



5 April 2023

Lance O'Riley

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Tēnā koe Lance O'Riley

On 8 March 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *All correspondence and documentation that discusses or mentions my official information act request made to MSD on December 20, 2022. This includes anything that would reasonably be considered in relation to this request. This is regardless of if it specifically refers to the request, or just the information in general.*

Forty email threads were identified in scope of your request, however, many of these contain repeated emails. As such, I have decided to provide you with a summary of the relevant documents (section 16 of the Act refers). This has been done to ensure the requested information is provided to you in the most helpful format possible.

Please find below an outline of the timeline and process your request followed, from the date the Ministry received it.

20 December 2022

The Ministry received your request and assigned it to a Ministerial and Executive Services (MaES) Advisor to prepare for response.

9 January 2023

The request was commissioned out to the relevant business units and a commissioning meeting for all involved business units was scheduled shortly after.

13 January 2023

Following the commissioning meeting, a summary email of the approach was sent out to business units who had attended. This summary confirmed:

- Service Delivery (SD) would sign the response out.

- '52-week income summary' would refer to situations where the Ministry asks for income to confirm entitlement.
- The response would be kept high level as it would be published on the FYI website.
- Client Service Support (CSS) and Client Service Delivery (CSD) were responsible for locating guidance or training about income summaries and overpayments.
- Operational Policy (Op Pol) would provide background information about debt write-offs and calculating overpayments.
- No further action required for Business Intelligence (BI), as the requested data would be refused under section 18(f) due to the level of manual collation required.
- The Client Advocacy and Review team (CAR) and Integrity and Debt team would be looped in to provide their perspectives.

26 January 2023

People Group advised there was no specific training materials relating to 52-week income summaries and overpayments.

14 February 2023

Op Pol provided their information for the response, which included questions 1b, 1c, 2b, 4c, and 6a.

24 February 2023

In regard to questions 4d, 4e, 4f, 4g, and 4h, the CAR team advised:

- They only hold Review of Decision (ROD) data from 2015 onwards.
- Data Management and Information Delivery (DMaID) would need to be contacted to provide data from prior to 2015.
- Responding to questions 4f, 4g, and 4h would involve going through ROD cases individually and as such, would likely need to be refused under section 18(f) due to manual collation.

28 February 2023

MaES received the post-2015 data from the CAR team for question 4d.

The initial draft of the response was sent to Op Pol, People Group, SD, CSD, and CSS for review. Following this, feedback was provided by CSD, Op Pol and SD.

1 March 2023

DMaID advised that BI was the appropriate business unit to respond to the above questions.

MaES contacted BI regarding data for questions 4d and 4e, for years prior to 2016. BI confirmed that they had provided similar data to 4d in a previous OIA response, and they would look into whether they could provide the information

requested. It was noted that question 4e would likely need to be refused under manual collation due to the need to go into individual case files to determine the outcome.

2 March 2023

The response was sent for peer review in MaES. The Advisor drafting the response noted the issues with determining the correct business unit to provide ROD data, and that the data had not yet been provided.

7 March 2023

BI provided the requested data for question 4d.

The response completed manager review by the Manager, Official Information.

The response was sent to SD, BI, CSS and Op Pol for review of each unit's contribution.

8 March 2023

BI, CSS, and Op Pol approved the response and SD provided their final signatory. The Media team were sent a copy of the response.

Please note, some information has been withheld from this summary under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

Further to this, you will find attached the document **OIA Report and Risk Assessment O'Riley – 20230308** which was completed alongside your response letter for your previous request. The purpose of the Report and Risk Assessment is to provide background information to the request, outline which parts of the response the Ministry can or cannot respond to and why, and outline any risks associated with the release of the information. This document is not provided to the requestor and is intended to be kept as a record-keeping document regarding the Ministry's decisions made on requests.

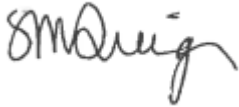
The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

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 this response, 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, appearing to read 'S Quigan', written in a cursive style.

Sarah Quigan
Manager
Official Information