



Tēnā koe

On 25 September 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *All documents produced, held or dated within the last two years that provide an analysis/analyses (regardless of the form-ie report, evaluation or commentary etc) about the effectiveness of the Ministry of Social Development Case Managers that is not publicly available.*
- *I am seeking to understand both what analysis is undertaken regarding case managers, and of any such analysis, what it says.*

On 29 September, the Ministry emailed you to clarify what you meant by the 'effectiveness of Case Managers' as the Ministry had interpreted it to mean analysis documents on the difference Case Managers make to people's outcomes compared to when they receive no case management.

On the same day you replied to confirm that the Ministry's interpretation was correct and added:

- *I also intend to mean comparisons about the effectiveness of case managers over time (ie one year compared to the other) and different types/approaches to case managers (if any such distinction exists/is contained in what I've requested).*

In February 2019, the Ministry published the Employment Assistance summary report for 2016/17, which refers to the effectiveness of case management. Whilst I acknowledge that you did not request information that is in the public domain, this report may be helpful in showing the type of analysis completed by the Ministry previously. This report is publicly available on the Ministry's website at this link: www.msd.govt.nz/about-msd-and-our-work/publications-resources/research/employment-assistance/index.html.

Since this previous review in 2016/17, the Ministry has not completed any further evaluations of case management effectiveness at this stage. As such, your request for this information 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.

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 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, 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

A handwritten signature in blue ink, appearing to read 'J. Tu'.

Judith Turner
**Manager Official and Parliamentary Information
Ministerial and Executive Services**