



# Change of Circumstances application form

Complete this form if your circumstances have changed in any way.

The fastest and easiest way to tell us about changes is using MyStudyLink.

Using a MyStudyLink account you can:

- 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.

**IMPORTANT:** If you're a sole parent or you get Jobseeker Support Student Hardship, or Extra Help payments from us, you need to tell us if you get board or rent payments from other people who live with you. (Extra Help payments include Accommodation Supplement, Temporary Additional Support, Disability Allowance or Childcare Assistance.)

To do this you need to complete our Board and Rent information form.

Although you already tell us about income from boarders or tenants, the extra form asks for more information. The information you give us will be used to calculate the payments you get from us. Not completing it may delay your payments or result in a debt.

To get the form, you can:

- print it from our website [StudyLink.govt.nz/forms](https://www.studylink.govt.nz/forms)
- ask for one at your local Work and Income office
- call us on **0800 88 99 00**.

**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 your payments. 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 is 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 may need to provide documents

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 your name and client number with any documents that you send to us. For more information visit [connect.co.nz](https://connect.co.nz)



## Sign and date the form

Remember to sign and date this application on page 12 and make sure anyone else who needs to sign it has done so.

## Where to send this form

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

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

We're happy to help you complete this form.

Don't return this page

# Part 1: Personal details

## 1. 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

## 2. What is your full name?

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

## 3. What is your legal name as it appears on your birth certificate? (If different from above)

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

## 4. What date were you born?

Day  Month  Year

## 5. What is changing?

Tick as many as you need:

Address (Go to Part 2)  Relationship status (Go to Part 3)  Bank account (Go to Part 4)  
 Income (Go to Part 5)  Other changes (Go to Part 6)

## 6. What assistance do these changes apply to?

Tick as many as apply.

Student Allowance  
 Student Loan  
 Jobseeker Support Student Hardship  
 Scholarship  
 Temporary Additional Support  
 Accommodation Supplement  
 Disability Allowance  
 Childcare Subsidy/OSCAR  
 Child Disability Allowance  
 All your payments  
 Other (please explain)

# Part 2: Change of address

## 1. What is your new address?

Flat/House number	Street address		
Suburb	City	Post code	Country
			NEW ZEALAND

## 2. Which address does this change apply to?

Street address       Postal address       Both street and postal addresses

You can view your Student Allowance and Student Loan mail online at MyStudyLink and we'll send you an email or text when you have new mail to view.

If your partner's address (or your parents' address if you get a parentally income tested Student Allowance) has changed, please give us their new details in Part 6.

## 3. When does this new address apply from?

Day     Month     Year

## 4. How can we contact you?

Phone	Mobile <sup>1</sup>	Fax	Email <sup>1</sup>

If your change of address applies to a Student Loan only, go to 'Student's Declaration' on page 12 if there are no more changes.

## 5. Are you living in a public housing property?<sup>2</sup>

Yes       No (Go to Q6)

### If yes, will your (or your partner's) name be on the tenancy agreement?

Yes       No

If you get Jobseeker Support Student Hardship and you are a tenant living in a public housing property<sup>2</sup> you won't be able to get an Accommodation Supplement.<sup>3</sup>

If you get a Student Allowance and you live in a public housing property<sup>2</sup>, and your, or your partner's name is on the tenancy agreement, you won't be able to get an Accommodation Benefit.<sup>3</sup>

## 6. Have your living arrangements changed – for example, have you started living with your partner or parents?

A partner is your spouse, civil union partner or someone with whom you have a de facto relationship (where you live together as a couple in a relationship in the nature of marriage or civil union). For the Student Allowance, if either of you is under 24 years old, one or both of you must have a child in your care to be in a recognised relationship.

A parent is a natural parent, step-parent<sup>4</sup>, or any other person acting in place of a parent of that student.

Yes       No (Go to Q7)

### If yes, have you:

<sup>1</sup> If you give us your mobile number or email address we may use this 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.

<sup>2</sup> Public housing properties are provided by Kāinga Ora and approved community housing providers.

<sup>3</sup> You may qualify for income-related rent instead (if you're not already receiving it).

<sup>4</sup> A step-parent is a person who is married to, or in a civil union or in a de facto relationship with the parent of the student. It also includes a person acting in place of the parent of the student.

- Started living with your parent(s), in your parent(s) home
- Started living in a home provided or maintained by your parent, where your parent(s) are not living (If you receive Student Allowance, go to Q6a. If you do not receive Student Allowance, go to Q7)
- Started or stopped living with a partner (you'll need to complete Part 3 on page 5)
- Gone flatting
- Started living in a hostel or hall of residence

Which hostel/hall of residence?	Is your room single or double?

Other (please explain)

**6a. Will you be paying the market rent or be responsible for the outgoings relating to the area of the home you occupy while studying?**

By market rent we mean what you might reasonably expect to pay for rent for the area of the home you occupy, in comparison with rent levels for similar properties in your area.

Outgoings can include payments for the following: a mortgage, rates, house insurance and essential repairs and maintenance. Expenses such as phone, power or internet payments are not considered to be outgoings.

- Yes, I pay for the outgoings related to the area of the home I occupy (Go to Q8)
  Yes, I pay the market rent for the area of the home I occupy
  No

 **We need evidence that shows you are paying market rent for the property.**

Complete the following questions if you are receiving Jobseeker Support Student Hardship, Accommodation Supplement or Temporary Additional Support.

**7. Are you:**

- Renting (Go to Q7a)
  Boarding (Go to Q7a)
  Living in a house you own (Go to Q8)

**7a. How much rent or board do you pay each week (for you and your family)?** \$

**7b. Do you pay water rates separately from your rent?**

No
  Yes
  \$
 How often?

 **We may ask for evidence of your rent or board – for example, a verified copy of a letter from your landlord.**

Go to 'Student's Declaration' on page 12 if you have no more changes.

**8. Please give us details of the payments you make for your home:**

Only include mortgages you used to buy or alter your home. Include both interest and principal. List any other mortgages such as a second mortgage or revolving mortgage. Do not include contents insurance.

	Name of provider	How often do you pay? e.g. weekly, fortnightly, monthly	Amount
First mortgage			\$
Other mortgage			\$
House insurance			\$
Mortgage insurance			\$
Rates			\$
Ground lease			\$
Water rates			\$
Body corporate fees			\$

**8a. Have you received a rates rebate?**

Yes Amount \$  Rating Year (1 July) 20 \_\_\_\_ to (30 June) 20 \_\_\_\_  No

**8b. What was the total cost of necessary repairs and maintenance to your home in the last 12 months?**

\$



**We need evidence of all the payments you make for your home – for example, a verified copy of a bank statement showing your payments or verified copies of your receipts.**

**Go to 'Student's Declaration' on page 12 if you have no more changes.**

## Part 3: Change of relationship status

A recognised relationship is when one or both of you are 16 years old or over and in a relationship such as marriage, a civil union or de facto relationship (where you live together as a couple in a relationship in the nature of marriage or civil union). For the Student Allowance, if either of you is under 24 years old, one or both of you must have a child in your care to be in a recognised relationship. If you are in a de facto relationship where you or your partner is aged 16 or 17 years old, the parents of the 16 or 17 year old, or a Family Court judge, must give their consent for the de facto relationship to be a recognised relationship for Student Allowance purposes.

### 9. Has your relationship status changed?

Yes

No (Go to 'Student's Declaration' on page 12 if there are no more changes)

### 10. What is your new relationship status?

Single (this includes separated, divorced or widowed)

Married

De facto relationship

Civil union

### 11. What date did your relationship status change?

Day

Month

Year

If you now have a partner they may need to complete a Partner's form – you can download a Partner's form for Student Allowance from our website [studylink.govt.nz](https://www.studylink.govt.nz)

**Go to 'Student's Declaration' on page 12 if you have no more changes.**

# Part 4: Change of bank account

## 12. Please give us your new bank account details:

Note: if you are changing your account for Jobseeker Support Student Hardship or extra assistance such as an Accommodation Supplement, the account needs to be in your name or you need to complete an Appointment of Agent form. You can download this form at [studylink.govt.nz](http://studylink.govt.nz)

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 – for example, a verified copy of a pre-printed deposit slip or statement with your name, bank, branch and account number.**

## 13. Enter the date you want this account to start being used for payments.

Day

Month

Year

**Please leave your old bank account open until we make a payment into your new bank account.**

## 14. This change of bank account applies to your:

Tick as many as apply.

Student Allowance

Student Loan

Jobseeker Support Student Hardship

Scholarship

Temporary Additional Support

Accommodation Supplement

Disability Allowance

Child Disability Allowance

All your payments

Other (please explain)

## 15. Do you have a partner?

Yes

No (Go to 'Student's Declaration' on page 12 if there are no more changes)

### If yes, are they included in your payments?

Yes

No (Go to 'Student's Declaration' on page 12 if there are no more changes)

### If yes, does your partner want their bank account details changed?

Yes

No (Go to 'Student's Declaration' on page 12 if there are no more changes)

If yes, please give us your partner's new bank account details.

**Note:** if your partner is changing their account for Jobseeker Support Student Hardship or extra assistance such as an Accommodation Supplement, the account needs to be in their name or they need to complete an Appointment of Agent form. You can download this form at [studylink.govt.nz](http://studylink.govt.nz)

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 – for example, a verified copy of a pre-printed deposit slip or statement with your partner's name, bank, branch and account number.**

**Go to 'Student's Declaration' on page 12 if you have no more changes – your partner also has to sign this form on page 12.**

# Part 5: Change of income

The easiest way to tell us about your income changes is using MyStudyLink at [studylink.govt.nz](http://studylink.govt.nz)

**Please complete the following questions if your and/or your partner's income has changed.**

By income we mean money 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 or investments, dividends from shares, income from a family trust, farm or business, income from boarders or rent, superannuation, overseas benefits or 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. Please don't count your Student Allowance, Student Loan or Family Tax Credit as income.

## 16. What is your new income?

Please give us details of your income per week before tax for any week that you have had a change (enter 'Nil' if no income was received for that week):

By income per week we mean the amount you earn from each Monday to the following Sunday.

Type of income	Weekly income before tax	Hours worked each week	Start date	End date	Employer's name or income source
	\$		/ /	/ /	
	\$		/ /	/ /	

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

## 16a. Are you a sole parent with dependent children that receives Jobseeker Support Student Hardship and pays for childcare while you work?

Yes If yes, please tell us how much you pay.   No

If you earn any income you need to let us know by the Friday of the week you earn it – if you don't you could be overpaid and you'll need to pay the money back.


## 17. What is your partner's new income?

Please give us details of your partner's income per week before tax for any week that they have had a change (enter 'Nil' if no income was received for that week):

By income per week we mean the amount they earn from each Monday to the following Sunday.

Type of income	Weekly income before tax	Hours worked each week	Start date	End date	Employer's name or income source
	\$		/ /	/ /	
	\$		/ /	/ /	

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

 Your Student Allowance is assessed based on the income you (and your partner) declare. If your or your partner's income in any week is different to what you declared, you must let us know straight away as it could affect your payments. Your Student Allowance for any week is affected by the income you and your partner earn in that week. We may ask for evidence of your or your partner's income at any time in the future. We may also check your income with Inland Revenue.

Go to 'Student's Declaration' on page 12 if you have no more changes – your partner also has to sign this form on page 12.

## Part 6: Other changes

18. Please give us full details of your change of circumstances and the date the change happened:




We may need to see evidence of your new circumstances.

Go to 'Student's Declaration' on page 12.

# How we protect your privacy

## 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)

# Student's declaration

The information I have provided in this application is true and I have not left anything out. I understand that if I make a false statement or don't tell StudyLink of a change in any circumstances my Student Allowance payments may stop. If this happens I understand that I will have to pay back any overpayments plus collection costs, and I could be prosecuted.



## Student's signature

Day

Month

Year

# Partner's declaration

You need to sign here if:

- your income has changed and/or
- you have changed your bank account number.

The information I have provided is true and I have not left anything out. I understand I may be asked to provide further evidence to support the income details I have given and that I could be prosecuted if I make a false statement.



## Partner's signature

Day

Month

Year

# Seven steps to student finances

Exams finish



Course starts

## STEP 1 – Apply at [studylink.govt.nz](https://studylink.govt.nz) for financial assistance

## STEP 2 – We will start processing the application

We'll check the information that's given to us and get things underway. Nothing needs to be done at this point unless we make contact.

## STEP 3 – We will make contact

We'll send a letter advising what we need next. The letter needs to be signed and returned (if required) and any documents we've asked for need to be sent to us.

## STEP 4 – Use MyStudyLink to track the application:

- check to see if documents have been received
- check the Student Allowance and Student Loan status
- view and accept the Student Loan Contract
- view and update personal details
- apply for course-related costs
- view mail.

Please note: MyStudyLink only displays payments and information relating to Student Loan, Student Allowance and scholarships.

## STEP 5 – We check study details with the education provider

Enrolment needs to be fully completed before this can happen.

## STEP 6 – We will finish processing the application

We'll send a letter advising what we have assessed entitlement for and when the payments will start.

## STEP 7 – Payments can start

The earliest that payments can start is in the second week of the course. This is because we make payments in arrears.

If an application for Student Allowance has been made, we'll send a letter advising what happens next. Enough time needs to be allowed for all seven steps to be completed, so the application needs to be made as soon as possible. If the application is not made on time or we don't receive all the information we need, we can't make payments on time.

Save time – Get it done online [studylink.govt.nz](https://studylink.govt.nz)



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA



STUDYLINK  
Hoto Akoranga  
A service of the Ministry of Social Development

# 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