



3 November 2025

Tēnā koe

Official Information Act request

Thank you for your email of 26 October 2025, requesting a list of all sub-directories under the "Resources and Tools", "Helping Clients" and "Processing Standards" sections of the Ministry's intranet, Doogle.

I have considered your request under the Official Information Act 1982 (the Act). Please see a list of all requested sub-directories below.

Resources and Tools

- Helping Staff
- Helping Clients
- Reports and Publications
- Business Applications
- Forms and Templates
- Procedures and Manuals
- Policies and Standards

Helping Clients

- Products and Services
- Forms and Templates
- Procedures and Manuals
- Policies and Standards
- Practice Guides
- Fraud Resources
- Helpline
- Helpline Tips

Processing Standards

- Accepting Forms
- Agents
- Applications
- Authentication
- Bank Accounts
- Bank Accounts – Childcare and OSCAR centres

- Cancellations
- Child Changes
- Extra Help (supplementaries) Evidence
- Hardship Approval and Evidence
- Identification – Client
- Identification – Child
- Income and Asset Evidence
- Inland Revenue Number
- Partner Changes
- Redirection of Benefit Payments
- Scanning and Recording
- Transfers
- Work and Work Preparation Obligations

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