



23 May 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 9 April 2025, requesting information about Ministry of Social Development (the Ministry) staff.

I have interpreted case workers as positions with the title Case Manager, that therefore means that we have excluded staff such as contact centre staff and processing staff.

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.

- *How many total FTE case workers, if any, worked at Work and Income New Zealand, from 01 January 2024 to 09 April 2025, broken down per month?*

Please refer to the table below which provides the information you have requested.

<b>Monthly run date</b>	<b>Total FTE</b>
31/12/2023	2419.9
31/01/2024	2400.5
29/02/2024	2373.5
31/03/2024	2334
30/04/2024	2307.3
31/05/2024	2292.6
30/06/2024	2284.1
31/07/2024	2277.9
31/08/2024	2252.5
30/09/2024	2278.2
31/10/2024	2315.6
30/11/2024	2297.5
31/12/2024	2295
31/01/2025	2448.8
28/02/2025	2426
31/03/2025	2524.5
9/04/2025	2513.8

Note: The table above includes permanent and fixed term employees.

- *How many total case worker FTE vacancies, if any, were left unfilled at Work and Income New Zealand, from 01 January 2024 to 09 April 2025, broken down per month?*

Please note, due to the Ministry being a large government agency the number of case managers on any given day can fluctuate with resignations, internal movement and new hires. As a result, recruitment and workforce planning is continuous. Therefore, the Ministry cannot provide this information by month and instead information will be provided at a point in time for this part of your request. For the case manager job requisitions that have been approved this year, as at 15 April 2025 there are 27 positions that have been advertised and remain unfilled.

- *How many new case worker FTE roles, if any, were advertised by Work and Income New Zealand from 01 January 2024 to 09 April 2025, broken down per month?*

Please refer to the table below which provides the information you have requested.

<b>Years (Approved Date)</b>	<b>Months (Approved Date)</b>	<b>Sum of Number of Vacancies</b>
<b>2024</b>	<b>Jan</b>	3
	<b>Feb</b>	1
	<b>Mar</b>	37
	<b>Apr</b>	33
	<b>May</b>	23
	<b>Jun</b>	2
	<b>Jul</b>	1
	<b>Aug</b>	150
	<b>Sep</b>	43
	<b>Oct</b>	38
	<b>Nov</b>	224
	<b>Dec</b>	6
<b>2025</b>	<b>Jan</b>	57
	<b>Feb</b>	95
	<b>Mar</b>	23
	<b>Apr</b>	15

**Note:**

- Sum of vacancies reflects the number of vacancies recorded against each job requisition.
- The actual number hired could be less than or more than this number.
- Positions advertised vary by month. Numbers are influenced by meeting the need of business priorities, resignations and internal movement. Budgeted case management FTE remains flat year on year overall.
- In November 2024 we utilised a bulk recruitment model which is reflected in the higher number of vacancies advertised in this month.

- *How many case worker FTE roles, if any, were cut from Work and Income New Zealand from 01 January 2024 to 09 April 2025, broken down per month?*

For the purpose of this question, we have interpreted 'cut' as redundancy and voluntary redundancy. There was a total of 12 positions with the title Case Manager accepted for voluntary redundancies as part of the voluntary redundancy process run in April/May 2024. There were no other redundancies for Case Manager positions in the period you have requested information on.

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

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

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