An agent is someone who can act for you when dealing with a service of the Ministry of Social Development or a contracted service provider (if you have one assigned to you).

If you are a student and want to appoint an agent for dealing with StudyLink, you will need to complete a different form.

Go to studylink.govt.nz and search on agent.

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

You’re responsible for choosing your agent and for anything they do for you, so it’s important you’re careful about who you choose as an agent.

You need to think about:

- how long you’ve known the person
- if you trust them to always do the best thing for you
- if they will always tell you what they’re 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’ll need to work with us yourself or appoint another agent.

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

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 the Ministry of Social Development or a contracted service provider (if you have one assigned) for you
- deal with community housing providers when they have a property that might be suitable for you.

If you have an agent, it doesn’t mean that they’ll get 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.
To apply to appoint an agent, you’ll 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 can’t provide original documents or have them verified by a Ministry of Social Development staff member then you’ll 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’ll 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.

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 don’t 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.

If you need help filling in this form, please make an appointment to see us.

If you are filling in this form on behalf of the client, make sure you answer questions 16 and 17.
Please complete this form if you’d like to appoint an agent to act for you when dealing with the Ministry of Social Development or a contracted service provider (if you have one assigned).

If you’re a student and want to appoint an agent for dealing with StudyLink, you’ll need to complete a different form. Go to studylink.govt.nz and search on agent.

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

2. First and middle names
3. Surname or family name
4. What date were you born?
   - Day
   - Month
   - Year

Tell us about your agent
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

   ATTACHMENT FOR Q3:
   Bring proof of your agent’s identity. What you need to bring is explained on page 2.
<table>
<thead>
<tr>
<th>Question</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4</strong></td>
<td><strong>What is your relationship to this agent?</strong></td>
</tr>
</tbody>
</table>
| **5** | **What date was your agent born?**  
| | Day | Month | Year |
| **6** | **Tell us how to contact your agent**  
| | **What is your agent’s address?**  
| | Flat/House number | Street Name |
| | Suburb |
| | Town/City |
| **7** | **Is your agent’s mailing address different from above?**  
| | No | Yes |
| **8** | **How else can we contact your agent?**  
| | Home phone | ( ) |
| | Mobile phone | ( ) |
| | Other phone | ( ) |
| | Fax | ( ) |
| | Email |
| **9** | **How long do you want to have this agent for?**  
| | Until | 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 needs 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 community housing providers about a potential property match or offer.

11. Are you on the community housing register or are you applying for community housing?
   - No  Go to question 13
   - Yes

12. Do you want community housing providers to contact your agent when a property becomes available?
   - No
   - Yes  MSD will pass on your agent’s details to community 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

INFORMATION FOR Q13: Agents are not able to access or update MyMSD 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”.

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

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*. 
Is there anything you don’t want your agent to do?

- No
- Yes [Please tell us below]

Did you fill in this form yourself

- No [Go to question 16]
- Yes [Go to Client’s Declaration on page 7]

### Client is unable to sign this form

#### 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 themself, 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.

#### What is your relationship to this client?

[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 MyMSD 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

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 community housing they must be present for the initial assessment, unless there is good reason.
• I/we understand that we cannot access MyMSD 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

Day  Month  Year