

Your Review Rights

Work and Income is committed to service excellence. If we're not meeting this standard please tell us so we can do something about it. Then we'll do our best to make sure it doesn't happen again.

If we've made a decision that you don't understand or agree with, please talk to us first. We'll be pleased to explain the decision and put things right if there has been a mistake.

If you still disagree with our decision, you can ask for it to be reviewed. We have forms available for you to use or you can write to us. You need to do this within three months of the decision. When there is good reason for the delay a review may be possible after this time. You don't have to use legal language. Just state what decision you disagree with and anything else you think we should know.

For more information about your rights and what you can expect from us go to

www.workandincome.govt.nz/individuals/your-rights-and-responsibilities



Work and Income
Te Hiranga Tangata

A service of the Ministry of Social Development

Your Responsibilities

Please tell us straight away about any changes to your personal situation as this could affect your payments.

The sort of changes you need to tell us about include changes to your bank account, address, name, accommodation, working or family situation. If you don't tell us about these changes you could miss out on extra payments or end up with a debt to pay back.

For example:

When we work out the payments you get, we consider your relationship status. You need to tell us straight away if you get married or separated, or if you enter or end a civil union or a de facto relationship. If you are in a relationship that you haven't told us about before, you should also contact us straight away.

Income affects the payments you get, so you must tell us straight away if you start to receive any income or the amount of income you receive changes. This will allow us to update your information quickly so that you don't get overpaid by us.

For more information about what we expect from you go to

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