



24 AUG 2017

Ms Katherine Raue
fyi-request-6382-d6d9d915@requests.fyi.org.nz

Dear Ms Raue

On 9 August 2017, you emailed the Ministry requesting, under the Official Information Act 1982, a copy of the document titled '*Remote Client Unit Business Process*' dated 16 March 2015.

Please find enclosed a copy of the document titled '*Remote Client Unit Process*', dated 16 March 2015. Please note that the names of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

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 this response, 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

Ruth Bound
Deputy Chief Executive, Service Delivery



MINISTRY OF
SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora

Remote Client Unit Business Process

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Section 9(2)(a) Privacy of Natural Persons

Author:
Owner: George Van Ooyen
Version: 0.6
File Ref
Release Date: 16 March 2015

Sign off

This form records the approval and acceptance of the following document:

Document Name	Version	EDRMS File Reference
MSD Remote Client Unit Business Process	0.6	

The following signatures indicate approval and acceptance of the above document, subject to any caveats below

Name	Role	Signature/Date
Penny Rounthwaite	National Commissioner	
Caveats:		
George Van Ooyen	General Contact Services Manager Centre	
Caveats:		
Caveats:		

Distribution list

Version	Date	Author	Distributed to
V.01	09/05/2013	s 9(2)(a)	CCOT and National Commissioner Work and Income
V.02	01 July 2013		CCOT and National Commissioner Work and Income
V.03	20 September 2013		CCOT and National Commissioner Work and Income and Health Safety and Security
V.04	11 October 2013		National Contact Centre Manager and RCU Manager.
V.05	04 March 2015		National Contact Centre Manager, National Commissioners Office, Manager Training and Quality and RCU Manager.

V.06	16 March 2015	s 9(2)(a)	General Manager Contact Centre Services, National Commissioners Office, Manager Service Optimisation and RCU Manager.
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Overview of the Remote Client Unit (RCU)

The Remote Client Unit was established on 1 July 2004 and exists to provide Work and Income services to clients who, due to unacceptable behaviour or exceptional reasons can no longer access services through their local Work and Income service centre.

Clients are referred to the unit in two ways;

1. Trespassed clients who are referred to the unit by the region and meet set criteria
2. Clients who are not trespassed from their local offices but the National Commissioner determines that a client best be dealt with by RCU due to exceptional or unique circumstances.

The goal of the Remote Client Unit is to work with each client in a way that helps them to make positive steps and changes that may see them being able to return to accessing Work and Income services and assistance through normal channels or to assist clients into employment/training.

Background

The Remote Client Unit was established in 2004 at Helpline and on 30 June 2009 was transferred to the Contact Centre Operations Team. Since its inception, Work and Income staff members have been seconded to the roles of case manager from either a Helpline Advisor or Customer Service Representative Role to assist in the delivery of this service on behalf of the National Commissioner for Work and Income.

Due to the nature in which the unit operates, security and safety of its staff members is paramount. There are a number of security processes in place to ensure the safety of staff working within the Remote Client Unit. These include protecting staff identity, unit location, the management of mail, the phone system set up, threat management and business continuity including relocation processes. The contents of this document are restricted and not for general distribution to wider Ministry staff.

The RCU is an independent service delivery unit and provides a similar service to that of a service centre with a few variances in operation, due to the nature of their clientele and the national service that it provides from a centralised location. Although a client is assigned to the unit, they still belong to the regions in which they reside. The overall success of the unit relies on the relationship and support offered from regions to return these clients to normal channels, work or training.

Roles and responsibilities

Due to the national delivery of the Remote Client Unit service from a centralised location the roles and responsibilities are defined specifically to ensure the effective running of the unit.

Remote Client Unit Case managers

To maintain Work and Income services to all clients assigned to the unit, through case management. In addition to case management services, the RCU Case manager aims to develop a relationship that enables them to work proactively with each client to help him or her set and achieve social development goals. Because each client is different their individual goals will vary according to their specific needs and/or circumstances.

Remote Client Unit Manager

To oversee day to day operations of the unit and to assist in the delivery of Work and Income support to RCU clients. Manage the referral and transfer review process. Coaching and development of RCU case managers. Responding to client complaints, issues management and reporting to GM Contact Centre.

Operations Centre

To provide operational support to the Remote Client Unit. Reporting lines for the Remote Client Unit sit within the Contact Centre Services structure.

National Commissioners Office

To provide advice and support on complex cases. Review and sign off on Privacy and Official Information Act requests. Provide advice to the unit to assist in determining eligibility for referrals, transfers or trespass reviews by leading the Remote Client Unit Review Panel hearings.

Health Safety and Security Team

To provide guidance to the unit on security issues and safety concerns. Provide security advice to the unit to assist in determining eligibility for referrals and transfers or trespass reviews. Manage threats and escalations to the Police.

Regional Offices and Service Centres

To ensure that the referral process is maintained and works with the unit to ensure clients are supported within regions when required.

Remote Client Unit Review Panel

The RCU Review Panel Consists of the RCU Manager, National Commissioners Advisor and manager of Health Safety and Security who decides the outcome of all referrals into the unit and review trespass expiries for clients already in the unit.

Client referral process

Clients who have a trespass order against them may be referred to the unit if they have: a history of violent or aggressive behaviour or

- known convictions for violence or
- made threats previously to Work and Income staff, Ministry staff or associated professionals such as designated doctors or
- intimidated staff

Before a referral can be made to the unit the region must show that all reasonable measures have been taken to case manage the client.

The client is issued a Trespass Notice from the region by a Service Centre Manager and confirmed by a Regional Director (RD). All details must be added to SOSH and a note added to UC VII.

The Regional Director assesses whether a referral is made and if approved, a referral is then sent through to the unit. (RCU01 – Appendix A¹).

As part of the referral process, the RCU case manager will work with the region to gain agreement on the steps needed to return the client to the frontline or the support available for the client to move into other activities (work, training etc.). This will form part of the referral process that will enable both regions and RCU staff to focus on agreed outcomes in the best interest of the client.

The RCU case manager will then complete a submission for the RCU Review Panel² and a decision is made regarding the acceptance.

All referrals to the Remote Client Unit will be processed with 10 working days.

Outcome of referral

If the referral is not approved the region will be advised of the reasons in writing by the RCU Manager.

If referral is approved the RCU case manager drafts a referral letter for the region to send to the client advising of the referral to the unit. (RCU02– Appendix A)

The RCU case manager confirms the region has sent their letter and will request all client files are couriered to the unit. The Remote Client Unit will arrange for client files to be couriered on site.

The RCU case manager will send the client a letter welcoming them to the unit. The letter has the Remote Client Service Charter attached. (RCU03 – Appendix A)

Once a client is accepted to be case managed by the unit, only RCU Case manager may access and update the client's record. All correspondence and any documents received at the service centre must be forwarded to the unit.

Staff can find the referral criteria and referral process in doogle.

¹ For all letter referrals, please see Appendix A: RCU01 – RCU03

² The RCU Review Panel Consists of the RCU Manager, National Commissioners Advisor and the manager for Health Safety and Security.

Case Management

Every client transferred to the unit is accepted with a 'clean slate'. The RCU case manager will work to ensure each client is provided with appropriate assistance and support and is receiving their full and correct benefit entitlement.

The clients SWIFTT record is transferred into the Remote Client Unit district code (307) and each client record is:

- secured in UCVII with the secure reason 'notification' and 'Remote Client Unit' as the notification type
- a 'Must View' note is added to confirm RCU referral process and trespass expiry date
- the postal address for the unit is added to the client³ record.

Clients assigned to the RCU can make contact via phone, fax, email or post.

Contact can be made with the unit by:

- telephone to the RCU free-phone number 0508 222 007, where a message can be left for the unit
- fax to free-fax number 0508 777 337
- email to msd_rcu@msd.govt.nz
- post to PO Box 31617, Lower Hutt 6143

When a client phones the toll free number they are required to leave a message where an RCU case manager will respond within 24 hours.

Another key focus of the RCU case manager is to help each client modify their behaviour and achieve a level of independence that may see the client being able to successfully return to accessing Work and Income services through normal channels.

As part of the case management approach of clients assigned to the unit, regular reporting will be available about the engagement and level of support provided to the client.

All clients are managed through standard case management practice and processes are in line with existing Work and Income standards.

All applications for emergency assistance are managed by the unit according to the existing processes and procedures outlined in MAP for case managers.

All payments for food must be made via the Payment Card system with hologram forms held by the unit for when third tier assistance payments that cannot be made via payment card.

A client can apply for a Review of Decision when they have received formal notification of (and do not agree with) a decision which has been made.

³ This process is in place as we have to update SWIFTT letters to remove paragraphs inviting clients to enter our premises or calling the general 0800 number.

Review of decision and the Benefit Review Committee process

Clients being managed by the unit can request a Review of Decision (ROD) and can expect to have this process completed within the Ministry's existing timeliness standards for benefit reviews.

All RODs must be lodged in HIYA and all steps followed (there are some exceptions to the use of templates as the Remote Client Unit has a slightly varied process).

All RCU specific templates are held on line and any variations to the ROD process templates in HIYA must be recorded with comments to advise other users not send or use the template and that an RCU Template used to replace this step. All templates used in the ROD process will be scanned into the HIYA system and included into the ROD documentation.

All completed RODs will be held on the client's hardcopy file.

A UC VII note must be added for every ROD, with the HIYA number, date of decision and a summary of the review.

- Step One: ROD received in writing from the client
- Step Two: ROD is lodged in HIYA within 24 hours of receipt and an acknowledgment letter sent (Use HIYA Template).
- Step Three: Internal Review report is prepared and submitted to RCU Manager (Use HIYA Template).
- Step Four: RCU Manager reads the Internal Review submission, decides on outcome and signs the report. CM updates outcome in HIYA and sends the client a letter with the outcome (Do not use HIYA Template – This has been replaced with RCU template). (RCU10 – Appendix B)⁴.
- Step Five: CM prepares 'Report to the BRC'. (Use HIYA Template).
- Step Six: CM sends a copy of the 'Report to the BRC'. (Do not use HIYA Template – This has been replaced with RCU Template). (RCU12 – Appendix B).

Due to the nature of the Remote Client Unit and its clients, a hearing in person will not be permitted.

Any clients being managed by the unit who apply for a ROD that is subsequently upheld, partially overturned, or overturned but the client still wants to go to BRC, these hearings will be heard 'on papers only'.

The decision to speak directly with the client via teleconference is at the BRC panel's discretion.

⁴ For all letter referrals, please see Appendix B: RCU10 – RCU12

BRC Hearing Process

Due to the nature of the unit and their clients some changes have been made to the Ministry's standard BRC process.

BRC Coordinator	=	RCU Case manager
BRC Review Panel Members	=	Two staff from MSD and One BRC Community Representative
BRC Chairperson	=	an appointed panel member

All RODs will be heard at National Office utilising the expertise within Work and Income from all teams; Operations Centre, Service Development, DCE Office and the National Commissioners Office.

A panel register will be created to identify staff in National Office who can participate in RODs on behalf of the unit; this register will be kept and maintained by the Remote Client Unit and the Operations Centre.

When a client still wishes to go to BRC, the RCU must write to invite the client to make a submission in writing that will form part of the report to the BRC. The unit must allow the client a suitable period of time to make a submission.

A teleconference may be arranged if the client has an agent appointed to act on their behalf. If the client has an appointed agent, a BRC hearing by teleconference may be offered as a second option.

The client's RCU Case manager will contact the client and advise of the BRC hearing options.

On Papers Only

The BRC Coordinator will send a letter to the client advising of details regarding the BRC process including BRC Hearing dates. (RCU11 – Appendix B).

The RCU Case manager will follow up with each client to ensure they understand process timeframes and, where appropriate, the Case manager will assist the client to -meet these. Any verbal statements or additional information the client provides over the phone must be documented and added to the report to the BRC. Any verbal statements will be read back to the client and permission sought from the client to add to the BRC submission.

Teleconference – Agents only

If the client chooses to have their BRC hearing by teleconference with their appointed agent, the RCU case manager will request the telephone number that the agent wishes to be contacted on for this purpose.

If the agent is not available at the phone number they have provided for BRC Hearing purposes the BRC will review the case 'on papers only'. (Please note - this must be clearly explained to the client).

The BRC Coordinator will send a letter to the agent advising of details regarding the BRC process including BRC Hearing date and confirm the phone number that will be used to contact the client for their BRC Hearing.

The RCU case manager will follow up with each client to ensure they understand process timeframes and, where appropriate, will assist the client to meet these.

Coordinating BRC Hearing

The BRC Coordinator will schedule a date and book a meeting room for the BRC Hearing to take place.

The BRC Coordinator will email the Contact Centre GM Advisor to request names of available panel members and community representative and advise them of the time, date and place of the hearing along.

The BRC Coordinator will need to allow a suitable time for members to confirm attendance and review the BRC report, approx. 1 week prior to hearing.

The BRC Coordinator will scan and email a copy of the BRC report to MSD panel members prior to the meeting.

Outcome of BRC Hearing

The Chairperson of the BRC Panel will prepare the 'Decision of the Benefit'

The Remote Client Unit will be responsible for typing up all notes and the report from the BRC. The report must not have any amendments made by RCU and must record the true reflection and comments of the panel.

The Remote Client Unit will send an 'Outcome' letter to the client and remove panel member names from the template letter.

SSAA Process

A client can appeal to the Social Security Appeal Authority hearing when the Benefits Review Committee has upheld or upheld in part an original decision. The steps for this process are as follows:

Step 1. Client's application for appeal is sent direct to the Social Security Appeal Authority

Step 2. The Social Security Appeal Authority advises the appropriate Ministry of Social Development appeals officer.

Step 3. Appeals officer advises service centre and obtains relevant information from case manager.

Step 4. Appeals officer completes report in accordance with section 12K(4) of the Social Security Act 1964.

Step 5. The Social Security Appeal Authority sets a hearing date. The hearing can be heard in person or on papers only. The Ministry of Social Development appeals officer or solicitor will represent the Ministry at the hearing. The case manager may be required to give evidence.

Step 6. The Social Security Appeal Authority will advise the Ministry of Social Development and the client of the outcome.

Step 7. The appeals officer will advise the client's case manager of any benefit action to be taken.

The Remote Client Unit will need to assist clients with reasonable costs associated with attending the hearing. Given the nature of the service, the unit must provide sufficient time to plan and discuss costs with the client.

Payment is made via NAC and with the budget managers cost centre.

Safety and Security

There are a number of security processes in place to ensure the safety of staff working within the Remote Client Unit. These include protecting staff identity, unit location, the management of mail, the phone system set up, threat management and business continuity including relocation processes.

Global Directly and Physical Location

Physical address location is removed from Global Directory to ensure the unit has 'low visibility' to the wider Ministry and clients.

This includes a separate postal address from other business units and National Office. This mailbox is cleared on a daily basis and security procedures are in place in case suspicious mail is received, due to the nature of clientele.

Although clients and regions can post directly to the mail box, all courier mail will be sent to National Office to ensure the physical delivery location remains restricted. The Remote Client Unit has processes in place for recovering all courier packages from National Office.

The Remote Client Unit has a tailored phone system with a unique call routing set up to further support the security requirements of the unit. Phones within the unit set up with two lines, one for the RCU voicemail message system and the other assigned to RCU Case managers. Any changes to phone system must be referred to Manager Voice Platform Services. The Remote Client Unit do have call recording.

Staff Identity and Pseudonyms

Staff members who work within the unit must use pseudonyms in order to protect their identity and personal safety. Their true identity in the MSD Global directory is hidden from view and only their pseudo names showing under the Remote Client Unit. The RCU Manager is responsible for ensuring that the pseudo and unit details in Global do not have any reference to the physical location of the unit.

It is the responsibility of the RCU case manager to maintain their pseudo identities and any breaches must be reported to the RCU manager who will work with the Health Safety and Security team and National Office to determine the best course of action. Approval for the establishment of a new system profile must be obtained by the National Commissioners Office.

To set up a pseudo name

The RCU Manager must choose a pseudo name and check global to ensure that there is not an existing staff member by this name. When selecting an appropriate name, focus on selecting names that are not too unique or close in relationship to the true identity, i.e. maiden name etc.

An email must be sent to the General Manager Contact Centre Services and National Commissioner Advisor to advise that a new pseudonym is needed and why, e.g. staff changes. Approvals for system access are granted via the DCEs office.

Once the DCEs office is aware, the RCU Manager must then email the Manager Payroll National Office [s 9(2)(a)] [redacted]@msd.govt.nz) cc' Business Systems Administrator [s 9(2)(a)] [redacted]

- advise staff member's true name and employee number
- proposed pseudo name
- advise role is Remote Client Unit and provide the name of another staff member to match access and Global set up.
- Also advise that an email has been sent to the DCEs and GM Contact Centre.

All system access requirements must fit the mapping requirements of CMS and Global.

Once security card has been received, The RCU Manager will need to complete the system access request and grant screen and service access for UC VII SWIFTT and TRACE.

<http://doogle/resources/helping-staff/forms-templates/it-help/access-requests.html>

RCU Manager to check Global to ensure staff member's true identity is not showing linked to the Remote Client Unit and update the 'Staff Safety'⁵ document in the RCU folder.

All changes to UC VII and SWIFTT system access require approval from the National Commissioner's Office for Work and Income prior to updates by Business Systems Administrator. The 'Staff Safety' document in the RCU folder will also require updating.

Incident reporting

Where an incident occurs that could be a threat or risk to the security and safety of staff members both within the RCU or service centres, all details must be recorded in SOSHI and the RCU manager alerted. The process for SOSHI can be found in doogle.

The Remote Client Unit must also alert the region immediately to ensure that the site safety plan is in place and if required all escalations to the Police to be made by the region.

The Remote Client Unit will be required to provide details of the call such as time, date and summary of threats made to the Ministry.

Staff at the Remote Client Unit must not go directly to the Police. If the Police complaint is required approval by the National Commissioner for Work and Income is required and the complaint must be made and managed by the Health Safety and Security Team. The anonymity of staff is limited to the operation of this unit, the anonymity of staff does not extend in the case of prosecution and police complaints.

Master Trouble

All abusive phone messages from identified clients are regularly transferred to Master Trouble and kept for future reference. Master Trouble is voice message system that saves messages from identified clients, where a client has made a direct threat towards the Ministry or its staff.

These recordings are maintained by the Voice Team at National Office and can be downloaded to a disc if required for prosecution or Privacy Act requests.

Only messages with serious and direct threats are referred to Master Trouble and are held for six months, unless specifically requested.

⁵ This document holds the names and system access dates for each staff member within the RCU.

All other voice mail messages are cleared on a daily basis at the Remote Client Unit and deleted. Voice mail messages left on the Remote Client Unit phone are not used to capture evidence for case management, they are a method of contact for the client to request contact from the unit.

Not all clients are assigned a Master Trouble number, a list of number allocation is held at the unit and the with the voice team.

When a new RCU client requires a Master Trouble number the RCU will need to contact Manager Voice Platform Services of the Voice Team to have a number assigned to the client and update the Master Trouble list.

Business Continuity

A business continuity plan has been developed to ensure the unit continues to deliver its service to clients.

The business continuity plan covers staff absences, unit relocation due to security breaches and natural disasters/civil events. Copies of the business continuity plan will sit with the Contact Centre GM Advisor and the RCU Manager.

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Trespass Notice Reviews

Trespass Notice reviews are completed when clients trespass notices are due to expire. The RCU will review the client records of their interaction with unit and other agencies. They will talk to the client regarding their time with unit, contact Regional offices and Service Centres for their input. The RCU will then write a recommendation to review panel detailing the client's interactions and behaviour during their time with unit.

A decision will be made to decide if the client will remain with the unit or be transitioned back to their local service centre.

A reporting tool has been developed for RCU case managers to record information about each client and includes information about the client's demeanour during their interaction with the unit, their need and the subsequent action taken to support the client. This will be used to capture client interactions and to assist in either continuing their trespass order or managing the client's return to frontline if appropriate.

12 weeks prior to expiry date

Where appropriate, telephone the client to advise them of trespass expiry and discuss options. Invite the client to provide information (written or oral), including names of contacts that can verify with examples, supporting their readiness for transition. Encourage the client to complete a client authority form enabling you to talk with these nominated contact people.

Send client letter reiterating details of the phone conversation. Include a 'client authority form' for the client to sign and return. This form will enable the unit to obtain supporting information from relevant people in the client's community. (RCU05 – Appendix C).⁶

Contact the appropriate service centre manager to advise of upcoming expiry and discuss client activity that they may be aware of and/or any concerns they have. Prepare a letter to the Regional Operations Manager (ROM) advising of upcoming expiry of trespass notice and requesting they provide relevant information (including the appropriate service manager). (RCU04 – Appendix C).

Six weeks prior

Prepare a review report of at least the last six months of activity and interaction with client (i.e. can you advise that this client has exhibited good behaviour over this time or has the client done any of the things listed in the 'Referral to RCU' criteria). (RCU06 – Appendix C).

Contact the client's agent and/or local govt or community contacts (as advised by client) to obtain any other information that provides recent examples of this client's behaviour in their community.

Any information received from the ROM, SCM, Agent, other local govt or community agencies etc. is to be included with the review report.

Place copy of completed review report, as well as any other information received, on the client's file.

Arrange a review hearing for RCU Review Panel to review the client (note: review hearing needs to be held at least four weeks prior to expiry of trespass notice).

Ensure RCU Review Panel members have copies of review report and any other relevant information to read through prior to the review hearing to enable panel members to conduct any further background checks or research.

⁶ For all letter referrals, please see Appendix C: RCU04 – RCU09

Transitional Plan

Where a recommendation is made to return a client back to normal channels, a transitional plan must also be sent to panel members ahead of the hearing to describe the support offered to service centres to reduce any on-going risks to staff safety. The transitional plan will also provide the service centre with information to help aid in the case management selection and a site safety planning. (RCU08 – Appendix C).

Four weeks prior

RCU Review Panel will meet and discuss all information pertaining to the client and decide if the outcome should be that the client is retained at the Remote Client Unit or are ready to transfer back to the service centre.

Decision to Retain

The RCU will:

- send a letter to advise the ROM of outcome of review hearing (include copy of review report). (RCU07 – Appendix C).
- telephone the client to advise them of outcome of review hearing (including extension to trespass notice if applicable) and clearly explain reasoning.
- send the client a letter reiterating review hearing outcome and details. (RCU09 – Appendix C).

The Health Safety and Security Team will arrange for trespass notice to be reissued from client's region

Decision to Transfer

The Remote Client Unit will:

- send a letter to advise ROM of the outcome of review hearing and request they advise the name of the case manager they have identified and appointed to manage this client (RCU07 – Appendix C).
- prepare a Transitional Plan that includes handover information and safety and a security plan.
- arrange an audit of client's file in alignment with Privacy Act and Official Information Act principles. (i.e. by manager, peer review)
- compile a critical file summary (handover details) and contact the appointed Case manager to discuss case management strategy for this client.
- telephone client to advise them of outcome of review hearing, name of local Case manager and the process they need to follow to contact them (case management strategy of this client to be discussed and cm advised that the unit will continue to be available to support them post transfer)
- send the client a letter reiterating review hearing outcome and details (RCU09 – Appendix C).
- courier the client's physical file to the appointed in the local service centre
- continue to support the case manager and client, as required, to work effectively together.

Exceptions – Clients may be transferred out of the Remote Client Unit sooner than trespass expires.

The unit manager will contact the region if there is evidence that they are working with the client already or if the client requests a return to normal channels and has been working well with the RCU and no longer demonstrates the behaviour that contributed to their referral to the unit initially.

The RCU will make contact with the regional to discuss options for supporting the client locally such as assistance with work, training course etc. Any reviews outside of the process are at the regions discretion. Clients with no current trespass orders will be reviewed six monthly and returned to office if the above criteria are met.

Reporting

Every client contact is recorded in the RCU Contact Log. This tool will record inbound and outbound calls, inbound mail and the subsequent action taken for each client. The log will allow case managers to record details about each interaction with the client, which will form part of the trespass review process, enabling the unit to provide regions with specific information about the client's needs, activity and behaviour during their time at the unit

Quality and Risk Assurance

All standard case management, practices, policies and procedures apply to the Remote Client Unit.

The Remote Client Unit will be monitored for accuracy regularly, under the Contact Centre Quality Management System. A dedicated resource will be trained and assigned to complete SWIFTT checking with results recorded in a dedicated spread-sheet. These checks will be completed in line with procedures, minimum processing standards and MAP.

Authentication guidelines must be read, understood by RCU staff and applied in all cases.

All exceptions to normal case management practices must have manager approval. The RCU manager will work with the National Commissioner's office to ensure that best practice processes match the unit's service delivery approach.

All correspondence must meet the Ministry's style guide and unless in exception circumstances should be system issued or approved template letters. All outbound client letters must be saved on the RCU local network and in the appropriate client's folder.

Client complaints will be lodged in HIYA and assigned to the unit and business standards to resolving client complaints will be applied.

Training

All RCU case managers will undergo induction training prior to commencing work within the unit. This tailored induction pack focuses on bridging the gap of knowledge between expert CSR and case management providing a strong focus on case management expectations and practices.

Training will be delivered through the contact centre training programme.

Human Resources

The Remote Client Unit case manager role sits within the case manager pay structure.

The Ministry pays for Professional Work Place Support for the unit staff on an 'as required' basis. An external contractor has been utilised since the unit was established.

Appendix A

**RCU01
Referral Letter**

Online application for regions to submit details for clients to be considered for RCU case managed at the Remote Client Unit:

<http://doogole.ssi.govt.nz/working-here/health-safety/personal/home-visits/remote-client-unit/referring-client.html>

Remote Client Unit Referral Form

Referral Criteria

Before referring a client to the Remote Client Unit, a client must:

- be trespassed, and
- have a history of violent or aggressive behaviour, and/or
- have known convictions for violence, and/or
- have previously made threats to MSD staff, and/or other associated professionals (eg designated doctors etc), and/or
- intimidated staff member/s to the extent that they felt unsafe through written or verbal means (face-to-face or over the telephone).

Note: even though the client may appear to meet the criteria above, the referral may not be accepted.

Checklist

Have you answered all the questions on the form?

- Yes

Your referral must be accompanied by copies of:

- Trespass notice(s)
- Warning letter(s)
- SOSHI report(s)
- Copies of relevant UCVII notes
- Any other relevant notes or information

Post this form and all documentation to:

The Remote Client Unit
PO Box 31-617
Lower Hutt
5014

The Remote Client Unit will respond to this request within 5 working days of receipt.

REMOTE CLIENT UNIT REFERRAL FORM

Client Details

1. Client's name	Click here to enter text.
2. Client number	Click here to enter text.
3. Client's address	Click here to enter text.
4. Reason for referral. Which criteria does the client meet and why?	Click here to enter text.
5. What other advice or information can you supply regarding this client? <i>This could include any medical conditions or relevant known convictions.</i>	Click here to enter text.

Trespass Information

6. Start date	Click here to enter a date.	End date	Click here to enter a date.
7. Where is the client trespassed from? <i>This could include a local site, all Work and Income sites and Contact Centres?</i>	Click here to enter text.		
8. Why is the client trespassed? <i>Please provide details of ALL incidents involving this client that would support your recommendation to have this client case managed by the Remote Client Unit, including prior to the client being trespassed.</i>	Click here to enter text.		
9. Are you aware of any other trespass notice against the client from other Government Departments or Agencies? <i>Please include ALL Trespass notices from any other place.</i>			

REMOTE CLIENT UNIT REFERRAL FORM

OFFICIAL INFORMATION UNDER THE

Agents

10. Does the client CURRENTLY have an agent?

- YES (go to question 11)
- NO (please advise why)

Click here to enter text.

11. Can the agent continue to represent the client?

- YES (go to question 13)
- NO (go to question 12)



12. Explain why the agent can no longer represent the client?

Click here to enter text.

13. What is the relationship between the agent and the client (eg spouse, advocate)?

Click here to enter text.

14. Are there any issues or instructions regarding the agency?

Click here to enter text.

Case Management

15. Please describe all the methods of Case Management that have been used for this client.

Click here to enter text.

*Methods could include:
changing the case manager,
appointing an agent, always
using an interview room or
case management by
telephone*

REMOTE CLIENT UNIT REFERRAL FORM

OFFICIAL INFORMATION ACT

Referral

Please provide the name of the appointed contact person regarding this referral?

Click here to enter text.

I recommend that this client be case managed by the Remote Client Unit.

Click here to enter a date.

Case Manager Signature Date

Case Manager Name

- AGREE
- DISAGREE

Click here to enter a date.

Service Manager Signature Date

Service Manager Name

- AGREE
- DISAGREE

Click here to enter a date.

Regional Director Signature Date

Regional Director Name

RELEASSED UNDER THE OFFICIAL INFORMATION ACT

REMOTE CLIENT UNIT REFERRAL FORM

RCU Panel Hearing Outcome

Client Name: Click here to enter text.

SWN: Click here to enter text.

This section will be completed after the referral is submitted.

APPROVE RCU Manager Signature Click here to enter a date. Date

DISAGREE RCU Manager Name

Comments/Caveats: _____

AGREE National Commissioner Advisor Signature Click here to enter a date. Date

DECLINE National Commissioner Advisor Name

Comments/Caveats: _____

AGREE Business Security Signature Click here to enter a date. Date

DISAGREE Business Security Name

Comments/Caveats: _____

OFFICIAL INFORMATION

REMOTE CLIENT UNIT APPROVAL FORM

RCU 02(A) – Trespassed Clients

Letter issued by the region

Client number: 000-000-000

Date

Name

Address

Address

Dear Name.

On (Date) you were served with a Trespass Notice as a result of your unacceptable behaviour to Work and Income staff.

The Ministry still wishes to provide you with access to our services, but this will need to be done in a way that allows you to comply with the Trespass Notice. Having considered the options in providing a customised service to you we believe it is most appropriate to refer your case to the Work and Income Remote Client Unit for all future assistance you may need. The Remote Client Unit specialises in providing a service to people who are not able, for many different reasons, to attend meetings at a Work and Income Service Centre.

From the date of this letter the Remote Client Unit will deal with all your benefit related matters and any other enquiries you may have.

Your contact person at the Remote Client Service is [Case Manager] who will be happy to assist you.

They can be contacted on:

Telephone:	0508-222-007
Fax:	0508-777-337
Mail:	P.O. Box 31617 Lower Hutt 6143 Wellington

If you have an agent, you will need to advise your agent of how to contact the Remote Client Unit.

Yours sincerely

[Regional Director]

RCU 02(B) – Non Trespassed Clients

Letter issued by the region

Client number: 000-000-000

Date

Name

Address

Address

Dear Name

Due to your recent interaction with the [Service Centre] you are no longer able to access our services at the service centre level.

The Ministry still wishes to provide you with access to our services. Having considered the options in providing a customised service to you we believe it is most appropriate to refer your case to the Work and Income Remote Client Unit for all future assistance you may need. The Remote Client Unit specialises in providing a service to people who are not able, for many different reasons, to attend meetings at a Work and Income Service Centre.

From the date of this letter the Remote Client Unit will deal with all your benefit related matters and any other enquiries you may have.

Your contact person at the Remote Client Service is [Case Manager] who will be happy to assist you.

They can be contacted on:

Telephone: 0508-222-007
Fax: 0508-777-337
Mail: P.O. Box 31617
Lower Hutt 6143
Wellington

If you have an agent, you will need to advise your agent of how to contact the Remote Client Unit.

Yours sincerely

[Regional Director]

RCU 03

Welcome to the Remote Client Unit letter

Date

Client number: 000-000-000

Name

Address

Address

Dear -----,

Welcome to the Remote Client Unit.

You should have received advice of your transfer to the Remote Client Unit by now from the [Enter Regional Office].

Please find enclosed some application forms. This will enable you to make application for any emergency assistance and make any initial changes in your circumstances should you require any.

Your contact person at the Remote Client Unit is [Case Manager name], who will be happy to assist you.

The Remote Client Unit can be contacted as follows:

Telephone: 0508-222-007

Fax: 0508-777-337

Mail: P.O. 31617

Lower Hutt 6143

If you have an agent or wish to have one, the enclosed "Appointment of an Agent" application form needs to be completed and returned to the Remote Client Unit. You will also need to advise your agent of how to contact the Remote Client Unit.

Yours sincerely

[Case Manager Name]

Remote Client Unit

Remote Client Unit

Working with the Remote Client Unit

We want to provide good service and build an effective working relationship with you. For us to help you we need you to:

- treat us with courtesy and respect
- give us the information we need to assess your entitlements
- make sure any information you give us is correct
- tell us about any changes in your situation
- keep any agreements you have made with us
- be available to participate in appointments over the telephone
- tell us if you're unable to keep an appointment

If you don't tell us about changes in your situation or give us the information we have requested it may affect your benefit and/or supplementary assistance payments and could delay our ability to provide you with as fast a service as we would like.

Our promise to you

Staff in the Remote Client Unit will ensure you are:

- treated with courtesy and respect
- listened to and given fair, non-judgmental service
- provided with prompt and efficient service
- clearly advised of your rights and obligations
- told why you need to do certain things
- given correct information that is easy to understand
- given the assistance you are entitled to
- provided with information about who else may be able to help you if Work and Income cannot.

Making contact

To contact the Remote Client Unit you need to phone the free-phone number

0508 222 007

You will be prompted to leave a message so please ensure you provide the following information:

- your name
- your client number
- the reason for your call and
- the phone number you can be reached on

Please be aware that if you leave an abusive or threatening voicemail message it is unlikely that your call will be returned.

Include the following forms and envelopes with the letter:

- 5 x Personal Details forms
- 5 x SNG/Advance application forms
- 12 x self-addressed, postage paid envelopes

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Appendix B

RCU10

ROD Internal Review Outcome Template (Step Four)

Client Name

Address Line 1

Address Line 2

CITY

XX Month 2012

Client number: xxx-xxx-xxx

Dear

Your application for a Review of Decision

We have completed an internal review of the decision to [Give brief detail of the decision].

We consider our original decision to be correct. As a result your review application will continue to the Benefits Review Committee for a hearing. All hearings for the Remote Client Unit are completed as paper only reviews due to the nature of the Remote Client Unit and its clients.

We will send you a copy of the Ministry of Social Development's report to the Committee. You are welcome to write a report for the Committee, and to include any extra information that may be relevant to your review. Please send any relevant information to the Committee by [DD-Month-Year]. Please send it to:

[Case manager name]

Remote Client Unit

PO Box 31617

Lower Hutt

If English is your second language or you have a hearing impairment, please let me know. I can arrange for an interpreter or other appropriate help to support you through the review process.

The Committee co-ordinator will contact you shortly to advise you of the outcome of the hearing. If you want to cancel your review application please write and tell me as soon as possible.

If you have any questions, please call me on 0508 222 007. When you call, please tell me your client number XXX-XXX-XXX. This will help me give you better service.

Yours sincerely

[Case Manager Name]

Case Manager, Remote Client Unit

RCU 11

Review of Decision Hearing

Date

Client number: 000-000-000

Name

Address

Address

Dear -----,

Your Review of Decision hearing

The Remote Client Unit has sent your review application to the Benefit Review Committee with a report. I enclose a copy of the report, and information about this hearing process.

Date for the hearing

This hearing has been set for ----- . Due to the nature of the Remote Client Unit and its clients this hearing will be heard on 'papers only' .

Do you want us to consider extra information?

If you would like to make a written report or you have extra information you want the Committee to consider before the hearing, please send this to the Remote Client Unit as soon as possible.

After the hearing

The Ministry will write to you soon after the hearing to advise you of the Committee's decision.

If you have any questions, please call the Remote Client Unit on 0508 222 007.

When you call, please tell us your client number 000-000-000

Yours sincerely

[Case Manager Name]

Case Manager

Remote Client Unit

**RCU12
Report of the BRC**

1964

IN THE MATTER

of the Social Security Act

AND

IN THE MATTER

of an application for

Review by:

[Client Name]
[Address]
[Town/City]

against a decision of
The Ministry of Social Development

REPORT OF THE BENEFITS REVIEW COMMITTEE

HEARING DATE

[date]

DECISION BEING REVIEWED

(Give details of the decision being reviewed)

(Copy and paste from the report to the Benefits Review Committee if this is accurate e.g. application for benefit declined, stand down X/J benefit overpayment, recovery of overpayment etc.)

The decision to..... of

SUMMARY OF FACTS

Give the details of all the relevant facts of the case from the application to the decision made.

In this section, please set out the following:

- A description of the applicant's circumstances, e.g. single person with one child, relevant accommodation etc.
- A summary of the events relating to the decision under review (in chronological order – a timeline may be helpful to illustrate this).
- Any verbal discussions from the hearing raised by the applicant or the Ministry should be documented in the minutes and included in the summary of facts.
- There should not be any opinion based comments included in this section of the report.

The Applicant is a who currently receives a (delete table if not relevant to your case).

Benefit Type	Amount
Accommodation Supplement	\$
Disability Allowance	\$
Training Incentive Allowance	\$
Special Benefit	\$
Family Support	\$
TOTAL	\$

Weekly Offsets	Amount
Advance Recovery	\$
Child Support Agency	\$
Debt Recovery	\$
Major Repairs Advance	\$
Attachment Order	\$
TOTAL per week	\$ pw
TOTAL received in bank	\$ pw

On....., the Applicant applied for a....., which was .

ATTACHMENT

On....., an application for review of decision was received from the Applicant.

ATTACHMENT

CASE FOR THE APPLICANT

(Summarise the applicant's case and submissions to the Committee. Ensure you consider all points raised by the Applicant.)

CASE FOR THE MINISTRY

(Summarise the Ministry's position. This may be copied and pasted from the report to the Benefits Review Committee. Add in any other matters raised in submissions at the hearing)

THE LAW AND POLICY

[Refer to and summarise relevant legislation and policy, attach legislative provisions if appropriate]

FINDINGS

The Committee considered all the information that was presented.

- *provide clear reasons for the decision*
- *respond to all points raised by both parties*
- *ensure the facts support the decision, relevant legislation*
- *make any instructions for the implementation of the decision clear*

DECISION

*The Committee agreed to uphold the original decision,
 or
 The Committee agreed to uphold in part the original decision.
 or
 The Committee agreed to overturn the original decision.*

If a panel member is dissenting from the decision please record the reasons

BENEFIT REVIEW [OVERTURNED/UPHELD/UPHELD IN PART]

Dated (date of hearing)

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Appendix C

**RCU 05(A)
Expiry of trespass notice**

[insert date] 2005

[Client's name]

Client Number: XXX-XXX-XXX

[Client's address]

X

Dear [client's name]

EXPIRY OF TRESPASS NOTICE

This letter confirms the telephone conversation we had on [insert date]. – *If call made otherwise delete*

The current trespass notice that prevents you from entering Work and Income premises is due to expire on [insert date]. Since [insert date of transfer to RCU] you have been restricted to accessing Work and Income services and assistance through the Remote Client Unit.

We now need to review your situation to determine whether the Remote Client Unit continues to be the most appropriate way for Work and Income to provide services to you and whether your existing trespass notice will be reissued.

During our conversation we discussed the services and assistance you have accessed through the Remote Client Unit and talked about progress you have made. *If call made otherwise delete.*

If you have been working with local government or other community agencies, understanding any progress you have made with these agencies will help the review panel to decide if the Remote Client Unit is still the most appropriate way to provide you with Work and Income services and assistance. I cannot talk to, or get information from, other local government or community agencies without your permission.

If you would like me to contact them, I have attached an authority form for you to sign that gives me your permission to talk with people in local government or community agencies to get information that shows your progress. Please sign the form and return it to me using the enclosed post-paid envelope.

Once the Remote Client Review Panel has completed the review I will contact you to advise you of their decision.

Yours sincerely

[Case Manager Name]

Case Manager

Remote Client Unit

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Remote client unit - authority form

This authority form gives my permission contact staff in local government, community agencies or organisations in my area to discuss working relationships I may have with them.

I understand that any discussions between the Work and Income Remote Client Unit and local government, community agencies or organisations in my area will remain confidential.

Information gained during these discussions may be used to inform and support the decision-making processes within the Remote Client Unit.

Client full name: _____

Client signature: _____

Date: _____

Agency details

Name of service: _____

Contact person and position: _____

Contact phone number and address: _____

Name of service: _____

Contact person and position: _____

Contact phone number and address: _____

RCU 05(B) – Non Trespassed Clients

[insert date]

[Client's name]

Client Number: XXX-XXX-XXX

[Client's address]

Dear [client's name]

REVIEW OF REMOTE CLIENT UNIT CASE MANAGEMENT

This letter confirms the telephone conversation we had on [insert date]. – *If call made otherwise delete*

The current trespass notice that prevents you from entering Work and Income premises has expired. Since [insert date of transfer to RCU] you have been restricted to accessing Work and Income services and assistance through the Remote Client Unit.

We now need to review your situation to determine whether the Remote Client Unit continues to be the most appropriate way for Work and Income to provide services to you.

During our conversation we discussed the services and assistance you have accessed through the Remote Client Unit and talked about progress you have made. *If call made otherwise delete*

If you have been working with local government or other community agencies, understanding any progress you have made with these agencies will help the review panel to decide if the Remote Client Unit is still the most appropriate way to provide you with Work and Income services and assistance. I cannot talk to, or get information from, other local government or community agencies without your permission.

If you would like me to contact them, I have attached an authority form for you to sign that gives me your permission to talk with people in local government or community agencies to get information that shows your progress. Please sign the form and return it to me using the enclosed post-paid envelope.

Once the Remote Client Review Panel has completed the review I will contact you to advise you of their decision.

Yours sincerely

[Case Manager Name]

Case Manager

Remote Client Unit

Remote Client Unit - authority form

This authority form gives my permission contact staff in local government, community agencies or organisations in my area to discuss working relationships I may have with them.

I understand that any discussions between the Work and Income Remote Client Unit and local government, community agencies or organisations in my area will remain confidential.

Information gained during these discussions may be used to inform and support the decision-making processes within the Remote Client Unit.

Client full name: _____

Client signature: _____

Date: _____

Agency details

Name of service: _____

Contact person and position: _____

Contact phone number and address: _____

Name of service: _____

Contact person and position: _____

Contact phone number and address: _____

RCU 04(A) – Trespassed Clients

Invite for panel submission

[Insert date]

[ROM Name]

[Title: Regional Operations Manager]

[Region]

[Postal Address]

Dear [name of ROM]

RE: EXPIRY OF TRESPASS NOTICE FOR [CLIENT NAME]

The current trespass notice preventing [client name] from entering Work and Income service centres is due to expire on [insert date]. This client was referred to, and is being managed by the Remote Client Unit (RCU).

The reasons this client was originally transferred to the RCU included: *(delete those not applicable and/or add other reasons where relevant)*

- repeated violent and/or aggressive behaviour
- known criminal convictions for violence
- making threats to Work and Income and MSD staff, and associated professionals (designated doctors etc.)
- intimidating staff members through written or verbal abuse (face to face or over the telephone) to the extent that they felt unsafe
- procedures that were developed and implemented specifically to manage this client had proven unsuccessful.

It is time to review how this client has interacted with Work and Income more recently and make recommendations on whether the RCU continues to be the most appropriate way to provide services and assistance.

If you believe [client's name] still meets the original referral criteria and have information to support this please forward details to the RCU by [insert date – date should be at least four weeks prior to trespass notice expiry]

I am compiling a report that will provide an outline of the client's activity and interaction with Work and Income, and any other information pertaining to their behaviour, during the past six months. This report might include information from people in the client's local community (i.e. Police, Health and Community Support agencies etc.).

The RCU Review Panel will meet to discuss this report and any other information received. They will then decide if the client has demonstrated that they are ready to return to accessing Work and Income services and assistance through normal channels.

The decision to transfer a client from the RCU to their local service centre is made by the RCU Review Panel. This panel comprises the RCU Manager, and the Health Safety and Security Team Manager.

If, after discussing all the information provided, the RCU Review Panel decides that the client is not ready to make the transition back to accessing Work and Income services through normal channels, they will advise the region, who will need to arrange reissue of the trespass notice.

If the RCU Review Panel decides that the client is ready to make the transition back to accessing Work and Income services through normal channels, appropriate case management practices will need to be in place. An appropriately experienced case manager will need to be appointed and advised to the RCU. I will then begin a comprehensive handover with the identified case manager to support successful transition.

After transition I will continue to be available to support the appointed case manager to establish an effective working relationship with this client.

To ensure staff safety is not compromised it is essential that the RCU Review Panel complete their review of this client's situation before the existing trespass notice expires. A client can legally enter a Work and Income service centre once their trespass notice expires.

Please contact me if you have any questions about the content of this letter.

Yours sincerely

[Case Manager Name]

Case Manager

Remote Client Unit

Copy: [copy of this letter is to be retained on client file]

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RCU 04(B) – Non Trespassed Clients

Invite for panel submission

[Insert date]

[ROM Name]

[Title: Regional Operations Manager]

[Region]

[Postal Address]

Dear [name of ROM]

REVIEW OF REMOTE CLIENT UNIT MANAGEMENT FOR [CLIENT NAME]

This client was referred to, and is being managed by the Remote Client Unit (RCU). There is no current trespass notice preventing [client name] from entering Work and Income service centres.

The reasons this client was originally transferred to the RCU included:
[delete those not applicable and/or add other reasons where relevant]

- repeated violent and/or aggressive behaviour
- known criminal convictions for violence
- making threats to Work and Income and MSD staff, and associated professionals (designated doctors etc.)
- intimidating staff members through written or verbal abuse (face to face or over the telephone) to the extent that they felt unsafe
- procedures that were developed and implemented specifically to manage this client had proven unsuccessful.

It is time to review how this client has interacted with Work and Income more recently and make recommendations on whether the RCU continues to be the most appropriate way to provide services and assistance.

If you believe [client's name] still meets the original referral criteria and have information to support this please forward details to the RCU by [insert date – date should allow for at least four weeks from the date on the letter]

I am compiling a report that will provide an outline of the client's activity and interaction with Work and Income, and any other information pertaining to their behaviour, during the past six months. This report might include information from people in the client's local community (i.e. Police, Health and Community Support agencies etc.).

The RCU Review Panel will meet to discuss this report and any other information received. They will then decide if the client has demonstrated that they are ready to return to accessing Work and Income services and assistance through normal channels.

The decision to transfer a client from the RCU to their local service centre is made by the RCU Review Panel. This panel comprises the RCU Manager, a representative from the National Commissioner Office and The Health Safety and Security Team.

If, after discussing all the information provided, the RCU Review Panel decides that the client is not ready to make the transition back to accessing Work and Income services through normal channels, they will advise the region.

If the RCU Review Panel decides that the client is ready to make the transition back to accessing Work and Income services through normal channels, appropriate case management practices will need to be in place. An appropriately experienced case manager will need to be appointed and advised to the RCU. I will then begin a comprehensive handover with the identified case manager to support successful transition.

After transition I will continue to be available to support the appointed case manager to establish an effective working relationship with this client.

Please contact me if you have any questions about the content of this letter.

Yours sincerely

[Case Manager Name]

Case Manager

Remote Client Unit

Copy: [copy of this letter is to be retained on client file]

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RCU 06

Report to Review Panel

Date: XXXXXX Security Level: Confidential

Remote client review – [Client name and SWN 000-000-000]

Client Details

Client name	
SWN	
Work and Income Region	
Residential address	
Date of entry to RCU	
Date of Trespass Issue	
Date of Trespass Expiry	
Reasons for referral to RCU	

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Background

The Remote Client Unit has been working with [insert client name] for [insert duration client has been with RCU].

Examples of interaction between this client and the Remote Client Unit over the past six months include:

Date of event:

Interaction instigated by	Either client or Case manager
Method used for contact	Voicemail message, email, letter, call centre referral/transfer
Reason for contact	i.e. Application for SNG/Advance, Training Opportunity, General discussion
Client demeanour	Describe the clients attitude and behaviour during this interaction
Outcome	i.e. application for assistance granted/declined (if declined – state reason), referral to training opportunity, referral to other local govt service or community agency

Date of event:

Interaction instigated by	Either client or Case manager
Method used for contact	Voicemail message, email, letter, call centre referral/transfer
Reason for contact	i.e. Application for SNG/Advance, Training Opportunity, General discussion
Client demeanour	Describe the clients attitude and behaviour during this interaction
Outcome	i.e. application for assistance granted/declined (if declined – state reason), referral to training opportunity, referral to other local govt service or community agency

Date of event:

Interaction instigated by	Either client or Case manager
Method used for contact	Voicemail message, email, letter, call centre referral/transfer
Reason for contact	i.e. Application for SNG/Advance, Training Opportunity, General discussion
Client demeanour	Describe the clients attitude and behaviour during this interaction
Outcome	i.e. application for assistance granted/declined (if declined – state reason), referral to training opportunity, referral to other local govt service or community agency

Conclusion / General Comments

[Insert information that demonstrates progress the client has made – i.e. where goals have been determined and client has demonstrated dedication towards achieving these] [This is your opportunity to, in your own words, explain the achievement/success you are having with this client]

Regional Information

The Regional Operations Manager of the area where this client resides was contacted and asked to provide information they may have about this client's behaviour in the local community. Their response is [outlined below/attached].

Agent Information

[Agent name] has been acting as an agent for [client name] in the client's dealings with Work and Income and/or other agencies. When contacted by telephone on [insert date] [Agent name] advised that over the past few months the client's general demeanour has been:

Local Government and Community Agency Information

[Client's name] gave written permission for the Remote Client Unit to contact relevant local government and community agencies and discuss with them any recent interaction they may have had with this client.

The information provided includes:

Name of agency	
Date of event/s	
Reason for contact/s	
Client demeanour	
Outcome (if applicable)	

Name of agency	
Date of event/s	
Reason for contact/s	
Client demeanour	
Outcome (if applicable)	

Name of agency	
Date of event/s	
Reason for contact/s	
Client demeanour	
Outcome (if applicable)	

Recommendation

Based on the information outlined in this report I believe [client's name] **is ready /is not ready** to return to accessing Work and Income services and assistance through normal channels.

Case manager

Date

RCU Manager

Date
Agree / Disagree

National Commissioner Advisor

Date
Agree / Disagree

The Health Safety and Security Team

Date
Agree / Disagree

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RCU 07

Outcome of Review notification to ROM

[Insert date]

[Regional Operations Manager]

[Region]

[Postal Address]

Dear [name of ROM]

RE: OUTCOME OF REMOTE CLIENT REVIEW HEARING FOR [CLIENT NAME]

On [insert review hearing date] a review was held for [client's name] to determine if the Remote Client Unit continues to be the most appropriate way for them to access Work and Income services and assistance.

The Remote Client Unit Review Panel have discussed and considered all available information about interaction [insert client name] has had over the previous six months with Work and Income, other local government and community agencies and, as a result, has decided that this client **[is/is not]** ready to access Work and Income services and assistance through normal channels.

Accompanying this letter is a copy of the review report and any other information the review panel considered before reaching their decision.

[Delete the content that is not applicable below]

Client is ready

You now need to advise the Remote Client Unit of the [insert name of service centre] case manager who has been identified and appointed to manage this client.

To support the successful transition of the client to [insert name of service centre] the Remote Client Unit will do a comprehensive handover of information with the case manager appointed to manage this client. We have enclosed a Transitional Plan to help with this process.

Once the client has transferred to the service centre I will continue to be available to support the case manager to establish an effective working relationship with this client.

The current trespass notice preventing [client name] from entering Work and Income service centres will expire on [insert date]. After this date they will be able to enter Work and Income service centres to attend appointments and access services and assistance.

If, after transition is complete, the client demonstrates behaviour that is unacceptable, threatening or abusive, you can arrange for a trespass notice to be reissued and, once trespass notice has been issued, you will need to discuss other options with the client for accessing Work and Income services such as appointing an agent.

Please contact me if you have any questions about the content of this letter.

Client is not ready

The region will now need to arrange for a trespass notice to be reissued to prevent the client from entering Work and Income premises for a further two years. You will also need to send a copy of this trespass order to the Remote Client Unit once the client has been served.

I will contact the client and advise of the reissue of trespass notice and that the client will need to continue to access Work and Income services and assistance through the Remote Client Unit

Please contact me if you have any questions about the content of this letter.

Yours sincerely

[Case Manager Name]

Case Manager

Remote Client Unit

Copy: copy of this letter is to be retained on client file

Encl: copy of the review report, supporting evidence and Transitional Plan

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OFFICIAL INFORMATION ACT

RCU 09

Outcome of Review Notification for client

[Insert date]

[Client's name]

Client Number: XXX-XXX-XXX

[Client's address]

X

X

Dear [client's name]

RE: OUTCOME OF REMOTE CLIENT REVIEW HEARING

On [insert review hearing date] the Remote Client Review Panel met to determine if the Remote Client Unit continues to be the most appropriate way for you to access Work and Income services and assistance.

For you to return to accessing Work and Income services and assistance through your local service centre you need to show that you have made positive steps to change the behaviour that resulted in your referral to the Remote Client Unit.

The Review Panel considered all available information about any interaction you have had over the previous six months with Work and Income, other local government and community agencies.

They have decided that you ~~are~~ **are not ready** to return to accessing Work and Income services and assistance through your local service centre.

[Delete the content that is not applicable]

Client is ready *[Chose option one or two as appropriate]*

Option one

An appropriate case manager is being identified for you and will be advised to the Remote Client Unit shortly. Once a case manager is appointed I will contact them to talk about your progress and any other information about your circumstances that I think they may need to understand.

After I have done this I will contact you to let you know the name of your new case manager and how you can contact them.

The current trespass notice preventing you from entering Work and Income service centres will expire on [insert date]. After this date you will be able to enter Work and Income service centres to attend appointments and access services and assistance.

If you have any questions about the content of this letter you can contact me using the Remote Client Unit free-phone 0508 222 007.

Option two

[insert name of case manager] is the case manager who has been appointed to work with you in [insert name of service centre].

Over the next few days I will be talking with [insert case managers name] about progress you have made and any other information about your circumstances that they may need to understand. I will contact you again soon to talk about your return to the local Work and Income service centre.

The current trespass notice preventing you from entering Work and Income service centres will expire on [insert date]. After this date you will be able to enter Work and Income service centres to attend appointments and access services and assistance.

If you have any questions about the content of this letter you can contact me using the Remote Client Unit free-phone 0508 222 007.

Client is not ready

The Review Panel have decided that the Remote Client Unit continues to be the most appropriate way for you to access Work and Income services and assistance.

A new trespass notice will be issued to prevent you from entering Work and Income premises. You need to continue accessing Work and Income services and assistance through the Remote Client Unit.

If you have any questions about the content of this letter you can contact me using the Remote Client Unit free-phone 0508 222 007.

Yours sincerely

[Case Manager Name]

Case manager

Case manager

Copy: [copy of this letter is to be retained on client file]

RCU08 – Transitional Plan (regions)

Remote Client Unit Transitional Plan – [Client Name and SWN]

<p>Work and Income Region</p>	<p><i>[Client's return region]</i></p>
<p>Benefit Information</p>	<p><i>[Outline the clients benefit type and duration, include information about transfers or testing for other assistance]</i></p>
<p>Date of Trespass Expiry</p>	<p><i>[DD-MM-YY]</i></p>
<p>Proposed Transition Date</p>	<p><i>[List the transition period/date]</i></p>
<p>Summary of activities/needs</p>	<p><i>[Outline relevant details to help the case manager understand regular activities that the client undertakes, such as job seeking, medical, Hardship applications etc.]</i></p>
<p>Support from RCU</p>	<p><i>[Summarise actions the Remote Client Unit has taken to prepare the client for the transition. List the points agreed to by the client – this should include concerns the client may have about the transition to normal channels]</i></p>
<p>Handover notes</p>	<p><i>[Summarise information that is important for the new Case Manager to understand about the way the client interacts with RCU - This could include the client's historical matters or concerns, security history if relevant]</i></p>

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