

# Covid-19 Emergency Benefit

## application for temporary visa holders



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

Emergency Benefit for temporary visa holders is available for a limited time, from 1 December 2020 to 28 February 2021.

### Support we can give temporary visa holders

People on temporary visas who can't support themselves or return home because of the impact of COVID-19 may get this Emergency Benefit. You may be able to get it if:

- you're making plans to return home as soon as possible, or
- you can't get home.

You must also:

- have a current temporary New Zealand visa such as a visitor, student or work visa, and not a sponsored visa
- be 16 years or older
- be in financial hardship with no other means of support (other than funds to purchase a flight home)
- be taking all reasonable steps to find other support including finding work, consular assistance, using your savings, getting other help from overseas or in New Zealand, or arranging to return home as soon as you can
- meet your obligations and complete the activities Work and Income requires.

You also need:

- a New Zealand bank account
- Inland Revenue number
- a current passport.

### What you need to do next

You and your partner (if you have one) need to do several things before Work and Income can help you.

1. Fill out this application form. If you have a partner, they need to fill in an application form too, unless they already get assistance from us like a benefit, NZ Super or Student Allowance or Loan.
2. Collect all the documents or evidence you need to show us. There's a checklist on page 3.
3. Bring this application form and the documents to a meeting. You must apply for this benefit in person, not online or by phone.

#### **You must give us all the information we need.**

If you don't have all the information we need, talk with us and we may be able to help.

**If we find out later that any information you give us is not true, or that you knew information you should have told us and did not tell us, we may stop paying your benefit. You might need to pay money back. In some cases you could even be prosecuted.**

# Our commitment to YOU



We will get to know you,  
your situation and  
your needs



We will use your  
feedback to improve  
our service

Ka mohio  
ki a koe

—  
know  
you

We will make sure you  
understand everything  
you need to know



We will respect your  
privacy and be clear  
about how we use  
your information and  
who we share it with



We will let you know  
everything you may  
be eligible for



The information  
we give you will  
be accessible and  
consistent no matter  
how you contact us

Ka tautoko  
i a koe

—  
support  
you

We will help you  
however we can,  
as soon as we can



We will be honest  
about our mistakes  
and put them right



We will respect you  
and what is important  
to you



We will let you know  
your options, rights  
and obligations

Ka mahi  
tahi ki a koe

—  
with  
you

We will work  
together to achieve  
shared goals



Our actions will  
follow our words



How did   
wedo?

Let us know by visiting [msd.govt.nz/feedback](https://msd.govt.nz/feedback)  
or call us on 0800 559 009

# What to bring



Once you've filled out the application form, use this checklist to tick off all the documents you need for your meeting with us.

Talk to us if you don't have any of the documents, have given them to us recently or if there might be a delay in getting them.

## What you need to bring

### Proof of who you are:

For you

#### Your current passport

**Proof of your current visa.** If you don't have visa documents, you can show us your visa verification details at your appointment using the Immigration NZ online Visa Verification Service.

To access the Visa Verification Service, you must have a RealMe account. If you don't already have a RealMe account, you need to create one **before** you visit Work and Income. To do this, go to [immigration.govt.nz/about-us/our-online-systems/visa-verification-service](https://immigration.govt.nz/about-us/our-online-systems/visa-verification-service)

**All people applying** need to bring **another** document that helps to prove who you are (for example, a marriage certificate, phone or power account, driver licence).

**Your Inland Revenue number.** If you don't have an Inland Revenue number, you need to get one from Inland Revenue and give it to us within 10 days of applying for this benefit. You can apply online at [ird.govt.nz/managing-my-tax/ird-numbers/ird-numbers-for-individuals](https://ird.govt.nz/managing-my-tax/ird-numbers/ird-numbers-for-individuals)

**Proof of your New Zealand bank account**, such as a bank statement or something else verified by the bank.

If you have dependent children in your care, you need to show us their passport or full birth certificate.

You may also need to provide proof of your assets in New Zealand and overseas.

# Covid-19 Emergency Benefit application for temporary visa holders



MINISTRY OF SOCIAL DEVELOPMENT  
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In the applicant form, 'you', 'your', and 'yourself' means the person applying for Emergency Benefit for temporary visa holders.

If we say 'your partner' this only applies if you have one.

## Tell us about yourself

If you've received a benefit or extra financial help from us before, write your client number here if you know it. This number can be found on your Community Services Card if you have one.

Client number

 |  | 

### Tell us the names you've been known by

1

#### What is your full name?

 Mr  Mrs  Ms  Miss Other 

First and middle names

Surname or family name

2

#### Is the name on your birth certificate the same as above?

 No   Yes

First and middle names

Surname or family name

3

#### Have you ever been known by any other name?

 No  Yes 

1.

2.

4

#### What name would you like us to call you?

 The name I wrote in Question 1  The name I wrote in Question 2 Other 

ATTACHMENT FOR Q1:  
Bring your passport.

HOW TO ANSWER Q3:  
For example, have you had married names, English names, changes by deed poll, or aliases?

## Tell us more about you

5

### What date were you born?

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

6

### Are you:

Male  Female  Gender diverse

#### HOW TO ANSWER Q7:

If you don't already have an Inland Revenue number you'll need to get one.

7

### What is your Inland Revenue tax number?

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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#### ATTACHMENT FOR Q8:

You need to provide proof of your New Zealand bank account details, such as a bank statement or deposit slip.

8

### What bank account would you want your payments to be paid into?

The account is in the name of:

The account number is:

	Bank	Branch			Account number			Suffix		
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## Tell us how we can contact you

9

### Where do you live?

Flat/House number Street name

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Suburb

Town/City

#### HOW TO ANSWER Q9:

If you live in a rural area, flat/house number could include your RAPID number, fire number, emergency services number.

10

### Is your mailing address different from where you live?

No  Yes [Tell us your mailing address](#)

#### HOW TO ANSWER Q11:

Please only give us contact details you'd like us to use.

11

### How else can we contact you?

Tick the best way for us to first contact you

Home phone	( )	
Mobile phone	( )	
Other phone	( )	

12

### Do you agree to get emails from us?

No  Yes [Tell us your email address](#)  I don't have an email address

## Tell us your ethnicity

13

Tick the group(s) you most identify with.

Māori → **Which tribe(s) or iwi?**

New Zealand European  Niuean  Samoan  Indian

Other European  Tokelauan  Tongan  Chinese

Cook Island Māori  Other ↓ **Please write below**

**INFORMATION FOR Q13:**  
We collect this information for statistics we use in research and future development work.

## Tell us about your residence status

14

Do you usually live in New Zealand?

No  Yes

15

What best describes your residence status in New Zealand? Tick only one box.

New Zealand citizen by birth **Go to question 20**

Granted New Zealand citizenship → **Date citizenship granted**     
Day Month Year  
**Go to question 16**

Granted permanent residency → **Date permanent residence granted**     
Day Month Year  
**Go to question 16**

Other ↓ **What is your residence status?**

**HOW TO ANSWER Q14:**  
This means you consider New Zealand your home, you're a legal resident, you usually live here and you intend to stay.

16

When did you arrive in New Zealand?

Day Month Year

17

What country were you born in?

18

What is your usual home country?

19

What best describes your current visa status in New Zealand?

Work Visa  Working Holiday Visa

Recognised Seasonal Employer Visa  Interim Visa

Student Visa  Limited Purpose Visa

Limited Visa  Other ↓ **Please tell us your visa type below**

Visitor Visa

## Tell us if you've lived or worked overseas

20

### Have you ever lived or worked in any countries outside of New Zealand?

 No

**Go to question 23**

 Yes


**Please list details below**

Name of country	Date you entered this country	Date you left this country	Reason for being in this country
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	

**1 INFORMATION FOR Q20:**

Periods of overseas residence may:

- affect entitlement to some benefits
- mean you're eligible for an overseas benefit or pension.

For more information, phone **0800 777 227**.

**2 HOW TO ANSWER Q20:**

Your reason for being in a country may be that you were there for a working holiday, you were living there, you were born there.

21

### Do you receive or qualify for a social security benefit, pension or allowance from overseas?

 No

**Go to question 23**

 Yes


**Tick the box that best describes your benefit, pension or allowance**

Retirement or old age

Superannuation

Disability or health condition

Widow or survivor

Child or dependent

War related

Other

**ATTACHMENT FOR Q22:**

You'll need to show us proof of these payments, such as a pension certificate.

22

### If you ticked 'Yes' for question 21, please give details of the payments you get.

	Payment 1	Payment 2
What country does the payment come from?		
How much do you get each time the payment is made (in overseas currency)?		
Is this amount before or after tax?		
How often do you get the payment (for example, weekly, fortnightly, monthly)?		
What is the name of your pension, allowance or benefit?		
What is the payment reference number?		

# Tell us about the people in your household

## Tell us about who you live with

23

Are you 18 or 19 and living with a parent or legal guardian?

No  Yes

## Tell us about your dependent children

24

Do you have dependent children in your care?

No  Yes [Go to question 31](#) [Please provide details below](#)

### Child 1

Full name

Date of birth

Day Month Year

Relationship to you

Parent 1: Full name

Parent 2: Full name

### Child 2

Full name

Date of birth

Day Month Year

Relationship to you

Parent 1: Full name

Parent 2: Full name

### Child 3

Full name

Date of birth

Day Month Year

Relationship to you

Parent 1: Full name

Parent 2: Full name

### Child 4

Full name

Date of birth

Day Month Year

Relationship to you

Parent 1: Full name

Parent 2: Full name

If you need to include more than four children in your application, please write these details about each one on a separate sheet of paper, and bring them with this application form.

### HOW TO ANSWER Q24:

Please give the names of children you support financially and who live with you as a member of your family, including:

- your own children
- adopted children
- stepchildren
- children at boarding school
- grandchildren / mokopuna.

The child's name should be the same as on the child's birth certificate.

Tell us the names of all parents of each child.

### ATTACHMENT FOR Q24:

Bring the passport or birth certificate for each dependent child.

### HOW TO ANSWER Q25:

Please read the definition of a relationship on page 9.

25

Are you a sole parent?

No  Yes [Go to question 28](#)



**HOW TO ANSWER Q26:**

Record the names of all known parents, including those:

- named on the child's birth certificate
- named in a Deed of Acknowledgement of Paternity, or
- named as the child's parent by the Court.

**26**

**Have you named all the parents for each child?**

No   Yes

**27**

**Have you applied for Child Support for each child?**

No   Yes

**28**

**Do you have a shared care arrangement for any of your dependent children?**

No  Yes

Name of child	Hours a week in your care	Name of person you have shared care with

**INFORMATION FOR Q27:**

If you're a sole parent you may need to complete a Child Support application for each dependent child.

**INFORMATION FOR Q29:**

Working for Families tax credits are payments to families with children to help with day-to-day living costs. People getting a benefit who have dependent children generally qualify.

**29**

**If you qualify for any Working for Families tax credits do you want them paid with your benefit?**

No  Yes

If you tick 'Yes', we'll tell Inland Revenue for you – so you do not need to.

**Tell us about your relationship status**

**HOW TO ANSWER Q30:**

Tick this statement to confirm you understand the definition of a relationship for benefit purposes.

If you don't understand what we mean by a relationship please leave this blank until you talk with us. In the meantime, go to question 31.

**30**

**Definition of a relationship for benefit purposes**

Whether people are single or a couple affects eligibility for certain income assistance and the rate at which we can pay that assistance.

When we work out your entitlement to income assistance, we'll consider you to be in a relationship if you're married, in a civil union, or in a de facto relationship, and have a degree of companionship.

By degree of companionship, we mean two people:

- are committed to each other emotionally for the foreseeable future, *and*
- are financially interdependent.

To give you a better idea of what we mean by this, think about whether your relationship includes some of the things below:

- you live together at the same address most of the time
- you share responsibilities, for example bringing up children (if any)
- you socialise and holiday together
- you share money, bank accounts or credit cards
- you share household bills
- you have a sexual relationship
- people think of you as a couple
- you give each other emotional support and companionship.

**Do you understand our definition of a relationship?**

I understand the definition of a relationship for benefit purposes

**31 Do you have a partner?**

By 'partner' we mean someone you're in a relationship with. If you're not sure, please leave this section blank until you talk to us. In the meantime, go to question 49.

No **Go to question 37**  Yes

Your partner needs to complete their own application unless they already get a benefit, pension, or Student Allowance or Loan from us.

**32 What is your partner's full name?**

**33 What is your partner's date of birth?**

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

**34 What is your relationship status with your partner?**

**↓ Tick one of the following boxes**

Married  In a civil union  In a relationship

**35 Are you living at the same address as your partner?**

No  Yes **Go to question 37**

**36 Why are you living apart from your partner?**

They're in prison **→ Date they were imprisoned**

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

Other **↓ Please explain why below**

**ATTACHMENT FOR Q34:**  
Bring your marriage or civil union certificate for your current relationship.

# Tell us about health conditions, injuries or disabilities

## Tell us about your ability to work

**INFORMATION FOR Q37:**  
By full-time, we mean you can generally work at least 30 hours a week.

**ATTACHMENT FOR Q37:**  
If you answered 'Yes' you need to provide a medical certificate from a health practitioner.

**INFORMATION FOR Q38:**  
By part-time, we mean you can generally work at least 15 hours a week.

**37** Are you willing to work full-time but have a health condition, injury or disability that limits you?

No [Go to question 52](#)

Yes [Please tell us about the work you can do](#)


**38** Can you work part-time?

No  Yes

**39** Please describe (in your own words) how your health condition, injury or disability limits your ability to work.


## Tell us about any ACC cover

**40** Do you have an injury, or does your health condition or disability result from an injury or accident?

No [Go to question 48](#)  Yes

**41** When did the injury or accident happen?

Day	Month	Year

**42** How did the injury or accident happen?


**43** Have you applied, or will you apply, for earnings-related accident compensation payments?

No [Please write the reasons you're not applying](#) [Go to question 48](#)


Yes

44

**Who will make these payments?**

- ACC
- Another workplace accident insurer

[Go to question 48](#)

45

**Have you applied to ACC?**

- No [Go to question 48](#)
- Yes [↓ Which ACC office did you apply at?](#)

46

**When did you apply?**

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

47

**What is your ACC reference number?**


### Tell us about any insurance cover

48

**Do you have insurance to replace all or part of your income if you can't work?**

- No [Go to question 50](#)
- Yes [↓ Please write the name of the insurance company or scheme below](#)

49

**How much do you expect to get from insurance, before tax?**

Weekly  \$  Lump sum  \$

### Tell us about your business situation

50


**Are you self-employed?**

- No [Go to question 52](#)  Yes

51

**Are you employing someone else to do your work while you can't?**

- No  Yes [↓ How much are you paying that person?](#)
- \$  Weekly  Fortnightly  Monthly

 **ATTACHMENT FOR Q50:**  
Please bring your business accounts.

# Tell us about your education and training

## Tell us about your study and training

52

Have you finished full-time study or training in the last 28 days?

 No

[Go to question 54](#)

 Yes

53

When did you stop attending?

Day      Month      Year

### HOW TO ANSWER Q54:

If you're unsure whether your course meets the full-time criteria, check with your education provider.

54

Are you enrolled in full-time study at a school, university, Wānanga, or private training establishment?

 No Yes

# Tell us about your work in New Zealand

By 'work' we mean any employment you get paid or get other advantages for, such as free or subsidised board, payments in kind, or drawings from a business.

## Tell us about your current work

55

Have you worked in the last 52 weeks?

 No

[Go to question 67](#)

 Yes

56

Are you working?

 No

[Go to question 61](#)

 Yes

### HOW TO ANSWER Q57:

By full-time, we mean you generally work at least 30 hours a week.

### INFORMATION FOR Q57:

If you have more than one job please record details of your other employers on a separate sheet of paper.

For each job include the information asked for in questions 57, 59 and 60.

57

What type of work do you do?

 Full-time Part-time Casual Seasonal Self-employed Voluntary

58

Are you a sole parent and pay for childcare while you're working?

 No Yes

[Please tell us how much you pay](#)

 Weekly Fortnightly Monthly

59

Who are you working for?

Employer's name

Employer's contact details

Address		
Phone number	(    )	Fax (    )
Email		

**HOW TO ANSWER Q60:**

Include the amount you're paid and also the value of things you get from your employer instead of money.

If your income varies week to week – provide an average (for example, the average of your last four weeks pay).

**60**

**How much are you paid each week?**

Type of payment (include goods or services)	Amount before tax	Amount after tax
1.	\$	\$
2.	\$	\$
3.	\$	\$
4.	\$	\$

**Tell us about any work during the last 52 weeks that has finished**

**61**

**Have you had any work in New Zealand in the last 52 weeks that you're no longer doing?**

No [Go to question 67](#)  Yes

**62**

**Who did you last work for?**

Employer's name

Employer's contact details

Address		
Phone number	( )	Fax ( )
Email		

**63**

**How long did you work there?**

Date you started work			Date of last day at work		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year	Day	Month	Year

**64**

**Why did this work end?**

**65**

**Did you get any of the following payments when you left?**

No [Go to question 67](#)  
 Yes [Please tick the box and write in the before-tax amount](#)

<input type="checkbox"/>	Sick pay	\$
<input type="checkbox"/>	Holiday pay	\$
<input type="checkbox"/>	Termination pay	\$
<input type="checkbox"/>	Redundancy pay	\$
<input type="checkbox"/>	Other	\$

[Please tell us what for](#)

**66**

**How much was your pay for the four weeks before you left?**

	Before tax	After tax
1.	\$	\$
2.	\$	\$
3.	\$	\$
4.	\$	\$

**HOW TO ANSWER Q62:**

If you've had more than one job end in the last 52 weeks please record details of all other employers on a separate sheet of paper.

For each job include the employer's:

- name
- address
- phone number
- email and fax
- the job's start and end dates.

**HOW TO ANSWER Q65:**

Holiday pay includes long-service leave payments, and termination pay includes payments in lieu of notice.

**HOW TO ANSWER Q66:**

Don't include any of the payments you got in Q65.

# Tell us about your income and assets

## Tell us about income in the last 52 weeks?

67

### Did you get income from any of the following sources in the last 52 weeks?

- Wages or salary  No  Yes
- Termination pay  No  Yes
- Redundancy pay  No  Yes
- Accident compensation (eg ACC)  No  Yes
- Income insurance (replacement/protection)  No  Yes  Jointly with partner
- Farm or business income  No  Yes  Jointly with partner
- Payments from self employment or contract work  No  Yes  Jointly with partner
- Interest from savings, investments, or bonds  No  Yes  Jointly with partner
- Dividends from shares, unit trusts, or managed funds  No  Yes  Jointly with partner
- Income from rents  No  Yes  Jointly with partner
- Payments from boarders or flatmates  No  Yes  Jointly with partner
- Child Support payments  No  Yes
- Other income for a child  No  Yes
- Maintenance payments  No  Yes
- Payments from a former partner  No  Yes
- Student Allowance, scholarship, or Student Loan living cost payments  No  Yes
- Overseas pension, benefit or allowance payments  No  Yes
- Other superannuation or retirement scheme income (government or private)  No  Yes
- Income from an estate, if you've inherited money  No  Yes  Jointly with partner
- Income from trusts  No  Yes  Jointly with partner
- Other  No  Yes  Jointly with partner

**ATTACHMENT FOR Q67:**  
Bring a copy of your business accounts.

**INFORMATION FOR Q67:**  
In this application form, 'partner' means the person you're married to or in a civil union or relationship with, not a business partner.

68

### Did you answer 'Yes' or 'Jointly with partner' to any of the sources of income listed in question 67?

No  Yes

**↓ Tell us the total before-tax amounts, for the last 52 weeks**

Where did the income come from?	Payment made to?	
	You	Jointly with partner
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$

**HOW TO ANSWER Q69:**

Other types of payment include advantages such as free or subsidised goods and services (for example, free food, subsidised accommodation).

**69**

**Did you get other types of payment apart from money in the last 52 weeks?**

No  Yes

**↓ Please tell us about the type of payment and its value**

Type of payment	Where did it come from?	Its value
		\$
		\$
		\$

**HOW TO ANSWER Q70:**

How often do you expect the payment, such as weekly, fortnightly, monthly, one-off.

The types of income you need to include here are listed on page 15.

**70**

**Do you expect to get income or other payments in the next 52 weeks?**

No  Yes

**↓ Please write the details below. Tell us the before-tax amounts**

Where will the payment come from?	Payment made to?		How often do you expect the payment?
	You	Jointly with partner	
	\$	\$	
	\$	\$	
	\$	\$	
	\$	\$	
	\$	\$	

**Are you involved in a trust?**

**71**

**Are you involved in a trust, or have you ever been involved in a trust?**

'Involved' means one or more of the following:

- you've set up a trust, usually by making a gift of assets or property
- you've transferred assets to a trust
- you make decisions about managing a trust
- you benefit from a trust, for example, by receiving income such as trust distributions.

No  Yes

**↓ Please write the name of the trust**

Name of trust

**ATTACHMENT FOR Q71:**

You'll need to show us trust documents, such as the trust deed, deed of debt, gift statements, accounts.



## Tell us about your assets

**ATTACHMENT FOR Q72:**  
You may be asked to provide proof of your assets and their value.

**HOW TO ANSWER Q74:**  
Examples of property you don't live in include, land, holiday homes, bach/crib, investment properties.

**ATTACHMENT FOR Q75:**  
You may be asked to provide proof of these details.

72

**Do you or your partner have any of the following cash assets in New Zealand or overseas?**

- Money in bank or other savings  No  Yes
- Bonds, shares, debentures or stocks  No  Yes
- Money lent to other people or organisations  No  Yes
- Other cash assets  No  Yes

73

**If you answered 'yes' to any of the assets listed above, please write the details below.**

Type of asset	You	Your partner	Jointly owned
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$

74

**Do you or your partner have any of the following non-cash assets in New Zealand or overseas?**

- Property you don't live in  No  Yes
- Boat, caravan or motorhome  No  Yes
- Other  No  Yes

75

**If you answered 'yes' to any of the non-cash assets listed above, please write the details below.**

Type of asset	How much is it worth?	How much do you owe on it?
	\$	\$
	\$	\$
	\$	\$



# What you need to do (your obligations)



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When you're getting payments from us, there are some things you need to do to make sure you're getting paid the right amount. So does your partner, if you have one.

If you don't do these things, we could pay you the wrong amount. It could also mean we have to reduce or stop your payments. We don't want you to miss out on money you need so please read these carefully.



- ① A **job** could be part-time, casual or full-time, paid or unpaid.
- ① Having another baby while you're getting a benefit changes your obligations about looking for work.

## Let us know when things change

**You need to let us know about changes that might affect the amount you're paid.** Changes to your income or availability for work, like:

- starting, stopping or changing jobs
- starting or finishing part-time or full-time study
- changes to your pay or other income, including getting an overseas pension
- starting to run a business (for yourself or someone else).

Changes to information about you or your family, like:

- name, address, contact details or bank account number
- starting or ending a relationship, marriage, or civil union
- a partner passes away
- the number of children in your care, including having another baby.

We also need to know if you:

- go into or come out of hospital
- are being held in custody or on remand.

If we have the wrong information we could pay you the wrong amount. If we pay you too much you might have to pay us back.



- ① We can't pay you while you're out of New Zealand.

## Tell us if you're leaving New Zealand

**If you're going overseas, you need to let us know.**

You need to let us know before you leave New Zealand. If there's a good reason you can't, then you need to let us know as soon as you can.



## Conditions of grant

Your case manager will talk to you about the things you need to do while you get this payment.

This could include looking for work, other support, and making plans to get home as soon as you can.

# What can happen if you don't meet your obligations or conditions of grant

You need to do the things listed above to keep getting payments from us. So does your partner, if you have one.

**If you don't do these things your payments may go down or stop. In some cases you could even be prosecuted.**



## Your payments can go down or stop if you:

- don't tell us something we need to know
- don't do something we asked you to do to look for work
- refuse an offer of suitable work
- are not doing what you need to do to get back to your home country when you can.

## Your rights

You have the right to ask us to review any decision we make about your payments.



## If you don't think we have things right or there's something you don't understand:

- visit a Work and Income service centre and talk to us
- you have the right to ask us to review the decision. Find out how at [msd.govt.nz/reviews](https://msd.govt.nz/reviews)



# How we protect your privacy



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

## Collecting your information

**We collect your personal information, so we can provide income support, NZ Super or Veteran's Pension, Student Allowance, or Loans and connect you with employment, education and housing services. We do this under various Acts, which are all listed on our website at [workandincome.govt.nz/privacy](https://workandincome.govt.nz/privacy)**

- To help us do this, we collect information about your identity, your relevant history, and your eligibility for our services.
- We get this information directly from you, and we sometimes collect information about you from others, including other government agencies.
- You can choose not to give us your personal information, but we might not be able to help you if you don't.

## Using your information

**We use the information you give us to make decisions about the best way to help you.**

- These decisions may be about:
  - whether you're eligible for our services
  - running our operations and ensuring our services are effective
  - the services we'll provide in the future.

## Sharing your information

**Sometimes, we need to share your information outside our Ministry to reach our goal of helping New Zealanders to be safe, strong, and independent.**

- To do this, we may share your information with:
  - prospective employers to help you find work
  - contracted service providers that help us to help you
  - health providers if we need your medical information to assess your eligibility
  - other government agencies when we have an agreement with them
  - some other governments if you may be eligible to get or are getting an overseas pension.
- We also share personal information when the law says we have to.

## Respecting you and your information

**We make sure we follow the Privacy Act to do what's right when we use your information.**

- We treat you and your information with respect, by acting responsibly and being ethical.
- We make sure any technology we use meets strict security standards so it keeps your information safe.

## Get in touch if you have a question

**You have a right to ask to see your personal information, and to ask for it to be corrected if it's wrong.**

- If you have a question or a complaint, please get in touch.
- You can find full details about what we do with personal information in our privacy notice at:  
**[workandincome.govt.nz/privacy](https://workandincome.govt.nz/privacy)**

# Signature page

## Office copy

### Applicant

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand the things I need to do while I'm getting payments.

I will do what I need to do to meet my obligations.

I understand what you do with my personal information and how you protect my privacy.

Applicant's name (print)

Applicant's signature

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

### Helper's statement

Complete this if you've helped the applicant or their partner to complete this application form.

Your first and middle names

Your surname or family name

Your address

Your phone number

I completed this application form at the request of the person applying. They told me they understood what they were signing. The statements and answers I have completed are true and complete as given to me by the person applying.

Helper's signature

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

# Signature page

## Applicant's copy

### Applicant

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Applicant's name (print)

Applicant's signature

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

**Please use the document checklist to help you make sure you bring all the documents you need to your meeting with us.**