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

WORK AND INCOME
TE HIRANGA TANGATA

Accommodation Supplement

Adapted in 2026 by Accessible Formats Service,
Blind Low Vision NZ, Auckland

Transcriber's Note: At the top of the page are two logos: Ministry of Social Development — Te Manatū Whakahiato Ora, and Work and Income — Te Hiranga Tangata..

Note: Information about ways you can contact Work and Income are listed at the end of this information.

Accommodation Supplement

Accommodation Supplement is a weekly payment which helps people with their rent, board, or the cost of owning a home.

Who can get it?

You may get an Accommodation Supplement if you:

- have accommodation costs (you must be paying a minimum amount)
- are 16 or older
- are a New Zealand citizen or permanent resident
- normally live in New Zealand and intend to stay here
- are not paying rent for a public (social) housing property such as Kāinga Ora (used to be Housing New Zealand), or an approved community housing provider.

It also depends on:

- how much you and your partner get from working.
- any money or assets you and your partner have.

Minimum accommodation costs

You need to be paying a minimum amount of accommodation costs each week. This is called an Accommodation Supplement entry threshold. A list of these is listed here www.workandincome.govt.nz/benefit-rates

How much can you get?

How much you get depends on:

- your income
- your assets (things that you own)
- your accommodation costs
- your family circumstances
- where you live

You can check what you might get on our website under "Check what you might get." or by contacting us for this information.

How to Apply

There are three different ways to apply, depending on what payments you are getting from us. This will determine what application form you fill out.

1. How to apply if you are not a Work and Income client yet or are only getting childcare payments

If you're not getting already any payments from us, or only getting childcare payments, you can either apply online through MyMSD or you will need to print and fill out an Extra Help application form which is here

www.workandincome.govt.nz/extra-help

You will also need to provide proof of your costs.

2. How to apply if you are already an existing client getting a main benefit or allowance

If you are already getting payments from us, you either apply online through MyMSD or you will need print and fill out the Accommodation Supplement application form located here www.workandincome.govt.nz/as-form

You will also need to provide proof of your costs.

3. How to apply if you are a student

If you're a student, you can apply online through the Studylink website www.studylink.govt.nz/as-students

If you cannot complete the form online, you will need print and fill out the Extra Help application form located here www.workandincome.govt.nz/extra-help

You will also need to provide proof of your costs to Studylink.

Submitting your paper-based version

You can get your application form and proof of costs to us by either dropping them in or posting them to your service centre. The service centre will pass it on to Studylink.

Next steps

After you have applied, we may book an appointment with you if we need more information. This could be a phone appointment or a face-to-face appointment.

Changes to your address, housing, or accommodation costs

If you are already getting Accommodation Supplement and your accommodation costs change, you need to let us know right away as it could affect how much you are paid.

Contact us to tell us if you have changes to your:

- address
- rent cost
- board cost
- other accommodation costs (such as water rates)

Options for contacting Work and Income

You are always welcome to let us know if you have a specific communication need.

Phone call

Call our general enquiries team on 0800 559 009. Our phone line is open Monday to Friday 7am to 6pm and Saturday 8am to 1pm.

Text or Email

If **you** are deaf or disabled **and** your health condition or disability prevents you from calling us, you can text us on **4206** (charges may apply depending on your mobile provider) or email us at

MSD_Deaf_Services@msd.govt.nz More information about what Deaf Services can help you with is at www.workandincome.govt.nz/deaf-services

NZ Relay

If you are Deaf, hard of hearing, deafblind, or have speech communications difficulties you can also use NZ Relay to connect with Work and Income via their website located here [Use NZ Relay Service—www.nzrelay.co.nz](http://www.nzrelay.co.nz) or by using the free NZ Relay App.

Finding your nearest service centre

We have many service centres around New Zealand. You can find the physical address and the postal address of a service centre near you here

www.workandincome.govt.nz/service-centres

End of Accommodation Supplement