

# Appointment of an agent form



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

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*.

## Choosing an 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).

## 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 the Ministry of Social Development or a contracted service provider for you (if you have one assigned)
- 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.

## What you need to provide

**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.**

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.

## Before you start

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.

# Appointment of an agent form



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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

Client number

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It's on your Community Services Card, or if you've applied for support from StudyLink or Work and Income before it's on a letter from us.

### Tell us your details

1

#### What is your full name?

<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	Other	<input type="text"/>
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First and middle names

Surname or family name

2

#### What date were you born?

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

## Tell us about your agent

### Tell us your agent's name

3

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

Name of organisation

<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	Other	<input type="text"/>
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First and middle names

Surname or family name

#### ② HOW TO ANSWER Q3:

Your agent can be either a person or an organisation. If it's a person please give their full name. If it's 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.

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

4

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

  

**HOW TO ANSWER Q5:**  
We don't need this if your agent is an organisation.

5

**What date was your agent born?**

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

**Tell us how to contact your agent**

6

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

Flat/House number Street name

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

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

☐ No ☐ Yes

↓ **If yes, please tell us their mailing address**

  

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

8

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

Tick the best way for us to first contact your agent

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

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

9

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

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

☐ 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.

**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'll need to complete a *Redirection of Benefit Payment form*.

11

Are you on the public housing register or are you applying for public housing?

- ☐ No 

Go to question 13
- ☐ Yes

12

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

- ☐ No
- ☐ Yes 

MSD will pass on your agent's details to 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.

**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".

13

Is there anything else you want your agent to do?

- ☐ No
- ☐ Yes 

↓ If yes, please tell us below

14

Is there anything you don't want your agent to do?

☐

No

☐

Yes



If yes, please tell us below


15

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

### 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 health 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 public 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.

Applicant's name (print)

Applicant's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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## 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 what you do with personal information and how you protect a person's privacy.
- I/we understand that the client has full responsibility for all matters concerning their benefit and public 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

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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# How we protect your privacy



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## 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)**