



5 November 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 29 September 2025, requesting information about Manurewa Jobseekers.

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.

Please note that the Ministry of Social Development (the Ministry) does not report on the 'Manurewa Parliamentary electorate' which you have requested. The Ministry can report on the Manurewa Local Board area.

- 1. The number of people receiving Jobseeker Support Benefit who reside in the Manurewa Parliamentary electorate, broken down monthly.*
- 2. The total number of people receiving Jobseeker Support nationally, broken down monthly, for the same period.*

The attached **Appendix One**, provides you with:

- **Table One:** The number of clients receiving Jobseeker Support as at the end of each month from January 2024 to August 2025 by month, Manurewa Local Board and nationwide.
- 3. *The net change (increase or decrease) in Jobseeker Support numbers in the Manurewa electorate since 1 January 2024.*

The attached **Appendix One**, provides you with:

- **Table Two:** The net change of Jobseeker Support clients between end of January 2024 and August 2025 broken down by Manurewa Local Board.
- 4. *Data on the number of emergency housing (or similar urgent housing support) applications received and the number declined, for each month, for the Manurewa electorate (or the most local geography available). Please include the recorded reasons for declinature categories used by MSD.*

The attached **Appendix Two** provides you with:

- **Table One:** The number of emergency housing grants and declines from 1 January 2024 to 31 August 2025, broken down by month and Manurewa Local Board.

- **Table Two:** The number of declines for emergency housing from 1 January 2024 to 31 August 2025, broken down by month, reason for decline, and Manurewa Local Board.

5. *The number of people (unique individuals and distinct occasions) recorded as being turned away, refused in-person service, or advised not to attend an MSD / Work and Income offices in Manurewa Parliamentary electorate.*
6. *For each recorded turned-away instance (by month and office): the reason recorded (e.g., no appointment, did not meet criteria for in-person service, health-and-safety, site capacity, COVID or public-health reasons, other).*

Clients who arrive at an office without a current appointment or who miss their appointment are generally not 'turned away'. They can usually be rebooked at another suitable date and time.

If a client presents with an urgent need, their individual circumstances will be assessed for an emergency appointment, where it is deemed an emergency, generally the client will be seen that day. In some cases, a client may have limited time and is unable to wait for an emergency appointment. In these circumstances the client may be booked an appointment at a later suitable date and time or are advised that they can use the Ministry's online services or call the Contact Centre to apply for assistance.

The Ministry has a duty under the Health and Safety at Work Act 2015 to ensure, as far as reasonably practicable, the health and safety of staff and other people in all Ministry offices.

One of the ways the Ministry protect staff, clients and visitors from behaviours that pose a health and safety risk are by issuing trespass notices under the Trespass Act 1980.

If a client has a current trespass order in place for that office, they will be asked to leave.

Trespassed clients will be directed to use alternative service options instead, such as contacting the Contact Centre, online or engaging with their Agent.

The Ministry has multiple avenues where a client's needs can be assessed, this can be a face-to-face appointment or phone appointments with a case manager, seminars, contact centre, their Agent or online services through MyMSD.

As such, questions 5 and 6 of your request are refused under section 18(f) of the Act, as substantial manual collation would be required to collate this information. If held, this information would only be contained within individual client files, which would each require manual review 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.

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 regarding assistance provided in the Manurewa Local Board area, 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**