

# Our services and standards

A guide to the services  
we offer and what you  
can expect from us



**Work and Income**  
Te Hiranga Tangata

*A service of the Ministry of Social Development*

## The services we offer

### Helping people into work

- Workshops and practical advice for getting work.
- Training, seminars or work experience to build up confidence and skills.
- Grants and subsidies to encourage employers to provide work.
- Income support to help people get into, and stay in work.
- Practical support for people with the right experience to start a business.

### Supporting employers

One of the ways we help people find work is to support employers who provide work for our clients. If you're an employer our services include:

- your own Work Broker to help you find the right people
- training and seminars to help our clients get up to speed quickly
- wage subsidies to help with the costs of providing work.

### Providing income support

- Benefits for people unable to support themselves.
- Allowances for people on low-to-middle incomes.
- Superannuation for people who are aged 65 years or more.

- Pensions for ex-service people.
- Loans and allowances for students.

We can grant you financial assistance from the date you first contact us, if you complete your application within 20 working days of that date.

There is also a Community Services Card to help with medical costs – and other payments to help out if you have an immediate need for an essential item or service.

### Other things we do

We are here to help people get the financial assistance they're entitled to. We also work hard to prevent benefit fraud and to recover debts – so that we can support the people who need it most.

We'll do our best to support you in any way we can – for instance, if you need an interpreter, or need us to visit you at home because of mobility problems, or you would like a meeting room when you meet with us.

If you'd like to know more about how we can help please call us free on **0800 559 009**.

We record all calls so that we can improve our service to you.

## What you can expect from us

### We will:

- give you prompt and efficient service
- let you know about our services and how we can help
- give you information that is correct and easy to understand
- give you the assistance you are entitled to
- explain your rights and obligations
- explain why we ask you to do certain things
- listen carefully so we understand what you are telling us
- be understanding and caring about your needs
- be respectful, friendly and professional in the way we serve you
- tell you who may be able to help if we can't
- treat your personal information with care.

### You have the right to:

- be treated with courtesy and respect
- cultural sensitivity
- use any of our services
- be given information about the services we offer

- be given correct information and entitlements
- be listened to
- be given fair, non-judgemental service
- have any decisions we make explained to you
- have a support person there whenever you deal with us
- make a complaint or ask for a review if you disagree with us.

### So that we can help, you need to:

- give us the information we need to assess your entitlements
- make sure any information you give us is correct
- tell us about any changes in your situation
- keep any agreements you have made with us
- attend and be prepared for our meetings
- tell us if you're unable to keep an appointment
- treat our staff with courtesy and respect.

## How to get in touch with us

For...	Call us free on...	We're here to take your call...	
General Enquiries www.workandincome.govt.nz	0800 559 009	Monday to Friday 7am-6pm Saturday 8am-1pm	
Service Express <i>For details of benefit and debt payments</i>	0800 333 030	Monday to Thursday 7am-10pm Friday to Saturday 7am-8pm	
Working for Families	0800 774 004	Monday to Friday 7am-6pm 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 or find it hard to communicate by phone, you can send us a message on our Deaf Link free-fax <b>0800 621 621</b> .			

Our role is to help you find work and provide the income support you need. Our aim is to provide you with the best service we can.

If you'd like to talk with us call us free on **0800 559 009** or make a time to visit your local Service Centre.



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