



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

23 NOV 2016

Mr

Street

Auckland

Dear M.

On 27 September 2016 you wrote to the Ministry requesting, under the Official Information Act 1982, information regarding the Mental Health Employment Services.

For the sake of clarity I will address each of your questions in turn.

1. *Information about the names, the head-office and on-site service provider address and the particular service offered for all providers the Ministry has entered contracts with to provide the Work to Wellness employment support and referral services.*

There are three providers who were selected to deliver the Work to Wellness service through a competitive selection process. Their details are:

In-Work NZ Limited – Head Office: 482 Te Atatu Road, Te Atatu, Auckland note that In-Work NZ Ltd have multiple delivery locations which can be found at; <http://inwork.co.nz/Contact+Us.html>. In-Work NZ was one of the three successful providers in the Auckland Region.

APM Workcare Limited – Head Office: Unit 1/25A Airborne Road, Albany, Auckland note that APM Workcare has multiple delivery locations across New Zealand which can be found at: <http://apm-nz.co.nz/find-an-apm-location/our-locations/>. APM Workcare Limited was successful in the Auckland, Waikato, Central, Canterbury and Southern Regions.

Mental Health Solutions Limited – Head Office: 293 Grey Street, Hamilton note that Mental Health Solutions Limited have multiple delivery locations which can be found at: <http://www.workwise.org.nz/contact-us>. Mental Health Solutions Limited were successful in the Auckland and Canterbury Regions.

2. *Information about the fees payable by the Ministry about the agreed fee structure, the terms for payment of fees, the outcome expectations from the various providers that were agreed by the Ministry and the identified providers.*

Please find enclosed the Request for Proposal document which outlines the fees payable under this service. Please note that these fees remain unchanged from the original posting of the Request for Proposal in April 2016.

- 3. Information regarding the wrap-around services that were already mentioned by the Minister for Social Development that is intended to support the clients that Work and Income refers to the various providers of the work to Wellness services.*

Providers are responsible for the active case management of participants to support them to achieve employment outcomes that align with the participants' goals. Providers will carry out an individualised assessment with the participant to identify their skills, strengths, goals and aspirations in order to identify the support required for each participant. The provider will support and mentor participants through discussing and promoting the benefits of employment, building motivation and confidence, facilitating resilience and personal development, identifying skills and techniques for the management of exacerbation of a condition and building self-awareness. Providers have access to a discretionary fund to enable them to support participants to access health and employment needs.

Providers have a range of experience and expertise and are assessed on the questions within the Request for Proposal. Providers may choose to deliver a range of health services through their own internal staff or assist clients to gain access to these services. Providers are not required to have a minimum standard qualification for the delivery of services. Staffing is assessed as part of the Request for Proposal. Further information about the range of services these providers cover can be found on their websites. Specific details of the Work to Wellness service delivered by each service provider remain commercially sensitive and if released, would be likely to prejudice the commercial position of the person who supplied or who is the subject of the information.

- 4. Information on the number of beneficiaries who have a moderate or more significant diagnosed mental health condition have been referred to the Work to Wellness services. How many were approached to consider being referred, how many agreed to be referred, how many refused to be referred and how many have been successfully placed into employment.*

The Work to Wellness service commenced at the end of August 2016. The service period for each participant is up to 6 months support. Employment outcomes will be reported as they occur. There are currently no employment outcomes to report. As at 17 October 2016, there had been 206 referrals to Work to Wellness and 195 clients were enrolled in the service.

As this is a voluntary service for clients who would like to participate, the number of clients approached is not recorded and the Ministry is unable to report this. As such, your request for the number of people who had been approached for Work to Wellness is refused under section 18(e) of the Official Information Act as this information does not exist.

- 5. Were any of the Work and Income clients with mental conditions suffered any noted medical problems upon having been referred to Work to Wellness and what types of problems have occurred since the services have been introduced? What measures were taken by the providers and/or Work and Income to offer support to the clients and what records have been kept on this?*

Unfortunately I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information Ministry staff would have to manually review hundreds of files. As such I refuse your request under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

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.

Additionally the information you have requested would be personal to the individual and may enable the individuals to be identified if this information was released. The Ministry has an obligation to protect the individuals privacy and the information would be withheld under section 9(2)(a) of the Act. The need to protect the privacy of these individuals outweighs any public interest in this information.

6. *Information on any implied or expectations in the form of obligations that the Ministry places on applicants and recipients of benefits with diagnosed mental health conditions to participate in Work to Wellness services.*

I refer you to the Work and Income website where the work obligations for clients who are in receipt of a benefit are outlined. This is available at: <http://www.workandincome.govt.nz/on-a-benefit/work-obligations/index.html>

7. *How many beneficiaries during the earlier trials in the form of 'Mental Health Employment Services' being referred to such services? The number of people who had been approached to be considered to be referred, the number who agreed and the number who had successfully been placed into employment.*
8. *Information regarding the formerly announced and introduced 'Mental Health Employment Services' including the evaluation and whether or not the trial has been discontinued or changed in any way shape or form.*
9. *Information in the form of copies of evaluation reports on the Mental Health Employment Services that were run as trials since late 2013, same as on Sole Parent Employment Services.*
10. *Why are Work to Wellness trials being conducted given the fact that similar services had been conducted in the form of Mental Health Employment Services?*

The Ministry needs to continue to trial new ways of working so that we can better help clients to achieve a better future for themselves and their family. Trials are monitored and evaluated so that they can be changed if they are not working as intended.

Work to Wellness is a contracted service which will work with clients who have a diagnosed mental health condition, providing coaching and mentoring, job search services and assistance to help clients into work. Work to Wellness is a contracted service which will work with clients who have a diagnosed mental health condition, providing coaching and mentoring, job search services and assistance to help clients into work.

Enclosed is a copy of the report titled '*Effectiveness of Contracted Case Management Services on Off Benefit Outcomes: Mid-trial report*', which will provide you with a full break down of the evaluation of the Mental Health Employment Services Trial.

Following the effectiveness report, the Ministry has reviewed the current service criteria, payment structure and had conversations with the existing providers about the Mental Health Employment service. The Ministry held an Investment Logic Mapping exercise which included disability support advocate, providers and Ministry representatives. This service was then recreated as Work to Wellness with design and practical improvements to improve the service for both the client and providers.

11. *A current list of 'Designated Doctors' that the Ministry work with to conduct medical work and examinations to assess Work and Income clients with health conditions and disabilities.*

Information about the doctors including their location, practice name, qualifications and the clients they care for is withheld under section 9(2)(a) of the Act. The need to protect the privacy of these individuals outweighs any public interest in this information. Additionally, the doctors have not given the Ministry consent to release their information when requested. I understand the Ministry has released the list previously to another requestor and unfortunately was released in error.

12. *Information regarding the 'Guide for Designated Doctors' or any newer replacement guide that the Ministry provides to medical and health practitioners outlining the expectations and requirements for examinations and reports to the Ministry.*

The current status of the guide for designated doctors is currently being updated and a refreshed guide will be available once this has occurred. As such, this part of your request is refused under section 9(2)(f)(iv) of the Official Information Act as it is under active consideration. The release of this information is likely to prejudice the quality of information received and the wider public interest of effective government would not be served.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

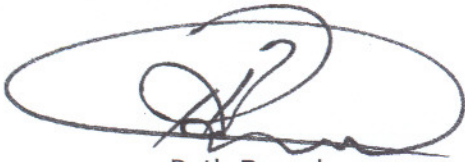
This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and the attached documents available to the wider public after ten working days.

The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Ruth Bound', enclosed within a large, hand-drawn oval.

Ruth Bound
Deputy Chief Executive, Service Delivery