



Work and Income
Te Hiranga Tangata

A service of the Ministry of Social Development

Choosing an agent

An agent is someone who can act on your behalf when dealing with Work and Income. You can choose either a person or an organisation to be your agent.

You are responsible for choosing your agent **and** for anything they do on your behalf, so it is important that you take care when appointing an agent.

You need to consider:

- how long you have known the person
- if you trust them to always act in your best interests
- if they will keep you informed as to what they are doing for you.

Remember, you can stop this person or organisation being your agent at any time. To do this, you need to call us on **0800 559 009**. They can also stop being your agent if they wish, but they need to talk about this with you first. If this happens, you will need to act for yourself or appoint another agent.

What your agent can do

You decide what your agent can do for you.

You may want your agent to be able to:

- access your personal information
- receive your mail **or**
- deal with Work and Income on your behalf.

If you appoint an agent, it doesn't mean that they will receive your benefit payments.

However, this can sometimes happen if there is a good reason. Please fill in the *Redirection of Benefit Payment* form if you want part or all of your benefit paid to your agent or another person or organisation.

What you need to do

When you apply for an appointment of an agent, you will need to:

- Complete this form and make sure your agent signs it.

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

- two** documents that prove who they are, eg 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 note: If you are unable to supply original documents for your agent, a copy can be accepted if it is signed and dated by someone who can certify documents, such as a Work and Income staff member, a solicitor, or a Justice of the Peace.

You and your agent will be given copies of this form, when completed. We suggest that you keep your copy so you have a record of exactly what you have agreed to.

Privacy Statement

The legislation administered by the Ministry of Social Development allows us to check the information that you give us in this form.

This may happen when you apply for a benefit and at any time after that.

The Privacy Act 1993 requires us to tell you that:

- The information you give us is collected under the authority of the legislation administered by the Ministry of Social Development.
- The information will be held by the Ministry of Social Development.
- The information is collected for the purposes of the legislation administered by the Ministry of Social Development (including Work and Income, Child, Youth and Family and other service lines of the Ministry), and in particular for:
 - granting benefits and other assistance under the Social Security Act 1964
 - providing employment related services
 - statistical and research purposes
 - providing advice to Government
 - care and protection needs of children
 - providing support and services for you and your family
 - providing education related services.
- The information you give us may be compared with information held by Inland Revenue, the Ministry of Justice, the Department of Corrections, the New Zealand Customs Service, the Department of Internal Affairs, the Accident Compensation Corporation, Housing New Zealand Corporation, Ministry of Health and Immigration New Zealand. It may also be compared with social security information (for example, pension or benefit information) held by other governments (including Australia and the Netherlands).
- Under the Privacy Act 1993 you have the right to ask to see all information we hold about you, and to ask us to correct that information.

Obligations

Work situation changes include starting part-time, casual or full-time work, whether paid or unpaid.

Changes in your living situation include:

- marriage or separation
- starting or ending a civil union
- starting or ending a de facto relationship with someone of the same or opposite sex
- change in the number of children supported
- change in accommodation costs.

I must tell Work and Income immediately if I:

- have a change in work situation
- become self employed/start to run a business
- have changes to my/our income or financial circumstances
- intend to travel overseas
- start / finish part-time or full-time study
- have changes to personal details (such as name, address or bank account details)
- have changes to my/our living situation
- am imprisoned/held in custody on remand
- am admitted to or discharged from hospital
- have been granted an overseas pension
- have any other changes that may affect my/our benefit entitlement or rate.

Important

I understand that:

- if I have made a false statement **or**
- if I have failed to answer all the questions in full **or**
- if I do not tell Work and Income about changes in my life that might affect my entitlement or rate **then**
- my benefit may be reviewed and cancelled **and**
- I may have to pay back the total amount of any overpayment that I have received **and**
- Work and Income may impose a penalty (up to three times the value of the overpayment) **or**
- I may be prosecuted and fined or imprisoned.



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CLIENT NUMBER

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Before you start

If you need help filling in this form, please ask at your nearest Work and Income Service Centre.

Mehemea e hiahia me awhina a koe ki te whakaki i tenei panui, haere patai ki te poari o te Work and Income tata tonu ki a koe.

Afai e te mana'omia se jesoasoani i le faatumuina o so'o se pepa talosaga e uiga i penefiti, faamolemole faafesoota'i le ofisa o le Work and Income.

Please complete this form if you would like to appoint an agent to act on your behalf. Please check that you have completed all the "What you need to do" items on the front of this form.

Please complete all questions – if not applicable write N/A.

Name

1. What is your name?

First name(s)

Surname or family name

Birth date

2. What is your date of birth?

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

Your agent's details

Q3 note: This can be either a person or an organisation.

Q4 note: We don't need this if the agent is an organisation.

Q5 note: If your agent lives in a rural area, a house number could include:

- RAPID number
- fire number
- emergency services number.

Q6 note: Mailing address includes:

- postal box (PO Box)
- rural delivery details
- C/O address.

3. Who do you want to appoint as your agent?

Name of person or organisation

4. What is your agent's date of birth?

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

5. What are your agent's contact details?

Flat/house no. Street name

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

City

<input type="text"/>	<input type="text"/>
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6. What is your agent's mailing address (if different from above)?

If you live at a rural address please include your rural delivery details here:

7. How can we contact your agent?

Work phone

Home phone

Mobile phone

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

Fax

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

8. How long do you wish to appoint this agent for?

Until or
Day Month Year

Indefinitely This person will be your agent until you advise otherwise.

Your agent's rights and responsibilities

9. What rights and responsibilities do you want to give your agent?

(Please tick as appropriate)

- Access my files to obtain personal information about me (under the Privacy Act 1993).
- Provide information about me to Work and Income, such as income details.
- Change details of my personal file with Work and Income.
- Receive my mail from Work and Income.
- Complete and sign Work and Income application forms on my behalf.
- Receive part or all of my benefit payments. *You need to have a good reason for doing this. You'll also need to complete a Redirection of Benefit Payment form.*
- Have authority to deal with money I owe Work and Income, which may include arranging repayments.
- Have authority over my affairs with Work and Income, as granted by a current Power of Attorney.

Is there anything else you want to let your agent do? If so, write this here:

Is there anything you don't want your agent to do? If so, write this here:



Please provide the Power of Attorney for us to copy.

OFFICE USE ONLY

1. Identification details

Verification attached

2. Identification details

Verification attached

3. Identification details

Verification attached

Client unable to sign the Appointment of an Agent form

Enduring Power of Attorney or Court Order

Has the appropriate documentation been provided? *(This will be either an Enduring Power of Attorney or a Court Order made under the Protection of Personal and Property Rights Act 1988.)*

 Yes No

Temporary incapacity

Has adequate documentation from a registered medical practitioner been provided that explains why the client cannot sign this form **and** the expected period of incapacity?

 Yes No

Has the agent demonstrated that they have a close personal relationship to the client?

 Yes No


Processor's name (print)


Processor's signature

Date

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

Client unable to sign this form

 Please make sure a copy of either the Enduring Power of Attorney or Court Order is attached.

 If you have not already provided this, please make sure evidence from a registered medical practitioner is attached. This needs to state the reason why the client can't act for themselves **and** how long it is likely to last. You also need to show us that you have a close personal relationship to the client. For example, if the client is your wife, you could show us your marriage certificate.

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 a valid Enduring Power of Attorney or Court Order made under the Protection of Personal and Property Rights Act 1988.

This client is temporarily incapacitated, and I wish to be appointed their agent for a short period of time to enable Work and Income to meet their immediate needs.

Please state what your relationship to this client is, eg partner:

Client's declaration

Please state what your relationship to this agent is, eg partner:

I agree to the appointment of the agent named in this form.

The information I have provided on this form is true and complete.

I understand that:

- the agent will have the authority to act in the areas I have stated in Question 9
- I continue to have full responsibility for all matters concerning my benefit, including the warnings and obligations
- while my agent may be able to act on my behalf in some circumstances, they cannot undertake any job search requirements I may have
- Work and Income takes no responsibility for actions carried out by my agent
- the agent will continue to act for me until I tell Work and Income otherwise.

Client's signature

Date

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

Agent's declaration

Note: 'best interests' includes:

- talking to the client about their needs and what they expect of you
- making sure the client receives everything they are entitled to
- advising Work and Income of changes in the client's circumstances.

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

I/we understand that:

- I/we need to meet the responsibilities granted to me/us as an agent, as stated in Question 9
- at all times I/we must act in the best interests of the client
- I agree to advise Work and Income if I change my address
- while I may act on the client's behalf in some circumstances, if the client has job search requirements, I cannot undertake them on the client's behalf.

I/we have read and I/we understand the warnings and obligations placed on the client and the Privacy Information.

If I/we wish to cease being this client's agent I/we must inform the client **and** Work and Income.

Full name of person (if signing on behalf of an organisation)

Agent's signature

Date

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