



Our mission is to provide free legal help to  
those who cannot otherwise access it.

# MSD – REVIEWS AND HEARINGS

## 2025



# What if W&I declines you?

## Reviews

If Work and Income (W&I) decline you, or make a decision that you don't agree with, you don't have to just accept it. W&I can't punish you for using your rights and if you win your case they must change the decision so we strongly encourage this. There are steps that you can take to try and have the decision changed.



You must apply within three months of being told the decision, but if a good reason stopped you (e.g. not being told the decision or being sick) a late application may be accepted. To apply, write what the decision was, why you think it's wrong (if you can) and send it to W&I:

1. On a "review of decision" form or a note and hand it in at any of their offices. Get a date stamped copy.
2. Email [helpline\\_workandincome@msd.govt.nz](mailto:helpline_workandincome@msd.govt.nz) (the "\_" is an underscore). Keep a copy of the email.
3. Use the online form at [www.msd.govt.nz/feedback](http://www.msd.govt.nz/feedback).

## Appeals

If you are not happy with the review outcome, you have the right to continue (appeal) to the Social Security Appeal Authority. The Authority is entirely independent of W&I. You must apply within sixty working days of W&I telling you to review the outcome unless a good reason means you could not. To apply, use the form at [www.justice.govt.nz](http://www.justice.govt.nz) or email [ssaa@justice.govt.nz](mailto:ssaa@justice.govt.nz).

**Community Law often helps people to prepare for reviews and appeals and represents them in the process. Please contact us straight away to see how we can help you.**



Te Tari Ture ā-Hapori o Waikato  
Community Law Waikato  
Level 2, 109 Anglesea Street  
Hamilton  
0800 529 482

[reception@clwaikato.org.nz](mailto:reception@clwaikato.org.nz)

[www.clwaikato.org.nz](http://www.clwaikato.org.nz)

Charities number: CC36092

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