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

WORK AND INCOME
TE HIRANGA TANGATA

Jobseeker Support

Adapted in 2026 by Accessible Formats Service,
Blind Low Vision NZ, Auckland

Transcriber's Note: At the top of the page are two logos: Ministry of Social Development — Te Manatū Whakahiato Ora, and Work and Income — Te Hiranga Tangata.

Note: Information about ways you can contact Work and Income are listed at the end of this information.

Jobseeker Support

Jobseeker Support (sometimes called JS) is a weekly payment that helps people while they are looking for work or for people who can't work right now. It is for people who are either:

- not in employment and looking for a job or
- in part-time employment and looking for more work
- have a health condition or disability which is affecting your ability to work, and you must reduce your hours or stop work for some time.

Who can get it?

To get Jobseeker Support, you must be:

- be aged 18 or older, or 20 and older if you have dependent children
- are a New Zealand citizen or permanent resident
- normally live in New Zealand and intend to stay here.

How much you can get.

How much you get depends on your situation and how much you and your partner (if you have one) earn. Current amounts and the cut-off limits are listed

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

If you get Jobseeker Support, you will automatically also get a Winter Energy Payment which is paid in the winter months.

We will also check to see if you can get any other help from us based on the answers you give in your application.

How to apply for Jobseeker

You can apply online through MyMSD here

www.workandincome.govt.nz/apply

If you cannot apply online, contact us to talk about other ways to apply.

There are some steps you will need to do next to finalise the application process. You will need to:

- complete a Jobseeker profile
- read and agree to your obligations
- provide any documents Work and Income asks for
- verify your identity

- book an appointment at your nearest Work and Income service centre

Once you have submitted everything, we will contact you if there is anything else you need to do.

If your application is approved.

If your application is approved

- we will let you know when your payments will start.
- we will send you a Community Services Card to help with the costs of healthcare and public transport.
Information about this is here

www.workandincome.govt.nz/csc

You will have some things you are required to do — these are called obligations.

Your obligations on Jobseeker support

There are things you need to do when you're getting a Jobseeker Support benefit. If you don't do them, your benefit could reduce or stop. This includes things like:

- telling us if something changes
- finding or preparing for work
- taking part in work ability assessments.

If you have a partner, there are things they will need to do as well.

If you can work more than 30 hours a week, you also need to agree to some obligations such as:

- be willing to accept suitable employment
- be taking reasonable steps to find work
- attend appointments or seminars such as Kōrero Mahi
- undertake to do some activities such as an employment plan
-

Your employment plan

Some people will have an employment plan in MyMSD where they can see these activities and the date they need to do them by. Activities could be things like:

- Creating a CV (a document showing your skills and work experience)
- Updating your Jobseeker profile on MyMSD
- Applying for suitable jobs

Your case manager will talk to you about your employment needs and will develop the activities based on your conversation. You will agree together on a due date for each activity. More information is located here www.workandincome.govt.nz/iep

If you can't use MyMSD, your case manager will print or send you the plan with your activities and when they need to be done.

Kōrero Mahi work seminar

You will need to attend a Kōrero Mahi seminar. This is a group presentation with other people where you will get support from Work and Income staff to get ready for work. We will explain how we can help you find work and get you set up to start applying for jobs. Let us know if you have an accessibility need to attend a seminar at the service centre. More information about the Kōrero Mahi seminar is provided here www.workandincome.govt.nz/km

Getting Jobseeker support for more than 6 months.

If you're getting Jobseeker Support and you still need it after 26 weeks (6 months), you must reapply. You can find

information about this here

www.workandincome.govt.nz/js-reapply

More information about obligations

More information about the obligations for Jobseekers is here www.workandincome.govt.nz/js-obligations

Jobseeker—Health Condition, injury, or disability.

People who currently have a health condition or disability which is affecting your ability to work may be eligible for Jobseeker Health Condition, Injury or Disability (sometimes called JS-HCID). This includes people who are either currently on reduced hours or those who must stop work for a while.

You will still apply for Jobseeker Support but also provide us with additional medical information which indicates that your work capacity is limited for a time.

How JS-HCID applies to you

There are several options for how Jobseeker-Health condition, injury or disability will apply to your situation.

1. You do not have current capacity to work at all, but this is only temporary.

Your health practitioner will indicate the period you are unable to work. You will not have any work obligations during this time. At the end of this time, you will need to contact us to let us know if you are now ready for work or provide a subsequent medical certificate.

2. You can work between 15 and 30 hours.

If your health practitioner has indicated that your current capacity to work is for less than 30 hours per week, but more than 15 hours, then you will still be expected to seek suitable employment for the number of hours you can work. We can help you with this. This may be either a temporary or permanent limitation.

3. You are permanently unable to work.

If you are permanently and severely restricted in your ability to work because of a health condition, injury, or disability, or are legally blind, then you can apply for Supported Living Payment. Information about this is available here www.workandincome.govt.nz/slp

How to apply for JS-HCID

Once you have applied for Jobseeker support, you must provide us with a **Work Capacity Medical Certificate**. To get a medical certificate, you will need to book an appointment with your health practitioner to discuss your current limitations for work. The health practitioner will let us know how many hours you can work and how long you have reduced capacity for. They have access to the form online — and it will be sent directly to us.

The traffic light system

We have a traffic light colour system to help you stay on track with your work obligations. More information is available here, including Alternate formats www.workandincome.govt.nz/tls

Options for contacting Work and Income

You are always welcome to let us know if you have a specific communication need.

Phone call

Call our general enquiries team on 0800 559 009. Our phone line is open Monday to Friday 7am to 6pm and Saturday 8am to 1pm.

Text or Email

If **you** are deaf or disabled **and** your health condition or disability prevents you from calling us, you can text us on **4206** (charges may apply depending on your mobile provider) or email us at MSD_Deaf_Services@msd.govt.nz. More information about what Deaf Services can help you with is at www.workandincome.govt.nz/deaf-services

NZ Relay

If you are Deaf, hard of hearing, deafblind, or have speech communications difficulties you can also use NZ Relay to connect with Work and Income via their website located

here [Use NZ Relay Service - www.nzrelay.co.nz](http://www.nzrelay.co.nz) or by using the free NZ Relay App.

Finding your nearest service centre

We have many service centres around New Zealand. You can find the physical address and the postal address of a service centre near you here

www.workandincome.govt.nz/service-centres

End of Jobseeker Support