

## A guide to our online services at [www.workandincome.govt.nz](http://www.workandincome.govt.nz)

USE THE SELF-SERVICE KIOSKS IN OUR OFFICE IF YOU DON'T HAVE ACCESS TO A COMPUTER

### You can search for work

You can search through thousands of job vacancies on Find a Job. It's as easy as entering a job title and where you want to work. If you find a job you'd like, call us.



### You can check what you might be eligible for

You can check the types of financial assistance you may be eligible for by answering a series of questions. This is not where you apply online but is a research tool. Following this go to Apply for Financial Assistance to submit your application online.



### You can apply for financial assistance

You can complete and submit your online application form. You'll need to create a username and password before you begin. This tool will also tell you what type of financial assistance you may get.



You don't have to complete your application form in one sitting. You can save your application, then log out. When you come back, you'll be taken to your last saved page. Partially completed applications will be saved for 60 days.

Before you begin, you'll need the following information at hand. If you have a partner, they'll also need to answer some questions and have this information handy:

- IRD number (contact Inland Revenue if you don't have it)
- bank account numbers
- last pay slip (this will show your holiday pay)
- income details for the last 52 weeks
- details of your housing costs
- details of any assets you own which could earn income
- details of any debts that you have (including hire purchases).

### Booking an appointment

Once you've completed your application you will be instructed what to do next:

- if you have pre-benefit activities to complete, you need to contact us to discuss what you need to do and we'll book you an appointment

- if you don't have pre-benefit activities, you may be given the option to book an appointment online. Just follow the instructions on your screen, or contact us later to book your appointment
- if you're applying for Youth Payment or Young Parent Payment we'll contact you directly to discuss your application and make you an appointment with a Youth Service provider.

### **You'll need to have all the relevant supporting documents**

Even when you use our online service, it's still important that you are able to provide us with the additional information we require when you come and see us. This helps us process your application more quickly and determine your eligibility and entitlement. You'll find a list of what might be required on the Next Steps page when you submit your online application.

### **At your appointment**

A case manager or Youth Service provider will go over your online application with you to check your eligibility and ensure you get the assistance you're entitled to. To make any return visits easier for you, the case manager will also scan and save your documents so they're linked to your individual record. This means you won't have to bring the same information back again.

### **If you have pre-benefit activities**

On your first appointment with us, you'll attend a Work for You seminar or a Planning and Assessment Module. You'll be advised on what happens next and what you need to do to progress with your application.

### **My account**

If your application for financial assistance is accepted, your case manager will tell you when your payments will start. To view your payments online, register for My account. You can use the username and password you created when applying online. You can use My account to:



- check when your next payment is due
- check your Payment Card balance and transactions
- view any appointments you may have
- book, change and cancel appointments (clients over 18 on benefit only)
- update your phone, fax and email address.

### **You can declare your income**

You can use our online income declaration form to tell us about your income. You need to tell us as soon as possible if you've earned any income to ensure you get paid correctly. This means telling us what your income is in the week you earn it (by Friday at 12 noon). We'll then update your information quickly so that you don't get underpaid or overpaid by us. Before you begin, you'll need to have certain information at hand. Check this online before you get started.



for more information:

If you need help:

- Call us on **0800 559 009** and say "online help" when you're asked what you're calling about
- Email us at **OnlineSupport@workandincome.govt.nz**