



15 FEB 2019

Gregory Soar  
[fyi-request-9386-14875f3d@requests.fyi.org.nz](mailto:fyi-request-9386-14875f3d@requests.fyi.org.nz)

Tēnā koe Mr Soar

Thank you for your email dated 13 January 2019 to [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz) about staff incentives and other issues. I will respond to your questions in turn.

*1. Are WINZ staff offered or given any incentives, reward or payments for reducing expenditure on clients be it within employment agreements or otherwise. If yes what are the details of the arrangement please?*

There are no incentives, rewards or payments for reducing expenditure on clients.

*2. Are local office managers and staff required to know about the exceptional circumstances scheme?*

Yes, all procedures and policies are available to staff online. Staff receive training before they commence work in front line and there are refresher courses available. We are currently reviewing our training mechanisms.

*3. If an office manager or staff member is confronted with unfamiliarity in their work what would be the expected actions? Example client asks for SNG NON RECOVERABLE DENTAL EMERGENCY EXCEPTIONAL CIRCUMSTANCES \$1900. This occurred to me with office manager and staff and floor trainer saying 'we never do that' thereby preventing the application being accepted and circumventing any required due diligence as required by staff from being undertaken. Hence my point number 2 above. This happened twice not once.*

If a staff member misinforms a client as a result of not being aware of a particular procedure or policy, it would be expected that they apologise and overturn an incorrect decision if necessary.

*4. Will MSD be seeking a prosecution of Brendon Boyle committing non legal actions by falsely signing names on documents? Crimes Act 1961 s66 would bring Boyle within Crimes Act 1961 ss 255, 256 and 257. This was deliberate deception with intent to mislead clients that easily fulfils prosecution guidelines. It is a public interest to know MSD acts morally and legally correct and the chances of a successful prosecution is certainly there. Falsely signed documents exist and letters admitting they are false. I have copies of both.*

The Ministry will not be seeking the prosecution of Brendan Boyle. There is no evidence Brendan Boyle has acted inappropriately in the authorisation of documents.

*5. If MSD does not intend to prosecute Boyle (his ended employment matters not as beneficiaries are vilified if they declare falsely etc.) please supply the information as to how that is seen to uphold public confidence and legal requirements please.*

See response to No.4 above.

Thank you again for taking the time to write. I hope this information is helpful.

Nāku iti noa, nā

A handwritten signature in black ink, appearing to be 'EB' or similar initials, written in a cursive style.

Elisabeth Brunt  
General Manager  
Ministerial and Executive Services