



14 November 2022

Tēnā koe

On 14 October 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Can you please give me all information you hold regarding myself having a designated case manager;*
- *I wish for all information relating to this including any manuals or procedures you have relating to this;*
- *I also wish to know which relevant parts of legislature provide for the use of the designated case manager;*
- *I also wish to know what the c19 tag refers to on my file.*

On 19 October 2022, the Ministry responded to the parts of your request that asked for all information about you being designated a case manager, and what the C19 tag on your file referred to. The remainder of your request will be responded to in-turn:

- *I wish for all information relating to this [having a designated case manager] including any manuals or procedures you have relating to this;*

We have interpreted this as a request for all information, including manuals and procedures about how a client is designated a case manager.

The referral of a client to case management is determined based on the client's individual circumstances, identified suitable interventions, and opportunities available. There are a range of case management services available to clients depending on their specific circumstances. More information about case management can be found here: <https://www.workandincome.govt.nz/map/>

Currently, Work and Income offices work with clients directly to assess their individual needs and refer them to the appropriate service. For example, clients

with high or exceptional needs may be assigned an Integrated Services Case Manager who delivers a personalised service that takes into account the complexity of a client's circumstances. On the other hand, clients with less intensive needs and needing support with employment or housing may be assigned to a Case Manager. Service matching is client-centred, and based around the client's specific needs.

- *I also wish to know which relevant parts of legislature provide for the use of the designated case manager;*

The Social Security Act 2018 provides the legislative basis, and the links to any other relevant legislations, for the income support assistances provided by the Ministry. All New Zealand legislation can be accessed from www.legislation.govt.nz/.

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. The Ministry will do this by publishing this letter on the Ministry'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.

Ngā mihi nui

Bridget Saunders

Bridget Saunders
**Manager Issue Resolution
Service Delivery**