



# Jobseeker Support Student Hardship partner's form

This form is to be completed by the partner of the person applying for the Jobseeker Support Student Hardship. The student will also need to complete a Jobseeker Support Student Hardship application.

Don't return this page

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

**If you do not 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, we may impose a penalty, and you could be prosecuted.**

# Before you start – Read this page

Here are some important things you need to know before you complete this form.

## Use blue or black ink only

When completing your application you must only use blue or black ink. If your application has been completed in any other colour we might get you to complete another one.

## Answer all the questions

It's important to answer every question in your application. If a question doesn't apply to you, use 'N/A' or 'nil'. Don't leave the space blank unless indicated on the form, as this could delay the process and you may not get paid on time.



## You will need to provide documents

You may need to provide certain other documents with your application – these are listed on page 10.

All documents sent to StudyLink must be a verified copy. A verified copy is a copy of the original document which has been signed and dated by someone like a Solicitor/Lawyer, Notary Public, Court Registrar, an approved person at an education provider, school principal, StudyLink or Work and Income staff member or Justice of the Peace (listed in the Yellow Pages) who can confirm that the copy is the same as the original.

They must print their name and title on each page and write that it is a true copy and sign it.

The best way to send your documents to us is online using [connect.co.nz](https://connect.co.nz) Please remember to include the student's name and client number with any documents that you send to us. For more information visit [connect.co.nz](https://connect.co.nz)

In most cases you won't have to provide any document that StudyLink has already seen.



Remember to sign and date this application on page 9 .

## How to return your form

The easiest and fastest way to return your completed form to us is online using [www.connect.co.nz](https://www.connect.co.nz) Please remember to include the student's name and client number.

For more ways to contact us, visit our website [studylink.govt.nz](https://studylink.govt.nz)

Don't return this page

# Part 1: Personal Details

**1. What is the student's client number?**

If they have received assistance from StudyLink or Work and Income before, write their client number here if you know it. This number can be found on their Community Services Card if they have one.

**Client number**  |  |

**2. What is the student's legal name as it appears on their birth certificate or passport?**

First name	Middle name(s)	Surname or family name
<input type="text"/>	<input type="text"/>	<input type="text"/>

**3. What date was the student born?**

Day  Month  Year

**4. What is your client number?**

If you have received assistance from StudyLink or Work and Income 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**  |  |

**5. What is your full name?**

First name	Middle name(s)	Surname or family name
<input type="text"/>	<input type="text"/>	<input type="text"/>

**6. What is your legal name as it appears on your birth certificate or passport? (If different from above)**

First name	Middle name(s)	Surname or family name
<input type="text"/>	<input type="text"/>	<input type="text"/>

**7. Have you ever been known by any other name(s)?**

Yes  No

If yes, please write them out below:

First name	Middle name(s)	Surname or family name	Maiden name? Yes/No
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**8. What date were you born?**

Day  Month  Year



**We need to see a verified copy of your birth certificate or passport (unless StudyLink has already seen it).**

**9. Are you:**

Male  Female  Gender diverse

You need to let us know if anything changes in your personal situation because it could affect your payments.

**10. What is your Inland Revenue (IRD) tax number?**

If you have an IRD number with less than nine digits, please insert zero(s) in front of your IRD number. If you don't have one, you need to get one from Inland Revenue by calling **0800 22 77 74**, or you can download a form at [ird.govt.nz](http://ird.govt.nz).

**11. What bank account do you want your payments to be paid into?**

This account must be in your name or you must complete an Appointment of Agent form.

Account name:

Bank

Branch

Account

Suffix

Please note – if you give us an incorrect bank account number we can't pay you, please check it against your bank statement.



**We need to see evidence of this account. Evidence could be a verified copy of a pre-printed deposit slip or statement with your name, bank, branch and account number (unless we have already seen it).**

**12. Do you live with the student?**

Yes

No

If no, where do you live?

Flat/House number	Street address		
<input type="text"/>	<input type="text"/>		
Suburb	City	Post code	Country
<input type="text"/>	<input type="text"/>	<input type="text"/>	NEW ZEALAND

**12a. Are you (or will you be) a tenant living in a social housing property?¹**

Yes

No

**13. How can we contact you?**

Phone	Mobile²	Fax	Email²
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**14. Were you born in New Zealand?**

Yes (Go to Q15)

No

**14a. What country were you born in?**

**14b. Are you a:**

Residence class visa holder³

Protected person⁴

New Zealand citizen

Other (Provide details eg. Refugee)

1 Social housing properties are provided by Housing New Zealand and registered community housing providers.

2 If you give us your mobile number or email address we may use these to send you text messages or emails to let you know about important changes, appointment reminders or that it's time to reapply if you're continuing with your studies. This must be your own mobile number or email address. Do not give the contact details of your education provider.

3 A residence class visa holder is someone who is entitled to reside in New Zealand indefinitely and holds a residence class visa under the Immigration Act 2009 (holders of resident permits and returning resident's visas (RRVs) granted under the Immigration Act 1987 are deemed to hold a residence class visa under the Immigration Act 2009). If you are an Australian citizen or Australian permanent resident please choose 'residence class visa holder'.

4 As defined under sections 130 and 131 of the Immigration Act 2009.

If you are a residence class visa holder or New Zealand citizen, when were you granted residency/citizenship?

Day  Month  Year

 We need to see a verified copy of your birth certificate, passport or letter from Immigration New Zealand to prove your residence (unless StudyLink has already seen it).

14c. If you are a residence class visa holder, were you granted residency under sponsorship?

Yes  No

14d. When did you come to New Zealand to live?

Day  Month  Year

15. Do you usually live in New Zealand?

Yes  No

16. The following information is only needed for statistical purposes. It's up to you whether you answer this question. We'd appreciate it if you would tick the ethnic group(s) you most identify with.

<input type="checkbox"/> NZ European	<input type="checkbox"/> Other European	<input type="checkbox"/> NZ Māori	<input type="checkbox"/> Samoan	<input type="checkbox"/> Cook Island Māori
<input type="checkbox"/> Tongan	<input type="checkbox"/> Niuean	<input type="checkbox"/> Tokelauan	<input type="checkbox"/> Fijian	<input type="checkbox"/> Pacific Island – Other
<input type="checkbox"/> Southeast Asian	<input type="checkbox"/> Chinese	<input type="checkbox"/> Indian	<input type="checkbox"/> Asian – other	<input type="checkbox"/> Middle Eastern
<input type="checkbox"/> Latin American	<input type="checkbox"/> African	<input type="checkbox"/> Other (please provide details)	<input type="text"/>	

If you are NZ Māori, which iwi do you belong to?

17. Do you have children under 3?

Yes  No

17a. If no, when were you (or will you be) available for work?

Day  Month  Year

17b. Are you registered with Student Job Search (you don't need to do this if you are not a student), or Work and Income to find work?

Yes  No (Go to Q18)

17c. If you are registered with Student Job Search, what is your Student Job Search Number?

18. Are you studying now or do you intend to study in the next academic year?

Yes  No

18a. If yes, when did/does your course start?

Day  Month  Year

If you haven't applied for a Student Allowance or Student Loan you can apply online at [studylink.govt.nz](https://www.studylink.govt.nz)

19. Are you working now?

Yes  No (Go to Q20)

**19a. What type of work do you do?**

Full-time     
  Part-time     
  Voluntary     
  Self-employed     
  Casual

**19b. When did you start this job?**

Day     
   Month     
     Year

**19c. Please give us details of your income per week before tax:**

By 'per week' we mean from each Monday to Sunday.

Weekly income before tax	Hours worked each week	Employer's name or income source
\$		
\$		

Employer's trading name (if different)	Business address	Suburb/City/Town
1.		
2.		

 **We may ask for evidence of your income.**

**20. Have you been in any other paid work at any time in the last 6 months?**

Paid work also includes any indirect monetary benefits such as free board or shares in a business.

Yes (Go to Q20a)     
  No (Go to Q20c)

**20a. How long did you work there?**

Date you started work?

Date of last day at work?

Day     
   Month     
     Year     
   Day     
   Month     
     Year

**20b. Why did this work end?**

Reason for leaving this job

**20c. Did you get any holiday, redundancy or termination-type pay in the last 26 and 52 weeks?**

Yes     
  No (Go to Q21)

If yes, was it:

Holiday pay – how much before tax?  
 Redundancy pay – how much before tax?  
 Termination pay – how much before tax?

Last 26 weeks	Last 52 weeks
\$	\$
\$	\$
\$	\$

 **We may ask for evidence of this payment.**

**21. Do you get any other income?**

Income is any money you or your partner get from any source, taxable or non-taxable. This could include but is not limited to wages, salary, termination payment, bonus pay, holiday pay, child support, maintenance payments, paid parental leave, interest from savings and investments, dividends from shares, income from a family trust, farm or business, income from boarders or rent, superannuation, overseas benefits and pensions, weekly accident insurance payments, some scholarships, any indirect monetary benefits you get such as free board or shares in a business, and any other income that you have or may deprive yourself of.

For Temporary Additional Support assistance the following are also considered income: Student Allowances, the living costs component of the Student Loan, Working for Families tax credits, all Work and Income benefits except Unsupported Child's Benefit and Orphan's Benefit.

Yes  No (Go to Q22)

If yes, please give us details of your income per week before tax?

Type of income	Weekly income before tax
	\$
	\$

Remember to include any child support payments you get as income – but don't include your Student Allowance, Student Loan or Family Tax Credits.

 **We may ask for evidence of your income.**

**22. What was your average income per week before tax in the last 26 and 52 weeks?**

For example, to calculate your average weekly income for the last 26 weeks, take your total income over the last 26 weeks and divide by 26 (remember to include any current income). If you had no income write \$0 or NIL.

Last 26 weeks	Last 52 weeks
\$	\$

 **We may ask for evidence of this income.**

**23. What other sources of money have you got access to?**

Personal income  Help from parents  Student Loan  Savings  None

Other (please explain)

 **We may ask for evidence of this income.**

**24. Have you ever lived overseas?**

This could include working holidays where you have paid tax to an overseas government, places where you have had a home and resided, or if you have lived in another country with a member of your family (who was working overseas). 'Lived' does not mean recreational holidays or where you have lived and been based in New Zealand but you travelled overseas to work for a short period and you paid New Zealand tax on those earnings.

Yes  No

If yes, please give us details of your time overseas:

Name of country	Entry date	Exit date	Purpose (e.g. working holiday, immigration)
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	
	/ /	/ /	

**25. Do you receive or qualify for a social security pension or benefit (or any similar payment) from an overseas government?**

Yes  No

If yes, please tick the box that best describes your pension or benefit:

Retirement or old age  Disability or invalidity  Widow or survivor  War related  
 Superannuation  Child or dependant

Other payments (please explain)

Please give us details of these payment(s):

Name of your pension, benefit or other payment(s)	Country it comes from	Amount (in overseas currency)	Before or after tax?	How often are you paid?	Overseas payment reference no

If you have any questions about overseas benefits or pensions call Senior Services International on **0800 777 227**.



**We may ask for evidence of your income. Remember to read your obligations (including the privacy statement on page 7), then sign and date your declaration on page 9.**





# What you need to do (your obligations)



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

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.



- ⓘ A **job** could be part-time, casual or full-time, paid or unpaid.
- ⓘ 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.

Changes to where you live or how much it costs, like a rise or drop in your rent, board, mortgage or rates.

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 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.



① **Full-time work** means work of at least 30 hours a week.

**Part-time work** for partners with children means work of more than 20 hours and less than 30 hours a week.

**Part-time work** for people with a health condition means work of more than 15 hours and less than 30 hours a week.

**Health condition** includes illness, disability, or injury.

① **Getting ready to work** might include job training courses, seminars, work experience, or work assessment.

① A **suitable job** is any work you're capable of doing and can get to. Work could be full-time, part-time or temporary work, or work that is seasonal or subsidised.

## Look for work

**Generally, you need to look for full-time work if you're not caring for children under the age of 14.**

**You'll need to look for part-time work if your health condition means you can work part-time.**

**Your partner (if you have one) needs to look for part-time work if the youngest child in your care is between 3 and 13.**

You need to:

- do things we ask you to do to help you get ready to work
- be available for a suitable job, and do everything you can to get one
- take part in job interviews we ask you to go to
- accept any suitable job offer.

If potential employers or training providers are legally allowed to ask you to take a drug test, you need to pass the test.

You also need to:

- meet with us when we ask
- keep us up-to-date with what you're doing to find work.



① **Health condition** includes illness, disability, or injury.

## Do what you can to get ready to work

**You'll need to do what you can to get ready to work while you have:**

- **children in your care aged under 3**
- **a health condition that stops you from working 15 or more hours a week.**

We won't ask you to look for work until you're able to. Until then, you need to:

- make a plan and do everything you can to get ready to work
- meet with us when we ask.



## Keep up-to-date with children's health and education

**Looking after children in your care includes making sure they're:**

- **enrolled with a health practitioner or medical centre**
- **up-to-date with core Well Child/Tamariki Ora checks**
- **enrolled in and going to early childhood education from the age of 3 until they start school**
- **going to school from when they start at the age of 5 or 6.**

If we ask, you'll need to talk to us about what you're doing to care for your children's health and education.



You'll set up a Youth Service Plan with your coach to cover:

- education, training and work-based learning
- budgeting and how you'll manage your money
- parenting (if you have children).

## Work with a Youth Coach, if you're asked to

You'll need to work with a Youth Coach if you're:

- aged 16-17 and don't have children
- aged 16-19 and have children.

You'll meet with them to talk about how things are going with your Youth Service Plan.



You can find ideas on how to do this at [msd.govt.nz/reducing-costs](https://msd.govt.nz/reducing-costs)

## Make any changes you can so you don't need Temporary Additional Support

**Temporary Additional Support (TAS) is short-term help to meet your costs.**

If you get TAS you need to do what you can to:

- reduce costs
- earn extra money
- get other help with costs.

## What can happen if you don't meet your obligations

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.**



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)

## 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 ready for work
- refuse to take, or fail a drug test needed by an employer or training provider.

## 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

### 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 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.

Partner's name (print)

Partner's signature

Date

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

### Helper's statement

Complete this if you've helped the applicant or their partner to complete this application form.

Your first and middle names

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

Date

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

# Signature page

## Partner's copy

### 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 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.

Partner's name (print)

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 provide all the documents we need.**

# Documents to provide

All documents sent to StudyLink must be a verified copy. A verified copy is a copy of the original document which has been signed and dated by someone like a Solicitor/Lawyer, Notary Public, Court Registrar, an approved person at an education provider, school principal, StudyLink or Work and Income staff member or Justice of the Peace (listed in the Yellow Pages) who can confirm that the copy is the same as the original.

They must print their name and title on each page and write that it is a true copy and sign it.

In most cases you won't have to provide any document that we have already seen.

## **You need to provide the following documents every time you apply:**

- One other form of ID (unless you've had an approved Student Loan with StudyLink). For example, your driver's licence or Community Services Card.
- Written parental consent or an order from a Family Court judge if you are in a de facto relationship where either you or your partner is aged 16 or 17.

## **You need to provide the following documents if you are applying for the first time and StudyLink hasn't seen them before:**

- Your birth certificate or passport.
- Evidence of your immigration status – if you were not born here. For example, your passport, residency documents, certificate of citizenship or letter from Immigration New Zealand.
- Evidence of any name change you've had – if the name you're applying under is different from the name in the documents you're providing. For example, marriage certificate or deed poll papers.
- Full birth certificates for any children in your care.
- Evidence of your bank account. For example, a pre-printed deposit slip or statement with your name, bank, branch and account number.

## **We may ask for evidence of your income if you have been or are currently working:**

- For example, your last payslip or letter from your employer.

## **We may ask for evidence of other income, including income from overseas or cash assets**

- For example, we may ask for a bank statement or letter from your bank showing your interest from investments or savings, or the net equity in any property or land not used as your home.
- We may ask for evidence of any overseas pension or income. Evidence of your necessary repairs and maintenance carried out in the last year. For example, receipts or a bank statement showing these payments.

## **You need to provide the following documents if you are applying for the Accommodation Supplement**

- Evidence of the regular payments you make for your home. For example, letters or statements showing these payments.
- Evidence of your necessary repairs and maintenance carried out in the last year. For example, receipts or a bank statement showing these payments.

## **You need to provide the following documents if you are applying for the Disability Allowance**

- Evidence of payments you make because of this disability.
- Disability Certificate from your General Practitioner or Specialist.

## **You need to provide the following documents if you are applying for Temporary Additional Support**

- Certificate of Entitlement from Inland Revenue.
- Evidence of any employment related costs you have listed.
- Evidence of any essential credit sales items you have listed.

# MyStudyLink

## get it all done online

- check out what financial assistance you may be able to get
- apply for your student finances
- check your Student Allowance and Student Loan application status
- view and update your personal details
- change the amount of your living cost payments and apply for your course-related costs
- view details of your next payment and previous transactions
- view your mail
- view and accept your Student Loan Contract.

## How to contact us

Website: [studylink.govt.nz](https://studylink.govt.nz)

Phone: **0800 88 99 00**

## Using Connect

A quick and easy way to send us your documents

1. Create an account at [connect.co.nz](https://connect.co.nz) with your RealMe login
2. Upload your verified documents
3. Submit to StudyLink