



Gregory Soar

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24 MAY 2021

Tēnā koe Gregory Soar

On 20 May 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *How much it costs MSD per annum to manage all Temporary Additional Assistance and Special Benefit applications and renewals. Please include hours spent.*

Ministry staff perform many tasks and duties throughout their day to ensure New Zealanders are receiving their full and correct entitlements. The Ministry does not track the costs or proportion of their time that they spend to manage Temporary Additional Assistance (TAA) and Special Benefit (SB) applications and renewals. As such your request is refused under section 18(e) of the Act as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

In the spirit of being helpful, the following link provides you with spending appropriations, including departmental operating costs from the Ministry's Annual Report 2019 - 2020: www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/annual-report/2019-2020/operating-context/funding.html.

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 regarding information about TAA and SB applications, 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

Kate Satterthwaite
General Manager, Ministerial & Executive Services