

# Flexible Childcare Assistance application form



MINISTRY OF SOCIAL DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

Flexible Childcare Assistance helps you with the costs of informal childcare if you can't access formal childcare programmes while you're at work or in employment-related study or training. It needs to be for at least three hours a week. It can be paid for up to five children.

Informal childcare is when you pay people (such as a family member, friend or babysitter) to look after a child in your home or elsewhere. It's not to pay for childcare provided by a licensed or certified provider, you could get Childcare or OSCAR Subsidy instead.

There are also some other criteria you need to meet.

If you need more information go to [workandincome.govt.nz/fca](https://workandincome.govt.nz/fca) or call us on **0800 559 009**.

If you've received a benefit or extra financial help from us before, write your client number here if you know it. This number can be found on your Community Services Card if you have one.

Client number

## Tell us your details

1

### What is your full name?

First and middle names

Surname or family name

2

### What date were you born?

Day Month Year

## Tell us how we can contact you

3

### Where do you live?

Flat/House number Street name

Suburb

Town/City

4

### Is your mailing address different from where you live?

 No  Yes

↓ If yes, tell us your mailing address

#### HOW TO ANSWER Q3:

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

#### HOW TO ANSWER Q4:

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

**HOW TO ANSWER Q5:**  
Please only give us contact details you'd like us to use.

5

### How else can we contact you?

Tick the best way for us to first contact you

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

**INFORMATION FOR Q6:**  
With an email address and mobile number you can sign up to MyMSD online. It's an easy way to keep your details with us up to date and view some of your letters online.  
We may also email you information.

6

### Do you agree to get emails from us?

No     Yes    [↓ If yes, tell us your email address](#)     I don't have an email address

## Bank account information

7

### Do you already get payments from us?

No     Yes    [Go to question 9](#)

If you're already getting other payments from us, we'll pay Flexible Childcare Assistance to the same bank account.

**ATTACHMENT FOR Q8:**  
You need to provide proof of your bank account details, such as a bank statement or deposit slip.

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"/>

## Tell us about your work

9

### Are you working or are you about to start working?

No    [Go to question 15](#)     Yes

**INFORMATION FOR Q10:**  
This can include your travel time to and from your work.

10

### Do you need informal childcare for at least three of the hours you work each week?

No     Yes

11

### Who are you or will you be working for?

Employer's name	
Employer's address	
Employer's phone number	(    )
Employer's email	

12

### What date did or does your work start?

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

13

Are you applying because your hours of work have changed?

No  Yes

↓ If yes, what date did/will your hours change?

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

14

Is this work and/or change in hours going to continue for 13 weeks or more?

No  Yes

**INFORMATION FOR Q14:**  
If you're not getting a benefit for this time, your work must be expected to last at least 13 weeks to get this assistance.

### Tell us about your education

15

Are you on or starting a work-related course or work-related training?

No

Go to question 22

Yes

16

Do you need informal childcare for at least three of the hours you're in your course or training each week?

No  Yes

**INFORMATION FOR Q16:**  
This can include your travel time to and from your course or study.

17

What are the details of the training organisation?

Training organisation's name	<input type="text"/>
Address	<input type="text"/>
Phone number	( <input type="text"/> ) <input type="text"/>
Email	<input type="text"/>

18

What is the name of your course?

19

Is the course NZQA accredited?

No  Yes

↓ If yes, what level is your course?

Level 3 or below

Level 4 or above

**INFORMATION FOR Q19:**  
If it's not NZQA accredited you may still be able to get this assistance.

20

What date did or does your course start and finish?

Start date			End date		
Day	Month	Year	Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

21

Are you applying because your hours at the course or study have increased?

No  Yes

↓ If yes, what date did your hours increase from?

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

## Tell us who you pay informal childcare for

22

### HOW TO ANSWER Q40

If any of these children are not already included in your benefit, please talk with us.

### Who are the dependent children in your care you have informal childcare costs for?

#### Child 1

Full name

Date of birth  
Day Month Year

What date did or will the informal childcare costs start?  
Day Month Year

#### Child 2

Full name

Date of birth  
Day Month Year

What date did or will the informal childcare costs start?  
Day Month Year

#### Child 3

Full name

Date of birth  
Day Month Year

What date did or will the informal childcare costs start?  
Day Month Year

#### Child 4

Full name

Date of birth  
Day Month Year

What date did or will the informal childcare costs start?  
Day Month Year

#### Child 5

Full name

Date of birth  
Day Month Year

What date did the informal childcare costs start?  
Day Month Year

23

### Do you have a partner?

No  Yes

↓ If yes, please explain why they're not able to care for the children during the times you've told us in the questions above?

  
  
  


### HOW TO ANSWER Q24:

Some examples include:

- You're working when formal childcare centres are closed (such as evenings or weekends)
- There are no places available with your local childcare provider
- You live rurally and there are no formal childcare options in your area.

24

### Why can't you access formal childcare during the times you've told us in the questions above?

# Obligations, signature and checklist

## Let us know when things change

**You need to let us know about changes that might affect the Flexible Childcare Assistance, like:**

- your children no longer need informal childcare
- starting, stopping or changing jobs
- starting or finishing part-time or full-time study.

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:

- 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](https://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.
- The information I've given you is true and complete.
- I understand what you do with my personal information and how you protect my privacy.

Applicant's name (print)

Applicant'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](https://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](https://workandincome.govt.nz/privacy)