



# What you need to do (your obligations)



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

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.



## 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.

Changes to where you live or how much it costs, like a rise or drop in your rent, board, mortgage or rates.

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** A **job** could be part-time, casual or full-time, paid or unpaid.

**i** Having another baby while you're getting a benefit changes your obligations about looking for work.



## Tell us if you're going overseas

**If you're travelling 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.

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



① **Full-time work** means work of at least 30 hours a week.

**Part-time work** for partners with children means work of more than 20 hours and less than 30 hours a week.

**Part-time work** for people with a health condition means work of more than 15 hours and less than 30 hours a week.

**Health condition** includes illness, disability, or injury.

① **Getting ready to work** might include job training courses, seminars, work experience, or work assessment.

① A **suitable job** is any work you're capable of doing and can get to. Work could be full-time, part-time or temporary work, or work that is seasonal or subsidised.

## Look for work

**Generally, you need to look for full-time work if you're not caring for children under the age of 14.**

**You'll need to look for part-time work if your health condition means you can work part-time.**

**Your partner (if you have one) needs to look for part-time work if the youngest child in your care is between 3 and 13.**

You need to:

- do things we ask you to do to help you get ready to work
- be available for a suitable job, and do everything you can to get one
- take part in job interviews we ask you to go to
- accept any suitable job offer.

If potential employers or training providers are legally allowed to ask you to take a drug test, you need to pass the test.

You also need to:

- meet with us when we ask
- keep us up-to-date with what you're doing to find work.



① **Health condition** includes illness, disability, or injury.

## Do what you can to get ready to work

**You'll need to do what you can to get ready to work while you have:**

- **children in your care aged under 3**
- **a health condition that stops you from working 15 or more hours a week.**

We won't ask you to look for work until you're able to. Until then, you need to:

- make a plan and do everything you can to get ready to work
- meet with us when we ask.



## Keep up-to-date with children's health and education

**Looking after children in your care includes making sure they're:**

- **enrolled with a health practitioner or medical centre**
- **up-to-date with core Well Child/Tamariki Ora checks**
- **enrolled in and going to early childhood education from the age of 3 until they start school**
- **going to school from when they start at the age of 5 or 6.**

If we ask, you'll need to talk to us about what you're doing to care for your children's health and education.



## Work with a Youth Coach, if you're asked to

You'll need to work with a Youth Coach if you're:

- aged 16-17 and don't have children
- aged 16-19 and have children.

You'll meet with them to talk about how things are going with your Youth Service Plan.

**i** You'll set up a Youth Service Plan with your coach to cover:

- education, training and work-based learning
- budgeting and how you'll manage your money
- parenting (if you have children).



## Make any changes you can so you don't need Temporary Additional Support

**Temporary Additional Support (TAS) is short-term help to meet your costs.**

If you get TAS you need to do what you can to:

- reduce costs
- earn extra money
- get other help with costs.

**i** You can find ideas on how to do this at [msd.govt.nz/reducing-costs](https://msd.govt.nz/reducing-costs)

## What can happen if you don't meet your obligations

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 ready for work
- refuse to take, or fail a drug test needed by an employer or training provider.

**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](https://msd.govt.nz/not-meeting-your-obligations)

## 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](https://msd.govt.nz/reviews)



# 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)

# 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

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

### 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 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 partner's name (print)

Applicant's partner's signature

Date

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

### 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

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

# Signature page

## Applicant's 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

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

**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

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 partner's name (print)

Applicant's partner's signature

Date

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

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