



28 February 2022

Tēnā koe

On 31 January 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Are the three people depicted on this card (Community Services Card) still alive?*
- *When Work and Income has updated its branding for the 2020s, why does the Community Services Card still use a design from the 1990s?*
- *Would the Ministry support redesigning the Community Services Card, to have a design that reflects New Zealand in the 2020s?*

For the sake of clarity, I will answer your interests in turn.

- *Are the three people depicted on this card (Community Services Card) still alive?*

The Ministry does not hold information about the people depicted on the Community Services Card (CSC) as they were hired through a third party.

I am refusing your request under section 18(g) of the Act as the information you have requested is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

- *When Work and Income has updated its branding for the 2020s, why does the Community Services Card still use a design from the 1990s?*
- *Would the Ministry support redesigning the Community Services Card, to have a design that reflects New Zealand in the 2020s?*

The CSC has minimal budget for refreshing the card design. The only changes have been functional, such as updating the Ministry names when they have changed in the past.

At present, the Ministry has no plans to redesign the Community Services Card. While the Ministry agrees that an updated design might be desirable, we consider that the funding that would be required for such an update is better spent elsewhere.

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.

If you are not satisfied with this response regarding the design of the Community Services Card, 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**