



8 August 2025

Tēnā koe

Official Information Act request

Thank you for your email of 27 June 2025 requesting information relating to your recent Jobseeker Support (JS) application.

A staff member emailed you on 8 July 2025, requesting that you refine part of your request. However, we have not received a response from you.

I have considered your request under the Official Information Act 1982 (the Act).

Please find my decision on each part of your request set out below.

a. Internal guidelines or policies used to assess or manage my case

This information is available publicly on the Ministry of Social Development's (the Ministry's) Manuals and Procedures (MAP) website, at the following links. More detailed information is also available if you click on the links on the following pages.

- Eligibility for JS:
<https://www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/qualifications.html>
- What is considered to be income?
<https://www.workandincome.govt.nz/map/income-support/core-policy/income/index.html>
- How income a client (and their partner) receives is treated, while receiving JS:
<https://www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/charging-income-01.html>

- How particular types of income are treated (including ACC income):
<https://www.workandincome.govt.nz/map/income-support/core-policy/income/types-of-income/index.html>
- The requirement to take ACC loss of income earnings into account and how this is done:
<https://www.legislation.govt.nz/act/public/2018/0032/latest/DLM6783521.html>

b. Any non-personal correspondence or communications referencing policy decisions relevant to my situation.

Your request is refused under section 18(f) of the Act, as your request is very broad and substantial manual collation would be required to locate and prepare all possible documentation within scope of this request.

In order to provide you with this information, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources.

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.

c. Any communications referencing me that do not fall under the Privacy Act (eg redacted discussions about case management approaches)"

This is a Privacy Act request and needs to be processed under that piece of legislation. I understand you have lodged a concurrent Privacy Act request with the Ministry.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, 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 or 0800 802 602.

Ngā mihi nui

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

Anna Graham

General Manager
Ministerial and Executive Services