



Tēnā koe

- 7 JUL 2021

On 14 May 2021, you emailed the Inland Revenue Department requesting, under the Official Information Act 1982 (the Act), the following information:

- *The number of student loan applications that have been investigated for supplying incorrect information since 2010.*
- *The number of student loan applications that were found to have supplied incorrect information since 2010.*
- *The number of actions taken on student loan applications that were found to have supplied incorrect information. Please include an action-by-action breakdown.*
- *The number of student allowance applications that have been investigated for supplying incorrect information since 2010.*
- *The number of student allowance applications that were found to have supplied incorrect information since 2010.*
- *The number of actions taken on student allowance applications that were found to have supplied incorrect information. Please include an action-by-action breakdown.*

On 26 May 2021, your request was transferred in full to the Ministry of Social Development (the Ministry) for response.

On 24 June 2021, the Ministry advised you that more time to make a decision on your request was required, and that the Ministry would respond to your request on or before 15 July 2021.

The Ministry is unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review hundreds of files. As such, your request has been refused under section 18(f) of the 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.

However, in the spirit of being helpful, the Ministry is able to provide you with **Table One** overleaf, showing the number of completed cases stored in the Ministry's Investigation Management System with student-related lines of inquiry. These lines of inquiry primarily relate to where student or parental income may affect the student's eligibility for assistance, or where a student has withdrawn or is not attending study.

**Table One: Number of completed cases stored in the Ministry’s Investigation Management System with student-related lines of inquiry.**

<b>Financial Year</b>	<b>Number of cases</b>
2011/2012	54
2012/2013	66
2013/2014	33
2014/2015	60
2015/2016	42
2016/2017	15
2017/2018	18
2018/2019	21
2019/2020	15

Notes for **Table One**:

- To protect confidentiality, the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. These data tables have had random rounding to base three applied to all cell counts in the table. A value of one or two may be rounded to zero or three. The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals. The published counts will never differ by more than two counts.

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. 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 student assistance applications, 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

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke extending to the right.

George Van Ooyen  
**Group General Manager**  
**Client Service Support**