

Extra Help application



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

If you're finding it tough to meet everyday expenses and you don't already get payments from us, you may be able to get extra help. This form contains applications for three types of assistance. Your income and/or assets need to be under certain limits for each type of help you can get and there are some other conditions.

Types of Extra Help

Accommodation Supplement

This can help with rent, board or the cost of owning a home.

If you and/or your partner are tenants living in a public housing property, you won't be able to get it. Public housing properties are provided by Kāinga Ora and approved community housing providers.

Health and Disability Costs

If you or a family member have a health condition or disability likely to continue for at least six months, you may be able to get extra help for your costs. We call this a Disability Allowance.

We may be able to help with costs such as visits to the doctor, medicines, household costs, some travel costs and many other things.

Your doctor or specialist will need to complete the Disability Certificate in the form.

Temporary Additional Support

This helps when you have essential living costs you have no other way to pay for. You also need to be doing what you can to reduce your costs or increase your income.

What you need to do next

You and your partner (if you have one) will need to:

1. Complete this application form.
2. If you're applying for help with health and disability costs, a health practitioner needs to fill out the Disability Allowance medical certificate in the application.
3. Collect the documents you need to show us. There's a checklist over the page to help you.
4. Bring this application form and the documents when you meet with us. If you don't already have a meeting arranged, contact us on **0800 559 009** so we can set one up for you.

You must give us all the information we need.

If you don't have all the information we need, talk with us and we may be able to help.

If we find out later that any information you give us is not true, or that you knew information you should have told us and did not tell us, we may stop paying your benefit. You might need to pay money back. In some cases you could even be prosecuted.

Our commitment to YOU



We will get to know you,
your situation and
your needs

Ka mōhio
ki a koe

know
you

We will make sure you
understand everything
you need to know



We will use your
feedback to improve
our service

We will respect your
privacy and be clear
about how we use
your information and
who we share it with



We will let you know
everything you may
be eligible for

Ka tautoko
i a koe

support
you

We will help you
however we can,
as soon as we can



The information
we give you will
be accessible and
consistent no matter
how you contact us

We will be honest
about our mistakes
and put them right



We will respect you
and what is important
to you

Ka mahi
tahi ki a koe

with
you

We will work
together to achieve
shared goals



We will let you know
your options, rights
and obligations

Our actions will
follow our words



How did 
wedo?

Let us know by visiting msd.govt.nz/feedback
or call us on 0800 559 009

Extra Help application



Once you have filled out the application form, use this checklist to tick off all the documents you need for your meeting with us.

Talk to us if you do not have any of the documents, have given them to us recently or if there might be a delay in getting them.

What you need to bring

Proof of who you are:	For you	For your partner (if you have one)
If you were born in New Zealand , bring one type of official identification that has your full legal name and your date of birth (for example, your birth certificate, passport, driver licence, firearms licence, deed poll).	<input type="checkbox"/>	<input type="checkbox"/>
If you were born overseas , bring proof that you have a right to live in New Zealand (for example, a citizenship certificate, a New Zealand passport, a passport from another country with residence class visa or proof of permanent residence).	<input type="checkbox"/>	<input type="checkbox"/>
If your name has changed , bring your marriage certificate, deed poll, or other proof of the name change.	<input type="checkbox"/>	<input type="checkbox"/>
All people applying need to bring two more documents that help to prove who you are (for example, a marriage certificate, bank statement, phone or power account, driver licence).	<input type="checkbox"/>	<input type="checkbox"/>
A form or letter from Inland Revenue showing your tax number.	<input type="checkbox"/>	<input type="checkbox"/>
Proof of your bank account details, such as a bank statement or deposit slip.	<input type="checkbox"/>	<input type="checkbox"/>
If you're using identification that has expired, it must not be more than two years past the expiry date.		

There are more things you need to bring in the table over the page.

Applicant and partner forms

Depending on answers in the applicant form (pages 5 to 16) and partner form (pages 27 to 33), you may need to bring:

	For you	For your partner (if you have one)
Proof of your assets and their value.	<input type="checkbox"/>	<input type="checkbox"/>
Proof of payments, if you receive a benefit, allowance or pension from overseas.	<input type="checkbox"/>	<input type="checkbox"/>
Full birth certificates for each dependent child in your care.	<input type="checkbox"/>	<input type="checkbox"/>
Your marriage or civil union certificate, for a current relationship.	<input type="checkbox"/>	<input type="checkbox"/>
Your business accounts, if you have your own business.	<input type="checkbox"/>	<input type="checkbox"/>
Proof of any before-tax income for the 52 weeks before the application (for example, wages, holiday pay and any other income) and details of your income for the last 26 weeks.	<input type="checkbox"/>	<input type="checkbox"/>
Trust documents, if you're involved in a trust (for example, trust deed, deed of debt, gift statements, accounts).	<input type="checkbox"/>	<input type="checkbox"/>

Extra help forms

Depending on your answers on pages 17 to 26, you may need to bring:

	For you	For your partner (if you have one)
If you're applying for an Accommodation Supplement or have people who pay you board or rent:		
• proof of accommodation costs	<input type="checkbox"/>	<input type="checkbox"/>
• proof of your assets and their value.	<input type="checkbox"/>	<input type="checkbox"/>
If you're applying for help with Health and Disability Costs :		
• proof of health-related costs	<input type="checkbox"/>	<input type="checkbox"/>
• a Disability Allowance medical certificate for each person you apply for.	<input type="checkbox"/>	<input type="checkbox"/>
If you're applying for Temporary Additional Support :		
• proof of any essential ongoing costs	<input type="checkbox"/>	<input type="checkbox"/>
• proof of accommodation costs	<input type="checkbox"/>	<input type="checkbox"/>
• proof of your rates rebate if you get one	<input type="checkbox"/>	<input type="checkbox"/>
• proof of your assets and their value.	<input type="checkbox"/>	<input type="checkbox"/>
• your 'Child Support to Pay' letter from Inland Revenue, unless you give us consent to share information with them.	<input type="checkbox"/>	<input type="checkbox"/>



In the applicant form, 'you', 'your', and 'yourself' means the person applying for Extra Help. If we say 'your partner' this only applies to you if you have one.

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 the names you've been known by

1

What is your full name?

Mr Mrs Ms Miss Other

First and middle names

Surname or family name

2

Is the name on your birth certificate the same as above?

No **If no, tell us the name that is on your birth certificate** Yes

First and middle names

Surname or family name

3

Have you ever been known by any other name?

No Yes **If yes, write them all out below**

1.

2.

4

What name would you like us to call you?

The name I wrote in Question 1 The name I wrote in Question 2

Other **If other, write the full name**

ATTACHMENT FOR Q1:
Bring proof of who you are. What you need to bring is explained on page 3.

HOW TO ANSWER Q3:
For example, have you had married names, English names, changes by deed poll, or aliases?

ATTACHMENT FOR Q3:
Bring your marriage certificate, deed poll, or other proof of any name change.

Tell us more about you

5

What date were you born?

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

6

Are you:

Male Female Gender diverse

7

What is your Inland Revenue tax number?

8

What bank account would you want your payments to be paid into?

The account is in the name of:

The account number is:

Bank	Branch	Account number	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

9

Tell us how we can contact you

Where do you live?

Flat/House number Street name

Suburb

Town/City

10

Is your mailing address different from where you live?

No Yes

11

How else can we contact you?

Tick the best way for us to first contact you

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

12

Do you agree to get emails from us?

No Yes I don't have an email address



ATTACHMENT FOR Q7:

A form or letter from Inland Revenue showing your tax number.



ATTACHMENT FOR Q8:

You need to provide proof of your bank account details, such as a bank statement or deposit slip.



HOW TO ANSWER Q9:

If you live in a rural area, flat/house number could include your RAPID number, fire number, emergency services number.



HOW TO ANSWER Q10:

Mailing address can include a PO Box, rural delivery details, or C/O address.



HOW TO ANSWER Q11:

Please only give us contact details you'd like us to use.

Tell us your ethnicity

13

Tick the group(s) you most identify with.

Māori → **Which tribe(s) or iwi?**

New Zealand European Niuean Samoan Indian

Other European Tokelauan Tongan Chinese

Cook Island Māori Other ↓ **If other, write below** Don't want to answer

INFORMATION FOR Q13:
We collect this information for statistics we use in research and future development work.

Tell us about your residence status

14

Do you usually live in New Zealand?

No Yes

15

What best describes your residence status in New Zealand? Tick only one box.

New Zealand citizen by birth **Go to question 18**

Granted New Zealand citizenship → **Date citizenship granted** Day Month Year

Go to question 16

Granted permanent residency → **Date permanent residence granted** Day Month Year

Go to question 16

Other ↓ **If other, what is your residence status?**

HOW TO ANSWER Q14:
This means you consider New Zealand your home, you're a legal resident, you usually live here and you intend to stay.

16

When did you arrive in New Zealand?

Day Month Year

17

What country were you born in?

Tell us if you've lived or worked overseas

18

Have you ever lived or worked in any countries outside of New Zealand?

 No

Go to question 21

 Yes

↓ If yes, please list details below

Name of country	Date you entered this country	Date you left this country	Reason for being in this country
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	

① INFORMATION FOR Q18:

Periods of overseas residence may:

- affect entitlement to some benefits
- mean you're eligible for an overseas benefit or pension.

For more information, phone **0800 777 227**.

② HOW TO ANSWER Q18:

Your reason for being in a country may be that you were there for a working holiday, you were living there, you were born there.

19

Do you receive or qualify for a social security benefit, pension or allowance from overseas?

 No

Go to question 21

 Yes

↓ If yes, tick the box that best describes your benefit, pension or allowance

Retirement or old age

Superannuation

Disability or health condition

Widow or survivor

Child or dependent

War related

Other

↓ If other, please provide details below

📎 ATTACHMENT FOR Q20:

You'll need to show us proof of these payments, such as a pension certificate.

20

If you ticked 'yes' for question 19, please give details of the payments you get.

	Payment 1	Payment 2
What country does the payment come from?		
How much do you get each time the payment is made (in overseas currency)?		
Is this amount before or after tax?		
How often do you get the payment (for example, weekly, fortnightly, monthly)?		
What is the name of your pension, allowance or benefit?		
What is the payment reference number?		

Tell us if you're studying

21

Are you a full time student?

 No

 Yes

Tell us about the people in your household

Tell us about who you live with

22

What other people live at your residence? (Tick all that apply)

- I live alone [Go to question 24](#)
- My partner and/or dependent children [Go to question 24](#)
- The people listed below (don't list your partner or dependent children)

First name	Surname or family name	Relationship to you

INFORMATION FOR Q22:
If the people you live with get a benefit or pension from us, we'll match your information with theirs, and we may need to contact them.

ATTACHMENT FOR Q22:
If more than 4 other people live at your address, please write these details about each one on a separate sheet of paper, and bring them with this application form.

Our definitions of renters and boarders are:

- **Renters:** people who pay for accommodation only
- **Boarders:** people who pay a fixed amount for accommodation, food and utilities, and are not included on the tenancy agreement. This includes people living in a boarding house (with food provided) or social housing property and are not the head tenant.

23

Do any of the people you live with, listed in Q22 above, pay you board or rent?

- No [Go to question 24](#) Yes [If yes, please provide details below](#)

HOW TO ANSWER Q23:
'Self-contained' means there is a kitchen or a kitchenette and a bathroom. If it's a caravan or campervan it needs to have facilities for:

- day-to-day living
- sleeping
- preparing and cooking food.

It must also have a:

- Sink
- Toilet

HOW TO ANSWER Q23:
The floor area for the whole home can be found by looking up the address on qv.co.nz

Person 1

Full name of renter or boarder

Date of birth / /

Phone number ()

Email address

Do they pay you rent or board? Rent Board

How much do they pay? \$ How often?

When did they start paying? / /

Does this person live in a self-contained part of the property?

No [Go to next person or question 24](#)

Yes [What is the floor area of the self-contained part of property?](#)

Length of the space (in metres) Multiply Width of the space (in metres) Equals Floor area (in metres²)

 . × . = .

What is the total floor area of the whole property? . metres²

**HOW TO ANSWER Q23:**

'Self-contained' means there is a kitchen or a kitchenette and a bathroom. If it's a caravan or campervan it needs to have facilities for:

- day-to-day living
- sleeping
- preparing and cooking food.

It must also have a:

- Sink
- Toilet

**HOW TO ANSWER Q23:**

The floor area for the whole home can be found by looking up the address on qv.co.nz

Person 2

Full name of renter or boarder _____

Date of birth / / _____

Phone number () _____

Email address _____

Do they pay you rent or board? Rent Board

How much do they pay? \$ _____ How often? _____

When did they start paying? / / _____

Does this person live in a self-contained part of the property?

No **Go to next person or question 24**

Yes **↓ What is the floor area of the self-contained part of property?**

Length of the space (in metres)	Multiply	Width of the space (in metres)	Equals	Floor area (in metres ²)
<input type="text" value="."/>	×	<input type="text" value="."/>	=	<input type="text" value="."/>

What is the total floor area of the whole property?

Person 3

Full name of renter or boarder _____

Date of birth / / _____

Phone number () _____

Email address _____

Do they pay you rent or board? Rent Board

How much do they pay? \$ _____ How often? _____

When did they start paying? / / _____

Does this person live in a self-contained part of the property?

No **Go to next person or question 24**

Yes **↓ What is the floor area of the self-contained part of property?**

Length of the space (in metres)	Multiply	Width of the space (in metres)	Equals	Floor area (in metres ²)
<input type="text" value="."/>	×	<input type="text" value="."/>	=	<input type="text" value="."/>

What is the total floor area of the whole property?

Person 4

Full name of renter or boarder _____

Date of birth / / _____

Phone number () _____

Email address _____

Do they pay you rent or board? Rent Board

How much do they pay? \$ _____ How often? _____

When did they start paying? / / _____

Does this person live in a self-contained part of the property?

No **Go to next person or question 24**

Yes **↓ What is the floor area of the self-contained part of property?**

Length of the space (in metres)	Multiply	Width of the space (in metres)	Equals	Floor area (in metres ²)
<input type="text" value="."/>	×	<input type="text" value="."/>	=	<input type="text" value="."/>

What is the total floor area of the whole property?

**ATTACHMENT FOR Q23:**

If more than 4 other people live at your address, please write these details about each one on a separate sheet of paper, and bring them with this application form.

Tell us about your dependent children

24

Do you have dependent children in your care?

 No

[Go to next page](#)

 Yes

[↓ If yes, please provide details below](#)

HOW TO ANSWER Q24:

Please give the names of children you support financially and who live with you as a member of your family, including:

- your own children
- adopted children
- stepchildren
- children at boarding school
- grandchildren / mokopuna.

The child's name should be the same as on the child's birth certificate.

Tell us the names of all parents of each child.

ATTACHMENT FOR Q24:

Bring the birth certificate for each dependent child.

Child 1

Full name

Date of birth

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Relationship to you

Parent 1: Full name

Parent 2: Full name

Child 2

Full name

Date of birth

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Relationship to you

Parent 1: Full name

Parent 2: Full name

Child 3

Full name

Date of birth

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Relationship to you

Parent 1: Full name

Parent 2: Full name

Child 4

Full name

Date of birth

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Relationship to you

Parent 1: Full name

Parent 2: Full name

If you need to include more than four children in your application, please write these details about each one on a separate sheet of paper, and bring them with this application form.

Tell us about your relationship status

Definition of a relationship for benefit purposes

Whether people are single or a couple affects eligibility for certain income assistance and the rate at which we can pay that assistance.

When we work out your entitlement to income assistance, we'll consider you to be in a relationship if you're married, in a civil union, or in a de facto relationship, and have a degree of companionship.

By degree of companionship, we mean two people:

- are committed to each other emotionally for the foreseeable future, and
- are financially interdependent.

To give you a better idea of what we mean by this, think about whether your relationship includes some of the things below:

- you live together at the same address most of the time
- you share responsibilities, for example bringing up children (if any)
- you socialise and holiday together
- you share money, bank accounts or credit cards
- you share household bills
- you have a sexual relationship
- people think of you as a couple
- you give each other emotional support and companionship.

HOW TO ANSWER Q25:

Tick this statement to confirm you understand the definition of a relationship for benefit purposes.

If you don't understand what we mean by a relationship please leave this blank until you talk with us. In the meantime, go to question 26.

25

Do you understand our definition of a relationship?

I understand the definition of a relationship for benefit purposes

26

Do you have a partner?

No

[Go to question 30](#)

Yes

Your partner needs to complete the Partner form on page 27

27

What is your partner's full name?

28

What is your partner's date of birth?

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

29

What is your relationship status with your partner?

↓ **Tick one of the following boxes**

Married

In a civil union

In a relationship

ATTACHMENT FOR Q29:

Bring your marriage or civil union certificate for your current relationship.

Tell us about your work in the last 52 weeks

By 'work' we mean any employment you get paid or get other advantages for, such as free or subsidised board, payments in kind, or drawings from a business.

Tell us about your current work

30

Are you working?

No

[Go to question 34](#)

Yes

HOW TO ANSWER Q31:

31

By full-time, we mean you generally work at least 30 hours a week.

How many hours a week do you work?

hours

It varies

INFORMATION FOR Q31:

If you have more than one job please record details of your other employers on a separate sheet of paper.

For each job include the information asked for in questions 31 to 33.

32

Who are you working for?

Employer's name

Employer's contact details

Address	
Phone number	()
Email	

HOW TO ANSWER Q33:

33

Include the amount you're paid and also the value of things you get from your employer instead of money.

If your income varies week to week – provide an average (for example, the average of your last four weeks pay).

How much are you paid each week?

	Type of payment (include goods or services)	Amount before tax	Amount after tax
1.		\$	\$
2.		\$	\$
3.		\$	\$
4.		\$	\$

Tell us about your income and assets

Tell us about income in the last 52 weeks?

34

Did you get income from any of the following sources in the last 52 weeks?

- Wages or salary No Yes
- Termination pay No Yes
- Redundancy pay No Yes
- Accident compensation (eg ACC) No Yes
- Income insurance (replacement/protection) No Yes Jointly with partner
- Farm or business income No Yes Jointly with partner
- Payments from self-employment or contract work No Yes Jointly with partner
- Interest from savings, investments, or bonds No Yes Jointly with partner
- Dividends from shares, unit trusts, or managed funds No Yes Jointly with partner
- Income from rents No Yes Jointly with partner
- Payments from boarders or flatmates No Yes Jointly with partner
- Child Support payments (private arrangement or through Inland Revenue) No Yes
- Other income for a child No Yes
- Maintenance payments No Yes
- Payments from a former partner No Yes
- Student Allowance, scholarship, or Student Loan living cost payments No Yes
- Overseas pension, benefit or allowance payments No Yes
- Other superannuation or retirement scheme income (government or private) No Yes
- Income from an estate, if you've inherited money No Yes Jointly with partner
- Income from trusts No Yes Jointly with partner
- Other No Yes Jointly with partner

ATTACHMENT FOR Q34:
Bring a copy of your business accounts.

INFORMATION FOR Q34:
In this application form, 'partner' means the person you're married to or in a civil union or relationship with, not a business partner.

35

Did you answer 'yes' or 'jointly with partner' to any of the sources of income listed in question 34?

No Yes

↓ If yes, tell us the total before-tax amounts, for the last 52 weeks

Where did the income come from?	Payment made to?	
	You	Jointly with partner
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$

ATTACHMENT FOR Q35:
You need to show us proof of income you've received in the last 52 weeks.

HOW TO ANSWER Q36:

Other types of payment include advantages such as free or subsidised goods and services (for example, free food, subsidised accommodation).

36

Did you get other types of payment apart from money in the last 52 weeks?

No Yes

↓ If yes, tell us about the type of payment and its value

Type of payment	Where did it come from?	Its value
		\$
		\$
		\$

HOW TO ANSWER Q37:

How often do you expect the payment, such as weekly, fortnightly, monthly, one-off.

The types of income you need to include here are listed on page 14.

37

Do you expect to get income or other payments in the next 52 weeks?

No Yes

↓ If yes, write the details below. Tell us the before-tax amounts

Where will the payment come from?	You	Payment made to? Jointly with partner	How often do you expect the payment?
	\$	\$	
	\$	\$	
	\$	\$	
	\$	\$	

INFORMATION FOR Q39:

For example a room you use as an office.

38

Do you run your own business?

No **Go to question 41** Yes

39

Do you claim back part of the home you live in as a business expense from Inland Revenue at the end of each tax year?

No **Go to question 41** Yes

HOW TO ANSWER Q40:

If you don't know the exact amount please estimate it, based on the percentage of your home used for the business. Talk with us if you're not sure.

40

What is the amount you claim back from Inland Revenue?

\$

Other rent payments

HOW TO ANSWER Q41:

For example:

- a person pays you to use your garage to park their car in each week
- an organisation rents a bedroom they use as an office.

41

Do you rent out some of your residence (not used for accommodation purposes) to another person or organisation?

No **Go to question 46** Yes

42

What is the space they rent?

43

What is the floor area of the space they use?

Length of the space (in metres) Multiply Width of the space (in metres) Equals Floor area (in metres²)

. × . = .

44

What is the total floor area of the whole property?

. metres²

HOW TO ANSWER Q42:

For example a bedroom or garage.

45

How much do they pay you?

Amount	How often (eg weekly)?	Start date of payment
\$		/ /

Are you involved in a trust?

46

Are you involved in a trust, or have you ever been involved in a trust?

'Involved' means one or more of the following:

- you've set up a trust, usually by making a gift of assets or property
- you've transferred assets to a trust
- you make decisions about managing a trust
- you benefit from a trust, for example, by receiving income such as trust distributions.

No

Yes



If yes, please write the name of the trust

Name of trust



ATTACHMENT FOR Q46:

You'll need to show us trust documents, such as the trust deed, deed of debt, gift statements, accounts.

Tell us about your assets

47

Do you or your partner have any of the following cash assets?

Money in bank or other savings

No

Yes

Bonds, shares, debentures or stocks

No

Yes

Money lent to other people or organisations

No

Yes

Other cash assets

No

Yes



ATTACHMENT FOR Q47:

You may be asked to provide proof of your assets and their value.

48

If you answered 'yes' to any of the assets listed above, please write the details below.

Type of asset	You	Your partner	Jointly owned
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$



HOW TO ANSWER Q49:

Examples of property you don't live in include land, holiday home, bach/crib, investment property.

49

Do you or your partner have any of the following non-cash assets?

Property you don't live in

No

Yes

Boat, caravan or motorhome

No

Yes

Other

No

Yes



ATTACHMENT FOR Q50:

You may be asked to provide proof of these details.

50

If you answered 'yes' to any of the non-cash assets listed above, please write the details below.

Type of asset	How much is it worth?	How much do you owe on it?
	\$	\$
	\$	\$
	\$	\$

Accommodation Supplement

The Accommodation Supplement helps with rent, board or home ownership costs.

Tell us if you want to apply

51

Do you get board or rent payments from another person?

No Yes



If yes, we need you to tell us about your accommodation costs using the following questions.

52

Do you want to apply for the Accommodation Supplement? Tick which applies

No, but I get board or rent payments from others

[Go to question 53](#)

No, I don't wish to apply

[Go to question 66](#)

Yes

If you answered 'yes' you'll need to provide proof of your assets and their value (page 16)

Tell us about rental costs

53

Do you pay rent?

No

[Go to question 59](#)

Yes

INFORMATION FOR Q53:

By rent we mean the amount you pay is for your accommodation only and doesn't include other costs such as food or electricity.

54

Do you pay rent to Kāinga Ora or an approved community housing provider?

No

Yes

[Go to question 66](#)

You won't be able to get Accommodation Supplement

55

What is the total amount of rent paid each week for your home?

\$

ATTACHMENT FOR Q56:

You may need to show proof of what you pay for rent.

56

How much of this total amount do you pay for you and your family?

\$

ATTACHMENT FOR Q57:

You may need to show proof of what you pay for water rates.

57

Do you pay water rates separately from your rent?

No

Yes



If yes, tell us how much you pay

\$

How often?

INFORMATION FOR Q58:

If your landlord gets a benefit or pension from us, we may need to contact them. We need this information so we can correctly identify them.

58

Tell us about the person or organisation you pay rent to:

Person's or organisation's full name

Person's or organisation's contact details

Address	<input type="text"/>
Phone number	(<input type="text"/>) <input type="text"/>
Email	<input type="text"/>

Day Month Year

If paid to a person, what is their date of birth (if known)?

Tell us about board costs

59

Do you pay board?

No

Go to question 62

Yes



If yes, tell us what costs your board includes

60

What is the total amount of board you pay for you and your family?

61

Tell us about the person or organisation you pay board to:

Person's or organisation's full name

Person's or organisation's contact details

Address	
Phone number	()
Email	

If paid to a person, what is their date of birth (if known)?

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

INFORMATION FOR Q59:

By board we mean the amount you pay for your accommodation where it includes food costs and may also include other costs like electricity.

HOW TO ANSWER Q61:

For example, food, electricity, telephone.

ATTACHMENT FOR Q61:

You may need to show proof of what you pay for board.

INFORMATION FOR Q61:

If your landlord gets a benefit or pension from us, we may need to contact them. We need this information so we can correctly identify them.

Tell us about home ownership costs

62

Do you own the home you live in?

No

Go to question 66

Yes

63

What are your home ownership costs?

	Who do you pay?	How much do you pay?	How often do you make the payment (such as weekly, monthly or yearly)?
First mortgage		\$	
Other mortgage		\$	
House insurance		\$	
Mortgage insurance		\$	
Rates		\$	
Ground lease		\$	
Water rates		\$	
Body corporate fees		\$	

HOW TO ANSWER Q63:

Only include mortgages you used to buy or alter your home. Include both interest and principal.

List any other mortgages such as a second mortgage or revolving mortgage.

Don't include contents insurance.

ATTACHMENT FOR Q63:

You'll need to show proof of your home ownership costs.

64

Did you have to pay for repairs and maintenance to your home in the last 12 months?

No

Yes



Please write the total amount

65

Have you received a rates rebate in the last 52 weeks?

No

Yes

Amount

Rating year 1 July

to 30 June

ATTACHMENT FOR Q65:

You'll need to show proof of your rates rebate.

Health and disability costs

This helps with extra costs if you or a family member has a health condition, injury or disability lasting more than six months. We call this payment a Disability Allowance. The allowance can help with extra costs directly related to the health condition, injury or disability.

Tell us about the person you're applying for 66

Do you want to apply for the Disability Allowance?

No Go to question 71 on page 23 Yes

If you ticked 'yes' to question 66, you'll need your doctor, specialist or nurse practitioner to fill out the Disability Allowance medical certificate on page 21. You need to complete one Disability Allowance application for each person you're applying for, so please ask us if you need more.

ATTACHMENT FOR Q67: You need to provide a Disability Allowance medical certificate for each person you apply for.

67

Who in your family has health-related costs?

You Your partner Your dependent child

↓ If applying for your dependent child, tell us their names

Child's first name	Child's surname

INFORMATION FOR Q67B: You may be able to get a Child Disability Allowance for the same child. Please ask us.

Tell us about any payments you get for these health needs 68

Do you get payments from private medical insurance for any health-related needs?

No Yes ↓ If yes, please write the details below

What cost is covered	How much is paid?	Name of person the payment is for
	\$	
	\$	
	\$	

69

Is this health condition covered by ACC or War Disablement Pension?

No Yes If 'yes', you may not be entitled to a Disability Allowance

Describe your extra costs 70

What extra health-related costs do you have?

HOW TO ANSWER Q70: Extra costs must be directly related to the health condition. Costs can include medical and prescription costs, medical alarms, lawn mowing, extra power or gas, transport and special equipment.

ATTACHMENT FOR Q70: You'll need to show proof of these costs.

Type of cost	Cost	How often? (For example weekly, monthly, yearly)	Name of person costs relate to
	\$		
	\$		
	\$		
	\$		
	\$		
	\$		
	\$		
	\$		

Disability Allowance medical certificate

Health practitioner to complete



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The Disability Allowance is available for reimbursement of additional costs arising from a disability where the following criteria are met:

1. The person has a disability which is likely to continue for at least six months; and
2. The disability has resulted in a reduction of the person's independent function to the extent that:
 - the person requires ongoing support to undertake the normal functions of life, or
 - the person requires ongoing supervision or treatment by a health practitioner.

For the purposes of qualifying for Disability Allowance, a disability means:

- physical disability or impairment
- physical illness

- psychiatric illness
- intellectual or psychological disability or impairment
- any other loss or abnormality of psychological, physiological, or anatomical structure or function (including sensory impairment)
- reliance on a guide dog, wheelchair, or other remedial means
- the presence in the body of organisms capable of causing illness.

The information you provide below is covered by our Privacy Statement which lets clients know we may contact health providers to check the health-related information they give us.

For more information go to workandincome.govt.nz and search *Disability Allowance*.

Client details

1

Client number

 | |

2

Client's name

First names

Surname

Disability details

3

Does the person have a disability that meets the Disability Allowance criteria?

Yes

↓ **If yes, provide the details below**

No

Go to Health Practitioner Verification

4

What is the nature of the person's disability?



Please tick the major disabilities or specify below

Psychological or psychiatric conditions

Stress (160)

Depression (161)

Bipolar disorder (162)

Schizophrenia (163)

Other psychological/psychiatric (165)

Nervous system disorders

Epilepsy (120)

Multiple sclerosis (121)

Parkinson's disease (122)

Muscular dystrophy (123)

Other nervous system disorders (124)

Cardio-vascular disorders

Heart disease (130)

Stroke (131)

Other cardio-vascular (132)

Immune system disorders

HIV / Aids (140)

Other immune system disorders (141)

Metabolic and endocrine disorders

Diabetes (150)

Other metabolic or endocrine disorders (151)

Substance abuse

Alcohol (170)

Drug (171)

Other substance abuse (172)

Sensory disorders

Blindness (180)

Other visual / eye (181)

Hearing / ear (182)

Other sensory disorders (183)

Accident

- Burns (190)
- Fractures, dislocations, soft tissue injury (191)
- Poisoning, toxic effects (192)
- Internal injuries (193)
- Injury to the nervous system (194)
- Back pain / injury (195)
- Overuse injury [RSI] (196)
- Complications of medical or surgical care (197)
- Other injury (198)

Other disorders

- Congenital conditions (103)
- Intellectual disability (164)
- Cancer (104)
- Infectious / parasitic diseases (105)
- Musculo-skeletal system disorder (106)
- Respiratory disorders (107)
- Genito-urinary disorders (108)
- Blood and blood forming organs (109)
- Skin disorders (110)
- Digestive system disorder (111)

5

Please indicate the expected duration of the disability:

- Less than 6 months **There may be no entitlement to Disability Allowance**
- 6 to 12 months
- 1 to 2 years
- 2 to 3 years
- Permanent (never reassess)

Verification of doctor, specialist or nurse practitioner visits

6

Please list the type, cost and how often visits to doctors, specialists or nurse practitioners are necessary because of the stated disability:

Type of consultation	Cost	How often (eg daily, weekly, monthly)	Health practitioner's initials
	\$		
	\$		
	\$		

Items, services, treatments, pharmaceuticals

7

Please list the pharmaceuticals, items, services or treatments that are necessary and of therapeutic value for the stated disability:

Item / service / treatment / pharmaceutical	Health practitioner's initials

Health practitioner's verification

Please print your details below.

HPI number |

Health practitioner's full name

Practice name and address

Telephone number ()

Health practitioner's signature

Day Month Year

Temporary Additional Support

Temporary Additional Support helps with essential costs for a short time when you've tried everything you can think of, and still can't pay for them.

Tell us if you want to apply **71**

Do you want to apply for Temporary Additional Support?

No [Go to page 34](#) Yes

Tell us about any Working for Families tax credits you get **72**

Do you or your partner get any Working for Families tax credits from Inland Revenue?

No Yes **↓ If yes, tick the box for the type of tax credits you get**

No tax credit Family tax credit Minimum family tax credit

In-work tax credit Best Start tax credit

↓ If yes, please write the details of any tax credits below

Type of tax credit	You	Your partner	How often? (For example, weekly, fortnightly)
	\$	\$	
	\$	\$	
	\$	\$	

Tell us what essential work-related costs you need to pay to keep working **73**

Are you or your partner working?

No [Go to question 75](#) Yes

INFORMATION FOR Q74: **74**
These are the only work-related essential costs that we may be able to help you with.

Do you or your partner have any essential costs that you have to pay to keep working?

No Yes **↓ If yes, please write the details below**

ATTACHMENT FOR Q74:
You'll need to show proof of these costs.

Type of cost	How much?	How often? (For example, weekly, fortnightly)
Running costs for a vehicle you use to get to and from work	\$	
Repayment costs for a vehicle you use to get to and from work	\$	
Public transport to and from work	\$	
Telephone, if it is a condition of your work	\$	
Childcare	\$	

Tell us how much it costs you for the place where you and your family live

75

Do you get board or rent payments from another person?

No Yes

↓ If yes, please make sure you answered from question 51 on page 17.

Go to question 89

76

Are you receiving, or are you applying for, an Accommodation Supplement?

No Yes

Go to question 89

77

Do you pay rent?

No

Go to question 82

Yes

78

Do you pay rent to Kāinga Ora or an approved community housing provider?

No Yes

79

What is the total amount of rent paid each week for your home?

\$

80

How much of this total amount do you pay for you and your family?

\$

81

Do you pay water rates separately from your rent?

No Yes

↓ If yes, tell us how much you pay

\$

How often

82

Do you pay board?

No

Go to question 85

Yes

↓ If yes, tell us what costs your board includes

83

What is the total amount of board you pay for you and your family?

\$

84

Tell us about the person or organisation you pay rent or board to:

Person's or organisation's full name

Person's or organisation's contact details

Address	<input type="text"/>
Phone number	(<input type="text"/>) <input type="text"/>
Email	<input type="text"/>

If paid to a person, what is their date of birth (if known)?

Day Month Year

85

Do you own the home you live in?

No

Go to question 89

Yes

INFORMATION FOR Q77:
By rent we mean the amount you pay is for your accommodation only and doesn't include other costs such as food or electricity.

ATTACHMENT FOR Q80:
You'll need to show proof of what you pay for rent.

ATTACHMENT FOR Q81:
You'll need to show proof of what you pay for water rates.

HOW TO ANSWER Q82:
For example food, electricity, telephone.

INFORMATION FOR Q82:
By board we mean the amount you pay for your accommodation where it includes food costs and may also include other costs like electricity.

ATTACHMENT FOR Q83:
You'll need to show proof of what you pay for board.

INFORMATION FOR Q84:
If your landlord gets a benefit or pension from us, we may need to contact them. We need this information so we can correctly identify them.

86 **HOW TO ANSWER Q86:**

Only include mortgages you used to buy or alter your home. Include both interest and principal.

List any other mortgages such as a second mortgage or revolving mortgage.

Don't include contents insurance.

ATTACHMENT FOR Q86:
You'll need to show proof of your home ownership costs.

ATTACHMENT FOR Q87:
Bring receipts for any repair and maintenance costs.

87

What are your home ownership costs?

How often do you make the payment (such as weekly, monthly or yearly)?

	Who do you pay?	How much do you pay?	How often do you make the payment (such as weekly, monthly or yearly)?
First mortgage		\$	
Other mortgage		\$	
House insurance		\$	
Mortgage insurance		\$	
Rates		\$	
Ground lease		\$	
Water rates		\$	
Body corporate fees		\$	

88

Did you have to pay for repairs and maintenance to your home in the last 12 months?

No Yes **→ If yes, please write the total amount** \$

Have you received a rates rebate in the last 52 weeks?

No Yes Amount \$ Rating year 1 July 20
to 30 June 20

Tell us about other essential costs

89

INFORMATION FOR Q89:
Essential regular costs can include:

- hire purchase
- vehicle repayments
- costs relating to a health condition or disability
- lease or hire of an essential household item such as fridge, washing machine, stove.

ATTACHMENT FOR Q89:
You'll need to show proof of these costs.

Do you or your family have any regular essential costs?

No Yes **↓ If yes, please provide the details below**

Item	Amount	How often (for example, weekly, fortnightly)?	Start or purchase date	End date
	\$		/ /	/ /
	\$		/ /	/ /
	\$		/ /	/ /
	\$		/ /	/ /
	\$		/ /	/ /
	\$		/ /	/ /

If you don't apply for the Disability Allowance on page 19 and your costs are health-related, please tell us.

HOW TO ANSWER Q90:
Don't include toll or mobile phone costs.

90

ATTACHMENT FOR Q90:
Unless we already have this information, please bring:

- proof of phone payments
- proof of the need, such as a Court Order, or verification from Police, Women's Refuge, or a similar organisation.

Do you need a telephone for safety or security reasons, or because of special family circumstances?

No Yes **↓ If yes, please write the details below**

How much do you pay? \$

How often? (weekly, fortnightly, monthly)

Child support

If you pay child support and the monthly amount you have to pay is a 'formula assessment' set by Inland Revenue, the child support can be included when we work out your Temporary Additional Support. You don't have to provide this information but, if you don't, you may not receive the full amount of Temporary Additional Support you're eligible for. We can't include other types of child support.

91

Do you or your partner have child support costs?

No, I/we don't have child support costs, or don't want to include them.

[Go to question 95](#)

Yes, I/we have child support costs.

92

Is the amount you or your partner have to pay a formula assessment set by Inland Revenue?

No

[Go to question 95](#)

Yes

93

Please tell us the amount you or your partner have to pay.

Who has to pay?	Amount you have to pay each month	Date you have to pay this amount from
Me	\$	/ /
My partner	\$	/ /

94

Please tell us how you'd like to provide proof of the child support you have to pay.

We'll need proof of how much you have to pay. There are two ways to do this:

- Inland Revenue can share the information with us.

If you agree, Inland Revenue can tell us about your monthly child support costs. They'll share your name, date of birth, IRD number as well as your current and expected child support costs. We'll use this information to process the application for Temporary Additional Support.

You will still need to let us know if your child support costs change while you're getting Temporary Additional Support. We'll work with you to make sure you're getting paid the right amount and resolve any under or over payments.

They'll also tell us if they're managing other types of child support for you, even if it can't be included in your application. We'll only use this information to help answer questions you might have.

We'll ask for your consent each time you re-apply for Temporary Additional Support.

- You can provide your 'child support to pay' letter from Inland Revenue.

You will still need to let us know if the amount of child support you have to pay changes while you're getting Temporary Additional Support.

I agree that Inland Revenue can share my child support costs if requested by the Ministry of Social Development.

My partner agrees that Inland Revenue can share their child support costs if requested by the Ministry of Social Development.

I do not agree to my information being shared, and will provide the 'Child Support to Pay' letter from Inland Revenue.

95

What steps have you and your partner taken to get other help, reduce costs, or increase income?

INFORMATION FOR Q93:

You can find the amount you have to pay and the date you have to pay it from in MyIR or your 'child support to pay' letter.

INFORMATION FOR Q94:

Details about how and when we share your personal information can be found at workandincome.govt.nz/privacy

Tell us what you've done to try to pay your essential costs

Extra Help partner's form



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This form should be completed by the partner of the person applying for Extra Help. If you don't have a partner please go to page 34.

In this form, 'you', 'your', and 'yourself' means the partner of the person applying for Extra Help.

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 the names you've been known by

1

What is your full name?

Mr Mrs Ms Miss Other

First and middle names

Surname or family name

2

Is the name on your birth certificate the same as above?

No **If no, tell us the name that is on your birth certificate** Yes

First and middle names

Surname or family name

3

Have you ever been known by any other name?

No Yes **If yes, write them all out below**

1.

2.

4

What name would you like us to call you?

The name I wrote in Question 1 The name I wrote in Question 2

Other **If other, write the full name**

ATTACHMENT FOR Q1:
Bring proof of who you are. What you need to bring is explained on page 3.

HOW TO ANSWER Q3:
For example, have you had married names, English names, changes by deed poll, or aliases?

ATTACHMENT FOR Q3:
Bring your marriage certificate, deed poll, or other proof of any name change.

Tell us more about you

5

What date were you born?

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

6

Are you:

Male Female Gender diverse

7

What is your Inland Revenue tax number?

8

What bank account would you want your payments to be paid into?

The account is in the name of:

The account number is:

Bank	Branch	Account number	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

9

Where do you live?

Flat/House number Street name

Suburb

Town/City

10

Is your mailing address different from where you live?

No Yes

11

How else can we contact you?

Tick the best way for us to first contact you

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

12

Do you agree to get emails from us?

No Yes I don't have an email address



ATTACHMENT FOR Q7:

A form or letter from Inland Revenue showing your tax number.



ATTACHMENT FOR Q8:

You need to provide proof of your bank account details, such as a bank statement or deposit slip.

Tell us how we can contact you



HOW TO ANSWER Q9:

If you live in a rural area, flat/house number could include your RAPID number, fire number, emergency services number.



HOW TO ANSWER Q10:

Mailing address can include a PO Box, rural delivery details, or C/O address.



HOW TO ANSWER Q11:

Please only give us contact details you'd like us to use.

Tell us your ethnicity

13

Tick the group(s) you most identify with.

Māori → **Which tribe(s) or iwi?**

New Zealand European Niuean Samoan Indian

Other European Tokelauan Tongan Chinese

Cook Island Māori Other ↓ **If other, write below** Don't want to answer

INFORMATION FOR Q13:
We collect this information for statistics we use in research and future development work.

Tell us about your residence status

14

Do you usually live in New Zealand?

No Yes

15

What best describes your residence status in New Zealand? Tick only one box.

New Zealand citizen by birth **Go to question 18**

Granted New Zealand citizenship → **Date citizenship granted** Day Month Year

Granted permanent residency → **Date permanent residence granted** Day Month Year

Other ↓ **If other, what is your residence status?**

HOW TO ANSWER Q14:
This means you consider New Zealand your home, you're a legal resident, you usually live here and you intend to stay.

16

When did you arrive in New Zealand?

Day Month Year

17

What country were you born in?

Tell us if you've lived or worked overseas

18

Have you ever lived or worked in any countries outside of New Zealand?

 No

Go to question 21

 Yes

↓ If yes, please list details below

Name of country	Date you entered this country	Date you left this country	Reason for being in this country
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	

1 INFORMATION FOR Q18:

Periods of overseas residence may:

- affect entitlement to some benefits
- mean you're eligible for an overseas benefit or pension.

For more information, phone **0800 777 227**.

2 HOW TO ANSWER Q18:

Your reason for being in a country may be that you were there for a working holiday, you were living there, you were born there.

19

Do you receive or qualify for a social security benefit, pension or allowance from overseas?

 No

Go to question 21

 Yes

↓ If yes, tick the box that best describes your benefit, pension or allowance

 Retirement or old age

 Superannuation

 Disability or health condition

 Widow or survivor

 Child or dependent

 War related

 Other

↓ If other, please provide details below

ATTACHMENT FOR Q20:

You'll need to show us proof of these payments, such as a pension certificate.

20

If you ticked 'yes' for question 19, please give details of the payments you get.

	Payment 1	Payment 2
What country does the payment come from?		
How much do you get each time the payment is made (in overseas currency)?		
Is this amount before or after tax?		
How often do you get the payment (for example, weekly, fortnightly, monthly)?		
What is the name of your pension, allowance or benefit?		
What is the payment reference number?		

Tell us about your work in the last 52 weeks

By 'work' we mean any employment for which you get paid or get other advantages for, such as free or subsidised board, payments in kind, or drawings from a business.

Tell us about your current work

21

Are you working?

No

[Go to question 25](#)

Yes

HOW TO ANSWER Q22:

By full-time, we mean you generally work at least 30 hours a week.

22

How many hours a week do you work?

hours

It varies



Please describe the work you do

Full-time

Part-time

Casual

Seasonal

Self-employed

Voluntary

INFORMATION FOR Q22:

If you have more than one job please record details of your other employers on a separate sheet of paper.

For each job include the information asked for in questions 22 to 24.

23

Who are you working for?

Employer's name

Employer's contact details

Address	
Phone number	()
Email	

HOW TO ANSWER Q24:

Include the amount you're paid and also the value of things you get from your employer instead of money.

If your income varies week to week – provide an average (for example the average of your last four weeks pay).

24

How much are you paid each week?

	Type of payment (include goods or services)	Amount before tax	Amount after tax
1.		\$	\$
2.		\$	\$
3.		\$	\$
4.		\$	\$

Tell us about your income

Tell us about income in the last 52 weeks?

25

Did you get income from any of the following sources in the last 52 weeks?

- Wages or salary No Yes
- Termination pay No Yes
- Redundancy pay No Yes
- Accident compensation (eg ACC) No Yes
- Income insurance (replacement/protection) No Yes Jointly with partner
- Farm or business income No Yes Jointly with partner
- Payments from self-employment or contract work No Yes Jointly with partner
- Interest from savings, investments, or bonds No Yes Jointly with partner
- Dividends from shares, unit trusts, or managed funds No Yes Jointly with partner
- Income from rents No Yes Jointly with partner
- Payments from boarders or flatmates No Yes Jointly with partner
- Child Support payments (private arrangement or through Inland Revenue) No Yes
- Other income for a child No Yes
- Maintenance payments No Yes
- Payments from a former partner No Yes
- Student Allowance, scholarship, or Student Loan living cost payments No Yes
- Overseas pension, benefit or allowance payments No Yes
- Other superannuation or retirement scheme income (government or private) No Yes
- Income from an estate, if you've inherited money No Yes Jointly with partner
- Income from trusts No Yes Jointly with partner
- Other No Yes Jointly with partner

ATTACHMENT FOR Q25:
Bring a copy of your business accounts.

INFORMATION FOR Q25:
In this application form, 'partner' means the person you're married to or in a civil union or relationship with, not a business partner.

26

Did you answer 'yes' or 'jointly with partner' to any of the sources of income listed in question 25?

No Yes

↓ If yes, tell us the total before-tax amounts, for the last 52 weeks

Where did the income come from?	Payment made to?	
	You	Jointly with partner
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$

ATTACHMENT FOR Q26:
You need to show us proof of income you've received in the last 52 weeks.

HOW TO ANSWER Q27:

Other types of payment include advantages such as free or subsidised goods and services (for example, free food, subsidised accommodation).

27

Did you get other types of payment apart from money in the last 52 weeks?

No Yes

↓ If yes, tell us about the type of payment and its value

Type of payment	Where did it come from?	Its value
		\$
		\$
		\$

HOW TO ANSWER Q28:

How often do you expect the payment, such as weekly, fortnightly, monthly, one-off.

The types of income you need to include here are listed on page 32.

28

Do you expect to get income or other payments in the next 52 weeks?

No Yes

↓ If yes, write the details below. Tell us the before-tax amounts

Where will the payment come from?	Payment made to?		How often do you expect the payment?
	You	Jointly with partner	
	\$	\$	
	\$	\$	
	\$	\$	
	\$	\$	
	\$	\$	

Are you involved in a trust?

29

Are you involved in a trust, or have you ever been involved in a trust?

'Involved' means one or more of the following:

- you've set up a trust, usually by making a gift of assets or property
- you've transferred assets to a trust
- you make decisions about managing a trust
- you benefit from a trust, for example, by receiving income such as trust distributions.

No Yes

↓ If yes, please write the name of the trust

Name of trust

ATTACHMENT FOR Q29:

You'll need to show us trust documents, such as the trust deed, deed of debt, gift statements, accounts.



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

Obligations and signature

Office copy

Let us know when things change

You need to let us know about changes that might affect the amount you're paid, like:

- starting, stopping or changing jobs
- starting or finishing part-time or full-time study
- changes to any board and or rent payments you get
- changes to your pay or other income, including getting an overseas pension
- starting to run a business (for yourself or someone else).

Changes to information about you or your family, like:

- name, address, contact details or bank account number
- starting or ending a relationship, marriage, or civil union
- a partner passes away
- the number of children in your care, including having another baby.

We also need to know if you:

- are travelling overseas
- go into or come out of hospital
- are being held in custody or on remand.

Your rights

If you don't think we have things right or there's something you don't understand:

- call us – we can usually fix it over the phone
- you have the right to ask us to review the decision. Find out how at msd.govt.nz/reviews

Signature

- I've answered all the questions that apply to me and my situation
- I understand the changes I need to let you know about
- If I have given consent on page 26, MSD and Inland Revenue can share information about the child support I have to pay
- I understand what you do with my personal information and how you protect my privacy
- The information I've given you is true and complete

Applicant's name (print)

Applicant's signature

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Applicant's partner's name (print)

Applicant's partner's signature

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Obligations and signature

Applicant's copy

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Applicant's name (print)

Applicant's signature

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Applicant's partner's name (print)

Applicant's partner's signature

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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