



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

WORK AND INCOME
TE HIRANGA TANGATA



Review of a medical decision



Published: April 2026

What is in this document

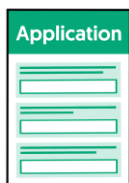
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About this Easy Read



This Easy Read is from the
Ministry of Social Development.



The Ministry of Social Development
is sometimes called **MSD** for short.

WORK AND INCOME
TE HIRANGA TANGATA

Work and Income is part of MSD.



In this document the words **we / us**
means MSD.



This Easy Read is about making a **review** of a medical decision.



Here **review** means:

- looking at the medical decision we have made
- deciding if the medical decision needs to be changed.



In this document the words a review of a medical decision will be called a **review**.

Kinds of decisions you can challenge



You can **challenge** a medical decision we have made if you do not agree with it.



Here **challenge** means asking for a review of our decision.



You can challenge medical decisions made about you getting:

- Jobseeker Support
- Supported Living Payment
- Child Disability Allowance.





You can also challenge medical decisions about you getting Veteran's Pension if you are:

- under 65 years old

and



- affected by something that is not related to your service like a:

- medical condition
- injury
- disability.



You can also challenge medical decisions about your obligations / things you need to do like drug testing.

How to apply for a medical review

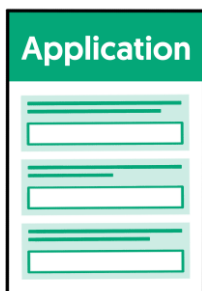


Before you apply for a review please contact us to talk about:

- the medical decision you are challenging
- things about the medical decision you do not agree with.



We may be able to fix things without needing to do a review.



If we cannot fix things when you contact us you can fill out a Medical Appeals Board hearing application.



The Medical Appeals Board hearing application can be found at this website:

www.workandincome.govt.nz/mab-hearing



This application is **not** in Easy Read.



Print the application out to fill it.



If you cannot print the application you can:

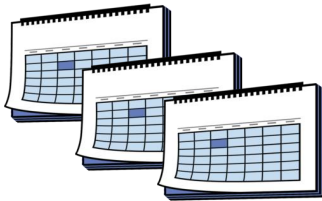
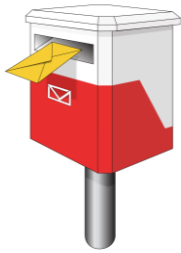
- contact us to ask us to post it to you
- pick it up from your nearest service centre.





To get the application to us you can:

- hand it to your nearest service centre
- post it to your nearest service centre.



You need to apply for a review within 3 months of being told of our decision.



Your application may be accepted after 3 months if there is a good reason.

What happens next



We will do an administrative review after you apply.



This is where we take another look at the original information you gave us.



We will do the administrative review with a:

- regional health and disability advisor

or



- health practitioner / doctor.



We may change our decision if we find that we:

- missed something
- made a mistake.



We will send you a letter within 2 weeks letting you know if we decided to:

- change the decision
- not change the decision.



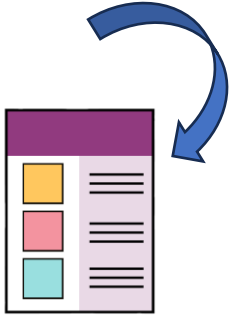
We will let you know what it means for you if we change our decision.



If we do not change our decision we will make an **appeal** with the Medical Appeals Board.



An **appeal** is a way of saying you think we should change our decision.



Information about the Medical Appeals Board is in the next section.

The Medical Appeals Board



The Medical Appeals Board is made up of 3 **independent** health practitioners / doctors who either:

- **rehabilitate** people when they have a:

- health condition
- injury
- disability

or

- know a lot about whatever you are going through.



Here **independent** means the doctors do not work for MSD.



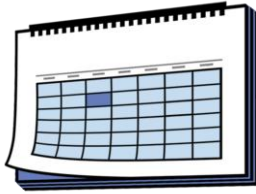
Rehabilitate means supporting people to:

- get well
- be able to do things they used to be able to do like:
 - work
 - take care of themselves.

We will send a report to:

- the Medical Appeals Board
- and**
- you.



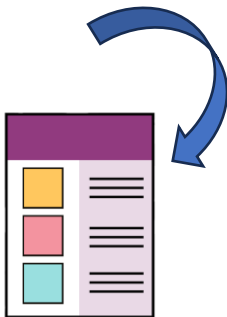


The Medical Appeals Board will contact you set up a date for a **hearing**.



Here a **hearing** is a meeting with:

- us
- you
- the people of the Medical Appeals Board.



Information about the hearing is in the next section.

The hearing



We can support you with:

- travel costs
- wheelchair access
- a language interpreter including New Zealand Sign Language.



We can also support you to take part in the hearing over:

- the phone
- video call like Zoom.





You can bring a:

- support person like a friend
- advocate – someone who supports you to stand up for your rights
- lawyer.



Please let us know before the hearing if you are bringing someone with you.



We will come too if you choose to go to the hearing.



We will explain at the hearing how we made our decision.



You can have a lawyer come to the hearing instead if you do not want to go.

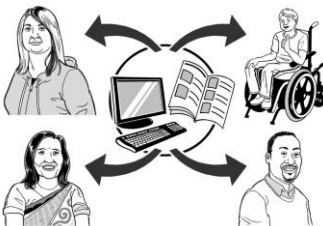


We will not go either if you choose not to go to the hearing.



Before the hearing you can give more:

- medical documents
- evidence / information.



You can give this to:

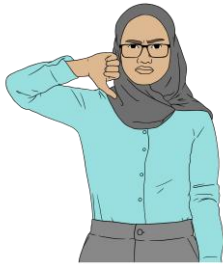
- us
- the Medical Appeals Board.



At the hearing

The hearing will be about 1 hour long.

You can:



- say why you are unhappy with the medical decision
- give more evidence.



Members of the Medical Appeals Board can ask you questions.

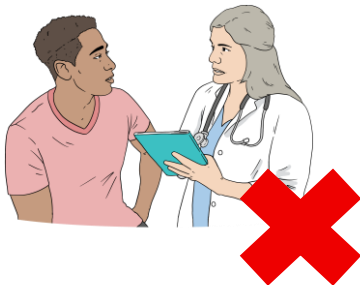


The Medical Appeals Board may ask you to have another medical examination.



We will pay for:

- the medical examination
- travel costs
- other related costs.



You need to let the Medical Appeals Board know if you do not want to do a medical examination again.

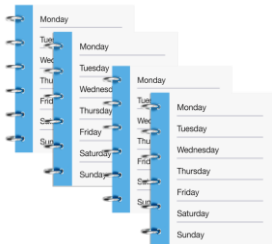
After the hearing



We will send you a letter to let you know what the Medical Appeals Board decide.



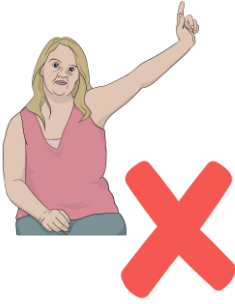
We will also send you a copy of their final report.



We will send this about 3 to 4 weeks after the hearing.



If the Medical Appeals Board agrees the decision needs to be changed the service centre you have been in contact with will sort this out.



If the Medical Appeals does not agree with you the decision cannot be appealed again.



The decision of the Medical Appeals Board is **binding** for:

- you

and

- us.



Binding means it:

- cannot be changed
- has to be followed.



You can talk to us if you have any questions.

If you apply late for a review



The Medical Appeals Board will meet to talk about your reasons for a late application if you apply for a review after 3 months.



They may decide to have a hearing if they think your reasons are good enough.



If they do not think your reasons are good enough the original decision will not be changed.



Reasons for you might have applied late could be:

- you were unwell
- your medical condition
- you did not have the information you needed
- not being able to read / understand English
- waiting on a **criminal prosecution** that was part of the decision.



A **criminal prosecution** is when the police look into a crime.



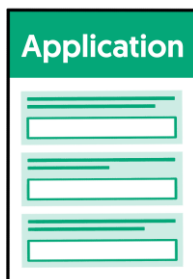
Another reason you may have applied for a review late is:

- you did not understand our decision

but



- now have advice from an:
 - advocate
 - lawyer.



You may have other reasons for sending a late application.



It is important that you tell us about these reasons so we can talk about them at the hearing.

If you change your mind



You can stop your review application at any time if you do not want to continue with it.



You can withdraw your application by contacting us.



We will connect you with the someone that is working on your application.



You can also contact the Medical Appeals Board coordinator.



Their phone number will be on the letter we sent you about the hearing.

How to contact us



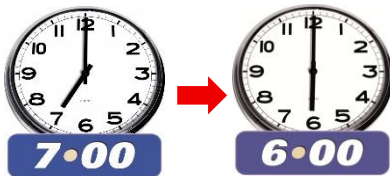
You can contact us by calling:

0800 559 009

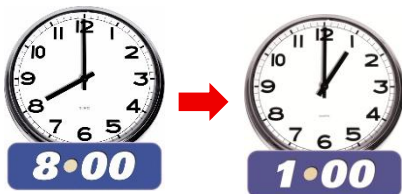


This number does not cost money to call.

You can call this number on:



- Monday to Friday:
 - from 7 am to 6 pm



- Saturday:
 - from 8 am to 1 pm.



If you find it hard to use the phone
you can:

- **text** us on:

4206



- **email** us:

MSD_Deaf_Services@msd.govt.nz



You can find more information about
our Deaf Services at this **website**:

www.workandincome.govt.nz/deaf-services



This website is **not** in Easy Read.



You can also contact us using the New Zealand Relay service.

The **New Zealand Relay** service is for people who are:



- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz



You can find information about the Work and Income service centre nearest you at this **website**:

www.workandincome.govt.nz/service-centres



This website is **not** in Easy Read.



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Kia Māmā Mai



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

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