



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

24 July 2026

Monica

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Tēnā koe Monica

Official Information Act Request

Thank you for your email of 4 July 2026 to the Ministry of Social Development (the Ministry), requesting information about policies and procedures following a decision being overturned by the Benefit Review Committee (BRC).

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

A Review of Decision (RoD) application is an opportunity for Ministry clients to challenge the Ministry regarding decisions that clients do not agree with, pursuant to section 391 of the Social Security Act 2018 (the SSA).

The process starts with an administrative review generally referred to as an internal review through to a Benefits Review Committee (BRC). The RoD process may be ended by Ministry clients by voluntarily withdrawing their RoDs. Information about this can be found here:

www.workandincome.govt.nz/map/income-support/core-policy/reviews-and-appeals/index.html.

The BRC is an administrative body established under the SSA to review Ministry decisions that clients disagree with. It takes a “fresh eyes” approach and it may confirm, vary, revoke or refer the original decision back to the Ministry for reconsideration.

The Ministry does not have policy guidelines nor standard operating procedures about requiring clients to make an appointment with Work and Income after a successful BRC review. Your request for this information is therefore refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found.

The Ministry is bound by decisions of BRCs. I encourage anyone who has questions about a recent BRC decision relating to their benefit to contact the Ministry about what the next steps will be.

Only Ministry clients have the right of appeal to the Social Security Appeal Authority (SSAA) post-BRC pursuant to section 395 of the SSA. We have provided below the relevant link for information regarding this. www.justice.govt.nz/tribunals/social-security-appeal-authority/make-an-appeal/.

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, 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



pp.

Anna Graham
General Manager
Ministerial and Executive Services