Contact us on 14 05 14.

Supplying information

When you apply to the municipal authorities for benefit, they will receive a large amount of information from the central digital database, information needed in determining if you are entitled to benefit. It includes information from the Population Register, Tax and Customs Administration, Employee Insurance Agency (UWV) and Education Implementation Service (DUO). You can examine the information yourself at <https://mijn.overheid.nl/> with the help of your DigiD. You will also be required to supply additional information. It is important that you supply us promptly with all of the information requested, so that your



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application can be assessed. If you fail promptly to supply this information, you will receive a letter once again requesting you to supply the information within a so-called grace period. If you fail to supply the information within this period, your application cannot, and will no longer be, processed.

Assessment of benefit entitlement

Once we have all of the information required, we will assess whether you are entitled to benefit. If additional information is needed, as is sometimes the case, it will be requested from the you. In some cases we visit an applicant to assess their living situation.

Decision on your application

Once the information has been checked, a decision

will be taken on your application. It will be communicated to you in writing. Should you disagree with the decision, you can register your objection. For more information on this topic, see objection and appeal / complaints.

Penalty Payment and Appeal Act

The Penalty Payment and Appeal Concerning Overdue Decisions Act is a law which strengthens your position as an applicant if a decision is not taken promptly on your application or objection, and gives you the option to request remuneration (penalty payment) in such a situation. If, however, the fault for the delay lies with you, the municipality will not be required to pay a penalty.





Rights and obligations of benefit recipients

You are entitled:

- To a prompt decision on your application. For applications for Participation Act benefit, this must be within eight weeks of the application date;
- To know why a decision has been taken;
- To payout of your benefit at the end of each month;
- To be able to count on receiving your benefit in time, provided you promptly have supplied all information requested;
- To an advance payment starting four weeks following the date on which you registered for benefit on the site, www.werk.nl, and supplied all information requested;
- To help and intermediary services with regard to finding paid work or improving your chances of obtaining work;
- To receive clear information, be it in oral or written form;
- To have your privacy respected, except where the law imposes restrictions on it.
- To submit complaints;
- To correct and prompt processing of your complaints;
- To lodge an objection against a decision that has been taken.

You are obliged:

- To adhere to arrangements which the municipal authorities have made with you;
- To supply all information that is required to determine whether you are entitled to receive

benefit;

- To search for work which you reasonably can be expected to do.
- Actively to apply for work;
- To register as a jobseeker with the Employee Insurance Agency (UWV);
- To accept generally accepted work offered you, and to ensure that you keep it; this applies to all work which you reasonably can be expected to do;
- To refrain from doing anything which could render obtaining work more difficult;
- To cooperate with an assessment of your possibilities for participation in a training course or other schooling;
- To make yourself available for work while receiving benefit (volunteer work, internship or the like);
- To appear promptly at interviews to which you have been invited;
- To give prompt written notification of an changes to your situation – for example, if someone comes to live with you, or if you have found work. You can give notification of such changes on the change form you have been given;
- To give prompt notification if you go on holiday. For further information, see also the topics ‘stays or holidays abroad’ and ‘holidays within the Netherlands’.



We share our house with our parents – will that affect my benefit?

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Determining the amount of benefit

How is the amount of benefit determined?

The amount of your benefit depends on your home situation. Using the table, below, you can see how high your benefit could be. If multiple persons reside in your home, you could be affected by the co-resident rule.

Co-resident rule

Put simply, under the co-resident rule, if you share a home with multiple adults, your social assistance benefit will be adjusted accordingly. The more persons in your home aged 21 or older, the lower your social assistance benefit will be. The reason for this is that, if multiple persons reside in one home, they are able to divide the costs of housing amongst them. This is the reason for the co-resident rule.

Determining the amount of benefit



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What is a multiperson household?

The co-resident rule applies to adults who together share a home. This is referred to as a multiperson household. This can, for example, be a family with two parents and a number of resident children of adult age. Perhaps there is an additional resident parent/grandparent, brother or sister or nephew or niece, or the dependents of the grown-up son or daughter. Under the co-resident rule, it doesn't matter whether or not you're married or one another's family. It also doesn't matter what the reason is for such a multiperson household. The advantages of sharing a home are viewed separately from such aspects, meaning that the co-resident rule applies to all multiperson households.

Who does not count under the co-resident rule?

- Young people under 21 years of age;
- Students whose course of study can entitle them to student finance (Study Finance Act / WSF 2000);
- Pupils enrolled in an apprenticeship track (BBL);
- Pupils of full age enrolled in an educational programme that enables them to be covered by the Fees and Educational Expenses Allowances Act (WTOS);
- Room lodgers and boarders who rent a room and/or have room and board based on a written agreement, under which a commercial price has

been agreed;

- Landlords and room-and-board providers who rent out a room and/or offer room and board based on a written agreement, under which a commercial price has been agreed.

IOAW/IOAZ

If you receive benefit under the Older and partially disabled unemployed workers income scheme (IOAW) or the Older and partially disabled former self-employed persons income scheme (IOAZ), the co-resident rule will come into effect on a phased basis for any single persons or single parents in the household.

Household	Social-assistance benefit level for each person	Total social-assistance benefit level if all persons receive benefit
1-person household	70% of the couple norm, including holiday allowance	70%
2-person household	50% of the couple norm, including holiday allowance	100%
3-person household	43 1/3 % of the couple norm, including holiday allowance	130%
4-person household	40% of the couple norm, including holiday allowance	160%
5-person household	38% of the couple norm, including holiday allowance	190%





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If you receive benefit

How high is social assistance benefit?

The amount of your benefit will most likely change every 1st of January and 1st of July. Around those dates, you will be able to find the updated amounts in the newspaper or on the internet. You will also receive a specification from De Fryske Marren.

When do I receive the benefit payment?

Payout is at the end of each month. Payout dates are communicated via the payment schedule. Should you have any questions concerning payout, please call the municipal authorities starting on the date following the payout date, as staff cannot check earlier. Each time a change is made, you will receive a payout specification listing the different components of your benefit and indicating what the municipality withholds from your benefit and how much holiday allowance you are entitled to. You will also be given a specification of the holiday allowance you are to receive in June.

If you receive benefit



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Will I receive an annual benefits statement?

Yes. Make sure to keep your annual benefits statement and your annual income statements from your employers, in a safe place, as you will need them when filling in your income tax return, as well as for any applications for a housing/care allowance, child (daycare) benefit or student finance.

Supplying information

If you receive benefit, you are required to notify the municipal authorities of any change to your situation within seven days. For example: if you start cohabiting, become a parent or start receiving income from work. If you receive a gift, this, too, must be reported immediately. In other words: you are required to notify the municipal authorities of anything which could be important. This must be done using the change form you have received for this purpose. For the entire period that you receive benefit, you are required to retain this form. Any change can affect your entitlement to benefit or the amount of benefit you receive. As soon as we receive a change form from you, we can adjust your benefit. You will then receive a new form. Should you misplace the form, kindly call 14 05 14 without delay.

Income in addition to your benefit

You are entitled to benefit from the moment that you are unable to support yourself. If you have an income,

and are able to support yourself to a degree, you may then be entitled to partial benefit, after deduction of your income from the full amount.

Examples of income received by you and/or your partner which is deducted from your benefit are:

- Wages;
- Spousal maintenance for you and/or one of your children;
- Benefit, such as that under the Unemployment Benefits Act (WW) and Sickness Benefits Act (ZW);
- income-related combination tax credit.

For income from work or in the form of another benefit, you are always required to send the municipal authorities a copy of the relevant specification within seven days. This can be on a weekly, monthly or semi-annual basis. Be sure to indicate your name and date of birth on the envelope.

Income exemption

If you receive income from work, in some situations, a portion of such income can be exempted, meaning that a portion will not be deducted from your benefit.

General 25% exemption:

Applies to everyone aged 27 or older;

Applies where income from work is involved;

Applies for six months max. per benefit period.

Extra exemption of 12.5% for single parents:

- Exemption applies solely to single parents aged 27 or older with children younger than twelve years;
- The exemption comes into effect following the expiry of the general exemption of 25%;
- Applies for 30 months max. per benefit period.

Exemption for those with a medical working-hours limitation:

- Applies to those who, due to medical limitations, cannot work full-time;
- Must be evidenced by medical advice;
- Can only be applied if the above-mentioned exemptions do not apply.

If you think you could qualify for exemption, contact the social district team on 14 05 14.

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Assets

You will not receive benefit if your assets are too great.

Assets include:

- Savings;
- One's own house;
- Other valuable items, such as a car, trailer, expensive jewellery or an annuity.

How great your assets may be without their having consequences for your benefit depends on your family situation. A single person may have fewer assets than a family comprised of several persons. For more information, please call 14 05 14. If you save money while receiving benefit, these savings will not count as assets. Your assets will however change if, for example, you receive an inheritance or win a prize. Your assets are not relevant if you receive IOAW benefit.

When must you repay funds?

In certain cases, you will be required to repay funds to the municipality. For example, if:

- You have received benefit or an advance payment on your benefit, but were not entitled to either;
- You have received excessive benefit;
- You have received income while also receiving benefit;
- You have received income which could no longer be deducted from your benefit because you were

no longer receiving benefit from us;

- You have received excessive benefit due to an incorrect payout by the municipal authorities. If you have received benefit to which you were not entitled, the municipal authorities will notify you that these funds must be repaid.

Attachment of your benefit

If you have debts and have failed to fulfil your payment arrangement, a bailiff could attach your benefit, meaning you will receive less benefit. The municipal authorities are obliged to cooperate with such attachment. If you object to this, you can write the bailiff to ask if other arrangements can be made.

A stay or holiday abroad

If you plan to go abroad, you are required to give prompt notification of this. You can do this using the change form you have been given. How long you may remain abroad will depend on your situation. The period for which you may remain abroad is linked to one person; this could mean that you can stay abroad for a longer period than your partner.



Twenty-eight days

This is the standard maximum period for which you may remain abroad. If you give prompt notification of your stay abroad, you will continue to be entitled to your benefit. You may not take two holidays in immediate succession. In other words, you are not permitted to take your holiday at the end of the year and in the following year in the beginning of that year, such that the two holidays occur in immediate succession. If you have been on holiday too long, your benefit will be terminated and you will have to apply for benefit all over again.

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Holidays within the Netherlands

If you plan to go on holiday within the Netherlands, you are required to give prompt notification of this, except if you have been exempted from your obligation to work. Your residence must however continue to be within the Municipality of De Fryske Marren. If you are no longer a resident of De Fryske Marren, you are required to report this, after which your benefit will be terminated.

When could your benefit be terminated?

Your benefit will be terminated if, for example:

- You have a job and your income exceeds (or is equal to) the social assistance benefit level;
- You have another source of income, such that your income exceeds (or is equal to) the social assistance benefit level;
- You start cohabiting and your combined income with your partner is equal to or exceeds the social assistance benefit level;

- You move to another municipality;
- You acquire assets, for example, from an inheritance or the lottery, and your assets exceed the exempted amount ;
- You remain abroad for longer than the period allowed;
- You fail to fulfil arrangements made.

The municipal authorities will carry out an investigation to determine precisely when your benefit is to be terminated. They will also investigate whether you still have holiday allowance coming to you and if you must as yet repay any amounts. If your benefit is to be terminated, you will always be notified of this in writing.

Please note:

If you received other income while receiving benefit, it will subsequently be deducted from your benefit. It is also possible that, after termination of benefit, it appears that you have received an excessive amount in benefit. In such a case, you will be required as yet to repay an amount.

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Checking your benefit

Change form

When your benefit commences, you will receive a so-called change form. Whenever there is a change in your situation, you are required to notify us of it within seven days. You can do this with the change form. Once you have used the form, a new one will automatically be sent to you again. If you wish to report a change, but cannot find your change form, you need only call us, on 14 05 14, and a new one will be sent to you straightaway.

Reporting your income

If you receive income in addition to your benefit, this must always be reported using the change form. You will then receive from us an income form for submitting specifications of your income.

Oh no ... I didn't get that quite right ...



How do you report to us on your income?

By email:

By sending your income form, together with a copy of the relevant specifications of your income, to administratie@defryskemarren.nl, including your name and date of birth on the envelope. This is required each month.

By post:

By sending your income form, together with a copy of the relevant specifications of your income, to: Uiteringsadministratie, De Fryske Marren, Postbus 101, 8500 AC Joure. This is required each month.

Status form

Twice yearly, you will receive a so-called status form from us. It contains all the relevant information known to us. You are required to check this information, make any necessary changes, sign it and send it back to us, together with any documentation as may be necessary. Kindly do so on or prior to the date on the form. Your cooperation is obligatory.

House calls

In some cases, we make house calls.

When do we make house calls?

- In order to check your home situation if, for example, according to our information, you

possible do not live at the address at which you are registered or more persons live with you than you have indicated;

- In order to see if you actually need benefit, for example, if you have requested something under special assistance.

A house call can take place after you have submitted an application for benefit, but also if you currently are receiving benefit. The house call can be announced or unannounced; in either case, you will always be told the reason for the house call. If the income specialist or enforcement officer pay you a call, they will always show you their identification. If you refuse to let such a check be carried out, it is possible that your application will not be approved or, resp., that your benefit will be reduced or terminated.

Disciplinary measures; fines

When are disciplinary measures taken?

If you fail to fulfil the general and/or individual obligations in effect, a measure will be imposed causing your social assistance benefit temporarily to be reduced. It is even possible that your benefit will be reduced by 100%, such that, for a certain period, you will receive no income from benefit. The decision whether to proceed to the imposition of such a measure will, in part, depend on your own actions/

omissions and on whether blame can be attributed to you. The degree of seriousness of any measure taken will, among other things, depend on the seriousness of the action in question, on the degree to which blame can be attributed to you and on your personal circumstances. If it is the case that you regularly fail to fulfil your obligations, this will lead to a more serious measure being taken. You will be notified in writing of any such measure. A measure will be imposed if, for example:

- You fail to apply for work soon enough;
- You lose your income due to your own fault, so that you need a new payout;
- You fail promptly to extend your registration with the Employee Insurance Agency (UWV);
- You fail to cooperate with a rehabilitation programme.

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When are fines imposed?

If you violate your obligation to supply information, you will be fined. This can concern the following:

- A failure to disclose assets, such as a car, trailer, savings in a savings account, etc.);
- A failure to disclose income (including income from work in the black economy);
- A failure (promptly) to submit documentation (for example, bank statements).

The administrative fine is a minimum of € 150.00. In determining the size of an administrative fine, the municipal executive will take into account, among other things, reduced responsibility and special circumstances.

What constitutes fraud? What happens then?

If you intentionally withhold information with an important bearing on benefit receipt, fraud can be said to be involved. Fraud will also be involved if you intentionally supply us with incorrect information.

For example, if:

- You have received income which you failed to report;
- You cohabit with a partner but have indicated that you live alone;
- You were on holiday for longer than you indicated.

Should we suspect that you are committing fraud, we can start an investigation. When would we do this?

- If something is incorrect or seems to be incorrect in the information you have supplied to us;
- If, during an interview, a staff member thinks that something you have indicated (perhaps) is incorrect;
- If we receive tips from third parties;
- If information appears not to be correct when compared to that from other bodies, for example, information from the Tax and Customs Administration, the Education Implementation Service (DUO), the Employee Insurance Agency (UWV), or other social services.

The municipality has an enforcement officer and a

social investigator on its staff, who will investigate if you have committed fraud. If the enforcement officer or social investigator suspects that you are committing / have committed fraud, they will interview you about this.

If you have committed fraud, you will always have to repay the amount in question. With fraud concerning an amount less than € 50,000, the municipality will impose an administrative fine maximally amounting 100% of the excessive amount paid in benefit. If you have already committed fraud prior to 1 January 2013, this fine could rise to 150%. If the amount involved exceeds € 50,000, we always report the person in question to the public prosecutor, who will determine what the penalty will be.

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If you receive benefit →

Checking your benefit →

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Objection and appeal / personal details / complaints

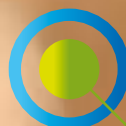
- [What is the difference between objection and appeal?](#)
- [When can one lodge an objection?](#)
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Advisory Council for the Social Domain (ASD)

- [What does the ASD do?](#)

Useful information

- [Opening hours](#)
- [When you can reach us](#)
- [Where can I find additional information?](#)



If you ask me, this isn't right ... who do I contact?

Extra information

- [Objection and appeal](#)
- [Personal details](#)
- [Complaints](#)

What is the difference between objection and appeal?

If you disagree with a decision that has been taken in your dossier, you can lodge an objection. And if you disagree with the decision taken on your objection, you can also appeal the decision.



When can one lodge an objection?

Within six weeks of the date of the decision. You can lodge an objection if you:

- Have requested social assistance and have not (entirely) received what you requested;
- Object to a measure which has been imposed on you;
- Object to a fine which has been imposed on you;
- Object to a notification from us that you must repay a sum of money;
- Object to conditions imposed pursuant to a decision in your dossier.

How does one lodge an objection?

Objections must always be lodged in writing. Such a letter is referred to as a notice of objection. The letter you have received containing the decision against which you wish to lodge objection states exactly what you must do if you wish to lodge an objection.

What happens when you submit a notice of objection?

The municipal executive will order an investigation into the decision to which you object. Normally, the municipality's legal department will invite you for an interview, at which you will have an opportunity to explain your standpoint. You will always receive written notification of the decision taken on your notice of objection. If you do not agree with this decision, you can lodge an appeal against it. This must be addressed

to the administrative law sector of the district court. If you object to their decision, you can also lodge an appeal with the Council of State (Raad van State) in The Hague.

Personal details

To be able to help you properly, it is necessary for us to process your personal details. We need them to determine which service provision you need, and to implement it. These details can be requested, recorded, improved and shared but this takes place solely when required. Any processing of these details will of course be within the restrictions of the Personal Data Protection Act (WBP), meaning that your details will not be shared more than is necessary, may not be used for a purpose other than that for which they were collected and must be properly protected. If the Municipality of De Fryske Marren has your details, you will always be entitled:

- To inspect your details;
- To correct and supplement details or to remove them if they are incorrect, incomplete or unnecessary;
- To protect/anonymise details;
- For them to be transferred to another institution, for example, if you move.

Complaints

In the event that you are not happy about how you have been treated by one of our employees or

administrators, you are entitled to submit a complaint about this.

When can I submit a complaint?

If you feel you have been improperly treated (through words or deeds) by (members of) the municipal executive or municipal employees.

How do I submit my complaint?

In writing

Fill in and send the complaints form, available at www.defryskemarren.nl. If you have no internet access, send us a letter containing a description of your complaint. Your letter must also include:
Your name, address and signature.

Send your letter to:

De Fryske Marren
Afdeling Bedrijfsvoering, cluster juridische zaken
Antwoordnummer 2
8500 VB Joure

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Orally

You can make an appointment with the municipal complaints coordinator, on telephone number 14 05 14. Your interview will take place at the town hall. A report will be drawn up from the interview. A copy will be sent to you, which you will be requested to sign. Your complaint will then be processed.

By telephone

You can also telephone the complaints coordinator, on telephone number 14 05 14, and explain your complaint by phone. The complaints coordinator will draw up a report and send a copy to you. If you find the contents of the report correct, please sign it. We will then process your complaint.

Processing

Once we have received your complaint, we will send you confirmation of receipt, together with information on the steps that will follow. We do our best to process complaints within six weeks.

Dissatisfied?

Should you be dissatisfied about how the municipal authorities have processed your complaint, you can contact the National Ombudsman, address: postbus 93122, 2509 AC Den Haag.

Social Domain Advisory Council

What does the De Fryske Marren Social Domain Advisory Council do?

The function of the Social Domain Advisory Council is, both requested and unrequested, to advise the Municipality of De Fryske Marren on behalf of residents. The Council is involved, independent, professional and rooted in the community.

The Advisory Council is comprised of fifteen members, an independent chair and an administrative secretary. As, due to their background, education or experience, most of its members have a connection to one or more target groups, all residents of the Municipality of De Fryske Marren are assured of being represented. The members of the Advisory Council, who are all volunteers, do their best to bring care as close as possible to residents and to involve them optimally in this process. To this end, the Advisory Council is active in networks on the municipal, provincial and national levels.

It is important for the Participation Act to provide everyone with opportunities to take part in society. It is the task of the Advisory Council, requested and unrequested, to advise the municipal executive and to inform it concerning everything with a bearing on the social domain. This includes, in addition to the

Participation Act, the Social Support Act (WMO) and the Youth Care Act.

The Advisory Council's primary object is, through the advice it gives, to make a contribution to promoting residents' self-sufficiency and participation, as well as to their realisation of their own potential. A secondary object is to oversee the functioning of (planned) municipal measures and facilities, and to take account of the needs of residents. In so doing, it contributes to improving the quality of municipal policy and the implementation of the four above-mentioned aspects, while always focusing on the interests of the residents of the Municipality of De Fryske Marren. With special attention to the most vulnerable, as well as to caregivers and volunteers. The De Fryske Marren Social Domain Advisory Council does not handle individual cases. This is the task of the municipal authorities and the social district team.

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Useful information

Opening hours

The town hall in Joure is reachable at the following times:

Monday from 1.00 am until 8 pm,

Tuesday through Thursday from 09.00 am until 4.00 pm

and on Fridays from 9.00 am until 12.00 noon.

Please note:

A personal interview with the income adviser is only possible by invitation or appointment.



DE FRYSKE MARREN

Postal address

Postbus 101
8500 AC Joure

Visiting address

Herema State 1, Joure

Contact

info@defryskemarren.nl
Telefoon: 14 05 14
www.defryskemarren.nl

When you can reach us?

Our telephone consulting hour is workdays from 9.00 to 10.00 am on 14 05 14

Social district team: kcczorg@defryskemarren.nl

Income advisers: inkomenscluster@defryskemarren.nl

Benefit administration:

administratie@defryskemarren.nl

Where can I find more information?

- www.defryskemarren.nl (schemes for the lowest earners, special assistance, etc.)
- www.bureauzelfstandigenfryslan.nl (about becoming self-employed)
- www.jeugdsportfonds.nl (free sport activities for children)
- www.nibud.nl/scholieren (about pocket money, secondary jobs, expenditures, savings, etc.)
- www.pastiel.nl (the path to work)
- www.berekenuwrecht.nl
- www.leergeld.nl
- www.adviesraadsocialdomein-defryskemarren.nl
- www.hetbegintindebuurt.nl (social district team)

