



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

26 FEB 2015

AUCKLAND

Dear

I am writing in response to your email of 2 October 2014 requesting, under the Official Information Act 1982, detailed questions regarding services for beneficiaries with health and/or disability issues.

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.

The Contracted Case Management service is designed to return beneficiaries to employment by providing wraparound services that include employment-related case management, employment placement, and in-work support through an external provider. There are two services:

1. Mental Health Employment Service for people:

- with a common mental health condition
- receiving Jobseeker Support
- with part-time or deferred work obligations.

2. Sole Parent Employment Service for people:

- who are sole parents
- receiving Jobseeker Support
- with full-time work obligations.

The following table provides the names and addresses of the Sole Parent Employment Service providers. The Mental Health Employment Service providers was previously provided to you on 24 April 2014.

Auckland	In-Work NZ 10 Pioneer Street, Henderson, Auckland
	Quality Education Services 10D Norman Spencer Drive, Auckland
	Skills Update 59 Tidal Road Mangere, Auckland
Bay of Plenty	APM Workcare 331 Rosedale Road, Albany

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	Alpha Consultants 78 Edgecumbe Road, Tauranga
	Choice Consultancy 5 Rauhea Street, Brookfield, Tauranga
	Kaja Enterprises (the Job Centre) 65 Onslow Street, Kawerau
Canterbury	APM Workcare 331 Rosedale Road, Albany
	Catapult Employment Services Trust 478 Barrington Street, Addington, Christchurch
	Maximus Solutions Unit 16, 35 Riccarton Road, Riccarton, Christchurch
	Steph Mainprize Consulting 72 Oxford Street, Lyttelton
East Coast	Career Change 54A Tom Parker Avenue, Marewa, Napier
	First Choice Employment Services 257 Awapuni Street, Gisborne
Nelson	APM Workcare 331 Rosedale Road, Albany
	Business Management School 10 Church Street, Nelson
	Community Colleges NZ 140 East Belt, Rangiora
	Golden Bay Work Centre Trust 84 Commercial Street, Takaka
Taranaki	FEATS Limited 64 Centennial Drive, New Plymouth
	Training for You 144 Ingestre Street, Whanganui
Wellington	In-Work NZ 10 Pioneer Street, Henderson, Auckland
	Acts Institute 65 Dudley Street, Lower Hutt
	APM Workcare 331 Rosedale Road, Albany

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.

The fee structure for the Mental Health Employment Service provider's contract was provided to you on 24 April 2014. Below are the fees structure details for the Sole Parent Employment Service.

The Ministry pays the provider a one-off Enrolment and Activity Fee at the rate specified in table A for beneficiaries by Service Intensity rating enrolled in the Service. Note that "SI" is Service Intensity; "Very High SI – subsidy accessed" is when the provider will receive the above at six and twelve month milestones if still in continuous employment.

Table A – Enrolment and Activity Fee (GST Exclusive)		
Medium SI Rating	High SI Rating	Very High SI Rating
\$500	\$1,000	\$1,000

The Ministry pays providers an Employment Placement Fee where a person is commencing employment the rate specified in Table B for people by Service Intensity and hours of employment.

Table B – Employment Placement Fee (GST Exclusive)				
Hours of Employment	Medium SI Rating	High Rating	Very High Rating	Very High SI - subsidy accessed
20-29 hours per week	\$1,125	\$1,875	\$3,375	\$1,500
30+ hours per week	\$1,500	\$2,500	\$4,500	\$2,000

The Ministry pays providers at the rate specified in Table C for people by Service Intensity rating that have achieved 6 or 12 months continuous employment (defined as original or subsequent employer, no more than 10 working days out of employment and no interim return to benefit).

Table C – Continuous Employment Fee (GST Exclusive)				
Hours of Employment	Medium SI Rating	High SI Rating	Very High SI Rating	Very High SI - subsidy accessed
20-29 hours per week	\$563	\$750	\$1,500	\$1,500
30+ hours per week	\$750	\$1,000	\$2,000	\$2,000

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.

The Mental Health Employment Service provides employment-related case management, placement and post placement support to assist participants to gain and maintain employment. Providers deliver these services using existing health and clinical support and where appropriate, support participants to access any additional support services that they may require.

The Ministry does not centrally hold information on the clinical support services being accessed through the service providers as these are particular to each beneficiary. The Official Information Act does not require me to generate new information on matters of

interest to requesters in order to meet their request. Therefore, I must refuse your request under section 18(g) of the Act.

The Ministry also does not hold the details of external providers staff, such as their roles and the qualifications. As such, I am also refusing this part of your request under section 18(g) of the Act.

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.

Mental Health Employment Service

Between September 2013 and October 2014, there have been:

- 2,577 people referred to a Mental Health Employment Service provider
- 7,293 people approached to participate
- 3,714 people agreed to participate
- 3,264 people declined to participate.

As at the end of October 2014, 534 fully enrolled Mental Health Employment Service participants had exited due to the following reasons:

Reason ceased participation	Number
Client has left New Zealand	2
Client moved elsewhere in New Zealand	20
Client passed away	1
End of 6 month service	365
Unsafe to continue or client trespassed	1
Change in circumstances, client no longer suitable for the service	26
Circumstances making employment unlikely in the next six months	24
Client is not contactable	16
Client is not participating	27
Client unable to achieve continuous or subsequent employment post placement	13
Medical reasons	40

Sole Parent Employment Service

Between September 2013 and October 2014, there have been:

- 2,542 people referred to a Sole Parent Employment Service provider
- 4,422 people approached to participate
- 4,327 people agreed to participate
- 95 people declined to participate

As at the end of October 2014, 511 fully enrolled Sole Parent Employment Service participants had exited due to the following reasons:

Reason ceased participation	Number
12 months in-work support has ended	1
Client has left New Zealand	8
Client has moved elsewhere in New Zealand	13
Conflict of interest	1
End of six month service	271
Change in circumstances making client no longer suitable for the service	72
Circumstances making employment unlikely in the next six months	39
Client is not contactable	19
Client is not participating	43
Client unable to achieve continuous or subsequent employment post placement	1
Medical reasons	43

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.

The Ministry does not record information pertaining to the wellbeing of a person following a referral to a service provider. As such this information is refused under section 18(e) of the Act as the information does not exist.

Please note that the Ministry only refers a person to a Mental Health Employment Service provider where the beneficiary has agreed to engage with a Mental Health Employment Service provider.

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.

There have not been any changes to the Work Ability Assessment, and as such no further information to that supplied to you on 24 April 2014 is available.

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.

Information about work ability assessments was provided to you on 24 April 2014.

Work and Income does not refer Supported Living Payment beneficiaries for Work Ability Assessments. However, those in receipt of Supported Living Payment can have work preparation obligations if they have been assessed as having capacity to prepare for work.

Before Work and Income requires a person receiving Supported Living Payment to meet their work preparation obligations, they consider a person's capacity to undertake the work preparation obligations.

Further information is available at:

www.workandincome.govt.nz/individuals/obligations/obligations-for-getting-supported-living-payment.html#Workabilityassessment7

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.

The Ministry does not pay bonuses to staff. The Ministry does not provide staff with additional leave in recognition of performance. Leave entitlements are determined by a staff member's agreement and their length of service.

In 2011, some service delivery staff received a productivity dividend for meeting agreed group measures which included increasing efficiency and reducing work duplication. This payment was a contractual commitment which was agreed as part of the 2010-2013 Terms of Settlement with the Public Servant Association. The payment focused on staff at Work and Income and Students, Seniors and Integrity Services. The last payment was made in December 2012

The table below provides a breakdown of the number of people in receipt of a performance payment or a productivity dividend and the total paid between 2009/2010 and 2012/2013. In 2013/2014 one 'at risk' performance payment was made to a Ministry senior manager. The individual payment is withheld under 9(2)(a) of the Act to protect the privacy of the person.

Year	Bonuses	Performance Payments	Productivity Dividend
2012/2013	0	\$15,056 to 2 staff	\$3,237,270 to 4,004 staff
2011/2012	0	\$13,400 to 2 staff	3,066,137 to 4,077 staff
2010/2011	0	\$31,416 to 4 staff	0
2009/2010	0	\$72,999 to 9 staff	0

There are no performance measures for staff to refer beneficiaries to contracted services. I am therefore unable to provide any information under section 18(e) of the Official Information Act 1982, as it does not exist.

Work and Income monitors its business indicators and the number of people on a benefit at a national, regional and service centre level. These measures and official statistics can be found in the Ministry's accountability documents, which are publicly available on the Ministry's and the Parliament website at www.msd.govt.nz and www.parliament.nz.

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.

Please find enclosed below a table that shows the number of obligation failure sanctions applied to working-age (18 to 64 years) Jobseeker Support - Health Condition and Disability and Supported Living Payment recipients from September 2013 to the end of December 2014. Note that this information is a count of sanctions, not beneficiaries as a person may have had more than one sanction imposed during the period.

Quarter	Benefit Type	
	Supported Living Payment	Jobseeker Support - Health Condition and Disability
September 2013	4	509
December 2013	5	715

March 2014	9	681
June 2014	13	1,036
September 2014	8	1,031
December 2014	10	965

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.

While the Ministry is able to identify the number of benefits that have been stopped following the death of the beneficiary, the reason for death (where provided to Work and Income) is manually recorded on the beneficiary's record.

Therefore, I am unable to provide you with this information under section 18(f) of the Official Information Act. This section allows me to refuse a request where substantial collation and research is required to find the information requested. In this instance, to determine the cause of death, the Ministry would need to manually access and collate thousands of individual files. I do not consider this to be in the public interest as this would remove staff from their core duties and impact on the effective functioning of the Ministry.

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.

Medical Practitioners provide an assessment of the impact of the individual's disability or health condition on their ability to undertake suitable employment. The assessment also provides information that may enable an individual to work towards returning to paid employment.

All guidance for medical practitioners on about the Medical Certificate is now provided online at: www.workandincome.govt.nz.

12. Details about how many incidents were 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.

The State Sector Act 1988 and the Health and Safety in Employment Act 1992 outline the Ministry's obligation to be a 'good employer', including the Ministry's obligation to provide a safe working environment for its employees.

The Ministry places a high priority on the safety of its staff and the New Zealanders it serves. Our security policy is an essential component of the Ministry's strategy to reduce risks, not only to staff, but also to our beneficiaries. Abusive or threatening behaviour towards Ministry staff is treated very seriously. Staff report all incidents to the security guard in their office and enter the incident in the Ministry's incident reporting database. Where appropriate, the incident is referred to the Police for investigation. The Ministry also provides follow-up advice and support for any staff involved in such incidents, including support through the Employee Assistance Programme.

People who intimidate staff or other people on site by demonstrating aggressive and threatening behaviour will either be warned verbally or in writing. However, where warnings have been previously issued or in serious cases, such as assault or wilful damage to property, they will be served a trespass notice.

The following table provides the number of incidents across all Ministry of Social Development sites (excluding Child, Youth and Family residences) over the last four calendar years. The Ministry does not hold this information in such a way that can be reported on between 2005 and 2010, per your request. Therefore, this part of your request is refused under section 18(f) of the Act as to provide you with this information would require a substantial amount of manual collation.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

The data is based on incidents that cover the categories of abusive behaviour, arson, assault, breach of trespass order, criminal damage and unauthorised access. It does not include instances of burglary, theft, loss, graffiti, or loss of Ministry information. The incident categories are as per the Ministry's ratings of incident severity.

Calendar Year	Region	Critical	Serious	Moderate	Minor	Total
2011	Auckland	—	22	503	91	616
	Auckland Regional Operations	—	—	1	—	1
	Bay of Plenty	—	5	140	38	183
	Canterbury	—	6	107	23	136
	Central	3	9	126	18	156
	East Coast	—	7	117	32	156
	Midlands	—	—	1	—	1
	Nelson	—	2	57	23	82
	Northern	2	3	5	—	10
	Northland	1	5	60	14	80

Calendar Year	Region	Critical	Serious	Moderate	Minor	Total
	Southern	2	15	70	46	133
	Taranaki	—	7	91	23	121
	Waikato	—	11	153	30	194
	Wellington	1	9	84	15	109
	Total	9	101	1,515	353	1,978
2012	Auckland	3	28	449	83	563
	Bay of Plenty	1	4	120	45	170
	Canterbury	1	11	183	28	223
	Central	1	16	145	41	203
	East Coast	—	1	122	29	152
	Midlands	—	3	5	—	8
	National Office	—	5	7	—	12
	Nelson	1	5	84	13	103
	Northern	—	3	9	2	14
	Northland	—	3	122	23	148
	Southern	1	17	97	23	138
	Taranaki	—	5	73	24	102
	Waikato	—	8	137	27	172
	Wellington	1	9	151	27	188
	Total	9	118	1,704	365	2,196
2013	Auckland	1	36	493	97	627
	Auckland/Tamaki-makau-rau	—	1	2	—	3
	Bay of Plenty	—	2	155	32	189
	Canterbury	—	22	264	48	334
	Central	—	12	183	32	227
	East Coast	—	6	95	24	125
	Midlands	—	2	6	—	8
	National Office	—	2	5	2	9
	Nelson	1	—	75	11	87
	Northern	—	5	12	—	17
	Northern/Te Tai Tokerau	—	—	8	1	9
	Northland	—	3	86	25	114
	Southern	—	10	111	18	139
	Taranaki	—	9	115	29	153
	Waikato	—	15	144	28	187
Wellington	1	11	176	24	212	
Total	3	136	1,930	371	2,440	

Calendar Year	Region	Critical	Serious	Moderate	Minor	Total
2014	Auckland	--	23	459	1	483
	Auckland Regional Operations	--	--	1	--	1
	Auckland/Tamaki-makau-rau	--	6	27	--	33
	Bay of Plenty	--	7	114	1	122
	Canterbury	--	19	152	1	172
	Central	1	16	144	2	163
	East Coast	--	4	101	2	107
	Midlands	1	3	10	--	14
	National Office	--	--	7	--	7
	Nelson	--	6	100	1	107
	Northern	--	--	1	--	1
	Northern/Te Tai Tokerau	--	3	13	--	16
	Northland	--	1	107	--	108
	Southern	--	21	120	--	141
	Taranaki	--	--	83	1	84
	Waikato	--	19	170	2	191
	Wellington	--	12	98	1	111
	Total	2	140	1,707	12	1,861
Total		23	495	6,856	1,101	8,475

Note:

- Critical incidents are those most severe and include death, serious injury requiring hospitalisation, and bomb threats or arson.
- Serious incidents include physical harm that requires medical treatments, threats made with an intention to harm, stalking or intimidation of staff.
- Moderate incidents includes assaults where there is no injury, aggression and abuse.
- Minor are security incidents that do not fit within the other criteria.

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.

Before issuing a trespass notice Work and Income Service Centre Managers will first consider:

- the seriousness of the incident or offence committed
- whether it is the first incident or offence
- whether it is likely to happen again
- the person's attitude after the incident and whether they are likely to heed a warning letter and change their behaviour.

If a manager believes the behaviour is likely to be repeated in the future, and that it will not be prevented by issuing a verbal or written warning, that person will be issued with a trespass notice. Please note that in cases of assault or wilful damage, a trespass notice is always served.

The physical addresses of all Ministry sites and service centres that are to be covered by the trespass notice will be specified on the notice. Trespass notices are issued by region, to prevent people from displaying similar behaviour in neighbouring sites. Trespass notices are valid for two years from the date they are issued.

Work and Income is committed to ensuring people subject to trespass notices continue to receive their correct entitlement to assistance. Once a trespass notice has been served, beneficiaries will be notified in writing and informed that they are no longer able to deal face to face with Work and Income. These people are advised that in order to prevent a breach of the trespass notice, they should appoint an agent to act on their behalf when dealing with the Ministry.

Where no agent is willing to act on the person's behalf, or the person is not willing to have an agent, contact may be by telephone or email. Work and Income will work with them to put in place alternative arrangements.

People who have been trespassed and pose a high risk to the safety of Ministry staff may be referred to the Remote Client Unit. This unit provides specialist case management via phone, fax, email or mail. Where the person has no access to a telephone, contact may be made by letter instead.

The table below shows the total number of trespass orders in place for Work and Income sites, broken down by region, as at 30 June 2008, 2009, 2010, 2011, 2012, 2013 and 2014.

The Ministry does not hold this information in such a way that can be reported on between the years 2005 and 2008, per your request. Therefore, this part of your request is refused under section 18(f) of the Act as to provide you with this information would require a substantial amount of manual collation.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

Region	2008	2009	2010	2011	2012	2013	2014
Auckland	99	107	115	109	116	135	104
Bay of Plenty	73	61	37	34	37	32	39
Canterbury	30	19	15	16	12	26	29
Central	28	30	31	35	17	26	23
East Coast	37	34	23	64	47	16	20
Nelson	28	33	17	15	24	23	20
Northland	20	27	29	19	11	21	29
Southern	25	18	22	46	48	43	32
Taranaki	21	23	26	34	29	30	30

Waikato	20	10	20	24	16	13	11
Wellington	37	20	12	15	16	19	22
Total	418	382	347	411	373	384	359

The table below shows the total number of trespass orders issued for Work and Income sites, broken down by region, as at 30 June 2013 and 30 June 2014.

Region	2013	2014
Auckland	32	22
Bay of Plenty	15	24
Canterbury	18	10
Central	12	11
East Coast	19	20
Nelson	11	7
Northland	16	13
Southern	12	13
Taranaki	16	15
Waikato	9	12
Wellington	16	16
Total	176	163

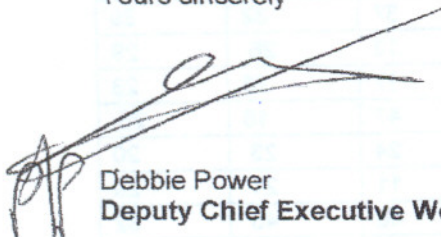
14. Please also provide a current copy of the so-called resource manual 'Medical Appeals Board – a resource for Board Members'. If that manual is no longer in use, a copy of the official replacement document in use will be appreciated.

Please find enclosed a copy of the document titled: *Medical Appeals Board, Board Members Information Pack*, dated July 2013.

I hope you find this information on a range of information about beneficiaries with health and/or disability issues helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely



Debbie Power
Deputy Chief Executive Work and Income