



4 July 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 4 June 2025, requesting information about Community Services Cards and Super Gold cards, specifically relating to transport.

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.

- 1. How many community services cards are currently issued?*
- 2. Of the above how many community services cards are currently issued to persons also eligible for a gold card?*
- 3. How many current community service card holders have applied for a public transport concession with an eligible transport provider (e.g. Snapper, AT card)?*
- 4. How many community service card holders were utilizing a public transport concession on the 10th of March when previously issued cards expired?*

To address your Questions 1 and 2, please find attached:

- **Appendix: The number of Community Service Cards as at end of April 2025.**

Regarding your questions 3 and 4, the Ministry of Social Development (the Ministry) holds no data for public transport concessions such as snapper cards. Accordingly, I am refusing Questions 3 and 4 under section 18(g) of the Act as the information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown, or organisation.

You will recall that we emailed you on 13 June 2025 and advised your questions 5 and 6 were transferred to the New Zealand Transport Agency, as the information to answer those parts of your request, is not held by the Ministry but is believed to be held by NZTA.

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. 

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**