



14 April 2026

Tēnā koe

Official Information Act request

Thank you for your email of 16 March 2026, requesting information about from the Ministry of Social Development (the Ministry) about the Information Analysis Platform (IAP) issues.

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 separately below.

1. What, specifically, are the system issues?

The issues are related to the Ministry's IAP; the tool Ministry analysts use to collate New Zealand benefit data.

The IAP is an ageing system, and while we are in the process of developing a new platform, it still requires regular work and fixes to operate. Unfortunately, there was an error in one of these fixes affected the December and January data, which has required significant work to resolve the issue and provide proper assurance on the data.

The error did not affect the overall benefit data, but it has affected some subsets of data within the IAP, such as ethnicity and sanctions data, and meant that the tables containing these data were incorrect.

2. When does MSD expect them to be resolved?

All data has been restored to support external reporting and data sharing with other agencies. All operational data is on track to be restored by the end of April 2026.

The data for December Quarter 2025 has been published and can be found at the following link: www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html#LatestBenefitFactSheetsrelease1.

The December quarterly report, as well as the monthly benefit reports for February and March are now on the MSD website, and subsequent monthly reports will be published as usual.

Reporting is now back on schedule, with all outstanding reports (including the January monthly benefit report) due to be published by 24 April. We will provide an update on the Ministry website once this has been done.

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 several loops and a long horizontal stroke extending to the right.

Anna Graham
General Manager
Ministerial and Executive Services