



26 August 2025

Tēnā koe

**Official Information Act request**

Thank you for your email dated 31 July 2025 in which you requested information about the Ministry of Social Development's (the Ministry's) processes for ensuring SWIFTT letters are fit for purpose before sending them to clients. You explained that you are specifically seeking information about letters the Ministry sends after ACC notifies it that a client qualifies for weekly compensation, and it determines assistance received from the Ministry needs to be repaid using backdated ACC payments.

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

The Ministry expects operational staff to view SWIFTT letters before they are sent to clients, to ensure they are fit for purpose. If the letter is not fit for purpose, the responsible operational staff can edit it before sending it to the client or suppress it. The process staff follow to edit SWIFTT letters before sending them to the client is available in **Appendix 1**.

Letters which are sent in the scenario you have described, after ACC notifies the Ministry that a client qualifies for ACC weekly compensation and the Ministry determines the client needs to repay assistance they received from the Ministry, are not created in SWIFTT. These letters are created by a specialist team, within the Ministry's Centralised Processing Unit (CPU), using another system: Enterprise Correspondence System (ECS).

The process CPU follows when ACC advises that a client is now entitled to ACC weekly compensation and assistance received from the Ministry must be repaid from ACC backdated payments, including when letters are sent, is included as **Appendix 2**.

I will publish 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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

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A handwritten signature in black ink, appearing to read 'Anna Graham', written in a cursive style.

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**