



27 May 2024

Tēnā koe

### **Official Information Act request**

Thank you for your email of 29 April 2024, requesting a copy of documents the Ministry relies on in ending an invalids benefit, and for complaints.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

#### *Ending an Invalids Benefit*

Please note that the Ministry has interpreted this aspect of your request to be for information relating to stopping or suspending Supported Living Payments, as the successor to the Invalid's Benefit. Information relating to Supported Living Payments can be found on our website here:

- <https://workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/introduction.html>.

A client is obliged to advise the Ministry of any changes in their circumstances that may affect their entitlement to Supported Living Payment. The Ministry may also review a benefit at any time to ensure that the client still meets the relevant qualifications and is getting the correct rate of payment. You may be interested in the following links, which discuss the results of changes to Supported Living Payment entitlement for clients:

- <https://workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/changes-and-reviews-supported-living-payment/client-no-longer-entitled-health-condition-injury-01.html>.
- <https://workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/changes-and-reviews-supported-living-payment/person-being-cared-for-has-changes-01.html>.
- <https://workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/obligations-failures-01.html>.

## Complaints

Information relating to the Ministry's complaints policy has previously been addressed under the Act, and our response can be found published on our website here:

- <https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2023/june/30062023-request-for-all-information-about-the-complaints-process-for-current-clients-including-policy-and-statistics-over-the-last-five-years.pdf>.

You may also be interested in information relating to the designated health practitioner referral process, which can be found at the following link:

- <https://www.workandincome.govt.nz/providers/health-and-disability-practitioners/designated-doctors.html>.


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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

p.p. 

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**