

# Privacy Statement

The Ministry of Social Development includes Work and Income, MSD Housing Assessment, Senior Services, StudyLink and other service lines. 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 is collected under the authority of the legislation administered by the Ministry of Social Development and will be held by the Ministry of Social Development.

The information is collected for the purposes of the legislation administered by the Ministry of Social Development including:

- granting benefits and other assistance under the Social Security Act 2018
- delivering superannuation services under the New Zealand Superannuation and Retirement Income Act 2001
- providing services under the Residential Care and Disability Support Services Act 2018
- statistical and research purposes
- providing advice to Government
- providing support and services for you and your family
- providing education related services
- care and protection needs of children
- assessing eligibility for social housing and calculating income-related rents under the Housing Restructuring and Tenancy Matters Act 1992
- assessing whether you and/or your partner may be entitled to an overseas pension, benefit or allowance

You are not required to give the Ministry of Social Development information, but if you do not give us all the information we ask for, your application for benefits or pensions and other assistance may be declined.

## We may contact health practitioners

The Ministry of Social Development may contact health practitioners to check any health related information you give us.

## We may use information for public housing

Information you give us when you apply for assistance, and at any time after that, may also be used for public housing purposes under the Housing Restructuring and Tenancy Matters Act 1992, including reviewing your eligibility for social housing or your income-related rent. Public housing is subsidised housing available to people in the greatest need of housing for the duration of their need. It is provided by Housing New Zealand and approved community housing providers.

## We may compare the information you give us with information held by other agencies

The information you give us may be compared with information held by other agencies such as Inland Revenue, the Ministry of Justice, Department of Corrections, New Zealand Customs Service, Department of Internal Affairs, Accident Compensation Corporation, Housing New Zealand Corporation, Ministry of Health and Immigration New Zealand. It may also be compared with social security information (for example, pension or benefit information) held by other governments (including Australia, Malta and the Netherlands).

## We may share information with Inland Revenue

Under the Tax Administration Act 1994, if you have dependent children, the information you give us may be shared with Inland Revenue for the purpose of administering Working for Families Tax Credits. Inland Revenue may also:

- use the information for the purposes of child support, student loans and taxation
- disclose it to the Ministry of Business, Innovation, and Employment, Statistics New Zealand, the Ministry of Justice, the Accident Compensation Corporation, and the Ministry of Education
- disclose your personal information to your partner.

## We may give information to service providers, employers, public housing providers and childcare providers

The Ministry of Social Development may:

- give employers information about you if you use our employment services
- share information with childcare centres to administer your entitlement to childcare assistance
- give information about you to the Tertiary Education Commission, Workbridge, training providers, career services or other agencies that have a formal agreement to provide services on behalf of the Ministry of Social Development, if you use our employment services
- share information about you with public housing providers (such as Housing New Zealand) to administer your housing-related assistance.

## We may use your information to give you a better service

Other information that you give us that is not required to assess your entitlement may be used to provide a better service to you.

## 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 hold about you and to ask us to correct that information.

# Signature page

## Applicant and 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 name (print)

Applicant's signature

Date

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

Applicant's partner's name (print)

Applicant's partner's signature

Date

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

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# Retailer/Supplier/Payee Details



Work and Income  
Te Hirainga Tangata

A service of the Ministry of Social Development

If you are a retailer, supplier or payee expecting to receive money from the Ministry of Social Development that relates to a client, you'll need to complete this form.

- **Retailers or suppliers** of goods and/or services are usually businesses, landlords or accommodation providers
- **Payees** are people or organisations approved to receive part or all of a client's payments.

We collect information such as your or your business' name, contact and bank details. If any of these details change, you will need to let us know.

## Details about you or your business

### 1 What is your full name?

First and middle names

Surname or family name

### 2 Do you receive a benefit?

Yes



What is your client number?

No

### 3 What is your business' name?

I don't have a business

Go to question 5

### 4 What is the trading name of your business (if different from above)?

Same as the business name in question 3

### 5 Do you have a GST number?

Yes



What is the GST number?

No



What is your IR number?

**INFORMATION FOR Q5:**  
You **must** provide a GST or IR number.

**9 INFORMATION FOR Q6:**

You need to provide proof that you are authorised to act on the property owner's behalf.

**6**

**What type of goods or services do you mainly provide?**

Food  Fuel  Other

Accommodation **↓ Please tick which applies**

I am the main tenant of a property I rent

I own the property

A family trust owns the property

Someone else owns the property and I am authorised to act on their behalf.

**9 INFORMATION FOR Q7:**

Young people aged 16 to 18 years old have some of their weekly benefit payment loaded onto a payment card so they can buy essential items.

**7**

**Do you want to accept the Youth Service payment card?**

No  Yes

**EFTPOS details**

**8**

**Does your business use EFTPOS?**

No **Go to question 10**

Yes

**ATTACHMENT FOR Q9:**

You must attach your merchant logon receipt.

**9**

**Which EFTPOS provider do you use?**

EFTPOS New Zealand/ANZ **↓ What is your Merchant ID Number? (the first eight digits of the terminal ID from your merchant logon receipt)**

Paymark **↓ What is your Merchant ID Number? (the first six digits of the terminal ID from your merchant logon receipt)**

**Bank details**

**10**

**What bank account do you want payments made to?**

The account is in the name of:

The account number is:

Bank	Branch	Account number	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**ATTACHMENT FOR Q10:**

You must attach proof from the bank of the account number and account holder details.

**Contact details**

**11**

**What is your street address?**

Number  Street name

Suburb  Town/City

**HOW TO ANSWER Q12:**

If you live overseas you must provide a contact address in New Zealand for Question 12.

**12****Is your mailing address different from your street address?**
 No

 Yes

**Tell us the mailing address in New Zealand**

**13****What are your or the contact person's details?**

Contact person's name	
Phone number	(     )
Mobile phone number	(     )
Email address	

## Declaration

**By signing this application you have read and understood the following statements.**

- I/We understand this information is collected by the Ministry of Social Development and used for the purposes of the Ministry and that under the Privacy Act 1993 (which applies to individuals) I/we have the right to request access to all information the Ministry holds about me/us and to request correction to that information
- I/We understand that the Privacy Act 1993 applies to all information about Ministry clients referred to our business outlet and must be treated by me/us in accordance with that Act
- I/We understand that we and the Ministry are subject to the Official Information Act 1982 and therefore any information held by us in relation to this form is treated under that Act as held by the Ministry. Should I/we receive any request for information under that Act, I/we agree to forward that request to the Ministry immediately and to supply any such information requested by the Ministry to allow you to meet your obligations under that Act
- I/We agree not to disclose any information about this registration or relating to Ministry clients to any third party unless required to disclose that information by law
- I/We consent to any enquiries into our trading activities, or any other relevant information, as part of the process for making a decision about this registration (eg. contacting the EFTPOS provider to verify our Merchant ID, or the Ministry of Justice to verify any Secondhand Dealer or Pawnbroker's licence or certificate I/we may hold)
- I/We commit to acting respectfully and professionally towards all Ministry of Social Development clients referred to me/us, and commit to ensuring our staff also do the same
- I/We will ensure that Ministry clients know that I am/we are responsible for any fault with the product or service delivered, including standard warranty/guarantee conditions listed under the Consumer Guarantees Act 1993
- I/We understand that if the Ministry is redirecting money from a client's payment, the payment will only be made where the client's payment is sufficient to cover the redirection. The client or their agent may change the redirection at any time.
- I/We agree to advise the Ministry immediately of any changes to the details we have provided on this form.
- The information I have provided on this form is true and complete.

Name (print)

Signature

Date

Day	Month	Year

## Checklist

**To prevent a delay with payment, please provide all the documents we need:**

- Merchant logon receipt if you provide EFTPOS
- Proof from the bank of your account number and account holder details
- Proof that you own the property or are authorised to act for the owner if you are a landlord or accommodation provider.

# Seasonal Work Scheme

## accommodation and transport payment application



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TE MANATŪ WHAKAHIATO ORA

If you need help with accommodation costs because you're temporarily moving to take up seasonal work, you can apply for this assistance. You need to still be paying accommodation costs at your usual home, as well as rent or board at your temporary accommodation. Help for accommodation is paid for a maximum of 13 weeks.

If you need help with transport costs to and from your seasonal work each day, you can also apply for this assistance.

To get help for either of these costs, you must be taking up seasonal work that's part of the New Zealand Seasonal Work Scheme.

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 your passport.

2

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

No  **Tell us the name that is on your birth certificate**  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  **Write them all out below**

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  **Write the full name**

**Tell us more about you**

5

**What date were you born?**

Day	Month	Year

6

**Are you:**

Male
  Female
  Gender diverse

**Tell us how we can contact you**

7

**Where do you usually live?**

Flat/House number  Street name

Suburb

Town/City

8

**Where are you temporarily moving to?**

Flat/House number  Street name

Suburb

Town/City

9

**Where do you want your mail to go to while you're in your temporary accommodation?**

My usual home address (the same as I wrote in question 7)  
 My temporary address (the same as I wrote in question 8)  
 Other ↓ Tell us your mailing address

10

**How else can we contact you?**

Tick the best way for us to first contact you

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

11

**Do you agree to get emails from us?**

No
  Yes
 ↓ Tell us your email address
 I don't have an email address

**HOW TO ANSWER Q7:**  
If you usually live in a rural area, flat/house number could include your RAPID number, fire number, emergency services number.

**HOW TO ANSWER Q8:**  
If you temporarily move to a rural area, flat/house number could include your RAPID number, fire number, emergency services number.

**HOW TO ANSWER Q9:**  
Mailing address can include a PO Box, rural delivery details, or C/O address.

**HOW TO ANSWER Q10:**  
Please only give us contact details you'd like us to use.

OFFICIAL INFORMATION ACT

## Tell us your account details

12

Do you already get payments from Work and Income or StudyLink?

No

Yes [Go to question 23](#)

**HOW TO ANSWER Q12:**  
Don't include Childcare or OSCAR subsidy.

13

What is your Inland Revenue tax number?

□ □ □ □ □ □ □ □ □ □ □ □

**HOW TO ANSWER Q13:**  
If you don't already have an Inland Revenue number you'll need to get one.

14

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			

**ATTACHMENT FOR Q14:**  
You need to provide proof of your New Zealand bank account details, such as a bank statement or deposit slip.

## Tell us your ethnicity

15

Tick the group(s) you most identify with.

Māori → [Which tribe\(s\) or iwi?](#) \_\_\_\_\_

New Zealand European    Niuean    Samoan    Indian

Other European    Tokelauan    Tongan    Chinese

Cook Island Māori    Other ↓ [Please write below](#)    Don't want to answer

\_\_\_\_\_

**INFORMATION FOR Q15:**  
We collect this information for statistics we use in research and future development work.

## Tell us about your residence status

16

Do you usually live in New Zealand?

No    Yes

**HOW TO ANSWER Q16:**  
This means you consider New Zealand your home, you're a legal resident, you usually live here and you intend to stay.

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?

### Tell us if you've lived or worked overseas

**INFORMATION FOR Q20:**  
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 Q20:**  
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.

20

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

 No [Go to question 23](#)  Yes [↓ Please list details below](#)

Name of country	Date you entered this country	Date you left this country	Reason for being in this country

21

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

 No [Go to question 23](#)  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                 | <a href="#">↓ Please provide details below</a> |   |

22

If you ticked 'Yes' for question 21, 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?		

**ATTACHMENT FOR Q22:**  
You'll need to show us proof of these payments, such as a pension certificate.

## Tell us about your partner

23

Do you have a partner?

By 'partner' we mean someone you're in a relationship with. If you're not sure, please leave this section blank until you talk to us. In the meantime, go to question 26.

No [Go to question 26](#)

Yes

24

What is your partner's full name?

25

What is your partner's date of birth?

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

## Tell us about your temporary costs

26

Are you applying for help with your temporary accommodation costs?

No [Go to question 35](#)

Yes

### INFORMATION FOR Q27:

By rent we mean the amount you pay is for your temporary accommodation only and does not include other costs such as food or electricity.

27

Do you pay rent at your temporary accommodation?

No [Go to question 32](#)

Yes

28

What is the total amount of rent paid each week?

\$

### ATTACHMENT FOR Q29:

You may need to show proof of what you pay for rent.

29

How much of this total amount do you pay for you and your family?

\$

### ATTACHMENT FOR Q30:

You will need to show proof of what you pay for water rates.

30

Do you pay water rates separately from your rent at your temporary accommodation?

No

Yes [Tell us how much you pay](#)

\$  How often?

31

What is the name, address and telephone number of the person or organisation you pay rent to for your temporary accommodation?

## Tell us about your temporary board costs

### INFORMATION FOR Q32:

By board we mean the amount you pay for your temporary accommodation where it includes food costs and may also include other costs like electricity.

### HOW TO ANSWER Q33:

For example food, electricity, telephone.

### ATTACHMENT FOR Q34:

You may need to show proof of what you pay for board.

32

Do you pay board at your temporary accommodation?

No

Go to question 35

Yes



List what costs your board includes

33

What is the total amount of board you pay for you and your family at your temporary accommodation?

\$

34

What is the name, address and telephone number of the person or organisation you pay board to at your temporary accommodation?

## Tell us about your transport costs

35

Will you have to pay for transport to and from your seasonal work each day?

No

Go to page 7

Yes

36

What type of transport will you be taking?

Own vehicle

Employer's transport

Public transport

Other



Please describe how you'll get to work and back.

37

How much will the transport cost you each week?

\$



# 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. 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.



- ① A **job** could be part-time, casual or full-time, paid or unpaid.
- ① Having another baby while you're getting a benefit changes your obligations about looking for work.

## 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.

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.



- ① We can't pay you while you're out of New Zealand.

## Tell us if you're leaving New Zealand

**If you're going 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.

## What can happen if you don't meet your obligations or conditions of grant

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 back to your home country when you can.

## 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:

- visit a Work and Income service centre and talk to us
- 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

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

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