



21 February 2024

Tēnā koe Sarah Brodrick

Official Information Act request

Thank you for your email of 23 January 2024, requesting information about the Review of Decision hearing process. I have considered your request under the Official Information Act 1982 (the Act).

On 12 February 2024, the Ministry provided you the following publicly available resources. For completeness, we are providing them for you again:

- Work and Income website: www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html
- Ministry Operational Policy including links to the relevant legislation: www.workandincome.govt.nz/map/income-support/core-policy/reviews-and-appeals/index.html.

In addition to the below Operational Guidelines:

- Reviews of Decisions Report Writers Information Pack www.msd.govt.nz/documents/about-msd-and-our-work/contact-us/complaints/review-report-writers.pdf
- Benefits Review Committee – Panel Members Information Pack www.msd.govt.nz/documents/about-msd-and-our-work/contact-us/complaints/committee-panel-members.pdf.

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, 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.

Yours sincerely

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Magnus O'Neill
General Manager
Ministerial and Executive Services