

# New Zealand Superannuation application



MINISTRY OF SOCIAL DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

**Why not fill in your application online?** You'll only be asked questions that are relevant to you. In most cases, if you apply online, you can post the signed summary to us and won't need an interview.

To apply online or for more information go to [workandincome.govt.nz](https://workandincome.govt.nz) or call us on **0800 552 002**.

**If you're completing this form**, we suggest you read the instructions on pages 1 to 4 before you fill it in, so you get a feel for what's needed.

A SuperGold Card is a free discounts and concessions card. We'll automatically send you a card soon after your NZ Super is granted.

## Who can get NZ Super?

You may be able to get NZ Super if:

- you're aged 65 years or over
- you're a New Zealand citizen, permanent resident or hold a residence class visa
- you live in New Zealand at the time you apply
- you've lived in New Zealand for the required number of years since you turned 20, **and**
- for at least five of those years you were over the age of 50.

If you include time spent living in the Cook Islands, Niue and/or Tokelau, to meet your residence criteria, you need to have lived in New Zealand for at least 10 years since you turned 20.

If you are a recognised refugee or protected person, the number of years you must have lived in New Zealand is based on your age when you started living in New Zealand.

There are exceptions to some of these residency requirements.

If you're not sure if you meet these criteria, please contact us.


## How to apply

### When you can apply

You can apply for NZ Super 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 in the application form (look for the ) , and we also have a list on page 3.
3. Bring this application form and your documents to a meeting. We'll make sure we have all the information we need and can answer any questions you might have. If you don't already have a meeting arranged, contact us on **0800 552 002** so we can set one up for you.

### You must give us all the information we need.

If you don't 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](https://msd.govt.nz/feedback)  
or call us on 0800 552 002

# New Zealand Superannuation checklist



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

Talk to us if you don't 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

### 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 NZ Super you need to provide proof of the time you lived in those countries.

Proof of your bank account details, such as a bank statement or deposit slip.

**If you're using identification that has expired, it must not be more than two years past the expiry date.**

## 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 NZ Super.

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/overseas](https://workandincome.govt.nz/overseas)
- call us on **0800 552 002**.

# New Zealand Superannuation applicant form



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myMSD

Apply online instead  
It's quicker and easier

[my.msd.govt.nz](https://my.msd.govt.nz)

In the applicant form, 'you', 'your', and 'yourself' means the person applying for NZ Super.

If we say 'your partner' this only applies 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?

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

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 NZ Super for the same period. You may be able to get NZ Super 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?

9

### What tax code do you want to use for your NZ Super payments?

You can work out your tax code using the online calculator at [ird.govt.nz](http://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

Suburb

Town/City

11

### Is your mailing address different from where you live?

No  Yes

#### 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.

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

**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    **↓ If yes, tell us your email address**     I don't have an email address

A SuperGold Card will be sent to you automatically, once your NZ Super 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**

**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    **↓ If other, write below**     Don't want to answer

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

To confirm you meet the residency criteria for NZ Super, we may need proof of your travel movements from Immigration New Zealand. If you don't give permission, and we require proof, you'll need to get information about your travel movements and immigration status from Immigration New Zealand yourself and provide it to us.

**Tell us about your residence status**

**15** **HOW TO ANSWER Q16:**  
By answering yes, 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.

**Do you give us permission to get information about your travel movements and immigration status from Immigration New Zealand?**

No    **→ If no, you'll need to get the information from Immigration New Zealand yourself and provide it to us**

Yes

In deciding if someone is ordinarily resident we look at:

**16**

**Do you usually live in New Zealand?**

No     Yes

- time spent in New Zealand and your intentions for the future

**17**

**Do you regularly visit any countries outside New Zealand?**

- 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.

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

18

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

New Zealand citizen by birth

**Go to question 22**

Granted New Zealand citizenship

**→ Date citizenship granted**

Day    Month    Year

**Go to question 19**

Granted permanent residency

**→ Date permanent residence granted**

Day    Month    Year

**Go to question 19**

Other

**↓ If other, what is your residence status?**

19

**Have you ever been granted a refugee or protected person status in New Zealand?**

No     Yes

20

**When did you arrive in New Zealand?**

Day    Month    Year

21

**What country were you born in?**

22

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

New Zealand     Cook Islands     Niue     Tokelau     None

23

**How many years between the ages of 20 and 50 years old, have you lived in any of the following countries?**

New Zealand     Cook Islands     Niue     Tokelau     None

24

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

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

No

**Go to question 26**

Yes

**↓ If yes, please list details below**

**INFORMATION FOR Q24:**

If you've lived overseas it may mean you're eligible for an overseas benefit or pension, which could affect your entitlement.

For more information, phone **0800 777 227**.

**HOW TO ANSWER Q24:**

If you don't know the exact date write the closest month and year.

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



25

### 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 27](#)


Don't know

[Go to question 27](#)


Yes

↓ **If 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

↓

**If other, please provide details below**

**ATTACHMENT FOR Q26:**  
You'll need to show us proof of these payments, such as a pension certificate.

26

### If you ticked 'Yes' for question 25, 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

27

### 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


















### Tell us whether you're a veteran

28

### Have you served with the New Zealand Armed Forces?

No

Yes

If you've ticked 'Yes', you may be entitled to a:

- Veteran's Pension (for more information call **0800 650 656**), and/or a
- War Disablement Pension or associated payments (for more information call Veterans' Affairs New Zealand on **0800 4 VETERAN (0800 483 8372)**).

# Tell us about your household

If you meet our definition of living alone, we may be able to pay you a higher rate of NZ Super 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

29

### Do you live alone?

I live with my partner

[Go to question 33](#)

I live with other people

[Go to question 30](#)

Yes

[Go to question 31](#)

### INFORMATION FOR Q30:

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

30

### Please provide details for anyone you live with:

#### Person 1

Relationship to you

Is this person 18 years or younger?

No

[Go to the next person or question 33](#)

Yes

[If yes, please answer the following](#)

Day Month Year

What is their date of birth?

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 the next person or question 33](#)

Yes

[If yes, please answer the following](#)

Day Month Year

What is their date of birth?

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 the next person or question 33](#)

Yes

[If yes, please answer the following](#)

Day Month Year

What is their date of birth?

Does this person attend school or a tertiary institution?

No

Yes

31

**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 Q32:**

'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.

32

**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 **↓ If 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're 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 section on page 12.

33

**Do you have a partner?**

No **Go to the Extra Help section on page 12**  Yes

34

**What is your partner's full name?**

35

**What is your partner's date of birth?**

Day Month Year

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

36

**Is your partner:**

Male  Female  Gender diverse

37

**What is your relationship status with your partner?**

**↓ Please tick one of the following boxes**

Married  In a civil union  In a relationship

**INFORMATION FOR Q38:**

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

**38**

**Are you living at the same address as your partner?**

No  Yes

**Go to question 40**

**39**

**Where does your partner live?**

Rest home  Public hospital  Private hospital  Prison

Other **↓ If other, please tell us where they live**

If your partner doesn't qualify for their own NZ Super 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.

**40**

**Does your partner need any financial help from us?**

No

**Your partner needs to complete the partner's residence form on page 14**

Yes

**Your partner will need to apply for their own benefit. Talk to us about the best option.**

**41**

**Is your partner getting a benefit, Student Allowance or Loan or NZ Super?**

No

**Your partner needs to complete the partner's residence form on page 14**

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](http://workandincome.govt.nz) or you can phone us on **0800 552 002**.

## Disability Allowance

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.

**42**

**Do you want to apply for a Disability Allowance?**

No  Yes

**Please complete a Disability Allowance application**

## 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 public housing property, you won't be able to get Accommodation Supplement. (Public housing properties are provided by Housing New Zealand and approved community housing providers.)

43

**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.

44

**Do you want to apply for Temporary Additional Support?**

No

Yes

**Please complete a Temporary Additional Support application**

## 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.

To be eligible for the Community Services Card, your income must be below a certain level.

45

**Do you want to apply for a Community Services Card?**

No

Yes

**Please complete a Community Services Card 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.

46

**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.**

**If you don't have a partner, please go to page 17**

# New Zealand Superannuation partner's residence form



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**This partner's residence form should be completed and signed by the partner of the person applying for NZ Super if they're:**

- not already getting NZ Super
- not already getting a benefit.

We need this information so we can pay you 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 NZ Super. 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

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.

#### HOW TO ANSWER Q3:

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

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 **↓ If other, please 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 Q8:**  
By answering yes, 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  
  
 Granted permanent residency
**→ Date permanent residence granted**
 Day    Month    Year  
  
**Go to question 9**
 Other
**↓ If other, what is your residence status?**


**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 and aren't sure of the actual date, talk to us and we can decide whether the date needs to be confirmed.

9

**When did you arrive in New Zealand?**
 Day    Month    Year  
  

10

**What country were you born in?**

## 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

[↓ If yes, please list details below](#)

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

#### INFORMATION FOR Q11:

If you've lived overseas it may mean you're eligible for an overseas benefit or pension, which could affect your entitlement.

For more information, phone **0800 777 227**.

#### HOW TO ANSWER Q11:

If you don't know the exact date write the closest month and year.

12

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

No

Don't know

Yes

[↓ If 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

[↓ If other, please provide details below](#)

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?		

[Please go to the privacy information on page 19.](#)





# 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](https://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 NZ Super 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](https://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](https://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](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

Day

Month

Year

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

Day

Month

Year

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### Helper's statement

Complete this if you've helped anyone to complete this application form.

Your first name

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

Day

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<input type="text"/>	<input type="text"/>	<input type="text"/>
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# 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](https://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 NZ Super 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**.

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Applicant's name (print)

Applicant's signature

Day

Month

Year

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**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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Applicant's partner's name (print)

Applicant's partner's signature

Day

Month

Year

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