



Work and Income
Te Hiranga Tangata

A service of the Ministry of Social Development

Services for Deaf, Hearing Impaired and Speech Impaired people

WORK AND INCOME HAVE A CENTRALISED TEAM WHO CAN QUICKLY RESPOND TO THE DEAF OR THOSE WHO HAVE HEARING IMPAIRMENTS OR SPEECH IMPAIRMENTS

What the team can do for you

The team can:

- give you information about your income support or New Zealand Superannuation
- contact your case manager on your behalf
- book, cancel or change an appointment for you with your case manager or an interpreter
- pass on information to your case manager, eg income you are declaring
- update our records, eg change your address
- help resolve any issues you may have about your income support or New Zealand Superannuation.

What the team need to know

When you contact the team you will need to tell us:

- your name, date of birth, address and client number to help us ensure we are speaking with the right person
- what information or service you are calling about or want help with
- if you are wanting an appointment and whether or not an interpreter is required
- what the appointment is about so we can ensure you will be seeing the right person
- how you want us to respond to you, eg a return fax number.

Ways you can contact us

For more information

TTY – 0800 111 113

Deaf fax – 0800 621 621

Text message – 029 286 7170

Email – MSD_Deaf_Services@msd.govt.nz