



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

15 SEP 2017

Aaron
fyi-request-6403-5c7385a7@requests.fyi.org.nz

Dear Aaron

I am writing in response to your email of 14 August 2017 to the Ministry's Official Information Act request email address. You have attached a link to a newspaper article and asked: *"Is there any changes in place now to stop this from happening? Or are these issues ongoing?"*

I apologise for the delay in my reply.

It was disappointing to read of the error and I asked Work and Income's National Office to look into the matter. It has been confirmed that, as the Canterbury Regional Director, John Henderson, says in the article, two benefits were stopped without prior notice and apologies have been extended to those clients.

Mr Henderson confirmed that under no circumstances should any client's payments be stopped in that manner. He further advised that to prevent these errors occurring again, staff have been briefed and advised that Ministry processes and procedures must always be followed.

Thank you for your interest and for taking the time to write.

Yours sincerely

Elisabeth Brunt
General Manager
Ministerial and Executive Services