



24 OCT 2019

K Roe

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Tēnā koe K Roe

Thank you for your further email dated 4 October 2019 to the Ministry of Social Development (the Ministry) about the benefits review process.

If a person is dissatisfied with a decision made by the Ministry, they can request a review through the Review and Appeal process. These processes protect the rights of people, where they are dissatisfied with a decision made by the Ministry. They allow consideration as to whether the decisions made are in line with the appropriate legislation. Accordingly, if legislation has not been correctly applied, the Benefits Review Committee will overturn or vary the original decision.

I am sorry that the previous response did not address the intent of your questions. Your questions are addressed in turn:

- 1. If the local office delays processing / does not process the Client's Review of Decision Application so that it is passed on to the Benefits Review Committee in a timely fashion then what is the proper process for the Client (including the contact information / relevant form/s and reasonable timeframe information)?*

I can advise that in situation where people experience delays in Work and Income staff processing applications, they could lodge a service complaint with the Service Centre Manager regarding lack of timeliness. This would be dealt with by the Service Centre to investigate what occurred. A client can also contact info@msd.govt.nz for their concerns to be looked into.

- 2. If the Client wishes to appeal the Decision made by the Benefits Review Committee then what is the proper process for that (including the contact information / relevant form/s and reasonable timeframe information)?*

A person wanting to review a decision would need to write to the Social Security Appeal Authority within 60 working days (approximately 12 weeks) of receiving the letter conveying the decision of the Benefits Review Committee.

The Social Security Appeal Authority functions under the Ministry of Justice and therefore it would not be appropriate for the Ministry to comment on their timeframes. However, should you wish to raise this matter directly, the address of the Appeals Authority is as follows:

Social Security Appeal Authority
Tribunals Unit
DX SX 11159
Wellington

You can read more about the Social Security Appeal Authority here:
www.justice.govt.nz/tribunals/social-security-appeal-authority

The process and forms for making an appeal are available at the following website:

www.justice.govt.nz/tribunals/social-security-appeal-authority/make-an-appeal/.

Should you or someone you know wish to request a face to face appointment, you can contact Work and Income on 0800 559 009 to arrange an appointment.

Thank you for taking the time to write. I hope you find this response helpful.

Nāku iti noa, nā

A handwritten signature in blue ink, appearing to read 'EB', is positioned above the printed name.

Elisabeth Brunt
General Manager
Ministerial and Executive Services