

111 Contact Code application

Use this form to ask for a free backup so someone in your home can call 111 in a power cut. Fill it in on screen or print it.

Before you start

Your WombatNET home phone runs over your internet connection, so it stops working when the power goes off at your place. If someone in your home is at particular risk of needing to call 111 because of their health, safety or a disability, and you have no other way to call 111 that keeps working for at least 8 hours in a power cut, we'll supply a backup at no cost.

Send the completed form, and any evidence, to 111@wombatnet.co.nz. If a form isn't easy for you, call us on 0800 424 281 and we'll take your application over the phone. Someone else can also apply on your behalf.

1. Who is filling in this form?

- ☐ I'm applying for myself ☐ I'm applying for someone else

2. Your details (only if applying for someone else)

Full name	Relationship to the person at risk
Phone	Email
Postal address	

3. The person at risk

Full name *	Preferred name	
WombatNET account number *	Phone	Mobile

Your account number is at the top of your bill. If the person isn't the account holder, use the account number for the address.

Address where the home phone is *

Email	Postal address, if different

How should we contact you about this? *

☐ Phone ☐ Mobile ☐ Email ☐ Post

4. Why they're at risk

Which best describes it? *

- ☐ Health (for example, a medical condition)
☐ Safety (for example, family violence)
☐ Disability (for example, a physical impairment)

You don't need to tell us the diagnosis or details. We only need enough to confirm you qualify.

Is it permanent or temporary? *

- ☐ Permanent ☐ Temporary

If temporary, about how long?

5. Supporting information

How would you like to support this application? *

☐ I'll attach evidence

☐ Someone can confirm it for me

If attaching evidence

Describe what you're attaching

Email it with this form to 111@wombatnet.co.nz. Examples: a letter from a health practitioner, an MDC (medically dependent consumer) notice, a protection order, or documentation of an impairment.

If someone can confirm it for you

Full name

Occupation

Organisation

Phone

Email

This needs to be someone whose job means they can confirm it, such as a GP or other health practitioner for health or disability, or a police officer, registered social worker or lawyer for safety.

☐ I authorise WombatNET to contact this person to confirm that the person named in section 3 is, or will become, at particular risk of needing 111. If I'm applying for someone else, I have their permission to do this.

6. Other ways to call 111

Is there any other way to call 111 from the house that would keep working for 8 hours in a power cut, such as a mobile phone with good coverage inside, a battery backup or a monitored alarm? *

☐ Yes

☐ No

☐ Not sure

Anything we should know about what would suit you? For example, hearing or sight needs, or where in the house a phone needs to be.

7. Before you send

☐ To the best of my knowledge, the information on this form is correct. The person named in section 3 is, or will become, at particular risk of needing 111, and the home has no other way to call 111 that would keep working for 8 hours in a power cut.

☐ I understand that if WombatNET offers a suitable backup and I turn it down, my application may be treated as withdrawn. I can apply again at any time.

☐ I understand how my information will be used, as set out below.

Full name *

Date *

How we use your information

We use this information only to assess your application, provide and maintain your backup, and meet our obligations under the 111 Contact Code. We store it securely and keep it for 5 years after your application is decided or your service ends, as the Code requires. Only the people who handle your application can see it. We only share it with the person you've nominated, a contractor who installs your backup, or the Commerce Commission if it asks, and we never share health details beyond what is required by law. You can ask to see or correct your information at any time by emailing hello@wombatnet.co.nz.

What happens next. If anything's missing or unclear, we'll contact you. Within 10 working days of getting a complete application, we'll tell you whether it's accepted. If it is, we'll arrange your backup as soon as we can, at no cost. If it isn't, we'll explain why and how to challenge the decision.

OFFICE USE ONLY

To be completed by WombatNET

Application ref

Date received

Date complete

Date decided

Outcome