



11 September 2025

Tēnā koe

**Official Information Act request**

Thank you for your email dated 24 August 2025 in which you requested information about policies and processes staff at the Ministry of Social Development (the Ministry) follow.

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.

1. *All editions and versions of policy and procedure manuals relating to eligibility for the Supported Living Payment in use since approximately 2008 or 2009*

The Ministry emailed you on 28 August 2025 to seek refinement of your request to avoid refusal under section 18(f) of the Act, as the information sought would require substantial manual collation. As of today, no response has been received. On this basis, the Ministry is refusing this part of your request under section 18(f) of the Act.

Supported Living Payment (SLP) was introduced on 15 July 2023. It is paid to people who cannot work because they are:

- a) permanently and severely restricted in their capacity for work because of a health condition, injury, disability or totally blind, OR
- b) caring for a person who requires full-time care and attention at home.

There have been no changes to the eligibility criteria for SLP since the payment's introduction. The guidance staff follow when assessing eligibility for SLP is here: [www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/qualifications.html](http://www.workandincome.govt.nz/map/income-support/main-benefits/supported-living-payment/qualifications.html).

2. *Any internal reports or reviews concerning the accuracy of benefit calculations at the Manurewa, Clendon, and Papakura Service Centres conducted between 2009 and the present*

Providing the requested information would require significant manual collation, diverting staff from their core functions, and impacting the Ministry's ability to maintain standard operations. As such, this part of your request is refused under section 18(f) of the Act.

3. All internal guidelines issued to staff nationwide on topics such as 'applying sanctions' or 'assessing Special Needs Grants for housing'

This part of your request is very broad, and substantial manual collation would be required to locate and prepare all documents within scope of your request. On that basis, I refuse this part your request under section 18(f) of the Act. However, you will find guidance for staff about applying benefit sanctions and assessing eligibility for emergency housing at the links below.

Applying benefit sanctions

- Obligations failures - [www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/obligations-failures-01.html](http://www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/obligations-failures-01.html)
- Good and sufficient reason before initiating an obligations failure - [www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/good-and-sufficient-reason-before-initiating-an-ob-01.html](http://www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/good-and-sufficient-reason-before-initiating-an-ob-01.html)
- Non-financial sanctions - [www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/non-financial-sanctions.html](http://www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/non-financial-sanctions.html)
- Determining whether Money Management is appropriate - [www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/determining-whether-money-management-is-appropriate.html](http://www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/determining-whether-money-management-is-appropriate.html)
- Determining whether Community Work Experience is appropriate - [www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/determining-whether-community-work-experience-is-appropriate.html](http://www.workandincome.govt.nz/map/income-support/main-benefits/jobseeker-support/determining-whether-community-work-experience-is-appropriate.html)

Assessing eligibility for emergency housing

- Qualifications for emergency housing - [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/qualifications-for-emergency-housing.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/qualifications-for-emergency-housing.html)

I have considered whether the Ministry would be able to respond to your requests 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 impaired. The greater public interest is in the effective and efficient administration of the public service.

I will publish 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, 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**