



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Dale Smith

[fyi-request-14265-cf662073@requests.fyi.org.nz](mailto:fyi-request-14265-cf662073@requests.fyi.org.nz)

28 JAN 2021

Dear Dale Smith

On 9 December 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *The process that decides whether an individual employed under the definition of a "client-facing role" will immediately action papers handed to them, or whether this is given to a processor to complete*
- *Information held on applications that are expected by the Ministry to be completed at the time of meeting with the client (e.g. Disability Allowance review, Special Needs Grant application) and applications that are expected to go to a processor*
- *Any plans the department have to allow for all applications, if complete, to be processed within 24 hours*

On 8 January 2021, the Ministry contacted you in order to refine the scope of your request. This was because the Ministry was unable to make a determination on what was meant specifically by a 'client facing role', and, to determine which particular benefit applications were of interest to you.

On 12 January 2021, you responded to the Ministry's correspondence and advised the following:

- *By 'client-facing role' I mean specifically roles that were classified as such under the Client-Facing Role Review undertaken over the 2019 period, namely Case Managers, Customer Service Representatives and any subsidiary of these roles such as an Integrated Services Case Manager but not inclusive of roles such as Work Brokers or Programme Coordinators (as they were left out of the CFRR and given a subsequent role review later in time)*
- *I am interested in all types of applications for which there is a paper form that also relates in a financial claim (so Disability Allowance, Accommodation Supplement would be, but Redirection of Benefit Payment or Appointment of Agent applications would not be included), except for Main Benefit applications (Jobseeker Support, Sole Parent Support and Supported Living Payment)*

This letter is to advise you that the Ministry has received your request, however requires more time to respond to this request. In accordance with section 15(1) and 15A of the Official Information Act, the Ministry's decision will be with you no later than 23 February 2021.

The reason for the extension is that consultations necessary to make a decision on the request are such that a proper response to the request cannot reasonably be made within the original time limit.

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You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz)

I will respond to you sooner if I am able to.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'S Short', written in a cursive style.

Stephanie Short

**Manager, Official and Parliamentary Information, Ministerial and Executive Services**