

# Getting in touch with us

We want to make it as easy as possible for you to find the information and help you need. There are a range of ways you can contact us.

## Online

Our websites:

[www.workandincome.govt.nz](http://www.workandincome.govt.nz)

[www.seniors.msd.govt.nz](http://www.seniors.msd.govt.nz)

[www.studylink.govt.nz](http://www.studylink.govt.nz)

Online you are able to:

- manage your appointments with us
- update your phone, fax or email address
- see your payment details
- search for work
- declare your income
- check what assistance you might be eligible for
- apply for financial assistance.

If you don't have access to a computer, come and visit us to use one of our self-service kiosks.

## Calling us

Call us if you:

- can't find what you need online
- have changes in your circumstances that you can't tell us online
- want to stop or start your payments
- are going overseas or have lived overseas
- are getting a benefit or pension from overseas
- would like to come and meet with us.

When you call us, have your client number ready. You'll find it on letters from us, on your Community Services Card or your SuperGold card. We may ask

you for other personal information to make sure we have the right details in front of us while we talk with you.

## Visiting us

It's always best to make an appointment before you come in. You can do that online or by calling us.

As well as our Service Centres and Community Links, we also make regular visits to smaller towns, remote communities, or to Heartlands Services. To find out more about what's available in your area see our website or contact us.

Home visits may be provided if your mobility is severely restricted or it is impractical for you to visit us.

## Deaf, hearing or speech impaired

If you are deaf, hard of hearing or find it hard to communicate by phone, you can contact us in various ways. See over for details.

## Other languages

If you prefer to speak with us in another language, you can call and speak to us in one of 10 other languages. See over for details.



**Work and Income**  
Te Hiranga Tangata

*A service of the Ministry of Social Development*

## Contacting us

If you can't find the information or help you need on our websites, you can email us or you can call us.

You can email us at [info@msd.govt.nz](mailto:info@msd.govt.nz) or call us on the following numbers:

## Our websites are:

[www.workandincome.govt.nz](http://www.workandincome.govt.nz)

[www.seniors.msd.govt.nz](http://www.seniors.msd.govt.nz)

[www.studylink.govt.nz](http://www.studylink.govt.nz)

For...	Call us free on...	We're here to take your call...			
General enquiries <i>www.workandincome.govt.nz</i>	0800 559 009	Monday to Friday 7am-6pm Saturday 8am-1pm			
Service express <i>For details of your benefit and debt payments</i>	0800 333 030	Monday to Thursday 7am-10pm Friday 7am-8pm			
Job Search Service	0800 779 009	Monday to Friday 8am-6pm			
Working for Families	0800 774 004	Monday to Friday 7am-6pm Saturday 8am-1pm			
Employer Services	0800 778 008	Monday to Friday 8am-6pm			
StudyLink <i>www.studylink.govt.nz</i>	0800 889 900	Monday to Friday 8am-7pm			
Seniors / New Zealand Superannuation <i>www.seniors.msd.govt.nz</i>	0800 552 002	Monday to Friday 8am-5pm			
Veteran's Pension	0800 650 656	Monday to Friday 8am-5pm			
Residential Care Subsidy	0800 999 727	Monday to Friday 8am-5pm			
Residential Support Subsidy	0800 999 779	Monday to Friday 8am-5pm			
Community Services Card	0800 999 999	Monday to Friday 8am-5pm			
SuperGold Card	0800 25 45 65	Monday to Friday 8am-5pm			
Overseas entitlements	0800 777 227	Monday to Friday 8am-5pm			
Paying back a debt <i>For people no longer on income support</i>	0800 558 008	Monday to Friday 7.30am-6pm			
Benefit fraud allegations	0800 556 006	Monday to Friday 8am-5pm			
If you speak another language you can call one of the language lines following:					
Arabic	0800 668 008	Mandarin	0800 661 001	Somali	0800 997 007
Cantonese	0800 664 004	Māori	0800 662 002	Tongan	0800 669 009
Farsi	0800 996 006	Punjabi	0800 995 005		
Hindi	0800 993 003	Samoan	0800 663 003		

 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**.