

Appointment of an agent form



You can choose to have someone act on your behalf in your dealings with us, or one of our service providers. We call them an agent.

Some of the reasons you might have an agent, include if you:

- find it hard to communicate with us, for example if English is your second language
- need help or advice with a decision we've made
- are sick or unwell
- are not able to get to, or are not permitted into, our offices.

For more detailed information about having someone act on your behalf, go to workandincome.govt.nz/agent

If you're a student and want to have someone act on your behalf with StudyLink, you'll need to complete a different form. Go to studylink.govt.nz/agents for more information.

Who can be your agent

Your agent can be a person or an organisation. They generally need to be aged 18 or older. They can be someone like:

- a family member
- someone you trust
- a person or organisation that cares for you
- an advocate
- a lawyer.

For agents you have chosen, you can stop or change your agent at any time, and you can still work with us yourself. An agent can stop being your agent if they wish, but they need to talk with us first. If this happens you may need to work with us yourself or choose someone else to be your agent.

Sometimes an agent can be appointed for you, such as if a court appoints someone. If the court has appointed someone, only the court can change or stop it.

What you need to provide

To apply to appoint an agent, you'll need to complete this form and make sure both you and your agent sign it.

If a person is appointed as your agent they need to provide the following:

- two documents that prove who they are, for example, a birth certificate, passport or driver licence.

If an organisation is appointed as your agent, they need to provide a:

- business card, **or**
- letter on official letterhead.

Please provide original documents for copying at your local Work and Income office.

When this form has been completed it will be scanned and kept on your file. You and your agent can see the completed form or ask for a copy at any time.

Any time your agent is acting on your behalf with us, they should always provide their identification so we can make sure we're dealing with the right person.

Before you start

If you need help filling in this form, please make an appointment to see us.

If you are filling in this form on behalf of the client, make sure you answer questions 16 and 17.

What your agent can do

You're responsible for deciding what your agent can and can't do with us (unless an agent is appointed for you). Here is some information to help you decide.

Get personal information we hold about you	<p>This allows your agent to see all your personal records held by us, including:</p> <ul style="list-style-type: none">• details about your financial situation• benefits and other financial support you get• housing support• any of your communication with us.
Provide information	<p>Your agent can give us information about:</p> <ul style="list-style-type: none">• your income and financial situation• your housing needs, including your living situation, where you live and the people you live with• other personal information, like medical information and costs you might have• things you've done to find work or training if you're required to.
Change my personal details	<p>Your agent can ask us to update or correct any information we hold about you, for example:</p> <ul style="list-style-type: none">• your contact details• bank account number• children in your care.
Receive my mail	<p>Your agent will get any correspondence on your behalf, which could include:</p> <ul style="list-style-type: none">• letters, emails or messages that might contain your personal information, such as how much you're paid or the money you might owe us. <p>Note: Agents are not allowed to access or update MyMSD for you, so they won't get notifications or emails from that system.</p>
Complete and sign forms	<p>Your agent can complete and sign any of our forms for you including:</p> <ul style="list-style-type: none">• application forms - to apply for benefits, extra help and one-off payments• review forms - when we need to check or change your information• any other forms we might need from you. <p>Note: You are still responsible for the accuracy of the information provided on those documents.</p>
Deal with money I owe, and repayments	<p>If you owe us money your agent can negotiate with us about paying back an amount you can afford. Money you owe us can include:</p> <ul style="list-style-type: none">• benefit overpayments• older debts from previous benefits• debt generated by the agent's actions on your behalf.
Speak or make enquiries on my behalf	<p>Your agent can:</p> <ul style="list-style-type: none">• ask about your benefits and other things you might be able to get, or any other matters about you• book appointments.
Have authority over my affairs with the Ministry of Social Development, as granted by a current Power of Attorney	<p>If the person has a Power of Attorney, they can only make decisions relating to the Ministry of Social Development that are outlined in the Power of Attorney.</p>
Work with public housing providers about a potential property match or offer	<p>If you're on the public housing register your agent can:</p> <ul style="list-style-type: none">• talk to housing providers to check or find suitable accommodation for you• have you placed on the housing waitlist• apply for a house for you.

Appointment of an agent form



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Please complete this form if you'd like to appoint an agent to act for you when dealing with the Ministry of Social Development or a contracted service provider (if you have one assigned).

If you're a student and want to appoint an agent for dealing with StudyLink, you'll need to complete a different form. Go to studylink.govt.nz/agents

Tell us about yourself

Client number

It's on your Community Services Card, or if you've applied for support from StudyLink or Work and Income before it's on a letter from us.

Tell us your details

1

What is your full name?

Mr Mrs Ms Miss Other

First and middle names

Surname or family name

2

What date were you born?

Day Month Year

Tell us about your agent

Tell us your agent's name

3

Who do you want to appoint as your agent?

Name of organisation

First and middle names

Surname or family name

HOW TO ANSWER Q3:

Your agent can be either a person or an organisation. If it's a person please give their full name. If it's an organisation only give the name of the organisation.

ATTACHMENT FOR Q3:

Bring proof of your agent's identity. What you need to bring is explained on page 1.

4 **HOW TO ANSWER Q4:**
Please tell us what your relationship is with the agent, for example, partner, friend, family member, support person.

What is your relationship to this agent?

5 **HOW TO ANSWER Q5:**
We don't need this if your agent is an organisation.

What date was your agent born?

Day Month Year

Tell us how to contact your agent

6 **HOW TO ANSWER Q6:**
If your agent lives in a rural area, flat/house number could include their RAPID number, fire number, emergency services number.

What is your agent's address?

Flat/House number Street name

Suburb

Town/City

7 **HOW TO ANSWER Q7:**
Mailing address can include a PO Box, rural delivery details, or C/O address.

Is your agent's mailing address different from above?

No Yes **↓ If yes, please tell us their mailing address**

8 **HOW TO ANSWER Q8:**
Please only give us contact details your agent would like us to use.

How else can we contact your agent?

Tick the best way for us to first contact your agent

Home phone	()	
Mobile phone	()	
Other phone	()	
Email		

Tell us how long you want an agent for

9 **How long do you want to have this agent for?**

Until Day Month Year

No end date – this person will be your agent until you tell us.

Tell us what rights and responsibilities you want your agent to have

10 HOW TO ANSWER Q10:

For examples of things your agent can do, please see the table on page 2.

ATTACHMENT FOR Q10:

Please provide the Power of Attorney if you have one.

What do you want your agent to be able to do for you?

(Please tick the boxes that apply)

- Get personal information about me (under the Privacy Act).
- Provide information about me.
- Change my personal details.
- Receive my mail.
- Complete and sign forms for me.
- Be allowed to deal with money I owe the Ministry of Social Development, including repayments.
- Have authority over my affairs with the Ministry of Social Development, as granted by a current Power of Attorney.
- Speak or make enquiries on my behalf.
- Speak to housing providers about a potential property match or offer.

Paying your benefit to an agent

If you want your agent to get paid part or all of your benefit or pension payments you'll need to complete a *Redirection of Benefit Payment form*.

11

Are you on the public housing register or are you applying for public housing?

- No [Go to question 13](#)
- Yes

12

Do you want housing providers to contact your agent when a property becomes available?

- No
- Yes

MSD will pass on your agent's details to housing providers who may have properties available to offer you. The provider (not MSD) will decide whether they deal with your agent directly rather than you.

13 INFORMATION FOR Q13:

Agents are not able to access or update MyMSD on your behalf.

You can give your agent as many or as few rights and responsibilities as you want. For example, "my agent can only speak or make enquiries about my Childcare Subsidy".

Is there anything else you want your agent to do?

- No
- Yes [↓ If yes, please tell us below](#)

14

Is there anything you don't want your agent to do?

No

Yes **↓ If yes, please tell us below**

15

Did you fill in this form yourself

No **Go to question 16**

Yes **Go to Client's Declaration on page 7**

Client is unable to sign this form

Client unable to sign this form 16

Why are you completing this form for your client?

If the client is unable to sign this form, and the form is being completed on their behalf by a person wishing to be appointed their agent, please tick the reason for this.

- I have authority over this client's affairs, as covered by the attached valid Enduring Power of Attorney or Court Order made under the Protection of Personal and Property Rights Act 1988.
- This client is temporarily unable to do things for themselves, and I wish to be appointed their agent for a short period of time to enable the Ministry of Social Development to meet the client's immediate needs.

What is your relationship to this client?

ATTACHMENT FOR Q16:
Attach a copy of either the Enduring Power of Attorney or Court Order. Attach evidence from a health practitioner. This needs to state the reason why the client cannot act for themselves and how long it is likely to last.

ATTACHMENT FOR Q17:
Show us that you have a close, personal relationship to the client. For example, if the client is your wife, attach a copy of your marriage certificate.

HOW TO ANSWER Q17:
Please tell us what your relationship is with the client, for example, partner, friend, brother, family member or support person.

Client's declaration

By signing this form, you have agreed to these obligations, and the rights and responsibilities given to your agent.

- I wish to appoint the agent named in this form.
- The information I have provided on this form is true and complete.

I understand that:

- My agent will have the authority to act for me for the things I have agreed in the questions above.
- I still need to tell the Ministry of Social Development of any changes in my circumstances that may affect my eligibility and/or entitlement.
- I continue to have full responsibility for all matters concerning my benefit and public housing assessment, including any obligations.
- While my agent may be able to act for me in some circumstances, they cannot do any job search requirements I may have, or complete a public housing assessment for me unless there is very good reason.
- My agent cannot access MyMSD on my behalf.
- The Ministry of Social Development takes no responsibility for actions carried out by my agent.
- The agent will continue to represent me until I tell the Ministry of Social Development otherwise.

Applicant's name (print)

Applicant's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Agent's declaration

By signing this form, you have agreed to the rights and responsibilities given to you by the person named in question one.

- I/we agree to act as an agent for the client named in this form.
- The information I/we have provided on this form is true and complete.

I/we understand that:

- I/we need to meet the responsibilities as an agent, as set out in this form.
- I/we must act in the best interest of the client at all times.
- I/we agree to receive emails from the Ministry of Social Development in matters regarding my/our client.
- I/we agree to advise the Ministry of Social Development if I/we change my/our address or contact details.
- While I/we may act on the client's behalf in some circumstances, if the client has job search requirements, I cannot do these on the client's behalf.
- I/We understand that we cannot access MyMSD on behalf of the client.
- I/we have read and I/we understand what you do with personal information and how you protect a person's privacy.
- I/we understand that the client has full responsibility for all matters concerning their benefit and public housing assessment, including any obligations.
- If I/we wish to cease being this client's agent, I/we must inform the client **and** the Ministry of Social Development.

Agent's name (print)

Agent's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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How we protect your privacy



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Collecting your information

We collect your personal information, so we can provide income support, NZ Super or Veteran's Pension, Student Allowance, or Loans and connect you with employment, education and housing services. We do this under various Acts, which are all listed on our website at workandincome.govt.nz/privacy

- To help us do this, we collect information about your identity, your relevant history, and your eligibility for our services.
- We get this information directly from you, and we sometimes collect information about you from others, including other government agencies.
- You can choose not to give us your personal information, but we might not be able to help you if you don't.

Using your information

We use the information you give us to make decisions about the best way to help you.

- These decisions may be about:
 - whether you're eligible for our services
 - running our operations and ensuring our services are effective
 - the services we'll provide in the future.

Sharing your information

Sometimes, we need to share your information outside our Ministry to reach our goal of helping New Zealanders to be safe, strong, and independent.

- To do this, we may share your information with:
 - prospective employers to help you find work
 - contracted service providers that help us to help you
 - health providers if we need your medical information to assess your eligibility
 - other government agencies when we have an agreement with them
 - some other governments if you may be eligible to get or are getting an overseas pension.
- We also share personal information when the law says we have to.

Respecting you and your information

We make sure we follow the Privacy Act to do what's right when we use your information.

- We treat you and your information with respect, by acting responsibly and being ethical.
- We make sure any technology we use meets strict security standards so it keeps your information safe.

Get in touch if you have a question

You have a right to ask to see your personal information, and to ask for it to be corrected if it's wrong.

- If you have a question or a complaint, please get in touch.
- You can find full details about what we do with personal information in our privacy notice at: workandincome.govt.nz/privacy