



10 December 2024

Tēnā kōrua

Official Information Act request

Thank you for your email of 23 October 2024, requesting information about the 2021 process for applying for New Zealand Superannuation (NZ Super) and confirmation of whether the Marton Service Centre has ever misplaced client information.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

Question 1: Can Work and Income confirm that there has never been a client document or application form lost at the Marton Office?

Protecting the privacy of personal information underpins the work that we do and the services that we provide. Our Service Centre staff are trained to ensure that any hardcopy information containing personal information is either scanned to a clients file, or stored securely, safely and in line with the Ministry's obligations under the Privacy Act 2020.

Your question which asks whether any client documentation has never been lost by the Marton Service Centre. In order to determine this, the Ministry would need to manually search through all individual client files at the Marton Service Centre. This task would divert personnel from their core duties and would require the allocation of extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the Act, as it requires substantial collation. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your requests given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

Question 2: We would also like details of what the application process was for New Zealand Super applicants back in July 2021, in particular, what was the official process for Keith to apply.

Since July 2021, the process for applying for NZ Super has not changed significantly. Clients will receive a letter from Inland Revenue shortly before they turn 65 years old to notify them that they may be able to apply for NZ Super. We continue to recommend that clients apply for NZ Super online.

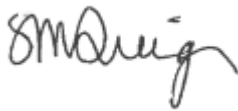
Clients can still apply for NZ Super by completing a hardcopy form and then sending it via post, or by delivering it in-person to their local Service Centre. A client can also arrange for an NZ Super application to be submitted face-to-face in the presence of a Ministry staff member. For more information, here is a link to the current process for how a person can apply for NZ Super: www.workandincome.govt.nz/online-services/superannuation/index.html.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services