

# Quick Guide

# Visiting Work and Income



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You can apply online for most Work and Income payments or services. But, if you prefer to apply in person, you can go to your local Work and Income service centre. If you're visiting for the first time here are some tips.

## **Making an appointment**

Before you visit, phone Work and Income on 0800 559 009 and ask for an appointment with a case manager. The call centre will:

- tell you what documents you need to take
- send you a letter to confirm your appointment.

## **If you find it hard to communicate by phone**

You can contact Work and Income by text (029 286 7170), Deaf Link free-fax (0800 621 621) or email [MSD\\_Deaf\\_Services@msd.govt.nz](mailto:MSD_Deaf_Services@msd.govt.nz)

## **If you speak another language**

You can ask for an interpreter on the phone, and to be at the meeting.

## **Taking a support person with you**

You can verbally agree for someone else to act for you at the meeting. For example, a friend or family member. Make sure you are comfortable with them speaking for you. If you want someone to act for you in the longer term, you might need to make them your 'agent'.

## **Arriving at the Work and Income service centre**

All Work and Income service centres are wheelchair accessible.

A security guard will greet you at the door. The guard might ask to see your appointment letter and your exemption card if you can't wear a mask. You don't have to show a vaccine pass, but you must follow COVID-19 guidelines while you're there.

Go to the reception desk, give them your name and show your appointment letter. Then sit in the waiting area until the case manager calls your name and takes you to their desk.

## **Meeting the case manager**

The case manager will talk to you about your situation and look at your documents. An interpreter will be present if you have asked Work and Income to arrange it. By the end of meeting you'll know if you can get any payments or other help. If you can get help, you'll find out how much you will get and when the payments will start.

If the case manager has all the information needed, they'll make the application while you're there. Or you might need to go away and get more information. You can drop this information into the centre without an appointment.

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## Quick checklist

Before you go:

- Have you contacted Work and Income to make an appointment?
- Have you asked for any help you need, such as an interpreter?
- Do you know what documents to take?

Before the appointment ends:

- Do you know what help you are entitled to?
- Is there any more information you need to provide?

## Want to know more about visiting Work and Income?

If you have any questions or concerns, contact Work and Income.

- Web: [workandincome.govt.nz](http://workandincome.govt.nz)
- Phone: 0800 559 009