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The Ministry of Social Development  
Bowen State Building  
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01 October 2014

**Attention: Mr Brendan Boyle - The Chief Executive**

**Re: Requests under sections 12 and 16 of the Official Information Act 1982 - for specified information to be made available**

**Dear Mr Brendan Boyle, dear staff at the Ministry for Social Development**

Please accept my request for the disclosure of specified information under sections 12 and 16 of the Official Information Act 1982. I kindly ask you to make available the following information, in as much detail as can reasonably be expected:

1. Detailed information about the names, the head office- and on site service provider addresses, and the particular services offered, for all the providers the Ministry of Social Development (MSD) has since mid to late 2013 entered contracts with, to:
  - provide so-called "Mental Health Employment Services" (MHES),
  - provide OTHER supported employment services for persons on health related benefits with other health conditions and/or disabilities,
  - provide supported employment services for sole parents with children on the 'Sole Parent Support' benefit category.
2. Details about the fees payable by MSD, the agreed fee structure, the terms for payment of fees, the outcome expectations in the various providers, that were agreed to between MSD and the types of individual providers as listed under question 1. above. This is also in consideration of established "particular service intensity categorisation", with consideration about other similar categorisations, and details about any such used categorisations would be appreciated.
3. Relevant details about the provided "wrap-around services" that were already mentioned in media reports, such as an article in the "Herald on Sunday" on 30 June 2013 - titled "*Govt will pay to shift mentally ill into work*", which are intended to support the clients that Work and Income (WINZ) refers to the various service providers as listed under question 1. above. I am in this question asking about "wrap-around services" that are provided by health-, disability- and/or addiction treatment and support service providers contracted by WINZ, or at least cooperated with through WINZ. What kinds of such extra clinical support services have been agreed

on, who will pay for them, and what are the roles and expected qualifications of staff at those presumably external “wrap around service” providers that may offer health-, disability and/or addiction treatment and support services - in whatever types and forms? Detailed information in relation to the various types of providers and their services will be much appreciated, provided of course, such services are used.

4. Information in broken down detail, on how many beneficiaries suffering “moderate” mental health conditions, musculo-skeletal or other disabling health conditions, and also on how many sole parents on benefit receipt, have to this date been referred to such services as mentioned under question 1. above? Also how many were approached to consider being referred, how many agreed to be referred, how many refused to be referred, how many have been successfully placed into employment? How many have had to terminate their efforts working with providers of “Mental Health Employment Services”, or with any other type of supported employment services, and of them, for what reason did they do so? Records on this, preferably per month since commencement of the mentioned services, are requested, up to the most current month, otherwise per year. As some information on MHES was received some time ago, an update on the previous information is sought.
5. Information on whether any referred Work and Income clients with mental health conditions, with musculo-skeletal or other disabling health conditions, suffered any significant medical problems (psychological, psychiatric or physical) upon having been referred to such service providers as mentioned above, and what types of problems were there, since such services started? Also in relation to this, if such cases occurred, what measures were taken by the provider and by WINZ, to offer support for the clients affected, and what records have been kept on this? Please provide relevant details for each month since these services were started, up to the most recent monthly update, provided such cases exist.
6. Details about the names, head office- and service delivery site addresses, and the particular services being offered, by/of contracted providers to perform outsourced work ability and/or medical assessments on beneficiaries (or applicants for benefits) that commenced providing such new services from early 2014 until now. I refer to media reports in the ‘Otago Daily Times’ from 25 Oct. 2013, titled “Tests for disabled ‘flawed model’”, and ‘Stuff.Co’, from 03 Nov. 2013, titled “Contractors to assess sick and disabled for work”, that mentioned some details on MSD entering contracts with such providers. As some information has already been provided on this by way of a letter dated 24 April 2014, I request an update on these services by Work Ability Assessment (WAA) providers, and the relevant information sought.
7. Information on what expectations Work and Income currently places on sick and disabled on health related benefits like ‘Jobseeker Support – deferred’, ‘Supported Living’, or applicants for such, in regards to meeting obligations to attend external examinations/assessments for medical conditions and work capability (done by Designated Doctors or WAA health professionals). Also what particular sanctions will be applied if a client objects to, or refuses to be examined or assessed by, a medical or health professional, which she/he will have been expected to see for this? Furthermore, in relation to this, what plans do presently exist to change or increase particular expectations and/or criteria for sick, injured and disabled persons on the mentioned health related benefits, to be referred to such work ability assessments? I appreciate your detailed response.
8. Information on what specific performance targets (e.g. in measured output criteria and numbers, like in successful referral numbers for clients, in cost savings achieved for MSD and/or WINZ, or in any other tangible, countable measure) do Work and

Income case managers, branch office managers, Regional Health Advisors, Regional Disability Advisors, or for that sake staff collectively operating as individual WINZ branch office teams, have to meet, or are they encouraged to achieve? This question is in regards to clients being referred to, or placed into employment or training, like –

- ordinary unemployed beneficiaries on the 'Job Seeker Support' category,
- beneficiaries on 'Job Seeker Support' with a health issue and/or disability (i.e. on 'Jobseeker Support – deferred'),
- beneficiaries in receipt of the 'Supported Living Payment' benefit,
- beneficiaries on Sole Parent Support.

Also in relation to this, are there any performance bonuses or other forms of financial or similar "rewards" or "benefits" paid to the mentioned staff of MSD at WINZ, even if these are not directly related to specific targets achieved, but in consideration of general achievements by the various staff or branch offices? Details about types of any annual or other bonuses, special awards, benefits and similar will be appreciated.

9. Information on how many persons on health related benefits, such as 'Jobseeker Support-deferred' or 'Supported Living Payment', have had their benefits reduced or stopped altogether, as a result of refusing to meet obligations, such as mentioned in question 7 above. Please provide figures per month, or otherwise per year, and per category, since those new benefit categories were introduced in mid July 2013.
10. Details on how many persons on a health and disability related benefit, like formerly the 'Sickness Benefit', the 'Invalid's Benefit', now the 'Supported Living – deferred' and 'Supported Living Payment' benefits, have to the knowledge of the Ministry of Social Development and/or Work and Income had their benefit receipt stopped or terminated, as a result of fatal self harm, of suicide or unexpected early death? A break-down of data on this in relation to each benefit category and causes of death will be appreciated, for each month and year (if available) since 01 January 2005 until now. That is of course, provided this information has been recorded.
11. Information on what advice or expectations MSD has communicated to medical practitioners - like general practitioners (GPs) and also medical specialists (orthopaedic surgeons, psychiatrists, psychologists, and so forth), for them to consider when asking questions to, and when assessing health conditions and work ability of their patients who require a 'Work Capacity Medical Certificate' for benefit purposes? Have particular sets of questions been sent or presented to GPs, as a format to work with, have particular criteria been communicated, beyond of what is contained in the medical certificate forms, or the 'Guide for Designated Doctors'. In regards to the latter, where can a current copy of that "guide" be found, as nothing could be found online on the Work and Income website.
12. Details about how many incidents where recorded by staff of Work and Income, where case managers or other staff felt threatened, intimidated, and also were they were even assaulted by distressed or angry clients, during the execution of their duties? If possible a break-down of incidents and types of issues per month, otherwise per year, would be appreciated, for the time from 01 January 2005 until now. If available, also please provide information on what types of benefits the clients were, when such incidents occurred and were recorded.
13. Information on how many clients of Work and Income were trespassed from WINZ office(s) for inappropriate conduct of the types like mentioned under question 12 above. Also please provide information on how many clients were referred to the New Zealand Police and charged for relevant offences in relation to this. This information is also requested for the time from 01 January 2005 until today.

14. Please also provide a current copy of the so-called resource manual 'Medical Appeals Board – a resource for Board Members'. If that manual is no longer in use, a copy of the official replacement document in use will be appreciated.

The above specified information is sought for reasons of providing desired transparency and accountability to the public, and also to obtain assurances that the Ministry, same as its contracted service providers, do provide all their services at the highest standard, and at all times in a professional, acceptable, fair and reasonable manner. The specified information is asked to be made available under the Official Information Act 1982 within the specified time frame of 20 working days.

I kindly and respectfully ask that the information will be made available by way of a detailed written response, and by way of good quality, easily readable photo copies of original documents containing the relevant information. Otherwise it can in part also be made available by way of equally good quality computer generated printouts. If not available in hard copy form, a standard CD containing the corresponding, relevant information or documents in PDF, or other common, readable data format, can be accepted.

Thank you for your acknowledgment and appreciated co-operation.

Yours sincerely

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