



31 August 2022

Tēnā koe

On 15 August 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *A list of all Benefit types and their payment days (the day these payments would show in a client's bank account)?*
- *Do your payment batches go to your bank at different times or all at one time?*
- *Any information you are able to provide me relating to processing times of payments for each benefit type, including the time you push the batches to your bank and any data relating to the time the client is likely to receive this payment.*

A list of all benefit types can be found on the Work and Income website: www.workandincome.govt.nz/products/a-z-benefits/index.html.

The Ministry has different processing timeframes for weekly and fortnightly payments. I will outline each process separately.

Weekly payments

The Ministry makes weekly payments to clients on Tuesdays, Wednesdays, and Thursdays. The date that a client receives a payment is determined by the month of their birth. People born in January, February, March, or April receive their payments on a Tuesday. People born in May, June, July, or August receive their payments on a Wednesday. People born in September, October, November, or December receive their payments on a Thursday.

All weekly payments are extracted by the Ministry on a Friday, and the final payment files are sent to the bank at midday the day before a client's payment is due. If a client is due a payment from the Ministry on a Tuesday, their bank will receive this file on the Monday. Processing times vary between banks, so the time that a client is paid is dependent on who they are banking with. Some clients may receive their payment the evening before it is due, because of bank processing.

Fortnightly payments

Fortnightly payments, including New Zealand Superannuation (NZS), Portability payments, and Overseas Pension payments, are extracted by the Ministry every second Tuesday. On the Friday of the same week, the Ministry sends the payment files to the bank at 10pm. Clients will receive their payments the following week on Tuesday.

Child Disability Allowance (CDA) payments are processed the same way as NZS, but on the alternating week.

All other benefit types are made weekly.

Bank processing times determine when the client will receive their fortnightly payments, the same as weekly payments.

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 regarding benefit payment days, 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

Bridget Saunders

Bridget Saunders
**Manager Issue Resolution
Service Delivery**