MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

20 October 2023

Tēnā koe

On 25 September 2023, you contacted the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

> *"all policies & Procedures" relating to information sharing between government agencies (specifically IRD)*
>
> *In addition to the policies & procedures around information sharing[…]:*
>
> - *How often is information shared with IRD*
> - *Upon cancellation of a benefit, how long does the information share between the ministry and IRD take?*
> - *How is the personal information shared with IRD (eg spreadsheets, reports)*

In the interest of clarity, the Ministry will respond to each of your questions in turn.

1. "All policies & Procedures" relating to information sharing between government agencies (specifically IRD)/ IRIS

A list of government agencies the Ministry shares your information with, and the reasons for sharing it, is available on the following Work and Income link:

- www.workandincome.govt.nz/about-work-and-income/privacy-notice/list-of-agencies-we-share-information-with.html.

We note that you are interested in information sharing with Inland Revenue (IR) specifically. If you would like information further to what is provided on the link above, we recommend you visit IR's website for the Ministry's Information Sharing Agreement, using the following link:

- www.ird.govt.nz/about-us/information-sharing/information-sharing/msd.

You may also be interested in the following Work and Income link which provides examples of when the Ministry shares information, and explains the legal basis for this:

- www.workandincome.govt.nz/about-work-and-income/privacy-notice/sharing-your-information.html

Please refer to **Appendix One** which provides screenshots from the Ministry's intranet page regarding information sharing with IR.

You will note that the information regarding some individuals within these pages is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

We have provided definitions of the following acronyms to assist your understanding of this information:

- IRIS: Inland Revenue Information Sharing programme
- IIC: Integrity Intervention Centre is responsible for and specialises in matching information and information sharing with other government agencies
- SWIFTT: Social Welfare Information For Tomorrow Today. This is the core Benefit Assessment and Payment systems used to pay approximately 70 benefits and pensions
- SPB: Special Benefit Reassessment
- SBPTI: past benefit transaction inquiry screen - shows all the past benefits a person may have received.
- DREW functionality: The DREW is a retired frontline tool that was to confirm correct benefit entitlements and payment rates; ensure correct data is entered into SWIFTT; and to assist people to confirm full and correct entitlement. Content from DREW has been migrated to SWIFTT.
- BDR: back dated review.

The following responses refer to **information sharing for the purposes of benefit cancellation**, to initiate a transfer of Working for Families tax credits:

1. *How often is information shared with IRD?*

   Information is shared weekly on a Friday night with IR.

2. *Upon cancellation of a benefit, how long does the information share between the ministry and IRD take?*

   A transaction that occurs in the reporting week from Saturday to Friday 10pm will appear on the following Friday night's file. For example, if your benefit was cancelled on Monday 2 October then it will be included in the file created Friday night 6 October.

3. *How is the personal information shared with IRD (eg spreadsheets, reports)*

   Information is shared via SFTP (secure transfer) of a file to IR.

The following responses refer to **information sharing for the IRIS Match**, which is a notification system used when clients are working while receiving a benefit.

1. *How often is information shared with IRD?*

   IR makes a data transfer each month of the files of clients who are earning income from employment (salary and wages) and also receiving a working age benefit. This output is directly loaded into AIMOS (Automated Information Matching Operating System).

2. *How is the personal information shared with IRD (eg spreadsheets, reports)*

   Information is provided to the authorised receiver using USB Ironkeys. This secure transmission method complies with minimium security requirements including encryption measures as specified by the latest version of the NZ Information Seucrity Manual or its equivalent.

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. The Ministry will do this by publishing this letter on the Ministry'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, 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

Tracy Voice
Group General Manager
Improvement Systems and Technology

Appendix One - screenshots from the Ministry's intranet page regarding information sharing with IR

IRIS What to do when a client has been contacted by the Integrity Intervention Centre (IIC)

This page provides information on what to do when a client presents at the office who has been contacted by IIC.

Client presenting payslips to their local office

When a client presents to Work and Income with current payslips their income will need to be added to the SWIFTT file. If income has not been added to SWIFTT at the end of the ten working day period, the benefit will be suspended by IIC.

Client presenting to their local office with confirmation of an employment end date

When a client presents to Work and Income with confirmation of an employment end date, clear notes must be added to CMS. This is because after the ten working day period has ended, if there has been no correspondence from the client either at IIC or noted in the Ministry's systems, the benefit will be suspended by the IIC.

Clients making an appointment to discuss their letter

There may be times where a client will make an appointment to discuss the letter sent to them by IIC. For these clients you may refer them to IIC 0800 909 343. Alternatively you can view the letter in launch correspondence ('IRIS' letter) and see the income details provided by IR. This information would be useful to assist in correcting a clients future entitlement to assistance.

Contacting IIC

You or you clients may wish to contact IIC to discuss the information provided by IR. Although client letters are signed by the National Manager, all inquiries need to be referred to the Information Sharing team at IIC on **0800 909 343** or IIC_IRInfoShare@msd.govt.nz [mailto:IIC_IRInfoShare@msd.govt.nz]

Content owner: Work and Income National Office **Last updated:** 03 March 2021

IRIS Inland Revenue Information Sharing

This page outlines information sharing between Inland Revenue and the Ministry

On this Page:

IRIS Inland Revenue Information Sharing

The Inland Revenue Information Sharing (IRIS) programme was implemented in March 2013. This enabled a more efficient notification from Inland Revenue (IR) to MSD of clients who are working while receiving a benefit.

Each month IR provides MSD with a file of clients who are earning income from employment (salary and wages) and also receiving a working age benefit. The Integrity Intervention Centre (IIC) manages the file matches.

IIC process

IIC will check the client's record to see what income they have told us about. If it doesn't match what IR has provided, the client is sent the IRIS Initial letter outlining what information we have been given and asks the client to contact IIC to discuss further.

If the client doesn't respond to the letter within 10 working days, IIC adds the income into SWIFTT for the month it was earned. IIC also re-adds the income into SWIFTT from first available date (FAD) to ensure the client isn't being overpaid if they are still working. The client is sent the IRIS Outcome letter advising what action has been taken.

Note: Clients who are subject to an annual income review are an exception to the above process. These clients will receive the Initial letter only. If they don't contact IIC within 10 working days, a note is added into CMS to record the information received. No SWIFTT action is taken as this will happen when the annual review is completed.

If the client disputes the income provided by IR, they will need to provide payslips for that month that the income was added for. The client can send the payslips to IIC via email IIC_IRInfoShare@msd.govt.nz or they can drop them into their local site for processing.

IIC has contacted client

> [IRIS what to do when a client has been contacted by IIC [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/income/iris-what-to-do-when-a-client-has-been-contacted-by-iic.html]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/income/iris-what-to-do-when-a-client-has-been-contacted-by-iic.html)

Clients identified for Special Benefit reassessment

IIC manages reviews for clients who have SPB unless it is first time income or the SPB is being paid at a manual rate. In these cases IIC will re-direct the record to front line to follow up.

Before they do this however, IIC will suspend the SPB from the first available date, create a client event in CMS and send it to the Service Centres 'Ready for Processing' work queue using:

Business Unit: Work and Income
Event Type: Special Benefit
Sub-Type: Review
Comment: employer and income details, suspension details and referral reason.

When you action the reassessment you need to:

add a comment to the client event note and
send a letter to the client.

DART tool - adding and changing income to cancelled benefit records

From 14 September 2015 you can add or change income records on cancelled main benefit records in SWIFTT.

> [Read more about adding and changing income to cancelled benefit records. [http://doogle/business-groups/helping-clients/service-delivery/adding-and-changing-income-on-cancelled-benefit-records.html]](http://doogle/business-groups/helping-clients/service-delivery/adding-and-changing-income-on-cancelled-benefit-records.html)

Content owner: Work and Income National Office **Last updated:** 03 March 2021

Adding and changing income on cancelled benefit records

From 14 September 2015 you can add or change income records on cancelled main benefit records in SWIFTT.

On this Page:

Key messages

From 14 September 2015 you can add or change income records on cancelled main benefit records in SWIFTT.

Income on cancelled records should not be updated unless a review is to be performed.

Navigation to a cancelled record will be through SPBTI.

Existing rules and functionality for adding income records on current benefits will apply.

It will still be necessary to make notes on the reasons for reviewing cancelled main benefits.

What is changing?

From 14 September 2015 SWIFTT users will be able to add or change income records on cancelled main benefit records. This change has been made because IIC will be using the DART tool to review entitlement where the Inland Revenue Information Sharing (IRIS) program returns information about client income during periods they had a NZ benefit. These changes will apply to all SWIFTT users.

How to add income/change to a cancelled record before doing a review?

Income History (INCMH) can be updated with income prior to reviewing a cancelled main benefit. The review may be done using the DART tool, or using standard DREW functionality

Navigation to a cancelled record will be through SPBTI. Accessing a record through INCMH will not allow any changes to be made on that record. Error messages will advise users.

Changes to SWIFTT will allow the updating of multiple income records on a single cancelled benefit. Existing rules and functionality for adding income records on current benefits will apply (i.e. it must be beginning of a pay period, must have an effective date, frequency etc).

If updating more than one cancelled benefit, another cancelled main service will need to be selected through SPBTI. Direct navigation for a cancelled main service through INCMH, without going through SPBTI first, will not provide update access to these records.

Any Income records added to, or changed on, a cancelled record will always be flagged as an 'inactive' record to prevent SWIFTT from processing the record. This is to prevent a rate record being created.

It will be possible to add a rate of income in excess of the benefit cutoff point.

Navigation will be provided via the 'F' key functionality.

It will still be necessary to make notes on the reasons for reviewing cancelled main benefits.

What is the Integrity Intervention Centre?

The Integrity Intervention Centre (IIC) is a centralised processing unit that processes data produced from the Ministry's information matching programmes. The monthly IRIS match with Inland Revenue provides information on income declared for tax purposes, matched against clients receiving working age benefits. IIC manages the majority of the matches with the remainder distributed to the appropriate business unit.

Most of the matched records are processed at IIC. To assist IIC, a backdated review tool called DART will be used. Changes have been made in SWIFTT to allow DART to work effectively.

What is DART?

DART is a SWIFTT-integrated IT tool that assists users complete BDRs. DART (with input by the user) will retrieve client information from SWIFTT and calculate the client's (and partner's, if required) rate of entitlement during the review period.

DART is designed to review an entire BDR period in one instance (e.g. from the beginning of the review period until the end of the review period) for a maximum period of 734 days.

What changes have been made in SWIFTT?

Previously SWIFTT did not allow the adding or changing of Income records when a benefit had been cancelled. The new income review process requires that users add the new information from Inland Revenue (Income records) to past benefit records in SWIFTT before they request the data for the DART tool via the Web Service. This ensures that SWIFTT passes the most up to date information, including the new income records, to DART.

This requires that users add or change income records held on benefits that have since been cancelled, as they will perform assessments for the cancelled period of benefit.

The user needs to prepare SWIFTT and DART, and check the information that DART has pulled is correct. If SWIFTT is not showing the correct information for the review period, DART will not be able to accurately review the period.

Contacts

Business Analyst, s9(2)(a) [redacted]: s9(2)(a) [redacted]@msd.govt.nz [mailto s9(2)(a) [redacted]@msd.govt.nz]

Advisor, s9(2)(a) [redacted]: s9(2)(a) [redacted]@msd.govt.nz [mailto s9(2)(a) [redacted]@msd.govt.nz]

Content owner: Work and Income National Office **Last updated:** 29 November 2020