



10 November 2025

Tēnā koe

Official Information Act request

Thank you for your email of 15 October 2025, requesting information about the Ministry of Social Development (the Ministry)'s International Services Data Index, how we work with our Australian counterpart, and an explanation of the Trans-Tasman Process.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Just as the Ministry is responsible for pensions and benefit payments and services in New Zealand, Centrelink has the same role in Australia. The Ministry unit responsible for the data exchange is the International Services Team that works with its counterpart in Australia, Services Australia. These two teams are responsible for this data exchange.

I am advised that an overview of how the International Services Data Index process works, is as follows.

Change in Circumstance (CIC) files are shared between Services Australia and the Ministry at the end of each Business Day (which could be different in each country).

Incoming files from Australia go through some preprocessing rules on the Ministry's data warehouse (IAP) before the results of that are sent to the Ministry's SWIFTT (Social Welfare Information for Tomorrow Today) system for processing. The results of that processing are available to view on the Client record in SWIFTT or Summary reports in the Ministry's Reports online system, on the following day.

Outgoing files to Australia are produced at the end each Business Day by the Ministry's SWIFTT system.

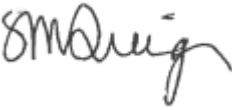
All files are exchanged between the countries using a Secure file transfer protocol (SFTP).

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