



Dear

On 4 September 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *The 'MSD Historic Claims Business Procedure and Guidance – March 2019' document" as the Ombudsman ruled in another case it should be released.*

In response to your request, please find the 'MSD Historic Claims Business and Guidance March 2019' document enclosed

Please note that this document is a previous version of the handbook which is currently publicly available on the Ministry's website at the following link: [www.msd.govt.nz/documents/about-msd-and-our-work/work-programmes/historic-claims/msd-historic-claims-business-process-guidance.pdf](http://www.msd.govt.nz/documents/about-msd-and-our-work/work-programmes/historic-claims/msd-historic-claims-business-process-guidance.pdf).

The Ministry implemented a new operating model at the end of 2018. This document was the first iteration of guidance developed following the implementation of this new model. Appendix 2 relates to payment categories. As part of the new model, payment categories were developed for the purpose of determining settlement payments, enabling the Ministry to ensure that payments remain fair and consistent across past and present claimants.

The Ministry reviewed these categories several months after the new model was operating to ensure that they remained aligned with past payments, and on the basis of this review some adjustments to the categories were made. These adjustments happened prior to any settlement offers being made and were reflected in a subsequent version of the Handbook.

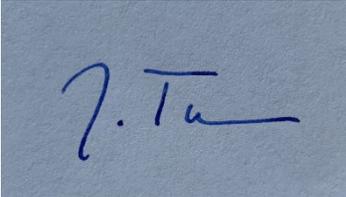
The principles and purposes of the Act under which you made your request are:

- 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 and any attached documents available to the wider public. 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](mailto:OIA_Requests@msd.govt.nz).

Yours sincerely

A rectangular area containing a handwritten signature in blue ink. The signature appears to be 'J. Tu' with a horizontal line extending from the end of the 'u'.

Judith Turner

**Manager**

**Official and Parliamentary Information**