



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

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29 APR 2014

Aaron Hicks

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Dear Mr Hicks

Thank you for your email of 3 April 2014. You asked if the instructions "Pause 30 seconds and resume interview" or similar appear in any verbal advice, instructions, workflow, guidelines, documentation, systems, computer program, applications, or any other material (in text, verbally or by electronic means) provided to Work and Income case workers or managers.

I assume you are quoting from the text of a New Zealand Herald article where a solo mother describes her experiences at an interview at the Work and Income Albany office.

Work and Income have told me that the Case Manager does not recall using those words and it is difficult to imagine a context which would require their use. Those words do not form part of any instructions or guidelines, electronic or otherwise, for Case Managers or Service Centre Managers.

Thank you for writing.

Yours sincerely

Rob Brown
General Manager
Office of Corporate and Governance