



**Making complaints about
Work and Income**

Easy Read

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Complaints about Work and
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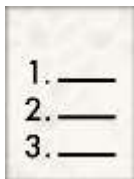
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Before you start



This is a long document.



While it is written in Easy Read it can be hard for some people to read a document this long.

Some things you can do to make it easier are:



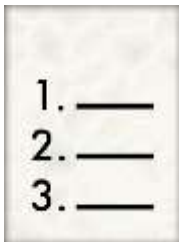
- read it a few pages at a time
- have someone to assist you to understand it.

Hard words



There are some words and names of groups in this book that may be hard to understand.

These words are in **large print**.



Go to the **List of hard words** on **page 22** if you want to know what the words mean.

About Work and Income



Work and Income is a **government agency**.



Government agencies report to the Government.



Work and Income is part of the **Ministry of Social Development**.

The Ministry of Social Development is a government department.

Work and Income can do things like:



- help people who are looking for work find a job



- help employers find the right people to work at their workplace



- pay people who do not have a job a **benefit** to help them when they are out of work



- help families when they do not have enough money to live on



- pay money to people who are 65 years or older



- sort out money for students to help them live when they are doing study.



The Ombudsmen Act (OA) tells the Ombudsman what complaints we can deal with.



The Ombudsman can look into complaints about Work and Income when it is about:



- **administrative conduct** – how Work and Income is run



- getting **official information** from Work and Income.



This fact sheet **only** tells you about complaints about how Work and Income is run.



For information about complaints to do with getting official information read our booklet called:

Making or complaining about requests for Official Information.

Complaints about Work and Income the Ombudsman cannot look into



There are some complaints about Work and Income that the Ombudsman **cannot** look into.

We **cannot** look into complaints about:



1. **Grants**



2. **Money you get from Work and Income**



3. **Advances**



4. If Work and Income give you too much money

If Work and Income give you too much money they will make a plan so you can pay the money back to them.



We **cannot** look into these things because you can have the **Benefit Review Committee** look at your complaint again.



If you are unhappy with what the Benefit Review Committee says you can tell the **Social Security Appeal Authority** about your Work and Income problem.



If you get a **Supported Living Payment** and you are unhappy with what Work and Income is doing you can talk to the **Medical Appeal Board**.



If you have a problem with your **Student Allowance** you can get Work and Income to look at it again.



If you are unhappy with the decision that Work and Income makes you can contact the **Student Allowance Authority** to help you.



Information about how to contact these groups will be in the letter Work and Income sends you about their decision.



The Ombudsman **cannot** normally look into a complaint about Work and Income if a court or tribunal can look into the problem.

Complaints about Work and Income the Ombudsman can look into



The Ombudsman **can** look into complaints about Work and Income when it is:



- not about the benefit you get
- about the way Work and Income is run by people who work there
- about **bad service** by your Work and Income Case Manager





The Ombudsman **can** also look into complaints about Work and Income when they are taking too long to:



- get back to you when you have sent them a letter or email



- make a time for you to visit your Work and Income office

- get back to you about an application for a:

- benefit

- advance

- allowance

- review.



What you need to do before you contact the Ombudsman



You need to do some things first before you contact us.



If you **do not** do these things we may decide we **cannot** look into your complaint.



You need to try to sort out your problem with Work and Income first.



If you **cannot** sort out your problem you can contact the Ombudsman to find out if we can help you.



You can find out about the Work and Income complaints process on their **website:**

www.workandincome.govt.nz

You can make a complaint by:



- talking to the Manager at the Work and Income office that is near you



- **Calling** Work and Income:
0800 559 009



- using the **online complaint form:**
www.workandincome.govt.nz



- **writing a letter:**

The Chief Executive

Ministry of Social Development

PO Box 1556

Wellington



If you **cannot** sort out your problem by doing these things then you can contact the Ombudsman.

How do you make a complaint to the Ombudsman?



If you **have not** been able to sort out your problem with Work and Income you can contact the Ombudsman.



We will look at your complaint to see if we can help you.



When you make a complaint to the Ombudsman make sure you:



- tell us what Work and Income did to worry you



- tell us why you think **Work and Income** has not done the right thing



- tell us how you would like your problem sorted out



- tell us the things you have done to try and sort out your problem



- give us copies of documents, letters and information you have about your complaint.

You can make a complaint to the Ombudsman by:



- calling us:
Free Phone: 0800 802 602



- using our online complaint form:
www.ombudsman.parliament.nz



- emailing us:
info@ombudsman.parliament.nz



- writing us a letter and posting it to:
The Office of the Ombudsman
P.O. Box 10152
Wellington 6143



- faxing us:
Fax: 04 471 22 54



Our offices are open:

8:30am to 5pm Monday to Friday.



Call to make a time if you need to come
and see us.

There is an Ombudsman office in
Auckland, Wellington and Christchurch:



Wellington

Level 7, 70 The Terrace,
Wellington 6011



Auckland

Level 10, 55–65 Shortland Street,
Auckland 1010



Christchurch

Level 2, 138 Victoria Street,
Christchurch 8013

List of hard words



Administrative conduct

Administration means the way a group of people run an agency or organisation.

Conduct is the way people behave or do things.

Administrative conduct is the way an agency is run by people.



Advance

An advance is when Work and Income gives you money to buy something you need.

This money will normally have to be paid back to Work and Income.



Appeal

An appeal means to ask a court or tribunal to look at a decision made by Work and Income again.

The Court might say Work and Income was:



- right



- wrong.



Application

If you make an application this means you are asking for:

- something
- something to happen.

For example you might make an application for a benefit because you do not have a job.



Benefit

A benefit is the money Work and Income gives you to help you get the things you need to live.

For example you might be able to get a benefit if you do not have a job.



Benefit Review Committee

The Benefit Review Committee is a group of 3 people who will look at your complaint again.

The people in the group work for the Ministry for Social Development.



The group will meet with you to talk about your problem.

They will tell you what they think can be done about it.



Grant

A grant is money Work and Income can give you for something you need.

You do not always have to pay this money back to Work and Income.



Official information

Official information is the information a government agency has.

You can ask to see this information if you need to.



Resolution

Resolution means to sort out a problem in a way you are happy with.



Review

A review means that something is looked at again.



Social Security Appeal Authority

The **Social Security Appeal Authority** is a group made up of people that work for the Ministry of Justice.

You can talk to the Social Security Appeal Authority if you are not happy with what the Benefit Review Committee has said about your problem.



Student Allowance

The Student Allowance is money a student gets each week to help them live while they study.

Students do not have to pay a student allowance back.



Student Allowance Authority

The Student Allowance Authority is a group of people who look at complaints about student allowances.

If you are unhappy with your student allowance you can contact the Student Allowance Authority.



Supported Living Payment

The Supported Living Payment is money given to help somebody if they cannot work because they:



- have a disability that stops them being able to work



- are very sick



- have hurt themselves badly.



Tribunal

A tribunal is like a court.

Other Ombudsman fact sheets



We have made other fact sheets about making complaints to other agencies.



They are all in Easy Read.

The other fact sheets are about making complaints about:



ACC (Accident Compensation Corporation)

EQC (Earthquake Commission)



Immigration New Zealand

Inland Revenue Department.

Oranga Tamariki – Ministry for Children



This information has been translated into Easy Read by
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