



23 December 2024

Tēnā koe

### **Official Information Act request**

Thank you for your request that was partially transferred to the Ministry of Social Development (the Ministry) by the Offices of Hon Tama Potaka and Hon Penny Simmonds. You requested the following information:

- *The number of all Departmental items that have been received by your Ministries/Departments from 15 May 2024 until 15 November 2024. Please break these down by workflow: e.g. Departmental Official Information Act Requests, etc.*
- *The number of Departmental items that were completed late at any stage of the process (e.g. an item was late to be sent to the Minister's Office or was late to be sent to the requestor). Please also specify by how many days these items were overdue.*
- *The number of Departmental items that required and were granted an extension. Please also specify by how many days an extension was granted.*

I have considered your request under the Official Information Act 1982 (the Act).

I have interpreted your request to refer to responses made on behalf of the Chief Executive (CE) in response to Direct Action Correspondence (DAs) and Official Information Act requests (OIAs).

The Ministry completes standard monthly reporting on DAs and OIAs received. As your request was transferred to the Ministry on 22 November 2024, I am providing you with the latest available calendar month.

Please refer to **Tables One to Three** in the below **Appendix** for the number of Departmental items sent between 1 May 2024 and 31 October 2024, broken down by workflow type, status, and whether an extension was granted.

Please note that the Ministry is unable to provide you with the following information, as it would require substantial manual collation:

- The number of days that a DA or OIA is overdue by, or
- The number of DAs that required an extension, and
- The number of days that OIAs have been extended by.

In order to provide you with this information, the Ministry would need to divert personnel from their core duties and allocate 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.

As DAs do not have a legislated time frame for response, the Ministry does not centrally record the number of DAs that are extended. The Ministry does aim to provide a response to DAs within 20 working days.

Please refer to the OIA statistics published on the Public Service Commission's website for a 6-monthly view of OIAs across public service agencies:  
[www.publicservice.govt.nz/guidance/official-information/oia-statistics](http://www.publicservice.govt.nz/guidance/official-information/oia-statistics)

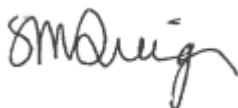
Please also refer to the Ministry's responses to Annual Review questions 55 – 62, available on the New Zealand Parliament's website, here:  
[https://www.parliament.nz/en/pb/sc/submissions-and-advice/document/54SCSSC\\_EVI\\_33d5c557-0bed-4c27-6fe1-08dceb31e9f\\_SSC10702/ministry-of-social-development-responses-to-written-questions](https://www.parliament.nz/en/pb/sc/submissions-and-advice/document/54SCSSC_EVI_33d5c557-0bed-4c27-6fe1-08dceb31e9f_SSC10702/ministry-of-social-development-responses-to-written-questions).

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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**

## Appendix

**Table One: The number of Correspondence and OIA items sent between 1 May 2024 and 31 October 2024, broken down by month.**

<b>Month</b>	<b>Correspondence</b>	<b>OIAs</b>
<b>May</b>	79	160
<b>June</b>	84	92
<b>July</b>	98	98
<b>August</b>	122	150
<b>September</b>	72	128
<b>October</b>	95	144
<b>Total</b>	<b>550</b>	<b>772</b>

**Table Two: The number of overdue Departmental items sent between 1 May 2024 and 31 October 2024, broken down by month and workflow type.**

<b>Month</b>	<b>Correspondence</b>	<b>OIAs</b>
<b>May</b>	1	2
<b>June</b>	0	1
<b>July</b>	0	3
<b>August</b>	2	9
<b>September</b>	0	3
<b>October</b>	0	4
<b>Total</b>	<b>3</b>	<b>22</b>

**Table Three: The number of extension decisions under section 15A of the OIAs communicated between 1 May 2024 and 31 October 2024, broken down by month.**

<b>Month</b>	<b>OIAs</b>
<b>May</b>	24
<b>June</b>	7
<b>July</b>	19
<b>August</b>	28
<b>September</b>	28
<b>October</b>	40
<b>Total</b>	<b>146</b>