

Getting in touch with us

At Work and Income we want to make it as easy as possible for you to get in touch with us. Our staff are specially trained to help you. Please read this leaflet to find the easiest way for you.

Contact Centres

Call us if you:

- have any questions about your payments
- have any changes in your circumstances
- want to stop or start your payments
- would like to come and meet with us
- are going overseas or have lived overseas
- are getting a benefit or pension from overseas
- would like to know more about how we can help.

Service Centres

You can talk to us in person but you usually need to make an appointment to do this.

Mobile Services

Mobile employment services are offered when it is easier or necessary for clients to receive service in their home or community.

Remote Sites are central points where clients in remote communities gather to meet with visiting Work and Income staff.

Home Visits are provided when a client's mobility is severely restricted, or it is impractical for them to visit a service centre.

Heartland Services

Heartland Services are 'one-stop shops' where rural New Zealanders can access a range of Government, and other related services.

Outreach Services

Organisations such as Work and Income and Housing New Zealand visit remote communities together, once or twice a month, to provide face-to-face contact.

To find out more about these services please contact us on our general enquiries number **0800 559 009**.

When you call us please have your client number ready. This will help us give you better service. You'll find this number on letters from us or on your Community Services Card. We may also ask for other personal details to make sure we have the right information in front of us while we talk with you. We record all calls so that we can improve our service to you.



Work and Income
Te Hiranga Tangata

A service of the Ministry of Social Development

What number do I call?

For...	Call us free on...	We're here to take your call...	
General Enquiries www.workandincome.govt.nz, information@msd.govt.nz	0800 559 009	Monday to Friday 7am-6pm Saturday 8am-1pm	
Service Express For details of your benefit and debt payments	0800 333 030	Monday to Thursday 7am-10pm Friday to Saturday 7am-8pm	
Working for Families	0800 774 004	Monday to Friday 7am-8pm Saturday 8am-1pm	
New Zealand Superannuation	0800 552 002	Monday to Friday 7am-6pm Saturday 8am-1pm	
Residential Care Subsidy	0800 999 727	Monday to Friday 8am-6pm	
Residential Support Subsidy	0800 999 779	Monday to Friday 8.30am-5pm	
Employer services	0800 778 008	Monday to Friday 8am-6pm	
Student finance www.studylink.govt.nz	0800 889 900 or fax 0800 883 388	Monday to Friday 8am-7pm	
Veteran's Pensions	0800 650 656 or fax 0800 999 996	Monday to Friday 8am-5pm	
Overseas entitlement – all countries	0800 777 227	Monday to Friday 8am-5pm	
Community Services Card	0800 999 999	Monday to Friday 8am-5pm	
Benefit fraud allegations	0800 556 006	Monday to Friday 7.30am-5.30pm	
Paying back a debt <i>For people no longer on income support</i>	0800 558 008	Monday to Friday 7am-6pm	
If you speak another language you can call one of the language lines following.			
Language...	Call...	Language...	Call...
Arabic	0800 668 008	Māori	0800 662 002
Cantonese	0800 664 004	Punjabi	0800 995 005
Farsi	0800 996 006	Samoan	0800 663 003
Hindi	0800 993 003	Somali	0800 997 007
Mandarin	0800 661 001	Tongan	0800 669 009
If you are deaf, hard of hearing or find it hard to communicate by phone, you can send us a message on our Deaf Link free-fax 0800 621 621 .			