



7 August 2025

Tēnā koe

Official Information Act request

Thank you for your email of 9 July 2025, requesting the following information:

Request information regarding between 2015 to 2023, the number of seniors made eligible, the decline, reasons, the average amounts paid per week, and complaints lodged due to low pay.

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

The attached **Appendix** provides you with the number of applications processed, the decline reasons and the average weekly rate payable for New Zealand Superannuation.

The table shows a number of decline reasons which do not apply to New Zealand Superannuation. This happens if the reason for the decline is recorded incorrectly. For example, voluntary unemployment, or a person's assets do not effect eligibility for New Zealand Superannuation, so those applications shown as declined due to 'Assets Gifted' or because they are on a voluntary unemployment standdown, were not eligible for New Zealand Superannuation for a different reason.

Some individuals who have been declined New Zealand Superannuation for residency reasons may be eligible for an alternative benefit.

I am unable to provide you with information regarding '*complaints lodged due to low pay*'.

The system in which Ministry complaints are recorded does not record benefit type or age. This means the Ministry is unable to identify complaints that are specific to New Zealand Superannuation. Additionally, the Ministry does not collect data in a way to specifically identify "*complaints lodged due to low pay*".

To provide you with this information, Ministry staff would have to manually review a substantial number of complaints. As such, I refuse your request under section 18(f) of the Act. 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 request 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.

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

A handwritten signature in black ink, consisting of a stylized 'A' followed by a horizontal line.

Anna Graham
General Manager
Ministerial and Executive Services