



01 APR 2021

Dear

On 5 March 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information in regard to the Queenstown-Lakes District:

*Does MSD have any stats on how many Community Services Card holders we have in the district?*

The Community Services Card (CSC) is available to New Zealanders over the age of 16 on a low to middle income that meet the eligibility criteria. The card can be used to reduce the costs of a range of fees associated with healthcare, and is administered on behalf of the Ministry of Health. For more information about the CSC, please see the following link: [www.workandincome.govt.nz/products/a-z-benefits/community-services-card.html](http://www.workandincome.govt.nz/products/a-z-benefits/community-services-card.html).

In regard to your request for the number of CSC holders in the Queenstown-Lakes District, please see Table One below.

You will note there has been a significant increase in the number of CSC holders as at the end of February 2021. This reflects the increase in the number of clients receiving Jobseeker Support who are automatically issued a CSC.

**Table One: Number of Community Services Card (CSC) holders in the Queenstown Lakes District territorial authority (TA) as at the end of February 2019, 2020 and 2021.**

<b>Territorial authority</b>	<b>February 2019</b>	<b>February 2020</b>	<b>February 2021</b>
Queenstown-Lakes District	1,737	1,899	3,801

**Notes:**

- This data includes cards on issue to clients of all ages, both under and over 65.
- Territorial authority (TA) is estimated based on the clients address at the end of each period.
- This may understate the number of cards on issue to some extent, as TA is not known for a small proportion of card holders (up to six percent nationally).
- To protect confidentiality, the Ministry uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to a multiple of 3 applied to all cell counts in the table.
- A value of one or two may be rounded to zero or three.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.

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
- 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 available to the wider public. The Ministry will do this by publishing this letter 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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding Community Services Card holders, 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.

Yours sincerely



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**Manager, Issue Resolution  
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