



# Appointment of an agent form

An agent is someone who can act for you when dealing with the Ministry of Social Development (Work and Income, a contracted service provider (if you have one assigned to you), Senior Services and Housing Assessment).

## Choosing an agent

### **You can choose either a person or an organisation to be your agent.**

You are responsible for choosing your agent **and** for anything they do for you, so it is important that you are careful about who you choose as an agent.

#### **You need to think about:**

- how long you have known the person
- if you trust them to always do the best thing for you
- if they will always tell you what they are doing for you.

Remember, you can stop this person or organisation being your agent at any time.

They can also stop being your agent if they wish, but they need to talk about this with you first. If this happens, you will need to work with us yourself or appoint another agent.

For any changes to your agent call us at Work and Income on **0800 559 009** or Senior Services on **0800 552 002**. You can also talk with your contracted service provider (if you have one assigned to you).

## What your agent can do

### **You decide what your agent can do for you.**

You may want your agent to be able to:

- access your personal information
- receive your mail, **or**
- deal with Work and Income, a contracted service provider, Senior Services and Housing Assessment for you
- deal with social housing providers when they have a property that might be suitable for you.

If you have an agent, it does not mean that they will receive your benefit or pension payments. However, this can sometimes happen if there is a good reason.

Please fill in a redirection of benefit payment form if you want part or all of your benefit or pension paid to your agent or another person or organisation.

## What you need to do

**To apply to appoint an agent**, you will need to complete this form and make sure both you and your agent sign it.

If a person is appointed as your agent they need to provide the following:

- two documents that prove who they are, for example, a birth certificate, passport or driver licence.

If an organisation is appointed as your agent, they need to provide a:

- business card, **or**
- letter on official letterhead.

### **Please provide original documents.**

Copies can be verified by a Ministry of Social Development or contracted service provider staff member only if the original documents can be sighted. If you cannot provide original documents or have them verified by a Ministry of Social Development staff member then you will need to give us copies that have been verified by someone who is officially able to do so, for example, a lawyer, Notary Public, court registrar or Justice of the Peace. They will need to print their name and title on each page of the copy and write that it is a true copy of the original and sign it.

When this form has been completed it will be scanned and kept on your file. You and your agent can see the completed form or ask for a copy at any time.

## Privacy

The legislation administered by the Ministry of Social Development allows us to check the information that you give us. This may happen when you apply for assistance and at any time after that. The Privacy Act 1993 requires us to tell you why we collect the information and what we will do with it.

### **Why we collect information**

The information you give us or your contracted service provider (where you have one assigned to you) is collected under the authority of the legislation administered by the Ministry of Social Development. The information will be held by the Ministry of Social Development and/or your contracted service provider.

You are not required to give the Ministry of Social Development or your contracted service provider information, but if you do not give them, or us, all the information we ask for, your application for appointment of an agent may be declined.

### **You have the right to see and correct your information**

Under the Privacy Act 1993 you have the right to ask to see all information we, or your contracted service provider, hold about you and to ask them, or us, to correct that information.

## Before you start

If you need help filling in this form, please ask at your nearest Work and Income service centre, contracted service provider, Community Link, or call us.

If you are filling in this form on behalf of the client, make sure you answer questions 16 and 17.



# Appointment of an agent form

Please complete this form if you would like to appoint an agent to act for you when dealing with the Ministry of Social Development (Work and Income, Senior Services and Housing Assessment).

**Please answer all questions – if a question does not apply write N/A in the answer box.**

## Tell us about yourself

If you have received a benefit, pension 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 or SuperGold Card if you have one.

Client number

   |    |   

### Tell us your details

1

#### What is your full name?

 Mr     Mrs     Ms     Miss    Other 

First and middle names

Surname or family name

2

#### What date were you born?

  

Day    Month    Year

## Tell us about your agent

### Tell us your agent's name

3

#### Who do you want to appoint as your agent?

Name of organisation

 Mr     Mrs     Ms     Miss    Other 

First and middle names

Surname or family name

**HOW TO ANSWER Q3:**  
Your agent can be either a person or an organisation. If it is a person please give their full name. If it is an organisation only give the name of the organisation.

**ATTACHMENT FOR Q3:**  
Bring proof of your agent's identity. What you need to bring is explained on page 2.

**4** HOW TO ANSWER Q4:  
Please tell us what your relationship is with the agent, for example, partner, friend, brother, family member, support person.

**What is your relationship to this agent?**

  


**5** HOW TO ANSWER Q5:  
We do not need this if your agent is an organisation.

**What date was your agent born?**

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

**6 Tell us how to contact your agent**

**What is your agent's address?**

Flat/House number	Street Name
<input type="text"/>	<input type="text"/>

Suburb

Town/City

**HOW TO ANSWER Q6:**  
If your agent lives in a rural area, flat/house number could include their RAPID number, fire number, emergency services number.

**7** HOW TO ANSWER Q7:  
Mailing address can include a postal box (PO Box), rural delivery details, or C/O address.

**Is your agent's mailing address different from above?**

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

  


**8** HOW TO ANSWER Q8:  
Please only give us contact details your agent would like us to use.

**How else can we contact your agent?**

Tick the best way for us to contact your agent

Home phone	(    )	<input type="checkbox"/>
Mobile phone	(    )	<input type="checkbox"/>
Other mobile phone	(    )	<input type="checkbox"/>
Fax	(    )	<input type="checkbox"/>
Email		<input type="checkbox"/>

**9 Tell us how long you want an agent for**

**How long do you want to have this agent for?**

Until 

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

No end date – this person will be your agent until you tell us.

# Tell us what rights and responsibilities you want your agent to have

10

## What rights and responsibilities do you want to give your agent?

(Please tick the boxes that apply)

- Access to my files to get personal information about me (under the Privacy Act 1993).
- Give information about me to the Ministry of Social Development, such as income details, housing need or changes in my circumstances.
- Change details in my personal file with the Ministry of Social Development.
- Receive all my mail from the Ministry of Social Development.
- Complete and sign forms on my behalf.
- Be allowed to deal with money I owe the Ministry of Social Development, which may include arranging repayments.
- Have authority over my affairs with the Ministry of Social Development, as granted by a current Power of Attorney.
- Speak or make enquiries on my behalf.
- Speak to social housing providers about a potential property match or offer.

### Paying your benefit to an agent

If you want your agent to get paid part or all of your benefit or pension payments you will need to complete a redirection of benefit payment form.

11

## Are you on the social housing register or are you applying for social housing?

- No [Go to question 13](#)
- Yes

12

## Do you want social housing providers to contact your agent when a property becomes available?

- No
- Yes

MSD will pass on your agent's details to social housing providers who may have properties available to offer you. The provider (not MSD) will decide whether they deal with your agent directly rather than you.

13

## Is there anything else you want your agent to do?

- No
- Yes [Please tell us below](#)


**ATTACHMENT FOR Q10:**  
Please provide the Power of Attorney if you have one.

**INFORMATION FOR Q13:**  
Agents are not able to access or update My Account on your behalf.

You can give your agent as many or as few rights and responsibilities as you want. For example, "my agent can only speak or make enquiries about my Childcare Subsidy".

14

Is there anything you do not want your agent to do?

No

Yes [Please tell us below](#)


15

Did you fill in this form yourself

No [Go to question 17](#)

Yes [Go to Client's Declaration on page 7](#)

## Client is unable to sign this form

### Client unable to sign this form

16

Why are you completing this form for your client?

If the client is unable to sign this form, and the form is being completed on their behalf by a person wishing to be appointed their agent, please tick the reason for this.

I have authority over this client's affairs, as covered by the attached valid Enduring Power of Attorney or Court Order made under the Protection of Personal and Property Rights Act 1988.

This client is temporarily unable to do things for themselves, and I wish to be appointed their agent for a short period of time to enable the Ministry of Social Development to meet the client's immediate needs.

17

What is your relationship to this client?


**ATTACHMENT FOR Q16:**  
Attach a copy of either the Enduring Power of Attorney or Court Order.

Attach evidence from a registered medical practitioner. This needs to state the reason why the client cannot act for themselves and how long it is likely to last.

**ATTACHMENT FOR Q17:**  
Show us that you have a close, personal relationship to the client. For example, if the client is your wife, attach a copy of your marriage certificate.

**HOW TO ANSWER Q17:**  
Please tell us what your relationship is with the client, for example, partner, friend, brother, family member or support person.

## Client's declaration

By signing this form, you have agreed to these obligations, and the rights and responsibilities given to your agent.

- I wish to appoint the agent named in this form.
- The information I have provided on this form is true and complete.

I understand that:

- My agent will have the authority to act for me for the things I have agreed in the questions above.
- I still need to tell the Ministry of Social Development of any changes in my circumstances that may affect my eligibility and/or entitlement.
- I continue to have full responsibility for all matters concerning my benefit and social housing assessment, including any obligations.
- While my agent may be able to act for me in some circumstances, they cannot do any job search requirements I may have, or complete a social housing assessment for me unless there is very good reason.
- My agent cannot access My Account on my behalf.
- The Ministry of Social Development takes no responsibility for actions carried out by my agent.
- The agent will continue to represent me until I tell the Ministry of Social Development otherwise.

Your name (print)	Your signature	Date		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		Day	Month	Year

## Agent's declaration

By signing this form, you have agreed the rights and responsibilities given to you by the person named in question one.

- I/we agree to act as agent for the client named in this form.
- The information I/we have provided on this form is true and complete.

I/we understand that:

- I/we need to meet the responsibilities as an agent, as set out in this form.
- I/we must act in the best interest of the client at all times.
- I/we agree to receive emails from the Ministry of Social Development in matters regarding my/our client.
- I/we agree to advise the Ministry of Social Development if I/we change my/our address or contact details.
- While I/we may act on the client's behalf in some circumstances:
  - If the client has job search requirements, I cannot do these on the client's behalf.
  - If the client wishes to apply for social housing he/she must be present for the initial assessment, unless there is good reason.
- I/We understand that we cannot access My Account on behalf of the client.
- I/we have read and I/we understand the privacy statement.
- I/we understand that the client has full responsibility for all matters concerning their benefit and social housing assessment, including any obligations.
- If I/we wish to cease being this client's agent, I/we must inform the client **and** the Ministry of Social Development.

Agent's name (print)	Agent's signature	Date		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		Day	Month	Year

