



Dear [REDACTED]

On 14 January 2019 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *For each of the past 10 years (or 20 years if feasible), how many partial applications for Community Services Cards have been made? For clarity, I mean instances where a person has sent a CSC application form to MSD, but not fully completed the forms or provided all other required paperwork, and doesn't go on to complete the application, and doesn't receive a CSC.*

The Ministry of Social Development administers the Community Services Card on behalf of the Ministry of Health. Community Services Cards are issued on an annual basis and are valid for 12 months. Further information about eligibility and the application process for Community Services Cards is available on the Ministry's website here: www.workandincome.govt.nz/individuals/a-z-benefits/community-services-card.html.

The table below shows the number of Community Services Card applications declined due to partial completion of the required paperwork for the calendar years 1999 to 2018. To put these numbers in context, over this same time period an average of approximately 386,000 Community Services Cards were issued per calendar year.

The number of Community Services Card applications declined due to partial completion of the required paperwork for the calendar years 1999 to 2018.

Calendar year	Number of applications declined
1999	8,031
2000	8,677
2001	7,079
2002	7,125
2003	9,587
2004	10,537
2005	8,364
2006	5,261
2007	12,017
2008	13,683
2009	16,982
2010	34,742
2011	27,250
2012	18,959
2013	12,537
2014	10,394
2015	9,456
2016	7,071
2017	6,391
2018	8,693
Total	242,836

The vast majority of declines that occur due to partial completion of paperwork are due to insufficient verification or identification being provided.

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.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

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 Community Services Card application declines, 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.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Cassandra Wise', with a stylized flourish at the end.

Cassandra Wise
Manager, Issue Resolution