



- 2 NOV 2017

Gregory Soar
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Dear Mr Soar

Thank you for your email of 13 October 2017, asking why clients are not permitted self-representation by telephone during Benefits Review Committee (BRC) hearings.

I can advise that Remote Client Unit clients are able to be teleconferenced into their review hearings. It appears that you are relying on information contained in a letter sent to you dated 8 November 2012 which stated that all BRC hearings for the Remote Client Unit are heard on papers only.

The Remote Client Unit's Review of Decision process has since been reviewed and modified. Every Remote Client Unit client is now invited to participate via teleconference if they wish to.

Thank you for writing. I trust this clarifies the situation for you.

Yours sincerely

David Dundon-Smith
General Manager
Ministerial and Executive Services