

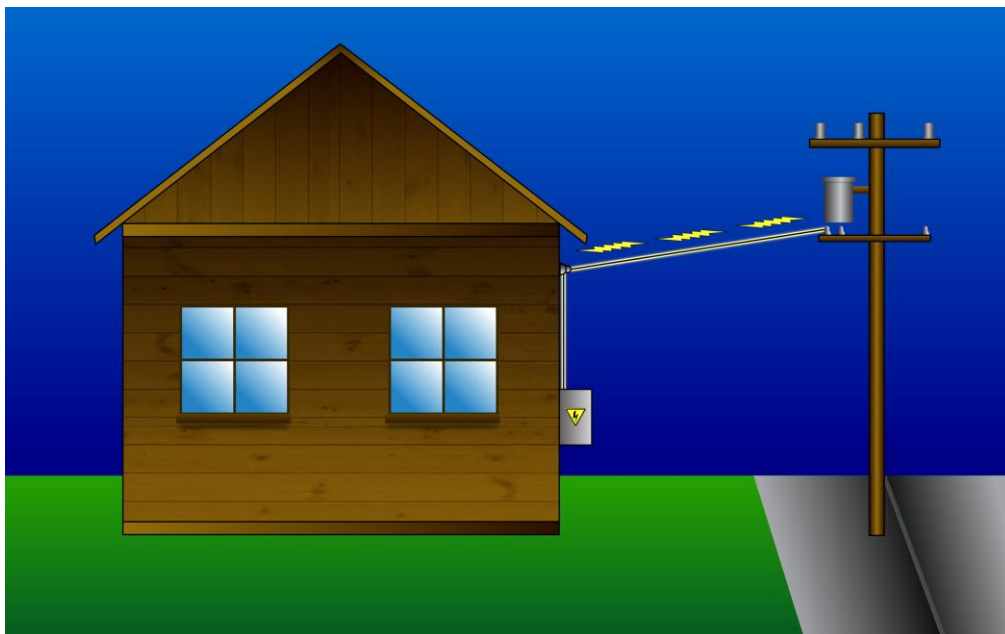


**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA



Support with power, gas, and heating costs for disabled people



Published: April 2026

What you will find in here

Page number:



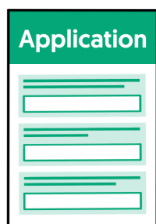
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About this Easy Read



This Easy Read is from the Ministry of Social Development.



The Ministry of Social Development is sometimes called **MSD** for short.

WORK AND INCOME
TE HIRANGA TANGATA

Work and Income is part of MSD.



In this document the words **we / us** mean MSD.

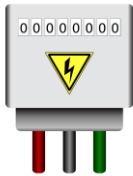


This Easy Read is about money we can give you if your disability means you need to pay extra for:



- power
- gas
- heating.

Who can get support?



You can apply for the **Disability Allowance** if your disability means you need to pay extra for:

- power
- gas
- heating.



The **Disability Allowance** is money we can give to disabled people.

You can use this money to pay for things to do with your disability like:

- going to the doctor
- medicine
- counselling.





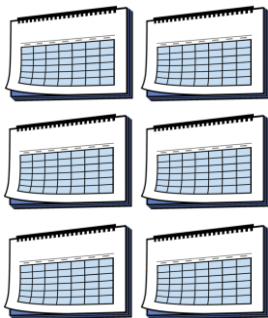
You can read more about the
Disability Allowance in Easy Read at:

[\[link\]](#)



You can apply for the Disability
Allowance for:

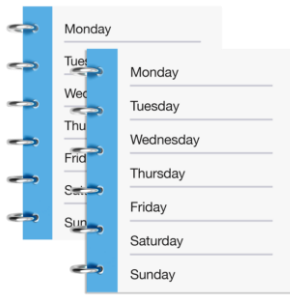
- you
- your partner
- your child.



You can get the Disability Allowance
if you have a disability that will last for
6 months or more.



You can get the Disability Allowance
if your disability means you have
ongoing costs.



Ongoing costs are things you pay for more than once like power bills.



You cannot get the Disability Allowance if another part of the Government pays for your ongoing costs.



To get the Disability Allowance you must be:

- 16 years old or older
- an Aotearoa New Zealand:
 - **citizen**
 - **permanent resident.**





Being a **citizen** means you live in the country you:

- were born in
- or
- have a passport for.



You can become a citizen of another country.



An Aotearoa New Zealand **permanent resident** is someone who:

- is not an Aotearoa New Zealand citizen
- has been told by the Government they can live in Aotearoa New Zealand all the time.





You might not be able to get the Disability Allowance if:

- you earn too much
- your partner earns too much.

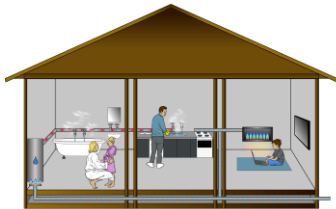


What can I get?



You can get the Disability Allowance if your disability means you need to spend more than other people on:

- power
- gas
- heating.



We look at how much money most people spend on:

- power
- gas
- heating.

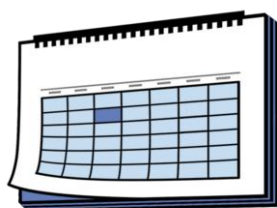




We will pay for the extra amount if your disability means you spend more than most people.

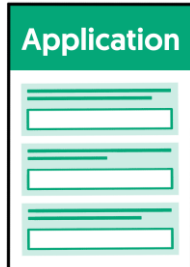


The Disability Allowance can pay for any extra firewood you need if you use firewood to heat your home.



We can start paying for these costs as soon as we say you can get the Disability Allowance.

How to apply for the Disability Allowance



There are different ways to apply for the Disability Allowance.



When you apply we need to see proof of how much something costs like:

- your:
 - power bills
 - gas bills
- **receipts** for:
 - gas
 - coal
 - firewood.





A **receipt** tells you how much you paid for something.



We will tell you what happens next after we go through your application form.

1. How to apply if you already get payments from us that are not the Disability Allowance

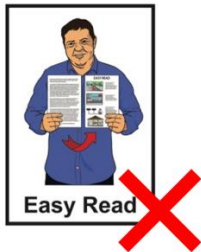


You can apply for the Disability Allowance by filling in the application form if you already get payments from us.



You can get the application form at:

www.workandincome.govt.nz/da-form



This form is **not** in Easy Read.



Ask your **health practitioner** to fill in the **Medical Certificate** in the form.



A **health practitioner** is someone who supports you to look after your health like a doctor.



The **Medical Certificate** is a form your health practitioner fills in to say:

- you are disabled
- your disability means there are things you need to pay for.

2. How to apply if you already get the Disability Allowance



You need to fill in a new Disability Allowance application form if you already get the Disability Allowance.

This means you can add to the form the cost of:



- power
- gas
- heating.



You can get the application form at:

www.workandincome.govt.nz/da-form



This form is **not** in Easy Read.



Ask your health practitioner to fill in the Medical Certificate in the form.

3. How to apply if you do not already get payments from us



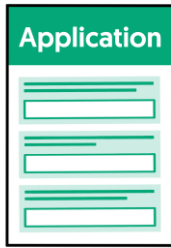
You need to apply online through **MyMSD** if you do not already get any payments from us.



MyMSD is a website where you can:

- apply for payments from us
- check what we have paid you
- tell us about changes in your life that might change how much money we can pay you.





You also need to fill in the Disability Allowance application form.



You can get the application form at:

www.workandincome.govt.nz/da-form



This form is **not** in Easy Read.



Ask your health practitioner to fill in the Medical Certificate in the form.

4. How to apply for someone else



You can apply for the Disability Allowance for someone else:

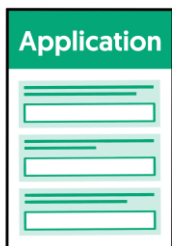
- who is not your child
- if they have filled in a form to say you can.





You can read more about talking to us for someone else at:

www.workandincome.govt.nz/agent

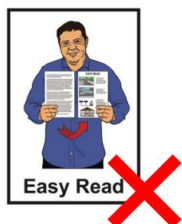


You need to fill in the Disability Allowance application form for the person.



You can get the Disability Allowance application form at:

www.workandincome.govt.nz/da-form



This form is **not** in Easy Read.



Ask a health practitioner who knows the person to fill in the Medical Certificate in the form.

How to contact us

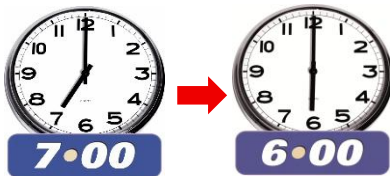


You can contact us by calling:

0800 559 009



This number does not cost money to call.



You can call this number on:

- Monday to Friday:
 - from 7 am to 6 pm



- Saturday:
 - from 8 am to 1 pm.



If you find it hard to use the phone
you can:

- **text** us on:

4206



- **email** us:

MSD_Deaf_Services@msd.govt.nz



You can also contact us using the
New Zealand Relay service.

The **New Zealand Relay** service is
for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.





You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz



You can find more information about contacting us if you find it hard to use the phone at:

www.workandincome.govt.nz/deaf-services

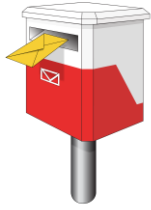


We have many service centres around Aotearoa New Zealand.



You can find a list of our service centres at this **website**:

www.workandincome.govt.nz/service-centres



This list of service centres has the addresses where you can:

- post things to
- visit us.



This information has been written by the Ministry of Social Development.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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