



15 NOV 2019

Dear [REDACTED]

On 27 August 2019, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- 1. A comparison in average processing times of Applications and Change of Circumstance forms in the months February to end of April prior to centralising the childcare subsidy team and the average time between February to end of April of 2019.*
- 2. Where it states that there is a specific requirement for a business to be profitable.*

I am unable to provide you with information on the average processing times of Applications and Change of Circumstance forms as this information is held in individual case files and is not part of our standard reporting. The Ministry's operational workflow system consolidates different work types together and manual elements of the process mean we do not have all the information needed to answer your first question adequately. Childcare change in circumstances work is rolled up in a work queue with other types of work, we do not distinguish.

In order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, your request is refused under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

Page 1 of 2

You have requested where it states that there is a specific requirement for a business to be profitable. There is no requirement for a business to be profitable for the owner to receive Childcare Subsidy. A client and partner (if any) must meet an income test to be able to receive a Childcare Subsidy.

If you have any further questions about your Childcare Subsidy, please contact the Service Manager of Centralised Services, Emma Brickell on phone: (09) 430 7076 and email [Emma.Brickell001@msd.govt.nz](mailto:Emma.Brickell001@msd.govt.nz).

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 shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development'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 regarding the Childcare Subsidy 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.

Yours sincerely



Elisabeth Brunt  
**General Manager, Ministerial & Executive Services**