



31 July 2024

Tēnā koe

Official Information Act request

Thank you for your email of 24 June 2024, requesting information about the number of Ministry staff who administer cross-border pension adjustments, and the annual cost of this administration.

I have considered your request under the Official Information Act 1982 (the Act). International Services has 83 processing staff who work together across all elements of International Services, including the application of overseas pensions as direct deductions.

Therefore, your request is refused under section 18(e) of the Act as this information does not exist.

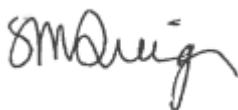
Ministry staff do not record the number of hours spent on specific tasks. To provide you with this information, the Ministry would have to create it. Please note, the Act only applies to requests for information that is already held by the Ministry and does not require us to create new information in order to respond.

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