



22 August 2025

Tēnā koe

Official Information Act request

Thank you for your email of 28 July 2025 requesting the Ministry of Social Development's (the Ministry's) operational guidelines for determining whether temporary absences from New Zealand can be counted as time spent 'resident and present' in New Zealand for the purpose of qualifying for New Zealand Superannuation (NZS).

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

The information you have requested is available on the Ministry's public facing Manuals and Procedures website, here:

- <https://www.workandincome.govt.nz/map/income-support/main-benefits/new-zealand-superannuation/residency-01.html>
- <https://www.workandincome.govt.nz/map/income-support/main-benefits/new-zealand-superannuation/what-is-resident-01.html>
- <https://www.workandincome.govt.nz/map/income-support/main-benefits/new-zealand-superannuation/treatment-of-periods-of-absence-for-residential-qualification.html>
- <https://www.workandincome.govt.nz/map/income-support/main-benefits/new-zealand-superannuation/what-is-present-01.html>

A Review of Decision (ROD) is the legal process for clients to use if they disagree with, and would like to appeal, a decision made by the Ministry.

Further guidance about the ROD process, and what people can expect after lodging an ROD application, is available here: <https://www.workandincome.govt.nz/about-work-and-income/feedback-and-complaints/review-of-decisions.html>.

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

pp. 

Anna Graham
General Manager
Ministerial and Executive Services