



30 October 2023

Tēnā koe

On 9 October 2023, you emailed the Ministry of Social Development (the Ministry) requesting data relating to Jobseeker Support, under the Official Information Act 1982 (the Act).

We have addressed each of your requests in turn below. Please note that Jobseeker Support - Work Ready, includes those receiving Jobseeker Support – Work Ready (Training).

1. *The total number of Jobseeker (WR) applications per month, and within that the number declined and accepted.*

Please see **Table 1** in the **Appendix** which shows the number of Jobseeker Support Work Ready related grants and declines between 1 September 2022 to 31 August 2023 by month ending.

The Ministry does not report on total applications received as the applications dataset can include old, unprocessed applications making it unreliable for providing accurate numbers.

2. *The number of Jobseeker (WR) applicants who were assigned pre-benefit activities.*

Please see **Table 2** in the **Appendix** which shows the number of Jobseeker Support Work Ready related grants and declines with pre-benefit activity between 1 September 2022 to 31 August 2023 by month ending.

You will note that a pre-benefit activity is an employment-related activity a client may be required to complete as part of their application for benefit. This is to help a client find and retain paid employment. Creating a Job Seeker Profile is an example of a pre-benefit activity.

A client applying for benefit is obliged to complete this activity once it has been assigned to them for their application for a benefit to progress (otherwise the

application will lapse after 20 working days). However, there may be situations where it is no longer reasonable for the client to complete the assigned activity.

3. *For declined Jobseeker (WR) applications, a breakdown of the reasons why the application was declined, e.g. too much income, failure to supply information, Jobseeker obligations not met during application period, etc.*

Please see **Table 3** in the **Appendix** which shows the number of Jobseeker Support Work Ready related declines between 1 September 2022 to 31 August 2023 by month and decline reason.

You will note that jobseeker obligations are not the same as pre-benefit activities and are not part of the benefit application process. Failure to meet a jobseeker obligation is not recorded as a reason to decline an application.

Jobseeker obligations are defined as part of the client-case manager relationship. The employment journey for each client is tailored to their individual needs. Staff engage with clients to ensure they are meeting work obligations as part of regular engagements. The evidence required will vary depending on the individual circumstances and the client's plan to move towards employment.

If a client fails to comply with their agreed obligations, an obligations failure is initiated. All clients have a five working day notice period to dispute or re-comply before a sanction is imposed.

You may be interested in the following Work and Income link which provides more information about work obligations: [www.workandincome.govt.nz/on-a-benefit/obligations/not-meeting-your-obligations.html](http://www.workandincome.govt.nz/on-a-benefit/obligations/not-meeting-your-obligations.html)

4. *I am particularly interested in the data on Jobseeker (WR) applicants who were declined. Can you please provide information on:
  - a) *the number who were declined because they did not fulfill any allocated pre-benefit requirements;**

The answer to question 4(a) is provided in the **Appendix, Table 2**: Number of Jobseeker Support Work Ready related grants and declines with pre-benefit activity between 1 September 2022 to 31 August 2023 by month ending.

- b) *the number who did not meet their Jobseeker obligations while their application was being processed/assessed.*

*If there is a further breakdown of the specific obligation(s) not met for 4b), can that also be provided?*

Please refer to the response provided for question three.

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 and attachments 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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Noho ora mai



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