

**Subject:** Complaint about MSD failing to provide information under the Official Information Act 1982 (O.I.A.), as requested on 01 or 02 Oct. 2014

**From:** [redacted]@yahoo.co

**To:** complaint@ombudsmen.parliament.nz;

**Date:** Saturday, 13 December 2014, 16:50

**Complaint about the Ministry of Social Development (MSD) failing to provide information under the Official Information Act 1982 (O.I.A.), as per my request dated 01 Oct. 2014; see also other existing complaints under ref. 36 4**

Dear Ombudsman, dear J [redacted] and T [redacted] S [redacted]

With much regret I feel forced to seek your assistance once again, in a matter of a further request I made to the Ministry of Social Development under the O.I.A. on 01 / 02 October 2014. I was seeking specified information on the Ministry's new 'Mental Health Employment Services' (MHES), about "other" employment services, "wrap around services", 'Work Ability Assessments' (WAAs), about beneficiaries referred to such services, and about what expectations Work and Income now have towards persons in receipt of certain benefits granted on health and disability grounds. Some sundry other information was also asked for.

I admit that my request was somewhat comprehensive. Hence I had no problem with the Ministry of Social Development asking for an extension to respond to my requests, which was sent to me by email with an attached letter (in PDF file format) on 31 October 2014.

MSD had in their letter assured me, that a response would be with me no later than 28 November 2014. That date has passed, and after a further two weeks have passed since then, without any further explanation being given, I am at the end of my patience.

It is again clear, that MSD have failed to comply with the provisions of the O.I.A., because the response to my above mentioned request is well overdue. I was reasonable in giving MSD another 4 weeks extra time to reply, and if the Ministry would have had difficulty to meet their own deadline, I would at least have expected a further explanation and notification by when a response would be forthcoming.

The totally dissatisfactory situation has prompted me once again, to file a complaint with your Office, so that you can raise this matter with MSD. I will appreciate your efforts in investigating this new matter, while there are still two ongoing complaint matters in relation to MSD failing to provide reasonably sought information in at least two cases before you.

I trust that you will look into this additional issue, and I would agree with you including this new complaint in the still ongoing complaints under your reference number 36 4. I look forward to your response in due time.

With thanks for your acknowledgment, I remain yours sincerely

Street

Auckland

Email: \_\_\_\_\_@yahoo.cc

Phone: 09 \_\_\_\_\_

**Attachments:**

- 1). PDF file with a scan copy of my original O.I.A. request dated 01 Oct. 2014, file name:  
*'MSD, O.I.A. request, MHES, WAA, other supported services, issues, sundry questions, 01.10.2014.pdf'*
- 2). PDF file with a scan copy of MSD's request for an extension to respond, dated 31 October 2014, file name:  
*'MSD, O.I.A. request, MHES, WAA, other supported services, issues, \_\_\_\_\_ - Extension Letter, 31 Oct. 2014.pdf'*
- 3). PDF file with a scan copy of this (signed) letter to your Office of Ombudsmen, filing a complaint about MSD's renewed failure to comply with the O.I.A., dated 13 Dec. 2014, file name:  
*'Ombudsman, complaint, MSD, failure to comply w. O.I.A. rqst fr. 01.10.14, ltr, 13.12.2014'.*