

# Getting Help From WINZ

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## Finding out what's available

WINZ should be able to help you if you're struggling financially, but you'll need to jump through a few hoops first. You can check what you're eligible for using their tool here: <https://check.msd.govt.nz/>

You'll need to know how much income you earn (if you're working at all), and how much any assets you own are worth. If you have a partner, you'll also need to know how much they earn, and how much any assets they own are worth.

## Contacting WINZ

WINZ requires anyone seeking assistance to contact them via phone call. If you are on a benefit you'll be assigned a case manager, and you may need to meet with them in a WINZ office.

If either or both of these requirements are difficult or impossible for you, you can appoint an agent to deal with WINZ on your behalf by filling out the form here:

<https://www.workandincome.govt.nz/documents/forms/appointment-of-an-agent.pdf>

You can find a list of WINZ phone numbers here:

<https://workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html> and a list of physical WINZ offices here:

<https://workandincome.govt.nz/about-work-and-income/contact-us/find-a-service-centre/index.html>

# Benefits and Other Support

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## Main benefits

**Jobseeker Support:** This is intended for people who aren't working but are still looking for work. If you are on this benefit, you'll be expected to be actively looking for a job, and you may have to complete activities like workshops and interviews to keep receiving your benefit.

**Supported Living Payment:** This is intended for people who can't work at all (or can't work more than 15 hours per week) due to a health condition or disability. You'll need to provide proof of your condition (usually a medical certificate from your doctor).

## Other support

**Urgent or unexpected costs:** WINZ can help with emergency funds, even if you aren't on a benefit. There's an incomplete list of what they can help with here: <https://workandincome.govt.nz/eligibility/urgent-costs/index.html> - if you need assistance with an unexpected cost that isn't on the list, you or your agent can call WINZ and check; they may still be able to help.

**Disability Allowance:** If you have regular, ongoing costs because of your health condition or disability (like frequent doctor's visits, prescriptions, or travel costs like wheelchair taxis), WINZ can help pay for these. You don't need to be on a benefit to get a Disability Allowance, but you do need to be earning less than WINZ's income limit (which varies depending on your age, relationship status, and whether you have children).

There's a full list of every support WINZ offers here:

<https://workandincome.govt.nz/products/a-z-benefits/index.html>

If you don't qualify for any of the support listed here, WINZ may still be able to help you - have a look through the list, or you (or your agent) can give WINZ a call and explain your situation.