



26 September 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 16 August 2025, requesting information about what accommodations are available for disabled persons with specified conditions.

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

All clients have the right to work with us in a way that allows them equal access to the Ministry's services.

The Ministry's Deaf Services are available for clients who are Deaf, hard of hearing, have speech impediments or those find it hard to communicate by phone. This service offers both email and text options as forms of communication. More information can be found on the following publicly available link available on the Work and Income website: [www.workandincome.govt.nz/about-work-and-income/contact-us/deaf-hard-of-hearing-or-have-a-speech-impairment.html](http://www.workandincome.govt.nz/about-work-and-income/contact-us/deaf-hard-of-hearing-or-have-a-speech-impairment.html)

Disabled people are also able to utilise the services of an agent or advocate who can act on their behalf. More information about these services are available on the Work and Income website. We are providing the links to these resources here:

- [www.workandincome.govt.nz/on-a-benefit/your-rights-and-responsibilities/having-someone-act-on-your-behalf.html](http://www.workandincome.govt.nz/on-a-benefit/your-rights-and-responsibilities/having-someone-act-on-your-behalf.html)
- [www.workandincome.govt.nz/providers/advocates/index.html](http://www.workandincome.govt.nz/providers/advocates/index.html)

Clients with specific needs may also request a dedicated Case Manager, who can work alongside the client to identify their communication needs and any issues with completing required tasks, and then work to accommodate these in their interactions.

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

pp.



Anna Graham

**General Manager**

**Ministerial and Executive Services**