



4 November 2025

Tēnā koe

Official Information Act request

Thank you for your email of 7 October 2025, requesting information about Jobseeker Support (JS):

- *Can you tell me how many Jobseeker beneficiaries have had their benefits stopped in 2025 for failing to re-apply even though a re-application form was received by MSD prior to the cut-off date?*

I have considered your request under the Official Information Act 1982 (the Act).

Your request is refused under section 18(f) of the Act as substantial manual collation would be required to collate this information.

The information you have requested would only be contained in individual client files and accessing it would require manual review of tens of thousands of client files, taking hundreds of hours of staff time to respond to your request. 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.

The Ministry acknowledges there may be instances when a person makes contact to reapply for a benefit before it expires and that through no fault of their own their reapplication is not completed in time. In these cases, an extension can be granted for up to 10 working days (starting from the expiry date), on the condition that the reapplication is completed as soon as possible within the extension period. The benefit will then be re-granted from the expiry date. You can find more information about this online here: www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/contact-made-but-reapplication-not-completed-before-expiry-date.html.

This extension can generally be granted in the following circumstances:

- When a client contacts the Ministry for an employment engagement or support to complete the reapplication, but there are no available appointments before the expiry date, or
- there are delays in the Ministry processing their reapplication, or

- a client has an employment engagement or reapplication appointment booked, but the Service Centre has closed unexpectedly (for example, due to an emergency).

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