



8 March 2024

Tēnā koe J.A

Official Information Act Request

Thank you for your email of 10 February 2024 requesting information about the difference between Case Managers and Intensive Case Managers.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Case Managers provide end to end integrated services across all assistance that the Ministry provides, including income, housing and employment support.

The Ministry does not have a role titled Intensive Case Manager however we have interpreted your request to refer to the Intensive Client Support Manager role. Intensive Client Support Managers provide client-led case management for people with high and complex needs.

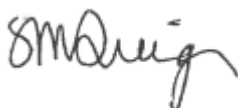
Please refer to the job descriptions attached for a Case Manager and an Intensive Client Support Manager. I have also included an information sheet on the Ministry's different case management services.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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

If you are not satisfied with my decision on your request for information on the differences between a Case Manager and Intensive Case Managers, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

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Magnus O'Neill
General Manager
Ministerial and Executive Services