



13 February 2025

Tēnā koe

Official Information Act Request

Thank you for your email of 3 January 2025, requesting information on the use of algorithms when making decisions about benefit applications between 2007 and 2011.

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

I can confirm that all applications for Main Benefits, New Zealand Superannuation (NZS), Veterans Pension and all other non-beneficiary assistance between 2007 and 2011 were processed manually by Ministry staff and not via an algorithm or an automated process.

However, there were two automated processes utilised by the Ministry during this time. Firstly, if a client who was 65 years or older was granted a Main Benefit or NZS they were automatically granted a Community Services Card or Super Gold Card. Secondly, if these cards were due to expire, the system would check if that client was still in receipt of their Main Benefit or NZS and if so, a new card would be reissued for another 12 months.

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.

Anna Graham
General Manager
Ministerial and Executive Services