

Veteran's Pension application



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TE MANATŪ WHAKAHIATO ORA

Please read the instructions on pages 1 to 4 of this application form before starting to fill it in, so you get a feel for what is needed.

Once you have applied for Veteran's Pension and your application has been processed, we'll send you your SuperGold Card automatically.

Who can get Veteran's Pension?

The Veteran's Pension is available as an alternative to New Zealand Superannuation (NZ Super) to:

- Veterans who have qualifying operational service confirmed by Veterans' Affairs, and who meet the NZ Super age and residency criteria; or
- Partners of veterans who qualify for a Veteran's Pension; or
- Surviving spouses of deceased veterans who would have qualified for a Veteran's Pension had they still been alive.

How you apply


When you can apply

You can apply for Veteran's Pension from 12 weeks before you turn 65 to avoid missing out on payments.

If you apply after you turn 65 your payments may only start from the date you apply.

What you need to do

You and your partner (if you have one) need to:

1. Fill out this application form.
2. Collect all the documents you need to show us. We tell you about these documents in the application form (look for the ) and we also have a list on page 3.
3. Bring this application form and the documents to a meeting so we can make sure we have all the information we need and can answer any questions you might have. If you do not already have a meeting arranged, contact us on **0800 650 656** so we can set one up for you.
4. If you prefer, you can send this form and your certified documents to the Veteran's Pension Centre directly.

Veteran's Pension Centre
PO Box 5515
Wellington 6145

Please give us all the information we need.

If you do not 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

Ka mōhio
ki a koe

—
know
you

We will make sure you understand everything you need to know



We will use your feedback to improve our service

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

Ka tautoko
i a koe

—
support
you

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



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

We will be honest about our mistakes and put them right



We will respect you and what is important to you

Ka mahi
tahi ki a koe

—
with
you

We will work together to achieve shared goals



We will let you know your options, rights and obligations

Our actions will follow our words



How did 
wedo?

Let us know by visiting msd.govt.nz/feedback
or call us on 0800 650 656

Veteran's Pension checklist



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

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

If you have a partner, there may be documents they need to provide, for example if you apply for Extra Help. There's also more information about partners on the next page.

What you need to provide

INFORMATION NOTE:
Documents need to be originals, or copies of documents that have been certified as a **true copy** by a Solicitor/Lawyer, Notary Public, Registrar of the Court or Justice of the Peace.

Proof of who you are:

If you were born in New Zealand, bring one type of official identification that has your full legal name and your date of birth (for example, your birth certificate, passport, driver licence, firearms licence, deed poll).

If you were born overseas, bring proof that you have a right to live in New Zealand (for example, a citizenship certificate, a New Zealand passport, a passport from another country with residence class visa or proof of permanent residence).

Your partner may also need to provide this.

If your name has changed, bring your marriage certificate, deed poll, or other proof of the name change.

You need to bring **two more documents** that help to prove who you are (for example, a marriage certificate, bank statement, phone or power account, driver licence).

If you're using your residence in the Cook Islands, Niue and/or Tokelau to qualify for Veteran's Pension you need to provide proof of the time you lived in those countries.

Proof of your bank account, such as a bank statement or deposit slip showing the account name, account number and bank logo. If you have to write any of these details yourself, you need to get the bank to stamp and sign the statement or slip.

One of the documents above must be at least two years old.

If you have a partner

If you have a partner, we need to know some details about them. It's important we have this information because it can affect the amount we can pay.

We also need to know about whether your partner has or is likely to have any entitlement to an overseas pension. Their overseas pension may affect any Extra Help you get. There's more information about overseas pensions on our website.

Going overseas

If you're going overseas you may still be able to get all or some of your Veteran's Pension.

We can give you advice about:

- any effect your trip may have on your payments
- avoiding an unexpected debt
- being left stranded overseas without any money if things happen that delay your return to New Zealand.

For more information about going overseas:

- visit [workandincome.govt.nz](https://www.workandincome.govt.nz) and search on *Veteran's Pension going overseas*
- call us on **0800 650 656**.

Veteran's Pension applicant's form



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In this form, 'you', 'your', and 'yourself' means the person applying for Veteran's Pension. If we say your partner we also mean your husband or wife. These only apply 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 proof of who you are. What you need to bring is explained on page 3.

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

ATTACHMENT FOR Q3:
Bring your marriage certificate, deed poll, or other proof of any name change.

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

7

Are you currently receiving weekly compensation payments from ACC?

No Yes

If you get weekly compensation payments through ACC, in most cases you can't get Veteran's Pension for the same period. You may be able to get Veteran's Pension if ACC have confirmed:

- you can get both payments for a period of time, **or**
- the date your ACC payment stopped.

If you need help call ACC on **0800 101 996**.

8

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"/>	<input type="text"/>
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9

What tax code do you want to use for your Veteran's Pension payments?

You can work out your tax code using the online calculator at ird.govt.nz or phone Inland Revenue on **0800 227 774**.

INFORMATION FOR Q9:

If you don't give us a tax code, your payment will be taxed at the higher 'no-notification rate' of 45%

ATTACHMENT FOR Q9:

If you use tax code 'STC' please provide proof from Inland Revenue.

Tell us how we can contact you

10

Where do you live?

Flat/House number Street name

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

Suburb

Town/City

11

Is your mailing address different from where you live?

No Yes

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

HOW TO ANSWER Q10:

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

HOW TO ANSWER Q11:

Mailing address can include a PO Box, rural delivery details, or C/O address.

HOW TO ANSWER Q12:
Please only give us contact details you'd like us to use.

12

How else can we contact you?

Tick the best way for us to first contact you

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

13

Do you agree to get emails from us, including information about discounts and concessions for SuperGold Card holders?

No Yes I don't have an email address

A SuperGold Card will be sent to you automatically, once your Veteran's Pension is granted. It gives you access to thousands of discounts and concessions from businesses around New Zealand and Australia, and to New Zealand government and/or local council services.

Tell us your ethnicity

14

INFORMATION FOR Q14:
We collect this information for statistics we use in research and future development work.

Tick the group(s) you most identify with.

Māori

New Zealand European Niuean Samoan Indian

Other European Tokelauan Tongan Chinese

Cook Island Māori Other Don't want to answer

Tell us about your residence status

15

Do you usually live in New Zealand?

No Yes

16

HOW TO ANSWER Q15:
This means you consider New Zealand your home, you're a legal resident, you currently live here on a day-to-day basis and you intend to stay. In deciding if someone is ordinarily resident we look at:

- time spent in New Zealand and your intentions for the future
- property and assets you own here
- which country your bank accounts, cash assets and investments are in
- whether your income is earned here or overseas
- whether you pay tax here
- whether you're eligible to vote here
- your involvement in the community, clubs and other groups.

Do you regularly visit any countries outside New Zealand?

Name of country you visit or will visit	How often?	How long?	Reason for visiting (for example, holiday, working, living)

17

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 18

Granted permanent residency

→ Date permanent residence granted

Day	Month	Year

Go to question 18

Other

↓ What is your residence status?

18

When did you arrive in New Zealand?

Day	Month	Year

19

What country were you born in?

20

How many years, from the age of 50, have you lived in any of the following countries?

New Zealand

Cook Islands

Niue

Tokelau

None

If your answers in these boxes add up to 10 years or more go to question 22

21

How many years have you lived in New Zealand between the ages of 20 and 50 years old?

22

Tell us if you've lived or worked overseas

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

Do not include holidays of four weeks or less.

No

Go to question 25

Yes

↓ Please list details below

INFORMATION FOR Q22:

- 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**.

HOW TO ANSWER Q22:

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. If you don't know the exact date we'll accept a month and year.

Name of country	Date you entered this country	Date you left this country	Holiday	Work	Visiting family	Study	Missionary work	Humanitarian work	Other
	/ /	/ /							
	/ /	/ /							
	/ /	/ /							
	/ /	/ /							
	/ /	/ /							
	/ /	/ /							
	/ /	/ /							

HOW TO ANSWER Q18:
If you were under 20 years old when you first arrived in New Zealand, we can accept an approximate date of arrival. If you were over 20 and aren't sure of the actual date, talk to us and we can decide whether the date needs to be confirmed.

HOW TO ANSWER Q20:
Please answer this question even if you were born in New Zealand. Your answers to questions 20 and 21 tell us if you meet the residence criteria.

ATTACHMENT FOR Q20:
If you're using your residence since turning 50 in the Cook Islands, Niue and/or Tokelau to qualify for Veteran's Pension, you need to provide proof of the time you've lived in those countries. Ask us if you need help with this.

23

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

You need to tell us this because your payments may be affected if you get or are eligible for an overseas pension or benefit.

No

[Go to question 25](#)

Don't know

[Go to question 25](#)

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 Q24:

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

24

If you ticked 'yes' for question 23, 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 your bank details

ATTACHMENT FOR Q25:

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

25

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

Armed forces service 26

Are you applying for Veteran's Pension because of your own service?

No [→ What is your partner's service number?](#)

[Go to question 33](#)

Yes

HOW TO ANSWER Q27:
If you do not know the percentage we can find this out for you.

27

Do you receive a Disablement Pension from Veterans' Affairs?

No

Yes [→ What percentage do you get?](#) %

Don't know [We'll get this information from Veterans' Affairs for you.](#)

INFORMATION FOR Q20:
Disablement Pension was previously known as 'War Disablement Pension'.

28

What country's forces did you serve with?

Country Name of unit

29

What is your service number?

30

What were the dates of your service?

Date service commenced Date discharged
Day Month Year Day Month Year

31

Did you serve overseas?

No [Go to question 33](#)

Yes [→ Please tell us the length of your service](#) Months Years

32

What were the theatres of operation and approximate dates?

Tell us about your household

If you meet our definition of living alone, we may be able to pay you a higher rate of Veteran's Pension to recognise the cost of maintaining your home on your own.

You may also get this if you have a partner who's in residential care, hospital or prison, or in other situations when you're not living on your own. You can have visitors stay with you for up to 13 weeks and still get the living alone rate.

Tell us about your living situation

33

Do you live alone?

- I live with my partner [Go to question 38](#)
- I live with other people [Go to question 34](#)
- Yes [Go to question 35](#)

INFORMATION FOR Q34:

We don't need to know the name of each person.

34

Please provide details for anyone you live with:

Person 1

Relationship to you

Is this person 18 years or younger?

- No [Go to next person or question 37](#)
- Yes [↓ Answer the following](#)

What is their date of birth?

Day Month Year

Does this person attend school or a tertiary institution?

- No Yes

Person 2

Relationship to you

Is this person 18 years or younger?

- No [Go to next person or question 37](#)
- Yes [↓ Answer the following](#)

What is their date of birth?

Day Month Year

Does this person attend school or a tertiary institution?

- No Yes

Person 3

Relationship to you

Is this person 18 years or younger?

- No [Go to question 37](#)
- Yes [↓ Answer the following](#)

What is their date of birth?

Day Month Year

Does this person attend school or a tertiary institution?

- No Yes

ATTACHMENT FOR Q34:

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

35

Do you have any visitors aged 18 years or older who'll be staying with you for 13 weeks or longer?

No Yes

INFORMATION FOR Q36:

'Self-contained' for a granny flat or unit means there is a kitchen or a kitchenette and a bathroom.

'Self-contained' for a mobile home means it needs to have facilities for:

- day-to-day living
- sleeping
- preparing and cooking food.

It must also have a:

- sink
- toilet
- fresh water tank
- waste water tank.

36

What is your accommodation?

- House or flat A room in a boarding house
- Self-contained 'granny' flat Hotel or motel
- Self-contained unit in a retirement village or rest home
- Mobile home – self-contained
- A boat moored within New Zealand territorial waters
- Accommodation in a caravan park
- Other **↓ Please provide details below**

Tell us if you have a partner

We need to know if you have a partner or husband or wife and some information about them. This is so we can pay you the right rate.

By 'partner' we mean someone you are in a relationship with. If you're not sure, you can leave this section blank until you talk to us. In the meantime, go to the Extra Help information section on page 13.

37

Do you have a partner?

No **Go to question 46** Yes

38

What is your partner's full name?

39

What is your partner's date of birth?

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

40

Is your partner:

Male Female Gender diverse

41

What is your relationship status with your partner?

↓ Tick one of the following boxes

Married In a civil union In a relationship

INFORMATION FOR Q42:
If your partner is living at a different address, for example a rest home, you may qualify for a living alone rate.

42

Are you living at the same address as your partner?

No Yes **Go to question 44**

43

Where does your partner live?

Rest home Public hospital Private hospital Prison
 Other **↓ Please tell us where they live**

If your partner doesn't qualify for their own Veteran's Pension and they still need financial help, they'll need to apply for another benefit of their own.
If they're not sure what the best option is, please talk with us.

44

Does your partner need any financial help from us?

No **Your partner needs to complete the partner's residence form on page 15**
 Yes **Your partner will need to apply for their own benefit. Talk to us about the best option.**

45

Is your partner getting a benefit, Student Allowance or Loan, NZ Super or Veteran's Pension?

No **Your partner needs to complete the partner's residence form on page 15**
 Yes **↓ What is their client number?**
 | |

Extra Help information

You may be able to get extra financial or other help. Most extra help we pay depends on your personal situation and what income or assets you have. You can apply for Extra Help at any time.

For more information about extra help and application forms go to workandincome.govt.nz or you can phone us on **0800 650 656**.

Disability Allowance

46

Do you want to apply for a Disability Allowance?

No Yes **Please complete a Disability Allowance application**

If you, or a family member, have a disability or medical condition likely to continue for at least six months, you may be able to get help with costs such as ongoing visits to the doctor, medicines, medical alarms, travel, and some other costs.
Disability Allowance is income tested.

Accommodation Supplement

If you have costs from owning your own home, renting, or boarding, you may be able to get an Accommodation Supplement. How much you get will depend on your income, assets, accommodation costs, family circumstances and where you live.

Accommodation Supplement is income and asset tested.

If you and/or your partner are tenants living in a community housing property, you won't be able to get Accommodation Supplement. (Community housing properties are provided by Kāinga Ora (formerly Housing New Zealand) and approved community housing providers.)

47

Do you want to apply for an Accommodation Supplement?

No

Yes

Please complete an Accommodation Supplement application

Temporary Additional Support

Temporary Additional Support helps with essential costs for a short time when you've tried everything you can think of, and still can't pay for them.

To get Temporary Additional Support, your assets will need to be below a certain level.

48

Do you want to apply for Temporary Additional Support?

No

Yes

Please complete a Temporary Additional Support application

Dependent children in your care

A dependent child is a child who is financially supported by you and is living with you as a member of your family.

49

Do you have dependent children in your care?

No

Yes

You may be able to get other forms of financial assistance. Please ask us about this.

Community Services Card

The Community Services Card can help you with the costs of health care. You'll pay less for some health services and prescriptions.

This will be included on your SuperGold Card and sent to you automatically.

If you don't have a partner, please go to page 18

Veteran's Pension partner's residence form



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This partner's residence form should be completed by the partner of the person applying for Veteran's Pension if they're:

- not being included in your Veteran's Pension
- not already receiving a benefit.

We need this information so we can pay the right rate. For more information about why your partner needs to complete this form, please read the 'If you have a partner' section on page 4.

In this form, 'you', 'your', and 'yourself' means the partner of the person applying for Veteran's Pension. By partner, we also mean husband or wife.

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

ATTACHMENT FOR Q1:

Bring proof of who you are. What you need to bring is explained on page 3.

2

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

No Yes

First and middle names

Surname or family name

HOW TO ANSWER Q3:

For example, have you had married names, English names, changes by deed poll, or aliases?

3

Have you ever been known by any other name?

No Yes

1.

2.

ATTACHMENT FOR Q3:

Bring your marriage certificate, deed poll, or other proof of any name change.

4

What name would you like us to call you?

The name I wrote in Question 1

The name I wrote in Question 2

↓ Write the full name

5

What date were you born?

Day

Month

Year

6

Are you:

Male

Female

Gender diverse

Tell us about your residence status**HOW TO ANSWER Q7:**

By answering yes, this means you consider New Zealand your home, you're a legal resident, you usually live here and you intend to stay.

7

Do you usually live in New Zealand?

No

Yes

8

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

New Zealand citizen by birth

Go to question 11

Granted New Zealand citizenship

→ **Date citizenship granted**

Day

Month

Year

Go to question 9

Granted permanent residency

→ **Date permanent residence granted**

Day

Month

Year

Go to question 9

Other

↓ **What is your residence status?**

9

When did you arrive in New Zealand?

Day

Month

Year

10

What country were you born in?**HOW TO ANSWER Q9:**

If you were under 20 years old when you first arrived in New Zealand, we can accept an approximate date of arrival. If you were over 20 and aren't sure of the actual date, talk to us and we can decide whether the date needs to be confirmed.

Tell us if you've lived or worked overseas

11

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

No

[Go to page 17](#)

Yes

[Please list the details below](#)

INFORMATION FOR Q11:

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**.

HOW TO ANSWER Q11:

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. If you don't know the exact date we'll accept a month and year.

12

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

No Don't know

Yes [Tick the box that best describes your benefit, pension or allowance](#)

- | | | |
|--|---|---|
| <input type="checkbox"/> Retirement or old age | <input type="checkbox"/> Superannuation | <input type="checkbox"/> Disability or health condition |
| <input type="checkbox"/> Widow or survivor | <input type="checkbox"/> Child or dependent | <input type="checkbox"/> War related |
| <input type="checkbox"/> Other | | |

13

If you ticked 'yes' for question 12, 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?		



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.

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.



Let us know when things change

You need to let us know about changes that might affect the amount you're paid.

Changes to information about you or your family, like:


- name, address, contact details or bank account number
- starting or stopping living alone
- starting or ending a relationship, marriage, or civil union
- your partner passes away
- the number of dependent children you support.

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.



 We can't pay you while you're out of New Zealand unless we've agreed to it.

Tell us if you're going overseas

If you're travelling or moving overseas you may need to let us know because we may have to change or stop your payments. Whether you need to let us know will depend on your travel plans. There are some examples below.

If there's a good reason you can't tell us before you go, then you need to let us know as soon as you can.

To let us know your travel plans, you can complete a form on our website. Go to workandincome.govt.nz and search on *Overseas travel dates*.

When you get other payments from us

If you get other payments from us like Winter Energy Payment, Disability Allowance, Accommodation Supplement or Temporary Additional Support, you can keep getting them only for the first 28 days you're away. You need to let us know about your travel plans before you go.

Travelling for short trips of 28 days (four weeks) or more

You need to let us know if:

- you're going to be away more than 28 days, or
- you don't know how long you'll be away for, or
- you intend to have more than one overseas trip in the next 12 months.

Travelling for 26 weeks or less

You can travel to any country for 26 weeks or less and keep getting your payments as usual.

If you're still overseas after 26 weeks your payment may stop. If you're still over there after 30 weeks you may have to repay all your payments since you left.

If you get held up because of circumstances beyond your control that you couldn't have known about before you left, you may be able to keep payments made in the first 26 weeks.

Travelling for more than 26 weeks

If you have no intention of living in the countries you're planning to visit, you may be able to get all or some of your Veteran's Pension while you're away. At least six weeks before you go, you need to contact us to apply to get your payments overseas. What you'll get depends on where you go and how long you've lived in New Zealand.

Going overseas to live

You can live almost anywhere in the world and still get all or some of your NZ Super. What you'll get depends on where you go and how long you've lived in New Zealand. Generally you must apply for payment overseas about 4-6 weeks before you leave New Zealand. To arrange a meeting, call our International Services team on **0800 777 227**.

What can happen if you don't meet your obligations

Your payments can stop if you don't tell us something we need to know.



i You can find full details about what can happen if you don't meet your obligations at msd.govt.nz/not-meeting-your-obligations

You need to do the things listed above to keep getting payments from us.

If you don't tell us something we need to know, your payments can stop. In some cases you could even be prosecuted.

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:

- call us – we can usually fix it over the phone
- you have the right to ask us to review the decision. Find out how at 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

- 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

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

Applicant's partner

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

Applicant's partner's name (print)

Applicant's partner'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

Tick the box for the statement that applies

- 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.
- I completed this application form at the request of the partner 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 partner of the person applying.

Helper's signature

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>
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What you need to do (your obligations)



MINISTRY OF SOCIAL
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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.

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.



Let us know when things change

You need to let us know about changes that might affect the amount you're paid.

Changes to information about you or your family, like:

- name, address, contact details or bank account number
- starting or stopping living alone
- starting or ending a relationship, marriage, or civil union
- your partner passes away
- the number of dependent children you support.

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.



i We can't pay you while you're out of New Zealand unless we've agreed to it.

Tell us if you're going overseas

If you're travelling or moving overseas you may need to let us know because we may have to change or stop your payments. Whether you need to let us know will depend on your travel plans. There are some examples below.

If there's a good reason you can't tell us before you go, then you need to let us know as soon as you can.

To let us know your travel plans, you can complete a form on our website. Go to workandincome.govt.nz and search on *Overseas travel dates*.

When you get other payments from us

If you get other payments from us like Winter Energy Payment, Disability Allowance, Accommodation Supplement or Temporary Additional Support, you can keep getting them only for the first 28 days you're away. You need to let us know about your travel plans before you go.

Travelling for short trips of 28 days (four weeks) or more

You need to let us know if:

- you're going to be away more than 28 days, or
- you don't know how long you'll be away for, or
- you intend to have more than one overseas trip in the next 12 months.

Travelling for 26 weeks or less

You can travel to any country for 26 weeks or less and keep getting your payments as usual.

If you're still overseas after 26 weeks your payment may stop. If you're still over there after 30 weeks you may have to repay all your payments since you left.

If you get held up because of circumstances beyond your control that you couldn't have known about before you left, you may be able to keep payments made in the first 26 weeks.

Travelling for more than 26 weeks

If you have no intention of living in the countries you're planning to visit, you may be able to get all or some of your Veteran's Pension while you're away. At least six weeks before you go, you need to contact us to apply to get your payments overseas. What you'll get depends on where you go and how long you've lived in New Zealand.

Going overseas to live

You can live almost anywhere in the world and still get all or some of your NZ Super. What you'll get depends on where you go and how long you've lived in New Zealand. Generally you must apply for payment overseas about 4-6 weeks before you leave New Zealand. To arrange a meeting, call our International Services team on **0800 777 227**.

What can happen if you don't meet your obligations

Your payments can stop if you don't tell us something we need to know.



i You can find full details about what can happen if you don't meet your obligations at msd.govt.nz/not-meeting-your-obligations

You need to do the things listed above to keep getting payments from us.

If you don't tell us something we need to know, your payments can stop. In some cases you could even be prosecuted.

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:

- call us – we can usually fix it over the phone
- you have the right to ask us to review the decision. Find out how at msd.govt.nz/reviews



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Applicant's name (print)

Applicant's signature

Date

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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.

Applicant's partner's copy

Applicant's partner

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

Applicant's partner's name (print)

Applicant's partner's signature

Date

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