



9 September 2025

Tēnā koe

Official Information Act request

Thank you for your email of 2 July 2025, requesting information about beneficiaries and frontline staff from the Ministry of Social Development (the Ministry).

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.

- *the number of Beneficiaries on MSD since the current govt has come to Power*

As you were advised on 5 August 2025, a monthly breakdown of clients receiving a Working Age Main Benefit is publicly available on the Ministry's website at the following link: www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/monthly-reporting/.

You can also find the Ministry's Benefit fact sheets here: [https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html).

If you require any further information which is not provided in the link above, please contact us via OIA Requests@msd.govt.nz with the further details you require, and we will process it as a new request.

- *and the number of frontline staff dealing with beneficiaries both in person and on the 0800 numbers . i need them on a monthly interval.*

I note in our email to you on 5 August 2025, we asked you to confirm whether you were seeking information on Case Managers and Client Service Representatives – to date we have not received a response to this. In the absence of a clarification, we have interpreted this part of your request to be for information on the number of client-facing Contact Centre staff and the number of staff with the job title 'Case Manager'.

For information on Contact Centre staff, please refer to the table immediately below and for information on Case Managers, please refer to the attached **Appendix**.

Appendix:

The number of client-facing Contact Centre staff in the period November 2023 – June 2025.

Month	Total Contact Centre FTEs
November 2023	1193.8
December 2023	1241.4
January 2024	1246.2
February 2024	1261.3
March 2024	1231.4
April 2024	1216.5
May 2024	1213.6
June 2024	1207.2
July 2024	1190.5
August 2024	1162.6
September 2024	1142.0
October 2024	1119.3
November 2024	1117.8
December 2024	1111.5
January 2025	1091.6
February 2025	1107.2
March 2025	1121.7
April 2025	1126.4
May 2025	1109.6
June 2025	1092.7

Note:

- Table does not include management and support roles e.g. Service Centre Manager Capability Developer.

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