
Other Income You Earn

WHAT YOU NEED TO KNOW IF YOU GET OTHER INCOME AND FINANCIAL ASSISTANCE FROM WORK AND INCOME

Do I need to let Work and Income know if I am getting other income?

It's important that you tell us when things change, including how much money you earn, so that we can make sure you don't miss out on extra payments, or get a debt with us which you have to pay back.

What do I have to do if I am getting other income?

You need to advise us whenever your circumstances change, including the amount of income you earn.

When the income you earn changes, let us know straight away. It is better that you tell us that your income has changed in the week you earn it (by Friday 6pm). This will allow us to update your information quickly so that you don't get overpaid by us.

We may also ask you to provide proof of your income.

How do I report my income?

The quickest and easiest way to tell us your income details is to call us on **0800 559 009**.
Our hours are 7am to 6pm Monday to Friday and 8am to 1pm on Saturday.

You will need to tell us **what your before-tax income is, your weekly hours of work and your employer's name**. When you call, we will talk about any other information that we may need. Providing information over the phone will ensure your payments are updated as quickly as possible.

If you are deaf, hearing impaired, or find it hard to communicate by phone, you can send a message to Work and Income's Deafline freefax on **0800 621 621**. You can also contact us via the Teletypewriter telephone (TTY) on **0800 111 113** or by emailing us on **MSD_Deaf_Services@msd.govt.nz**.

There are other ways that you can report your income to us.

This could include calling our automated Service Express system on **0800 333 030**. This is a quick and simple way to check your benefit details and tell us your income changes. Just dial the number, say or key your client number and PIN, then say what you want to find out or tell us. Speak normally Service Express will listen to you and understand what you want to do, and there are no queues.

Report Income Checklist

Please have the following information handy when you contact us:

- your employer's name
- your gross income (your income before tax)
- how often you get paid
- how many hours a week you work.

Remember we may ask you to bring in proof of your new income.

Sometimes we need extra information. We may ask you if:

- you have received any non-taxable allowances (for example clothing, meals, mileage, tools, footwear or laundry allowances)
- you have received any payments from ACC
- you are self employed or have business income
- you have received any other income payments
- you have had any other changes in circumstances since the last time you contacted Work and Income.

We can talk to you about this information, and let you know how it may affect your income support payments.

Other changes in your circumstances

Remember to contact us if your circumstances have changed or are about to change. This could include if you:

- start part-time, casual or full-time work, whether or not you get paid
- travel overseas
- have changes to your personal details (such as your name, address or bank account number)
- have changes to your living situation such as:
 - starting or ending a relationship similar to marriage
 - a change in the number of supported children you have
 - a change in accommodation costs
 - getting married or separating
- are imprisoned or held in custody on remand
- are admitted to or discharged from hospital
- have been granted or receive an overseas pension
- start or finish study
- have any other changes that may affect your benefit entitlement or payments.

For more information: If you have any questions, contact us on **0800 559 009** or visit our website at **www.workandincome.govt.nz**