



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

13 September 2023

Tēnā koe

You emailed the Ministry of Social Development (the Ministry) on 18 August and 19 August 2023 requesting, under the Official Information Act 1982 (the Act), the following information:

- *I would like to formally request policies on how you deal with people on communication plans and any policies around procedures for the remote*
- *I would like to see how complaints are dealt with.*

For the sake of clarity, the Ministry will respond to your requests in turn.

- *I would like to formally request policies on how you deal with people on communication plans and any policies around procedures for the remote*

Please see enclosed the Remote Services Business Process, which will provide you with the guidelines and policies for Remote Services' procedures.

- *I would like to see how complaints are dealt with*

The Ministry takes all complaints seriously, not only to resolve the issue(s) raised but also for continuous improvement of the service we provide to our clients.

A complaint must be acknowledged within 24 hours (unless it is resolved within that time). All complaints need to be fully investigated and resolved within 5 working days, unless there is a good and sufficient reason for the delay. Where there is a delay, the client must be kept informed of the progress.

The Ministry's publicly available website sets out the complaint process for anyone who wishes to make a complaint to the Ministry, at this link: [www.msd.govt.nz/about-msd-and-our-work/contact-us/complaints/index.html](http://www.msd.govt.nz/about-msd-and-our-work/contact-us/complaints/index.html).

The Ministry's procedure for complaints received through the website form is to direct them to a staff member in the region where the client is resident. The staff member will record the complaint in the Ministry's system for automatic allocation to a designated person.

I refer you to **Appendix One** which contains the staff resource regarding the escalation of complaints.

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

Ngā mihi nui

*Bridget Saunders*

Bridget Saunders  
**Manager**  
**Issue Resolution**

## Appendix One

# Handling complaints

How to lodge a complaint, types of complaints, what to do with complaints around certain units/lines and how to manage them.

**!** All complaints for Emergency Housing (supplier or occupant) must be assigned to the relevant regional office - do not assign these to individual case managers.

You may get calls from people wanting to make a complaint. This could be for a variety of reasons including (but not limited to):

- how long it took us to answer their call
- a staff member providing insufficient information
- how long it took to get back to them about something
- an emergency housing supplier or occupant.

Clients have the right to make a complaint and have the matter looked into. We take all complaints seriously and aim to learn from them. We'll also try to make sure the same thing doesn't happen again. The caller may be happy to discuss their issue with you when they make the complaint, allowing you to resolve it immediately. If not, you must lodge it in old HIYA.

Complaints for Remote Client Unit | Government Helpline | Fraud Investigation | Emergency Housing

### Remote Client Unit

Any RCU clients must be transferred to RCU (0800 222 007). They can leave a voicemail and their complaint will be followed up by the unit. If they call outside of business hours, tell them to call back Monday - Friday, 8.30am - 4.30pm.

Don't add the complaint in old HIYA.

### Government Helpline

Any complaints received on the Government Helpline should be recorded in the Government Helpline template. This gives visibility for any trends that may develop by working with other agencies but is not our issue to resolve.

The only complaints that should be lodged are ones about services provided through the Government Helpline or our response to the event.

### Fraud Investigation

If a client wants to make a complaint about a letter asking them to provide information, in the first instance please refer them to the Investigator who has sent the request. The investigator's name will be on the letter in CMS.

- If the client wants to lodge a complaint about information gathered for a previous fraud case, please refer them to the [investigation enquiry form](#) (Work and Income website).
- Complaints about the right to gather information about a client (use of Schedule 6 powers) can also be lodged with the Office of the Privacy Commissioner or with the Ministry's internal Privacy Team.

### Emergency Housing

All complaints for Emergency Housing (supplier or occupant) must be assigned to the relevant regional office in old HIYA - do not assign these to individual case managers. Make sure you choose the most accurate complaint type eg there are 10 emergency housing specific complaint types to choose from.

**Important:** If it's a complaint about an Emergency Housing occupant, please do not add any client information (first/last name, address, client number or contact number) into the form – leave these fields blank to maintain privacy.

How to lodge a complaint in HIYA

A complaint is not a review of decision. These have their own guidelines and processes.

Step	Process
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1.	<p><b>Access old HIYA Complaint Management System</b></p> <ol style="list-style-type: none"> <li>open your <a href="#">HIYA web browser</a></li> <li>login <ul style="list-style-type: none"> <li>username - your CNP login</li> <li>password - your password</li> </ul> </li> </ol>
2.	<p><b>Record the complaint</b></p> <ol style="list-style-type: none"> <li>Complete the form to record all details of the complaint  <b>Important:</b> If it's a complaint about an Emergency Housing (EH) occupant, please do not add any client information (first /last name, address, client number or contact number) into the form – please leave these fields blank to maintain privacy.</li> <li>Make sure you choose the most accurate complaint type eg there are 10 emergency housing specific complaint types to choose from.  When selecting the site involved in the complaint: <ul style="list-style-type: none"> <li>assign all EH supplier complaints to the relevant regional office</li> <li>assign all other complaints to the relevant service centre, regional office or unit - Do not assign to National Office, Contact Centre Operations, etc</li> <li>if you're unsure where the complaint should go, assign it to your site and the Gatekeeper who will determine where it's best to go.</li> </ul> </li> </ol> <p>3. click 'submit' once you have finished</p> <p><b>Important</b></p> <ul style="list-style-type: none"> <li>all information recorded must be professional. If the client has used abusive language, don't add this to the complaint. Just record that the client has used abusive/threatening/rude language</li> <li>if the complaint is about an individual, don't put their name in the details section. If you need to refer to them, please put their role eg, customer service representative or case manager (there is a separate section where you can add the name).</li> </ul> <p>Complaints about Fisher and Paykel  If the client has a complaint about Fisher and Paykel:</p> <ol style="list-style-type: none"> <li>lodge this in HIYA</li> <li>complete the CMS note 'Hardship whiteware complaint' with as much detail as possible (issue, complaint number etc)</li> <li>copy and paste the CMS note into an email and forward to <a href="mailto:Procurement_whiteware@msd.govt.nz">Procurement_whiteware@msd.govt.nz</a>. This team will then investigate the complaint with Fisher and Paykel and provide the site with an outcome to complete HIYA.</li> </ol> <p>The gatekeeper will assign the complaint to the client's office.</p> <p><b>More information:</b> <a href="#">Complaint process involving Fisher and Paykel</a> (Doogle)</p>
3.	<p><b>Complaint number</b></p> <p>Once you click 'Submit', a box will pop up with the HIYA complaint number.</p> <p>You need to:</p> <ul style="list-style-type: none"> <li>write this number down</li> <li>tell the client</li> <li>add it to a CMS note under 'General Engagement'</li> </ul> <p>If you don't write the number down, you can search for it in the complaints list - it will be assigned to your site, with the date and time it was submitted. You can check by clicking on 'V'.</p>

4.	<p><b>Sign Off</b></p> <p>Once the complaint has been submitted, the site gatekeeper who receive a system generated email to follow up and re-assign if necessary.</p> <p>The assigned person will look into the complaint and update it as appropriate. Once the complaint has been resolved, you will receive an email (you don't have to do anything with this).</p>
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#### Types of complaints

Complaints can be made verbally or in writing and can lodged with CSRs, services centres, regional or national office. All complaints must be lodged in the HIYA complaints system and then assigned to the correct place.

Complaint Type	Definition	Example
<b>Action Taken</b>	Complainant is not happy about the action a staff member has taken as it's caused hardship or distress to the client.	<ul style="list-style-type: none"> <li>staff member changes a client's appointment time without talking with the client first</li> <li>client was referred to an inappropriate seminar</li> </ul>
<b>CE Correspondence</b>  (National Office only)	<p>A complaint is made to the Chief Executive (CE) about a service received from MSD.</p> <p>This correspondence is formally lodged with Ministerial and Executive Services in National Office. There are strict timeframes for providing a written response in order for the letter to be sent from the CE.</p> <p>If a client requests the CE email suggest they are supplied with the feedback form <b>first</b>. This is the best way to make sure complaints are sent to the right place. If this does not satisfy the client then they can direct concerns to <a href="mailto:Debbie_power@msd.govt.nz">Debbie_power@msd.govt.nz</a>. Speak to a manager first before giving this email.</p>	<p>More information: <a href="#">Ministerial and Executive Services</a></p>
<b>Confidentiality</b>	Complainant states their information hasn't been kept confidential.	<ul style="list-style-type: none"> <li>personal information was discussed and overheard by nearby staff and clients</li> <li>personal information has been released without the client's consent eg, family members, third parties               <ul style="list-style-type: none"> <li>client could see personal information of other clients on the desk when they came in</li> </ul> </li> </ul>

<b>Designated Health Practitioner OR Medical Appeals Board Member</b>	A complaint about a designated health practitioner or medical practitioner on a medical appeals board.	<ul style="list-style-type: none"> <li>• <i>Manner</i> - eg practitioner was abrupt, rude or didn't give their case due consideration</li> <li>• <i>Conduct</i> - eg practitioner behaved or said something inappropriate</li> <li>• <i>Decision</i> - eg client is unhappy about a health practitioner's decision.</li> </ul> <p><b>Note:</b> this becomes a matter for the <a href="#">Medical Appeals Board</a>.</p>
<b>Environment</b>	A complaint about a service centre / community link's appearance or functionality.	<ul style="list-style-type: none"> <li>• not accessible to public transport / free parking</li> <li>• no suitable access for disabled clients</li> <li>• site is dirty / smells / dead plants</li> <li>• site is operating on skeleton staff due to planning or training</li> </ul>
<b>Information Provided</b>	Complainant is unhappy with information provided by staff.	<ul style="list-style-type: none"> <li>• staff member has insufficient product / process knowledge</li> <li>• client wasn't offered appropriate advice or service</li> </ul>
<b>Interpersonal Skill / Staff Attitude</b>	Complaint about a staff member's attitude, manner or demeanour.	<ul style="list-style-type: none"> <li>• client felt belittled during an appointment</li> <li>• staff member was abrupt on the phone or on reception</li> <li>• staff member wasn't listening to the client</li> </ul>
<b>Policy / Legislation / Procedural</b> (This is not a Review of Decision)	Complaint about the policy or processes used by Work and Income.	<ul style="list-style-type: none"> <li>• unhappy about opening hours</li> <li>• feels a policy is incorrect / unfair / wants to change</li> </ul>

<b>Technology</b>	Complaints about delay in payments that have been caused by a system delay/fault in service provided due to system outages.	<ul style="list-style-type: none"> <li>• delayed payments from SWIFTT</li> <li>• delays in answering calls at the contact centre</li> </ul>
<b>Timeliness</b>	Complaint about a delay in getting a service or decision from Work and Income.	<ul style="list-style-type: none"> <li>• benefit application hasn't been granted and it is passed the expected timeframe.</li> <li>• staff member hasn't responded to a client's voice mails / emails</li> </ul>
<b>Emergency Housing (EH)</b>	A complaint about an emergency housing supplier or occupant.	<p>For examples, see <a href="#">Complaints from an EH Supplier or EH Occupant</a> (Doogle)</p>

Released under the Official Information Act (1982)





CARD SERVICES	+
DESKFILE	+
EMPLOYMENT AND TRAINING	+
INCOME SUPPORT	+
LEGISLATION	-
Acts	
Guidelines	-
Official Information Act 1982 guidelines	
<b>Privacy Act 2020 guidelines</b>	
Ministerial directions	+
Reciprocal orders	
Regulations	+
Welfare programmes	+
SOCIAL HOUSING	+
STUDENTS	+
TO OR FROM OVERSEAS	+
YOUTH SERVICE	+

## Complaints to the Privacy Commissioner

[CONTENTS »](#)

If a client believes that the Ministry of Social Development has breached their privacy and is not satisfied with how the Ministry has handled their complaint, they can ask the Privacy Commissioner to investigate. The Privacy Commissioner will:

- decide whether to investigate the complaint
- require Ministry staff members to answer questions and require the Ministry to give information relating to the complaint
- determine whether interference under the Privacy Act 2020 has taken place
- explore the possibility of a settlement

Privacy complaints can go to the Human Rights Review Tribunal for resolution if they cannot be resolved by the Privacy Commissioner. The Human Rights Review Tribunal can award damages of up to \$350,000 against the Ministry to the complainant for interfering with their privacy.

For more information, from the Office of the Privacy Commissioner, see:

[Introduction to complaints](#)

[Contact us](#)

### Legislation

[Complaints section 70 Privacy Act 2020](#)

[TOP ▲](#)

[? Helpline](#) [Feedback](#)

[Privacy Act 2020 guidelines - Contents](#)



## Complaints Overview and Management

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This provides you with information about receiving and manage general or client (or their agent/advocate) complaints.

On this Page:

### What is a complaint?

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A complaint is an expression of dissatisfaction, usually about service, staff, behaviour or the environment. Complaints that relate to specific service received should not be dealt with by the person concerned, although the person concerned should be given an opportunity to provide an explanation.

A complaint can be made verbally, through the online complaint form on our website, or in writing. Complaints can be lodged with contact centres, service centres, regional offices or national office and should always be recorded in the [old HIYA system \[http://hiya/Default.jsp\]](http://hiya/Default.jsp).

**Note** a complaint is not a review of decision; these have their own guidelines and processes.

The link below provides you with definitions and examples of the types of complaints you may receive. These are also available via a link directly on the lodging a complaint form in the HIYA Complaints Management System.

[Complaint types, definitions and examples \[http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaint-types-definitions-and-examples.html\]](http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaint-types-definitions-and-examples.html)

### Where are complaints recorded?

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While complaints can be received through multiple channels, they should **all** be recorded in the HIYA Complaints system. This allows recording and managing of a complaint from receipt to resolution.

Standards about how to manage a complaint have also been developed.

Providing a central and standard complaint process supports Service Excellence. Service Excellence is an agreed set of standard practices and processes used to deliver service to Work and Income clients, resulting in a professional and consistent service.

[Our Client Commitments \[http://doogie/business-groups/helping-clients/service-delivery/strategy-and-change/client-commitments/client-commitment-overview.html\]](http://doogie/business-groups/helping-clients/service-delivery/strategy-and-change/client-commitments/client-commitment-overview.html)

### Timeliness Standards

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A complaint must be:

acknowledged within 24 hours (unless it is resolved within that time).

fully investigated and resolved within 5 working days, unless there is a good and sufficient reason for the delay.

Where there is a delay, the client must be kept informed of progress.

### Who manages complaints?

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A complaint can be received and recorded by any person (or through the online complaint form on the [Work and Income website \[https://www.workandincome.govt.nz/about-work-and-income/complaints/index.html\]](https://www.workandincome.govt.nz/about-work-and-income/complaints/index.html)). The webform will route the complaint to a person within the clients region. They will ensure it is sent to the correct place. Generally this person will lodge the complaint to HIYA for the appropriate unit. Exceptions to this will be where the complaint:

Relates to an unknown staff member at the Contact Centre - these can be escalated to Contact Centre Operations Team National Office

Sensitive matters that may need to be escalated to HR or a Senior Manager

Non-complaints (i.e., requests for Hardship assistance; questions) - which can be lodged to S2P or Q-Manager, or sent to the local site

Once it is recorded it will automatically be assigned to a gatekeeper or designated person. The gatekeeper or designated person will be responsible for managing the complaint from the time it is received until the time it is resolved.

Gatekeepers or designated people are generally:

**Service Centre** - Manager Client Service Delivery or Manager Client Service Operations

**Regional Office** - Executive Assistant to the Regional Director

**Contact Centres and Processing Units** - specifically assigned gatekeepers

**National Office** - will vary depending on department

Gatekeepers and designated persons may assign the complaint to a more appropriate person to resolve, however they are still responsible for the complaint until it is resolved.

## Recording and acknowledging a complaint

Once a complaint is received, it must be recorded in the HIYA Complaints Management System. Once recorded, it will be assigned a number then will automatically be assigned to a gatekeeper or designated person.

Information recorded must be factual because the client can request a copy of all information we hold about them.

[Process on how to log a complaint in HIYA \[http://doogole/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/hiya-instructions-for-complaints.html\]](http://doogole/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/hiya-instructions-for-complaints.html)

## Assessing a client complaint

If a complaint is received, then the following steps should be taken:

Step	Action	Links
1.	<p>Initial assessment:</p> <ul style="list-style-type: none"><li>• Does the complaint need to be escalated immediately (e.g. threat of harm to self or others)?<ul style="list-style-type: none"><li>◦ If yes, go to step 2.</li><li>◦ If no, continue.</li></ul></li><li>• Do we need more information?<ul style="list-style-type: none"><li>◦ If yes, email the submitter to request more information.</li><li>◦ If no, continue to step 3.</li></ul></li></ul>	
2.	<p>Ensure you complete the following to escalate the complaint appropriately.</p> <p>Threats of self-harm:</p> <ul style="list-style-type: none"><li>• Contact the manager(s) of the local Service Centre for a welfare check to be arranged (by Police) immediately.</li><li>• Ensure the complaint is lodged in HIYA and assigned to the appropriate manager.</li></ul> <p>Threats to staff:</p> <ul style="list-style-type: none"><li>• Email the following people/teams immediately:<ul style="list-style-type: none"><li>◦ Manager(s) for the Service Centre, or Unit</li><li>◦ Regional Director - or Senior Manager (Manager Contact Centre Services/Manager Centralised Services)</li><li>◦ Health, Safety and Security and IT Security teams at National Office</li></ul></li></ul> <p>Threat to contact media outlets:</p> <ul style="list-style-type: none"><li>• Email the following people/teams immediately<ul style="list-style-type: none"><li>◦ <u><a href="https://doogole.ssi.govt.nz/business-groups/helping-clients/service-delivery/teams/dce-office.html">DCE Office Service Delivery [https://doogole.ssi.govt.nz/business-groups/helping-clients/service-delivery/teams/dce-office.html]</a></u></li><li>◦ <u><a href="https://doogole.ssi.govt.nz/business-groups/organisational-assurance-and-communications/comms-and-engagement/media-team.html">Media [https://doogole.ssi.govt.nz/business-groups/organisational-assurance-and-communications/comms-and-engagement/media-team.html]</a></u></li><li>◦ Manager(s) for the local office(s)</li></ul></li></ul> <p>Next, continue to step 3 regarding the complaint itself.</p>	Recording incidents in STAR
3.	<p>For complaints about our Contact Centre or Processing Units, is the staff member been identified?</p> <ul style="list-style-type: none"><li>• If yes, continue to step 4.</li><li>• If no, refer to <u><a href="https://doogole.ssi.govt.nz/community/display/HIYA/Contact+Centre+liaison+guide">Contact Centre Services [https://doogole.ssi.govt.nz/community/display/HIYA/Contact+Centre+liaison+guide]</a></u> to confirm staff member details (or, speak with your Manager) and continue to step 4.</li></ul>	

4.	Lodge details in HIYA. An email will be sent to the gatekeeper of the assigned site.
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## Complaints from Emergency Housing Occupants or Suppliers

Complaints about EH suppliers and/or EH occupants are managed by Regional Managers or a delegated person.

For more information see:

[EH Supplier \(Complainant\) Complaint Process \[http://doogole/resources/helping-clients/procedures-manuals/social-housing/eh-suppliers-complainant-complaints.html\]](http://doogole/resources/helping-clients/procedures-manuals/social-housing/eh-suppliers-complainant-complaints.html)

[EH Occupant Complaint Process \[http://doogole/resources/helping-clients/procedures-manuals/social-housing/eh-occupant-complaints-process.html\]](http://doogole/resources/helping-clients/procedures-manuals/social-housing/eh-occupant-complaints-process.html)

## Complaints for Youth Service (Youth Payment and Young Parent Payment)

Youth Service client complaints are generally managed by one of the following:

Youth Services Support Unit (YSSU)

Service Provider

Regional Contracts Manager

Service Centre Manager

For more information see:

[Complaints process for Youth Service clients \[http://doogole/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-for-youth-service-clients.html\]](http://doogole/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-for-youth-service-clients.html)

## Complaints about Preferred Suppliers (Whiteware; Glasses)

The complaints process about a preferred supplier for Hardship Assistance will depend on what the issue is. For more information see:

[Complaints process involving Fisher & Paykel Appliances Ltd \[http://doogole/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-involving-fisher-paykel.html\]](http://doogole/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-involving-fisher-paykel.html)

## Reporting and monitoring

### Monitoring

Complaints must be regularly monitored by gatekeepers and designated staff to ensure that standards are met, with an emphasis on quality, accuracy and timeliness.

### Reporting

A report can be obtained from HIYA at any time and can provide information about complaint types, outstanding complaints and/or signed off complaints.

You can also monitor trends and other information by exporting the standard HIYA complaint report to 'csv' format. From this you can report on all data that is captured when a report is lodged.

Managers should regularly monitor for trends so that improvements can be made.

Automated reporting from HIYA is currently being developed and will be available from this page in 2008.

Content owner: [Service Delivery Planning and Analysis](#) Last updated: 22 November 2022



## Recording and managing complaints in HIYA

If you receive a complaint, the following process must be followed so the complaint can be managed from receipt to resolution.

Stage	Steps	Tools & Forms
<b>Access HIYA Complaints Management System</b>	<ol style="list-style-type: none"> <li>There are three ways to access HIYA: <ul style="list-style-type: none"> <li><i>Start Button &gt; Menu System &gt; HIYA &gt; HIYA Live</i></li> <li>In the location bar in doogle, type <i>HIYA</i> and press <i>ENTER</i></li> <li>From the link in an email if you are accessing a complaint that is already lodged.</li> </ul> </li> <li>Log in to HIYA. Use your CNP Login, eg jblog001 and enter the password. The password will be the same password you use to access your calendar.</li> <li>From the menu bar, select <i>Complaint</i>.</li> </ol>	
<b>Record a complaint</b>	<ol style="list-style-type: none"> <li>Select <i>Lodge Complaint</i> from the Complaints homepage. This can also be selected from the menu bar.</li> <li>Complete the form to record all the details of the complaint. Ensure that you enter as much detail as possible. Remember that clients can request copies of their personal information so ensure the information you enter is appropriate. If a staff member is the subject of a complaint, do not enter their name in the details section; there is a separate field for this which links to the Global directory. You may also add attachments to the complaint, eg a scanned copy of the complaint and/or other relevant information.</li> <li>If necessary, <i>Secure</i> the complaint at the time it is lodged. Only managers can un-secure complaints.</li> <li>Submit the form. If you have not completed compulsory fields, an error message will appear.</li> </ol>	
<b>System actions</b>	<ol style="list-style-type: none"> <li>A unique identifier number is allocated to the complaint. You should note this number as you may need it when searching for and updating complaints later. If you dont keep the number, you are able to search for the complaint from the complaint list - see step 10.</li> <li>An email notification will automatically be sent to the gatekeeper or designated person as soon as the complaint is submitted. It will specify the required response time and provide a link to the complaint where it can be viewed, assigned or updated. Keep the email until the complaint is resolved as this is the easiest way to access the complaint again. The email notification is system generated, so you can not respond to it.</li> <li>The complaint is added to the Complaints List. You can search in this list and it can also be filtered from the links in the <i>Form</i> column. Each individual complaint can be assigned/updated, viewed and sign-off by selecting the appropriate letter link: <b>A - Assign / Update</b> <b>V - View details</b> (you can view all the complaint details) <b>S - Sign-off</b> (this may only be completed when the complaint is resolved)</li> </ol>	

Stage	Steps	Tools & Forms
<b>Assign or reassign the complaint</b>	<p>11. Gatekeepers or designated people will receive the complaint as soon as it is loaded. They may reassign the complaint to a more appropriate person to resolve.</p> <p>If you need to reassign the complaint to another staff member in another site you need to identify that site using the <i>site</i> selection field before assigning the right person. If you leave the <i>Assigned to</i> field empty, the complaint will automatically assign to the gatekeeper or designated person at the new site.</p> <p>12. Add a comment to the <i>Update comment</i> field to explain the actions you have taken.</p> <p>13. Click the <i>Update</i> button.</p>	
<b>Add updates</b>	<p>14. Use the <i>Update comment</i> field to record all progress towards resolving the complaint.</p> <p>15. Click the <i>Update</i> button at the bottom of the screen.</p>	
<b>Record the resolution</b>	<p>16. Resolve the complaint as soon as possible. If it is not resolved within 5 working days it will be automatically escalated to your manager.</p> <p>17. Record the outcome in the <i>Resolution Detail</i> field.</p>	
<b>Sign-off</b>	<p>18. Click the <i>Sign-off</i> button.</p> <p><b>Note</b> Although a complaint may be signed-off, you can still update the complaint using the <i>Update comment</i> field at any time.</p>	

Content owner: [Work and Income National Office](#) Last updated: 29 November 2020

**MINISTRY OF  
SOCIAL DEVELOPMENT**  
Te Manatū Whakahiato Ora

Remote Services Business Process

Author:  
Owner: *Graham Allpress*

Release Date: *16/08/2022*



## Sign off

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

Name	Role	Signature/Date
Graham Allpress	Director, Client Service Delivery	 16/8/22
Caveats: .....		
Caveats: .....		

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

## **Purpose**

Remote Services is an independent service delivery unit that provides a similar service to that of a service centre. The unit, originally established under the name Remote Client Unit in 2004, is to provide an alternative Case Management model for clients that present a risk of violence or psychosocial harm to MSD staff.

The unit provides income, housing and, in some cases, employment assistance to clients via phone, email, online and postal services. Staff from the unit do not meet with clients face to face.

The goal of the Remote Services team is to work with each client in a way that helps them to make positive steps and changes that see them return to independence, including accessing services and assistance through normal MSD channels (Service Centres, Contact Centres, Centralised Services and Online Services).

Due to the nature of their clientele, the safety and wellbeing of Remote Services staff is paramount. There are provisions in place to ensure the safety and wellbeing of staff working in Remote Services. These include but are not limited to; protecting the unit location, the management of mail, the phone system set up, threat management, personal security assessments, coaching and professional supervision.

Although a client may be assigned to Remote Services, they ultimately belong to the region in which they reside. The overall success of the service relies on the partnership being maintained between the regions and the service, in order to successfully return these clients to normal MSD channels, work or training.

## **Roles and responsibilities**

Remote Services is a centralised service managed via Client Service Delivery and supported by the Health Safety and Security team. The key roles involved in the delivery of the service and their responsibilities are outlined below.

### **Integrated Services Case Managers**

Day to day case management is undertaken by Integrated Services Case Managers, who provide Work and Income services to all clients assigned into Remote Services. This is intensive case management where staff will provide one on one wrap-around support. This service includes taking a holistic approach to their clients' needs and wellbeing.

Remote Services aims to develop a relationship that enables staff to work proactively with each client to help him or her set and achieve social development goals.

### **Manager Client Service Delivery Support**

The Manager Client Service Delivery Support oversees the day-to-day operations of this service, including decisions needed to deliver Work and Income products and services, complaints, and issues. The Manager provides regular coaching and manages the overall performance of the team.

The Manager Client Service Delivery Support is responsible for overseeing the process of referrals into, and transfers out of, the service.

### **Director, Client Service Delivery**

Generally, the Director Client Service Delivery will not be involved in the day to day running of Remote Services, however they are the point of escalation for the Manager Client Service Delivery Support, for any issues or complaints management.



## **Principal Advisor, Client Service Delivery**

The Principal Advisor, Client Service Delivery provides expert advice and support to Integrated Services Case Managers and the Manager Client Service Delivery Support, on complex cases. They also support Remote Services with issues resolution, Privacy Act requests and legal advice such as reviews of decisions and benefit review committee hearings.

## **Health Safety and Security Team**

The Health Safety and Security Team provide support to Remote Services and regions regarding safety and wellbeing concerns. This support includes risk analysis, guidance on managing threats, wellbeing support and security advice. They also support Remote Services with risk analysis to review referrals and transfers aligning with the eligibility criteria. HSS hold a national relationship with Police for significant issues and information requests.

## **Regional Offices and Service Centres**

Regional Offices and Service Centres ensure the referral process is completed in full and that relevant information is provided at the time of the referral to Remote Services. They also work in partnership with the remote services team to ensure clients are supported in regions when required.

## **Referral Criteria**

### **Violence Criteria**

Client referrals to Remote Service is based on trespass due to the violent criteria.

### **Psychosocial harm Criteria**

Client referrals to Remote Services can also be based on the psychosocial harm criteria.

### **Violence criteria**

1. The client has a history of violent, aggressive or intimidating behaviour that has or may cause physical harm to our people<sup>1</sup>

**and/or**

2. The client has relevant convictions for violence, aggression, or intimidation. This may include unlawful possession of firearms, weapons, or knives. Each conviction will be addressed and managed on a case-by-case basis to help determine the client's entry into the service and exit.

**and/or**

3. The client is known to other agencies as being a high risk to public or staff physical safety

**and**

4. Alternate case management approaches<sup>2</sup> have been considered, or undertaken and deemed unsafe or not reasonably practicable

### **Psychosocial harm<sup>3</sup> criteria**

1. The client has a history of behaviour<sup>4</sup> that has or may cause harm to the mental health or wellbeing of our people<sup>1</sup> and make them feel emotionally or physically unsafe

**and/or**

2. The client has relevant convictions that may include those fitting the violence criteria, but can also be, and are not limited to, harassment, harmful digital communications, breach of restraining orders, or threatening behaviour

**and/or**

3. The client is known to other agencies as being a high risk to public or staff psychosocial safety

**and**

4. Alternate case management approaches<sup>2</sup> have been considered, or undertaken and deemed unsafe or not reasonably practicable

<sup>1</sup> **People** includes our staff, clients, contractors, professionals (e.g. health providers) associated with the services that we deliver

<sup>2</sup> **Alternate case management approaches** include case management by telephone, assigning a designated case manager, appointing an agent, partnering with a community provider, or using an alternative site

<sup>3</sup> **Psychosocial harm** indicators include distress, anxiety, depression, increased need for psychological support, reduced productivity, longer recovery times and poor sleep

<sup>4</sup> **Behaviour** that may cause **psychosocial harm** includes initiating improper pressure and harassment, in the forms of, but not limited to; repeated and unnecessary communication, repeated indirect threats, repeated attempts to manipulate decision making, repeated insistence on escalating all interactions to higher managers, lewd, racist, sexist or other discriminatory behaviour

## Referral process

Where a client is behaving in a manner that could cause harm to staff this must always be reported in STAR.

If a manager believes that a client's behaviour is escalating, or a history of STAR events indicates that they are likely to be causing harm to staff, they are encouraged to link with their Senior Advisor Regional HSS to discuss the nature of the harm and the possible mitigations that can be put in place. This may include alternate case management approaches, warnings, trespass, appointment of agent(s) or Police involvement.

Where these reasonable steps to case manage and support the needs of the client locally have been considered, or undertaken and deemed unsafe or not reasonably practicable, or in circumstances where there are immediate and significant safety concerns for staff, the region should complete a referral to Remote Services.

To refer a client the completed referral form (Appendix one) should be emailed to [msd\\_rcu@msd.govt.nz](mailto:msd_rcu@msd.govt.nz).

Client Service Delivery and HSS will review the referral form against the criteria within 2 working days of receipt.

Within 5 working days of the referral a conference call will be arranged between a representative from the referring region, Client Service Delivery and HSS to discuss the referral and determine whether the client will be accepted to Remote Services. Once an outcome is reached this will be documented on to CMS.

If a referral is urgent the Regional Director should advise Remote Services. For these urgent referrals a decision will be made within 2 working days.



### **Not suitable**

If the referral is not approved, the decision will be confirmed to the region in writing by the Client Service Delivery team, along with advice about next steps, and what triggers may lead to the referral being reconsidered.

If the region does not agree with the decision the Director Client Service Delivery will review the referral and any information gathered during the teleconference to confirm a final decision.

### **Accepted to Remote Services**

If it is agreed that the client will transfer to Remote Services, the team will work with the region to determine an initial period that the client will be in the unit, after which the Remote Services approach will be reviewed. There will also be a Client Plan that Remote Services and the Client will need to complete at first contact.

The Client plan will include details such as:

- What are the client's Goals?
- Where do they see themselves in 6 months' time?
- Preferred method of contact e.g., email/phone
- Frequency of contact
- Level of support required

The factors that may determine the timeframe for review are:

- The nature of harm, or potential harm, to our people
- Whether there is a trespass notice in place
- Whether there are immediate needs causing increased need for support (such as housing instability, reviews of decision or similar)

The minimum review period will be six months, and unless there are exceptional circumstances based on risk factors, the maximum review period will be 2 years.

Where required, Client Service Delivery and the region will agree on a milestone achievement before the client will return to being locally managed, along with any key partnership areas required to support the client (for example housing or employment support.)

### **Transfer in process**

When a referral is accepted, the Remote Services team will send the region a confirmation email outlining the agreed review period, and how Remote Services and the region will work together to support the client.

Remote Services will send the client a welcome letter, introducing them to the service, outlining the service they will receive and how that aligns with the Ministry's values:

- Manaaki — we care about the wellbeing of people
- Tika me te pono — we do the right thing with integrity
- Whānau — we are inclusive and build belonging.
- Mahi tahi — we work together, making a difference for communities

A Special Caution will be added to the client's CMS record, detailing that only the Remote Services team should access and update the client's record.

All correspondence and documents received at service centres must be forwarded to the unit.

The client's SWIFTT record is transferred into the Remote Services district code (307).

The postal address for the unit is added to the client record. This is done to prevent standard letters being sent directly to the client, which could in error, invite them to call the general Work and Income number or visit a Service Centre.

### **Case Management Approach**

All clients are managed through integrated services case management principles, practice and processes, with a goal to enable the client to return to regular case management channels.

A key focus of the Remote Services team is to ensure that families and individuals receive the right support at the right time that meets their needs.

To support this approach, the first step is to ensure each client is provided with the right assistance and supports. The Integrated Services Case Managers take a 'clean slate' approach, looking towards the future and considering how best to support the client, rather than focusing on any previous behaviour or issues.

Clients can contact Remote Services by:

**Phone:** 0508 222 007 (Monday - Friday 8:30am to 4:30pm)  
**Email:** msd\_rcu@msd.govt.nz  
**Mail:** Remote Services  
PO Box 31617  
Lower Hutt 5040  
Wellington

When a client phones the toll-free number, they can leave a message and the team will respond as soon as they're able (usually within 24 hours).

Regular reporting is available, relating to the engagement and level of support provided to the client.

All applications for assistance are informed according to the existing processes and procedures outlined in MAP for case managers.

Hardship payments will be made via the Payment Card system.

### **Reporting**

Every client contact is recorded in the Remote Services Contact Log and CMS. This tool and system 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 Remote Services review process, enabling the unit to provide regions with specific information about the client's needs, activity and behaviour during their time in Remote Services.

### **Quality and Risk Assurance**

All integrated case management principles, practices, policies and procedures apply to Remote Services. ISCM utilise the ISCM Conversation guide developed in 2019, to enable improved engagement and interactions with clients.

All exceptions to the practices mentioned above, must gain Manager approval.

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



Authentication guidelines are also available, to the RS team, they must be read and understood and applied consistently in all cases.

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

### **Review of Decision and Benefit Review Committee Hearings**

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. The process for Reviews will be followed, with small alterations to some correspondence to reflect the remote management of this process.

Due to the nature of the service and its client base all BRC hearings will be completed remotely. The client will be given the option of:

- Participating via teleconference
- Having their agent participate via teleconference
- Making a written submission to the committee. The hearing would then be held as 'papers only'

A Remote Services Integrated Case Manager who was not involved in the final decision will be the BRC Coordinator.

Once the way the client or agent will participate in the hearing has been determined the Remote Services ISCM will ensure that the client understands the timeframes and how they can participate.

Should the client decide to proceed to the Social Security Appeal Authority (SSAA) after the BRC hearing the usual MSD processes will be followed

### **Warning and Paper only process**

If a client displays continuous unacceptable and intimidating behaviour towards the Remote Services team, by way of threatening phone messages or abusive conversations, the process is:

1. Issue Warning letter giving the client the opportunity to improve their behaviour towards Remote Services
2. If the unacceptable behaviour continues, a decision is to be made by the Remote Services Manager to put the client on Papers Only.
3. Issue Papers Only letter which advises the client all direct phone contact will cease and all correspondence will be by papers only. Send out Hardship applications, Personal Details form and postage paid return addressed envelopes with the letter.

The papers only approach will be reviewed monthly. Once the client displays appropriate behaviour for the month, service will revert to the standard service provisions of Remote Services.

### **Privacy Act requests**

When a Remote Services managed client makes a request for personal information under the Privacy Act (2020), Remote Services will adhere to the standard Ministry approach detailed in MAP: [Responding to a request for personal information - Map \(ssi.govt.nz\)](https://www.ssi.govt.nz/map/2020/04/01/Responding-to-a-request-for-personal-information)

HSS will support Remote Services to conduct a risk assessment for those staff who for health and safety reasons do not want their name released. To enable HSS to conduct this risk assessment, Remote Services will email the objection from the staff member

concerned as soon as it is received. The HSS client risk analyst will respond to this within 10 working days.

### **Review of Remote Services approach**

Remote Services is intended to be a temporary case management approach for most clients. When a client is accepted to Remote Services a review period will be agreed with the region. The factors that may determine the timeframe for the review period are:

- The nature of harm or potential harm to staff
- Whether there is a trespass notice in place
- Whether there are immediate needs causing increased need for support (such as housing instability, reviews of decision or similar)
- Any milestones needed to achieve as agreed between Remote Services and Client Service Delivery at the time of acceptance to Remote Services.

At review, recent interactions with the client will be considered. If interactions have improved and the harmful behaviour has ceased, the client may be considered for transfer back to locally based case management. Where the harmful behaviour has continued the client will remain with Remote Services. Clients who are currently on 'papers only' or have made recent threats will not be suitable for transfer back to locally based case management.

The Remote Services team utilise a reporting tool to record information about each client. This includes information about the client's demeanour and behaviour during their interaction with the service. This information will be utilised as part of the eligibility review.

### **Review Process**

Six weeks prior to the review date, Remote Services will advise HSS of the upcoming review. HSS will provide a summary report of any STAR events to Remote Services to be included in the review.

Remote Services will review their reporting tool to consider the nature of their interactions with the client and any harmful behaviour displayed.

- If the client has continued to display the same harmful behaviour for which they were referred, the ISCM will write a report to the Manager Client Service Delivery Support recommending that the client is not ready to return to local management.
- If the harmful behaviour has either stopped or significantly diminished over the period the client has been managed by Remote Services, the ISCM will write a report to the Manager Client Service Delivery Support summarising the type and frequency of interactions they have had with the client and any recommendations for the ongoing case management of the client.

Client Service Delivery and HSS will review the report and any STAR events within 5 working days.

If Client Service Delivery believe that the client is ready to be transitioned back to a locally based case management approach they will:

- Notify the client that a review is being undertaken and invite their feedback via email about being referred to a locally based case management approach.
- Email the Regional Director to advise that a review is underway. This email will invite the region to provide details of any interactions with, or information about the client since either their acceptance to Remote Services or the date of the last Remote Services eligibility review. The email will also advise the region that a



teleconference will be set up for them to discuss the case with Remote Services before a final decision is made about any return.

Information from the client and the region will be due within 10 working days and will be incorporated into the review document. The document will include a final recommendation from Remote Services as to the client's suitability to transition back to a locally based case management approach.

Two weeks prior to the review date, Remote Services will arrange a teleconference with HSS and the region.

- If it is agreed that the client will remain with Remote Services, the teleconference will be used to discuss the case management of the client to date and agree on a new date to review the Remote Services approach along with any necessary milestones.
- If Remote Services are recommending a return to the region, the teleconference will be used to discuss successful strategies for working with the client, a transition plan back to the region and any triggers for the client returning to Remote Services. Where the region does not agree with the Remote Services recommendation, they will have the opportunity to discuss the decision. A final decision sits with Director Client Service Delivery or Manager Client Service Delivery Support.

The client will be advised in writing of the outcome of the review and provided information about, either the next review date, or plans for them to transition back to a locally based case management approach. The client will be invited to contribute to the plan as part of the transition process.

### **Transition Process**

Where it is agreed at the teleconference that the client will transition back to a locally based case management approach, Remote Services will draft a transition plan outlining the key points agreed to. Remote Services will speak with the client about the plan and incorporate any relevant feedback from both the client and the region.

The transition plan will include details such as:

- Whether the client will have an assigned case manager, and if so, who that will be
- Any steps to transition case management services (for example the transition may start with utilising MyMSD for more services or having a phone conversation with their new Case Manager while still retaining a relationship with Remote Services.)
- How the client will access services (e.g. via contact centre, online, or direct phone/email, or face to face with Case Manager.)

The transition plan will also outline expectations around future behaviour and any triggers that would result in the client returning to Remote Services.

Transition should commence as close as possible to the review date, however, may continue for a period of weeks after that date.

### **Safety and Security**

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

### **Global Directory and Physical Location**

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

Remote Services maintain a separate postal address from other business units and National Office. This mailbox is cleared daily 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 Services team has processes in place for recovering all courier packages from National Office.

The Remote Services team 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 RS voicemail message system and the other assigned to RS case managers. Any changes to phone system must be referred to Manager Voice Platform Services. The Remote Services team do have call recording.

### **Incident reporting**

Where an incident occurs that could be a threat or risk to the security and safety of staff members both within the Remote Service or service centres, all details must be recorded in STAR and the Manager Client Service Support alerted. The process for STAR can be found in Doogle.

Where a threat relates to a local office or staff member the Remote Services team must also alert the region immediately to ensure that they can put safety plans in place.

All threats must be reported to Police.

### **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.

All other voice mail messages are cleared daily at the Remote Services team and deleted. Voice mail messages left on the Remote Services 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 with the voice team.

When a new RS client requires a Master Trouble number the RS 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.

### **Remote Services Staff Safety and Wellbeing**

The Ministry is committed to providing a safe environment and procedures in the workplace to ensure the safety and wellbeing of its Remote Services staff. This includes protecting the unit's location, the management of mail, the phone system setup, threat management and business continuity.

Staff can access personal safety support and, in recognition of the challenging behaviour displayed by some clients, have access to regular coaching, professional supervision and wellbeing support.



## **Personal Safety**

The Ministry is committed to assisting Remote Services staff to remain as safe as possible both at work and outside of the workplace. To support this staff are able to access the following advice and support:

- **Home Security Assessment**

The HSS team can arrange for a Remote Services staff members home to receive a security assessment. If deemed necessary following the assessment, the HSS team can arrange for the installation of quality locks, security lighting or a home intruder alarm monitored by a security company at the cost of the Ministry. If the staff member leaves Remote Services and there is no reasonable belief of a security threat, then the alarm can remain installed, and the staff member invited to pay home intruder alarm monitoring costs themselves.

- **Emergency SOS / Personal Duress Alarm**

Remote Services staff members are encouraged to have the Emergency SOS function enabled on their work iPhones. If a specific threat is identified the HSS team can issue the Remote Services staff member with a personal duress alarm monitored by a security company. These devices contain a GPS and upon activation by the staff member the security company attempt to contact them directly before dispatching a Police patrol to their location.

- **Unpublished Electoral Roll**

Remote Services staff and their family members can apply for registration as a parliamentary elector on the unpublished roll. Forms are held by the HSS team and are required to be accompanied by a support letter from the staff members manager explaining that their work position means that their personal safety or that of their family could be prejudiced by the publication of their name and details. The completed form and letter can be returned to the HSS team for endorsement and forwarded to the Electoral Enrolment Office.

- **Social media**

Remote Services staff member social media sites may be searched by people seeking to identify individuals. Staff should consider whether their security settings on Social media (including LinkedIn) are set at an appropriate level. We recommend that they do not advertise that they work for MSD or put their address, phone details on Facebook. HSS can support the staff member to check their privacy settings and give advice to keep their personal information safe online.

At times, clients may use websites, blogs, and social media to share their opinions and comments about the work of MSD. If at any stage these discussions become personal or abusive towards Remote Service staff members, there is guidance provided on Doogole: [Support for staff who are identified or targeted on the internet - Doogole \(ssi.govt.nz\)](https://www.ssi.govt.nz/support/support-for-staff-who-are-identified-or-targeted-on-the-internet)

- **Confidential Motor Vehicle Register applications**

Remote Services staff members can apply to the New Zealand Transport Agency for confidential motor vehicle status if they are on the unpublished roll. (The letter from the Electoral Enrolment Office that the staff member is on the unpublished roll can be used to support this).

- **Phone Directory Listings**

If a Remote Service staff member has a landline telephone service their details may be available in a telephone directory and/or white pages online service. If



they do not want this, they can either have these details 'not listed', which means the details will still be available if someone rings 018. Or they can apply for a restricted number which means that this will not be released in the telephone directory or White pages online service. To obtain either a 'not listed' or 'restricted number' listing they can contact their telecommunications company and request the listing status they require. Then follow their request up with a telephone call to Yellow Pages Directory Services (a business entity that maintain both the White pages and Yellow pages) and request the same status from them as well.

- **New Zealand Companies Office**

If Remote Services staff have an officially registered a company or a business their details may be available online in the NZ Companies office register. They should keep this in mind when registering or becoming involved in a Registered Company. It can be practicable to use your Lawyers or Accountants address, rather than you own address, as these are often more useful for the service of documents.

- **Property Ownership**

Local Councils may make information available to the public via their Rating Information Databases. Remote Services staff can go to their local councils' website and check to see if they have a link to the Rating Information Database. Do a query on your property and fill in and submit the section on non-disclosure and confidentiality of your name and postal details.

Or, you can go to the council office and make a direct application for non-disclosure and confidentiality of your name and postal details on the Rating information Database.

- **Quotable Value New Zealand**

Quotable Value New Zealand run publicly accessible databases where individuals can obtain property ownership details by either querying a specific address or an individual's name. Remote Services staff can request Quotable New Zealand to keep their ownership details confidential.

- **Land Information New Zealand (LINZ)**

Land Information New Zealand holds a title's register which contains all property ownership details. LINZ are legislatively bound to by statute to disclose property ownership details upon request and cannot give confidentiality to people who own property.

## **Wellbeing Supports**

- **Professional Supervision**

Remote Services work can be difficult, and it is important that the staff feel supported in the work that they do. We need to ensure that the staff have opportunities to reflect on practice, learn new or different ways of doing things, and maximise the sharing of their skills and experience so that their individual and collective practice strengthens over time.

Remote Services staff are encouraged to undertake Professional Supervision by a Registered Psychologist at least quarterly. This can be undertaken either personally or in a team environment.

- **Counselling Sessions**

Employee Assistance Programme (EAP) sessions are available to all MSD employees as well as their immediate family members who live with them. The number of sessions used will depend on individual needs. Staff can usually access



up to 6 sessions at first and their counsellor can request further sessions if that is what they both decide is required. If they've previously used EAP and something else comes up that they need support with, they are always able to access the service again. Sessions can be face to face or on the phone.

Remote Services staff are encouraged to access counselling sessions if they need support, and they may access unlimited sessions because of their type of work.

- **HSS Welfare checks**

HSS team welfare checks will be undertaken to check on the safety and wellbeing of Remote Services staff. This will include the identification and monitoring of reported and unreported safety concerns.

### **Business Continuity**

The Manager Client Service Delivery Support holds a business continuity plan for Remote Services. This plan ensures that clients can continue to receive service where MSD experiences any significant interruption such as a natural disaster or, telecommunications outage. The business continuity plan also covers staff absences and unit relocation due to security breaches.

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## Remote Services Referral Form

### Referral Criteria

Client referrals to Remote Services can be based on the Violence criteria or the Psychosocial harm criteria; or both.

### Violence criteria

1. The client has a history of violent, aggressive, or intimidating behaviour that has or may cause physical harm to our people  
**and/or**
2. The client has relevant convictions for violence, aggression, or intimidation. This may include unlawful possession of firearms, weapons, or knives  
**and/or**
3. The client is known to other agencies as being a high risk to public or staff physical safety  
**and**
4. Alternate case management approaches have been considered, or undertaken and deemed unsafe or not reasonably practicable

### Psychosocial harm criteria

1. The client has a history of behaviour that has or may cause harm to the mental health or wellbeing of our people and make them feel emotionally or physically unsafe  
**and/or**
2. The client has relevant convictions that may include those fitting the violence criteria, but can also be, and not limited to, harassment, harmful digital communications, breach of restraining orders, or threatening behaviour  
**and/or**
3. The client is known to other agencies as being a high risk to public or staff psychosocial safety  
**and**
4. Alternate case management approaches have been considered, or undertaken and deemed unsafe or not reasonably practicable

### Definitions:

**People** includes our staff, clients, contractors, professionals (e.g. health providers) associated with the services that we deliver

**Alternate case management approaches** include case management by telephone, assigning a designated case manager, appointing an agent, partnering with a community provider, or using an alternative site

**Psychosocial harm** indicators include distress, anxiety, depression, increased need for psychological support, reduced productivity, longer recovery times and poor sleep

**Behaviour** that may cause **psychosocial harm** includes initiating improper pressure and harassment, in the forms of, but not limited to; repeated and unnecessary communication, repeated indirect threats, repeated attempts to manipulate decision making, repeated insistence on escalating all interactions to higher managers, lewd, racist, sexist or other discriminatory behaviour

**Email this form and any supporting documentation to: [msd\\_rcu@msd.govt.nz](mailto:msd_rcu@msd.govt.nz)**

**Remote Services will respond to this referral within five working days of receipt**

### 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. Which criteria is the referral based on?	<input type="checkbox"/> Violence <input type="checkbox"/> Psychosocial harm <input type="checkbox"/> Both

### Benefit Information

5. Benefit type	Click here to enter text.
6. Is the benefit current?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Have all actions been completed on the client's record?	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Does the client have a current payment card?	<input type="checkbox"/> Yes <input type="checkbox"/> No (If safe to do so please arrange for one to be issued to the client)

**Note: The referral may be declined if there are outstanding actions.**

### Agent(s)

9. Does the client CURRENTLY have an agent?	<input type="checkbox"/> Yes <input type="checkbox"/> No (please advise why) Click here to enter text.
10. Can the agent continue to represent the client?	<input type="checkbox"/> Yes (go to question 10) <input type="checkbox"/> No (go to question 11)
11. Are there any issues, limitations or instructions regarding the agency?	Click here to enter text.
12. Explain why the agent can no longer represent the client	Click here to enter text.



13.	<p><i>If your referral is based only on the psychosocial harm criteria skip to question 13</i></p>
VIOLENCE CRITERIA	<p>Describe the violent, aggressive or intimidating behaviour that has or may cause physical harm to our people</p>
	<p><a href="#">Click here to enter text.</a></p>
	<p>What relevant convictions for violence, aggression or intimidation are we aware of?</p> <p><i>This may include possession of firearms, weapons, or knives, also include any relevant information from other agencies. .</i></p>
	<p><a href="#">Click here to enter text.</a></p> <p>What has been the impact of this behaviour on our people's physical safety so far?</p> <p><i>For example: police referrals, site lockdowns or restricted access, trespass notices, trespass breaches, additional security required for staff safety</i></p> <p><a href="#">Click here to enter text.</a></p>
<p><b>Note: Where there is a significant risk of harm please send your referral with the information you have available. Do not wait for information from other agencies</b></p>	
14.	<p><i>If your referral is based only on the violence criteria skip to question 14</i></p>
PSYCHOSOCIAL HARM CRITERIA	<p>Describe any behaviour that has or may cause psychological harm to the mental health or wellbeing of our people and make them feel emotionally or physically unsafe</p>
	<p><a href="#">Click here to enter text.</a></p>
	<p>What relevant convictions are we aware of?</p> <p><i>This may include violence convictions but also harassment, harmful digital communications, threatening behaviour or breach of protection order.</i></p>
	<p><a href="#">Click here to enter text.</a></p>
	<p>What has been the impact of this behaviour on our people's mental health and wellbeing so far?</p> <p><i>For example: distress, anxiety, depression, increased need for support, debriefing or psychological support, reduced productivity, longer recovery times, poor sleep etc.</i></p>
<p><a href="#">Click here to enter text.</a></p>	
15.	<p><i>Complete this section for all referrals</i></p>
ALL RE	<p>How frequently are our people exposed to this type of behaviour?</p>
	<p><i>(include all types of contact – phone, email, social media and face to face)</i></p>

Click here to enter text.

What alternate case management approaches have been considered, or undertaken and deemed unsafe or not reasonably practicable?

Click here to enter text.

## 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.**

Service Manager Signature

Click here to enter a date.

Date

Service Manager Name

- ☐ AGREE  
☐ DISAGREE

Regional Director Signature

Click here to enter a date.

Date

Regional Director Name

- ☐ AGREE  
☐ DISAGREE

Regional Commissioner Signature

Click here to enter a date.

Date

Regional Commissioner Name

REMOTE SERVICES REFERRAL FORM

## Remote Services approval

This section will be completed after a teleconference with the referring region

- ☐ AGREE  
☐ DISAGREE

RS Manager Signature

Click here to enter a date.

Date

RS Manager Name

- ☐ AGREE  
☐ DISAGREE

Client Service Delivery Advisor Signature

Click here to enter a date.

Date

Client Service Delivery Advisor Name

- ☐ AGREE  
☐ DISAGREE

Health Safety and Security Signature

Click here to enter a date.

Date

Health Safety and Security Name

REMOTE SERVICES APPROVAL FORM



RELEASED UNDER THE  
OFFICIAL INFORMATION ACT