



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA



Jobseeker Support

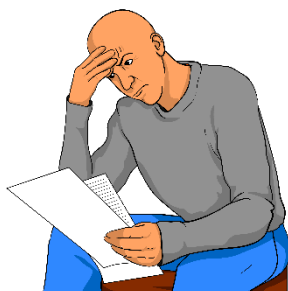


Published: April 2026

Before you start



This is a long document.



It can be hard for some people to read a document this long.

Some things you can do to make it easier are:



- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



What you will find in here

Page number:



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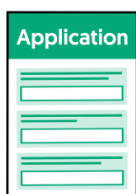
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About this Easy Read



This Easy Read is from the
Ministry of Social Development.



The Ministry of Social Development
is sometimes called **MSD** for short.

WORK AND INCOME
TE HIRANGA TANGATA

Work and Income is part of MSD.



In this document the words **we / us**
mean MSD.



This Easy Read is about Jobseeker
Support.

What is Jobseeker Support?



Jobseeker Support is a weekly payment / money that supports people:

- who are looking for a job
- who are looking for more work if they are in a part-time job

or



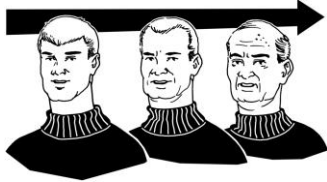
- cannot work right now.



Jobseeker Support is also for people who cannot work because of a:

- health condition
- disability.

Who can get Jobseeker Support?



To get Jobseeker Support you need to be aged:

- 18 and older

or



- 20 and older if you have children you look after.



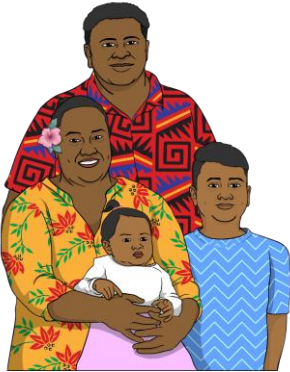
To get Jobseeker Support you need to:

- be an Aotearoa New Zealand:

- **citizen**
- **permanent resident**



- live in Aotearoa New Zealand
- plan to keep living in Aotearoa New Zealand.



An Aotearoa New Zealand **citizen** is someone who:

- was born in Aotearoa New Zealand
- has parents from Aotearoa New Zealand
- the Government has said can be an Aotearoa New Zealand citizen.

You can get an Aotearoa New Zealand passport if you are a citizen.

An Aotearoa New Zealand **permanent resident** is someone who is:

- not an Aotearoa New Zealand citizen
- allowed to live in Aotearoa New Zealand forever.



Contact us if you are not sure if you can get Jobseeker Support.



We can work with you to figure out if you can get:

- Jobseeker Support

or

- another benefit.



How much can I get?



How much you get for Jobseeker Support depends on:

- what is happening in your life
- how much you earn
- how much your partner earns if you have a partner.



You can find out how much you can get for Jobseeker Support at this **website**:

www.workandincome.govt.nz/js-support-cutoff



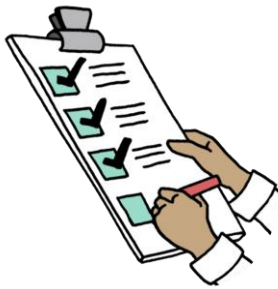
This website is **not** in Easy Read.



You will get the Winter Energy Payment automatically / without having to do anything if you get Jobseeker Support.



The Winter Energy Payment is paid to you during winter.



We will also check if there is any other support we can give you when you apply for Jobseeker Support.

How to apply for Jobseeker Support



You can apply for Jobseeker Support **online** at **MyMSD**:

www.workandincome.govt.nz/apply



This webpage is **not** in Easy Read.



MyMSD is a way to stay in touch with MSD online.



Contact us to talk about other ways to apply if you cannot do it online.

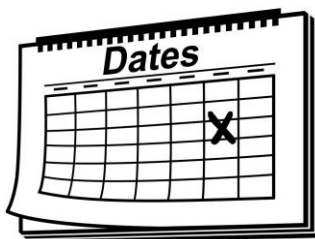


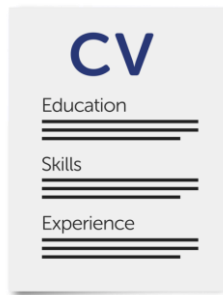
You will need to put some information about yourself into MyMSD.



The things you might do on MyMSD include:

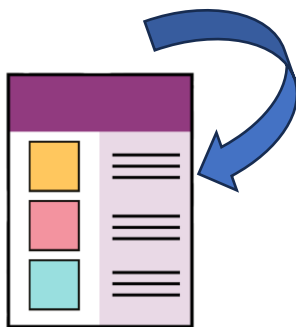
- filling in a **Jobseeker profile**
- reading your **obligations**
- agreeing / saying yes to the obligations
- giving us copies of documents like your:
 - birth certificate
 - passport
- giving us information that shows who you are
- booking an appointment with us.





Here a **Jobseeker profile** is information about:

- your work skills
- your qualifications / things you learned at school
- what kind of work you are looking for.



Obligations are:

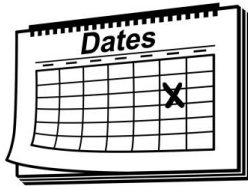
- a set of rules
- things you must do.

More information about Jobseeker Support obligations can be found on **pages 15 to 23.**



We will contact you after you have applied if there is anything else you need to do.

If your application is approved



If your application for Jobseeker Support is approved we will:

- let you know when your payments start
- send you a **Community Services Card**.



A **Community Services Card** saves you money on:

- healthcare like visiting your doctor
- public transport like using the bus.

Obligations



There are some things you need to do when you are getting Jobseeker Support.



If you do not follow them your Jobseeker Support benefit could:

- reduce / be less
- stop.



Your obligations include:

- telling us if something changes
- finding work / getting ready to work
- taking part in work ability assessments.

An icon of a document titled "Application Form". It contains four green rectangular input fields, each with a small icon and a label: "Name" (with a person icon), "Address" (with a house icon), "Education" (with a graduation cap icon), and "Work Experience" (with a person at a desk icon).



If you have a partner they will need to do some things as well.



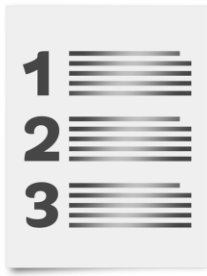
You also need to agree to some other obligations if you can work more than 30 hours a week.



These obligations are:

- take employment / work that is a good fit for you when it is offered to you
- do things to find employment / work
- go to appointments
- go to seminars like **Kōrero Mahi**
- do activities like making an **employment plan**.





Here an **employment plan** is a list of things you will do to get ready for work.



You can find more information about making an employment plan on **pages 18 to 20**.

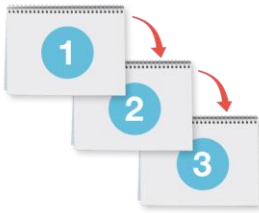


Information about **Kōrero Mahi** seminars is on **pages 20 to 21**.



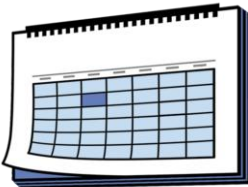
Your employment plan

Some people will have an employment plan in MyMSD.



The employment plan will show:

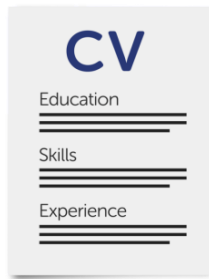
- activities
- the date an activity needs to be done by.



Activities can include doing things like:

- making a **CV**
- putting information into your Jobseeker profile
- applying for jobs that suit you.





A **CV** is a document that shows your:

- skills
- work / jobs you have done.

Your case manager will:



- talk to you about what kind of job you need
- come up with activities for you.



You will agree together when each activity must be done.



You can find more information about employment plans at this **website**:

www.workandincome.govt.nz/iep



This website is **not** in Easy Read.



Your case manager will give you a printed plan if you cannot use MyMSD.

Kōrero Mahi seminars



A Kōrero Mahi seminar / meeting is where you get support from Work and Income staff to get ready for work.

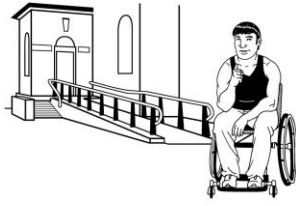
We will explain to you how we can:



- support you to find work
- start applying for jobs.



Let us know if you have an **accessibility need** to go to a seminar / meeting at a service centre.



Here **accessibility need** means things like needing:

- wheelchair access
- a support person
- an interpreter for:
 - the language you speak
 - New Zealand Sign Language / NZSL.

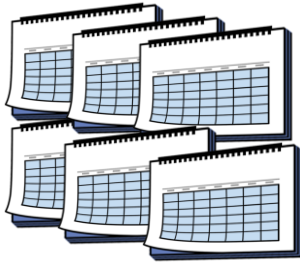


You can find more information about the Kōrero Mahi seminar / meeting at this **website**:

www.workandincome.govt.nz/km



This website is not in Easy Read.



Getting Jobseeker Support for more than 6 months

You will need to reapply for Jobseeker Support every 6 months if you still need it.



You can find out more about reapplying for Jobseeker Support at this **website**:

www.workandincome.govt.nz/js-reapply



This website is **not** in Easy Read.

More information about obligations



You can find more information about your Jobseeker obligations at this **website**:

www.workandincome.govt.nz/js-obligations



This website is **not** in Easy Read.

Jobseeker Health Condition, Injury or Disability



Jobseeker Health Condition, Injury or Disability is for people who have a:

- health condition
- injury
- disability.

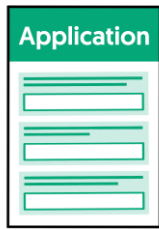


This includes people who:

- need to work less hours because of their health
- must stop work for a while.



Jobseeker Health Condition, Injury or Disability is called **JS-HCID** for short.



You will:

- still apply for Jobseeker Support

and

- give us your medical information.



The medical information you give us will show why you are unable to work.

If you cannot work at all for a short time



Your doctor will tell you how long you cannot work for.



You will not have to do any work in this time.



When you are ready to work you will need to:

- let us know
- give us a medical certificate from your doctor.



If you can work between 15 and 30 hours a week



You will still need to look for work that suits you if your doctor says you can work each week:

- from 15 hours
to
- 30 hours.





Being able to work this much may be:

- temporary / for a short time
- permanent / all the time.



We can support you to look for work.

If you cannot work at all



You can apply for Supported Living Payment if you cannot work at all because of your:



- health condition
- injury
- disability.





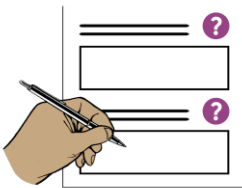
You can find information about Supported Living Payment at this website:

www.workandincome.govt.nz/slp



This website is **not** in Easy Read

How to apply for JS-HCID



You must give us a Work Capacity Medical Certificate after you apply for Jobseeker Support.



You can get this from your doctor.



Your doctor will talk to you about how your health affects your ability to work.

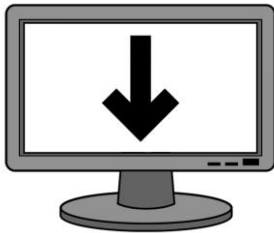


Your doctor will tell us:

- how many hours you can work each week
- how long this will go on for.



Your doctor will fill out the Work Capacity Medical Certificate online.



The Work Capacity Medical Certificate will be sent right to us.

The traffic light system



We have a traffic light system to support you to stay on track with your obligations.



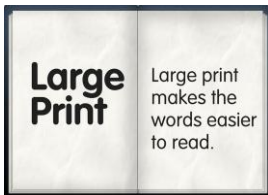
You can find more information about the traffic light system at this website:

www.workandincome.govt.nz/tls



Information about the traffic light system is also available in:

- Easy Read
- New Zealand Sign Language / NZSL
- large print
- audio
- Braille.





You can find the information about the traffic light system in alternative formats at this **website**:

<https://tinyurl.com/57htbec7>

How to contact us



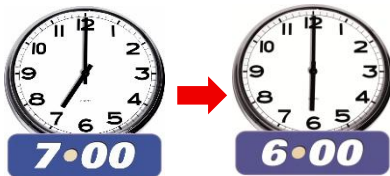
You can contact us by calling:

0800 559 009

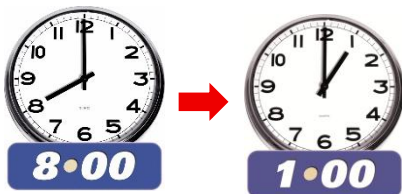


This number does not cost money to call.

You can call this number on:



- Monday to Friday:
 - from 7 am to 6 pm



- Saturday:
 - from 8 am to 1 pm.



If you find it hard to use the phone
you can:

- **text** us on:

4206



- **email** us:

MSD_Deaf_Services@msd.govt.nz



You can find more information about
contacting us if you find it hard to use
the phone at this **website**:

www.workandincome.govt.nz/deaf-services



This website is **not** in Easy Read.



You can also contact us using the New Zealand Relay service.

The **New Zealand Relay** service is for people who are:



- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz



We have many service centres around Aotearoa New Zealand.



You can find a list of our service centres at this **website**:

www.workandincome.govt.nz/service-centres



This website is **not** in Easy Read.



This list of service centres has the addresses where you can:

- post things to
- visit us.





WORK AND INCOME
TE HIRANGA TANGATA

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It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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