



16 September 2025

Tēnā koe

Official Information Act request

Thank you for your email of 18 July 2025, in which you requested for 13 reports from the Ministry of Social Development (the Ministry).

I have considered your request under the Official Information Act 1982 (the Act). Through the processing of your request, I have determined that part of the information you have requested is more closely connected with the functions of the Minister of Social Development and Employment.

In such circumstances, I am required by section 14 of the Act to transfer your request to the appropriate agency in these circumstances. I acknowledge the delay in transferring your request and I extend my apologies for the time it has taken.

In accordance with section 14 of the Act, please treat this letter as a formal transfer of part of your request, for the following reports, to the office of Hon Louise Upston:

- *Aide-memoire - Meeting with the Prime Minister – (REP/25/4/311)*
- *S9(2)(f)(iv) – (REP/25/4/296)*
- *Aide-memoire - Follow up to meeting with PM – (REP/25/5/358)*
- *S9(2)(f)(iv) (REP/25/4/335)*
- *S9(2)(f)(iv) – (REP/25/5/388)*
- *Aide-memoire - Excluding Flexible Childcare Assistance and the Training Incentive Allowance from Youth Money Management – (REP/25/5/382)*
- *Aide-memoire - Ministerial Group Meeting 19 May (Crown Response to the Abuse in Care Inquiry) – (REP/25/5/376)*
- *S9(2)(f)(iv) – (REP/25/4/301)*
- *S9(2)(f)(iv) – (REP/25/5/396)*
- *Aide-memoire - Meeting with Auckland Food Providers – (REP/25/5/394)*
- *S9(2)(f)(iv) – (REP/25/5/419)*

Please also note that according to sections 14 and 15(1) of the Official Information Act, the 20-working day response period is reset by the transfer and starts again on the day the agency receives the transfer notification. The Ministry notified the Office of Hon Louise Upston of the transfer today.

The following two reports have recently been released in the context of another request under the Act, and I have enclosed copies with this letter:

- **REP/25/4/329** - Instrument amending Welfare programme 2025.
- **REP/25/5/381** - Monthly Traffic Light System Reporting Summary.

You will note that some information is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

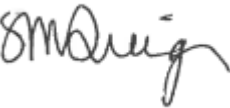
Some information is also withheld under section 9(2)(h) of the Act in order to maintain legal professional privilege. The greater public interest is in ensuring that government agencies can continue to obtain confidential legal advice.

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

Report



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Date: 15 May 2025 **Security Level:** In Confidence

To: Hon Louise Upston, Minister for Social Development and
Employment
Hon Tama Potaka, Associate Minister of Housing

File Reference: REP/25/4/329

Instrument amending Welfare Programme 2025

Purpose of the report

- 1 This report seeks your approval of the Instrument amending Welfare Programme 2025 (the Instrument). This instrument will amend the Special Needs Grants Programme and Emergency Housing Grants Programme to exclude people subject to non-financial sanctions from being eligible for these supports. The first two non-financial sanctions (Money Management and Community Work Experience) will come into effect on 26 May 2025 and the second two (Upskilling and Report Job Search) will come into effect on 20 October 2025.

Recommended actions

It is recommended that you:

- 1 **note** that Cabinet has agreed to exclude Money Management and Community Work Experience recipients from being eligible to receive Special Needs Grants or Emergency Housing Grants [CAB-24-MIN-0295.01 refers]
- 2 **note** that Cabinet has authorised the Minister for Social Development and Employment, in consultation with other Ministers as necessary, to take final policy decisions on the Traffic Light System as needed [CAB-24-MIN-0295.01 refers]

For the Minister for Social Development and Employment only,

- 3 **agree** that, for consistency with the policy settings of Money Management and Community Work Experience, clients who are subject to Report Job Search or Upskilling as non-financial sanctions are also ineligible to receive a Special Needs Grant or Emergency Housing Grant

AGREE / DISAGREE

For both Ministers if Recommendation 3 is agreed to,

- 4 **approve and sign** the attached Instrument amending Welfare Programmes 2025 by 20 May 2025

YES / NO

YES / NO

Hon Louise Upston

Hon Tama Potaka

- 5 **agree** to waive the 28-day rule as required by the *New Zealand Gazette* on the grounds of 7.101 d. as stated in the Cabinet Manual, to avoid the purpose of the secondary legislation being defeated to enable the majority of the amendments to come into force by 26 May 2025

YES / NO

YES / NO

Hon Louise Upston

Hon Tama Potaka

- 6 **note** that the Minister for Social Development and Employment's office will arrange for a copy of the Instrument to be presented in the House of Representatives once you have both signed it, as required by section 114 of the *Legislation Act 2019*

- 7 **note** that officials will arrange for publication of the Instrument on the Ministry of Social Development's external website and notify the making of the Instrument in the *New Zealand Gazette*, as soon as practicable, as required by the *Legislation Act 2019*

For the Minister for Social Development and Employment only

- 8 **forward** this report to the Associate Minister for Housing for his approval and signature of the Instrument once you have signed.

AGREE / DISAGREE



Leah Asmus
Policy Manager
Welfare System policy

15 May 2025
Date

Hon Louise Upston
Minister for Social Development and
Employment

Date

Hon Tama Potaka
Associate Minister of Housing

Date

Background

- 2 The Social Security Amendment Bill (the Bill) has recently progressed through the Committee of the whole House stage. Among other things, this Bill introduces non-financial sanctions which can be imposed as an alternative to a 50 percent reduction in the rate of benefit when a client fails their obligations for the first time.
- 3 Two non-financial sanctions, Money Management and Community Work Experience, were introduced in the first version of the Bill. Many of the policy settings for these sanctions were agreed by Cabinet in August 2024, or by the Minister for Social Development and Employment in subsequent reports via delegated authority from Cabinet [CAB-24-MIN-0295.01 refers].
- 4 Cabinet agreed for the two additional non-financial sanctions, Report Job Search and Upskilling, be introduced to the Bill through the Select Committee stage [LEG-24-MIN-0259 refers]. The policy settings were decided by the Minister for Social Development and Employment using authority delegated in November 2024 [LEG-24-MIN-0259 refers].

Clients under sanction cannot access certain forms of hardship assistance

- 5 Currently, those receiving either a grade 1 or 2 financial sanction (i.e. their benefit has been reduced or suspended due to failing their obligations) are not eligible to receive Special Needs Grants (SNGs) or Emergency Housing Grants (EHGs). These restrictions are set out in the respective welfare programmes that establish the settings of each grant.
- 6 For consistency with the current grade 1 sanction, Cabinet decided in August that this approach will also apply to Money Management and Community Work Experience [CAB-24-MIN-0295.01 refers]. This will mean that clients who are subject to those non-financial sanction will be ineligible to receive an SNG or EHG while under sanction, and will only be able to receive these grants once the sanction has been lifted.
- 7 In previous advice, MSD did not seek a formal decision from you that this approach should also apply to the additional non-financial sanctions, Upskilling and Report Job Search. MSD understands that this is your preferred approach, to maintain consistency, and seeks your formal agreement to that position in this report.
- 8 Unlike a financial sanction, clients subject to a non-financial sanction must remain under sanction for a specified length of time in order to reapply (4 weeks for most non-financial sanctions, and a maximum of 6 weeks for Community Work Experience, including the search period). As such, a person in need of an SNG or EHG would not be able to gain access to these

payments for the duration of the non-financial sanction, and may face greater hardship while under sanction as a result. While subject to a non-financial sanction, a client will still be able to apply for recoverable assistance and/or advance payment of benefit.

Your approval and signature is needed to amend the relevant welfare programmes

- 9 Eligibility and other settings for SNGs and EHG are not set out in the Social Security Act 2018 or its associated regulations. Rather, they are set out in their own welfare programmes, a form of secondary legislation which can only be amended by ministerial agreement.
- 10 Welfare programmes cannot be amended through the Bill. This means a separate legal instrument is needed to give effect to the decision to exclude people who are subject to a non-financial sanction from being able to receive an SNG or EHG. As ministers, you have responsibility over these grants: the Minister for Social Development and Employment in relation to SNGs; and the Associate Minister of Housing in relation to EHG.
- 11 We are seeking your approval and signature of the attached Instrument, which will amend the Special Needs Grants Programme and the Emergency Housing Grants Programme to include non-financial sanctions as a reason for a client to not be entitled to support.

We recommend waiving the 28-day rule

- 12 Notification of changes to welfare programmes are typically required to be published in the *New Zealand Gazette* at least 28 days before they come into effect. This is known as the 28-day rule. However, this rule can be waived in some circumstances, such as this, to avoid the purpose of the secondary legislation being defeated as per 7.101 (d), from the Cabinet Manual.
- 13 Due to two of the four non-financial sanctions (Money Management and Community Work Experience) coming into effect on 26 May, it is not possible to uphold the 28-day rule. The Instrument can only be confirmed after the Committee of the whole House stage as any changes made during this stage could require changes to details in the Instrument.
- 14 s9(2)(h) [REDACTED]
[REDACTED] Therefore, we propose that you agree to waive the 28-day rule in this instance. If the 28-day rule is not waived, the welfare programme would not come into effect until at least 12 June 2025, s9(2)(h) [REDACTED]
[REDACTED]
[REDACTED]

Next steps

- 15 We seek your approval of, and signature to the attached legal instrument by 20 May 2025. Officials will arrange for this to be notified in the *New Zealand Gazette* once signed.
- 16 A copy of the Instrument will be published on the Ministry of Social Development's external website, as required by section 74 of the *Legislation Act 2019* and section 101 of the *Social Security Act 2018*, as soon as practicable.
- 17 We request that you direct your office to arrange for the Instrument to be tabled in the House of Representatives as required by section 114 of the *Legislation Act 2019*.

Appendix

- 18 Appendix 1: Instrument amending Welfare Programme 2025

File ref: REP/25/4/329

Author: Jerome Cameron, Senior Policy Analyst, Welfare System policy

Responsible manager: Leah Asmus, Policy Manager, Welfare System policy

Instrument amending Welfare Programmes 2025

This instrument is made under section 101 of the Social Security Act 2018 by the Minister for Social Development and Employment.

| | Contents | Page |
|---|---|-------------|
| 1 | Title..... | 1 |
| 2 | Commencement | 1 |
| 3 | Principal welfare programmes amended..... | 1 |
| 4 | Amendments..... | 1 |
| | Schedule 1..... | 2 |
| | Schedule 2..... | 3 |

Instrument

1 Title

This instrument is the Instrument amending Welfare Programmes 2025.

2 Commencement

- (1) Schedule 1 of this instrument comes into force on 26 May 2025.
- (2) Schedule 2 of this instrument comes into force on 20 October 2025.

3 Principal welfare programmes amended

This instrument amends the welfare programmes specified in Schedules 1 and 2 (the **principal welfare programmes**).

4 Amendments

Amend the principal welfare programmes in the manner set out in Schedules 1 and 2.

Schedule 1

cl 4

Amendments to welfare programmes

Special Needs Grants Programme (as established and approved on 18 December 1998)¹

Clause 9

Replace subclause 9.11 with:

An applicant is not entitled to a Grant if—

- (a) the rate of benefit being paid to the applicant is reduced (by half or to zero) under section 236 of the Act, or
- (b) a non-financial sanction that MSD imposed on P, under sections 236A or 236B, has effect; or
- (c) the benefit being paid to the applicant is suspended under section 237 of the Act; or
- (d) the benefit being paid to the applicant is subject to section 239 of the Act.

Emergency Housing Grants Programme (as established and approved on 26 August 2024)²

Clause 14

(1) Replace clause 14(1)(a) with:

(a) any of the following apply—

- (i) the rate of benefit being paid to the applicant is reduced (by half or to zero) under section 236 of the Act, or
- (ii) a non-financial sanction that MSD imposed on P, under sections 236A or 236B, has effect; or
- (iii) the benefit being paid to the applicant is suspended under section 237 of the Act; or
- (iv) the benefit being paid to the applicant is subject to section 239 of the Act; or”

¹ New Zealand Gazette 28 January 1999, No. 563, page 202.

² New Zealand Gazette 24 July 2024, No. 13594.

Schedule 2

cl 4

Further amendments to welfare programmes

Special Needs Grants Programme (as established and approved on 18 December 1998)³

Clause 9

In subclause 9.11(b), replace “or 236B” with “, 236B, 236E, or 236H”.

Emergency Housing Grants Programme (as established and approved on 26 August 2024)⁴

Clause 14

In clause 14(1)(a)(ii), replace “or 236B” with “, 236B, 236E, or 236H”.

Dated at this day of 2025

Minister for Social Development and Employment

Associate Minister of Housing

Explanatory note

This note is not part of the instrument, but is intended to indicate its general effect.

This instrument, the majority of which comes into force on 26 May 2025, amends the Special Needs Grants Programme and the Emergency Housing Grants Programme to clarify that an applicant is not entitled to or eligible for grants under those programmes if the rate of their benefit is reduced by half or to zero (under section 236 of the Social Security Act 2018 (the Act)), if their benefit is suspended (under section 237 of the Act), if a non-financial sanction that MSD imposed on them has effect, or if their benefit is subject to section 239 of the Act. This amendment enacts the policy intent that persons who are subject to sanctions under the Social Security Act 2018 (the Act) are not able to access hardship assistance.

³ New Zealand Gazette 28 January 1999, No. 563, page 202.

⁴ New Zealand Gazette 24 July 2024, No. 13594.

The Social Security Amendment Act 2025 introduces the ability for MSD to impose a non-financial sanction, as an alternative to a reduction in the rate of a person's main benefit for a first obligation failure, if certain eligibility requirements are met. The amendments in this instrument enable the non-financial sanctions to be included as sanctions that make an applicant ineligible for Special Needs Grants or Emergency Housing Grants.

As the non-financial sanctions in sections 236E and 236H of the Act will only come into force on 20 October 2025, the amendments in Schedule 2 of this instrument (which insert the references to those sections in the relevant clauses of the Programmes), will only come into force on that same date.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Report



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Date: 22 May 2025 **Security Level:** IN CONFIDENCE
To: Hon Louise Upston, Minister for Social Development and
Employment
File Reference: REP/25/5/381

Monthly Traffic Light System Reporting Summary


Purpose of the report

- 1 The monthly Traffic Light System (TLS) report provides you with a summary of the clients in the TLS and a detailed view of obligations and sanctions for March 2025.
- 2 The items covered in the attached dashboard are:
 - a) total clients in the TLS by status; green, orange and red
 - b) progress update on the total number of clients in the TLS
 - c) total obligation failures and sanctions
 - d) benefit exits due to sanctions
 - e) key priority groups and demographics
 - f) breakdown of obligations and sanctions by grade and benefit duration.

Recommended actions

It is recommended that you:

- 1 **Note** the contents of this summary report and the supporting dashboard.



Shannon Soughtton
Group General Manager Income, Service
Delivery

22 / 5 / 2025

Date

Hon Louise Upston
Minister for Social Development and
Employment

Date

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Background

- 3 The TLS was introduced in August 2024 to help clients stay on track with their work and/or social obligations. The traffic light colours are assigned to clients based on their level of compliance and are overlayed on top of the existing obligations and sanction regime. The TLS is part of the Government's reducing benefit dependency target to reach 50,000 fewer clients receiving Jobseeker Support by 2030.
- 4 Since August 2024, monthly reporting has been produced to track the number of clients at each light and identify trends overtime.
- 5 Attached is the TLS report for March 2025. The notes in Appendix One should be read in conjunction with the dashboard.
- 6 The dashboard will continue to evolve, future changes include:
 - a) the inclusion of additional key statistics relating to obligations and sanctions
 - b) as part of the phase 2 changes, statistics for non-financial sanctions (money management and community work experience) will be included from June 2025.
- 7 Any updates to the monthly report will be outlined in the accompanying cover report.
- 8 Note, the Ministry produces official quarterly reporting on the TLS separate to the monthly reporting provided to your office. Monthly reporting provides a detailed view of the TLS in its entirety.

Key statistics

- 9 Below are the key statistics as at the end of March 2025:
 - In March 2025, 340,575 clients had a traffic light colour assigned (because they had work and/or social obligations). This is a reduction of 2,940 from the 343,515 as at the end of February.
 - The number of clients in the TLS has reduced by 10,605 in the first three months of the year from 351,180 in January to 340,575 in March. This reduction is attributable to over 60% of clients cancelling their benefit due to starting the academic year, with the remaining being cancelled for other reasons including obtaining employment.
 - Since the TLS was introduced, between 12 August 2024 and the end of March 2025 there have been 2,471 clients cancelled for their third failure within 12 months or for refusing a suitable job offer. Approximately 40% of

these clients were regranted the same benefit within 13 weeks of the sanction indicating they completed a 6-week activity and recompiled.

Clients in the TLS

- 10 This table shows the number of clients and their traffic light colour over the past three months:

| Month | Green | Orange | Red | Total clients |
|----------|-----------------|--------------|--------------|---------------|
| January | 344,746 (98.2%) | 2,166 (0.6%) | 4,268 (1.2%) | 351,180 |
| February | 337,123 (98.1%) | 2,018 (0.6%) | 4,374 (1.3%) | 343,515 |
| March | 334,305 (98.1%) | 2,232 (0.7%) | 4,038 (1.2%) | 340,575 |

Note, the overall proportion of obligation failures and sanctions for the first quarter has remained relatively consistent.

Next steps

- 11 We will provide you with the next report in late-May for the end of April update. The update due in June for reporting as at the end of May will have the phase 2 changes including information on the two new non-financial sanctions.

Appendix One - Explanatory notes for the TLS dashboard

The following notes must be read alongside the TLS dashboard and are listed in relevant order of the graphs displayed.

- 1 **Total clients in the TLS** are those with work obligations, social obligations or both. This is the total clients at 'Green', 'Orange' and 'Red'. The number will vary from other reporting as it includes partners as well as current and suspended clients and those with a sanction who were cancelled in the last 13 weeks, this is necessary to show when clients are in 'Red'. Other reporting, like the Benefit Fact Sheet (BFS) only reports on current clients.
- 2 The **total number of obligation failures** initiated in the current calendar month (e.g. from 1 January to 31 January 2025, or 1 March to 31 March) includes clients who have failed to meet their obligations multiple times and failures that have been removed (e.g. due to staff error) or overturned.
- 3 The **total number of sanctions imposed** initiated in the current calendar month (e.g. from 1 January to 31 January 2025, or 1 March to 31 March) includes clients who have been sanctioned multiple times and sanctions that have been removed or overturned.
- 4 **Benefit exits due to sanctions** are measured as clients who have been cancelled due to a grade 3 (failed an obligation for a third time in the last 12 months) or grade 4 (Job refusal) sanction and not returned to benefit. Clients who have been cancelled for failing to re-comply following a grade 1 or grade 2 sanction will be added in future reporting. Reporting is as at end of the current benefit month (last Friday of the month).
- 5 The **TLS progress chart** tracks the total clients in 'Green', 'Orange' and 'Red' at the end of every full month since the TLS was introduced.
- 6 **Priority groups** are a breakdown of the demographics and their Traffic Light status – it is a closer look at the demographic snapshots at the end of the current benefit month (last Friday of the month) being reported on.
- 7 **Benefit types** included in the TLS are those that have obligations by default and those where obligations can be added, e.g. Sole Parent Support with social obligations, Jobseeker clients with work obligations. By default, Jobseeker clients have work obligations whereas Emergency benefit clients can have them added depending on their situation. Youth Payment (YP) and Young Parent Payment (YPP) are excluded as they are not included in Phase 1 of the TLS but will be included from Phase 2 onwards. New Zealand Superannuation and Veteran's Pension are also excluded as they do not have work or social obligations.
- 8 **Ethnicity** is self-identified, clients can declare multiple ethnicities. The total responses can be greater than the number of clients. 'MELAA' includes: Middle

Eastern, Latin American and African. 'Other' includes all other ethnicities. 'Unspecified' is where ethnicity is not recorded.

- 9 Clients in '**other case management**' include those in the following case management services; integrated case management, he poutama taitamariki, housing integrated services case management, paiheretia and supporting offenders into employment.
- 10 Clients who have **children included in their benefit** or receive a benefit and have children included in an Orphan's Benefit/Unsupported Child's Benefit (OB/UCB) have social obligations. These can include activities such as having the child enrolled in school and with a GP.
- 11 **Obligation failure by grade** is a breakdown of the obligation failure by a client in the calendar month. The grade is determined by the number of times they have previously failed and is used to determine their level of sanction if they don't re-comply before the sanction takes effect.
- 12 **Sanctions by grade** is a breakdown of the sanctions imposed in the calendar month. The grade is determined by the number of failures they have had previously. The grade determines what level of sanction they get.
- 13 **How the grade is determined**

The grade is determined by the number of failures the client has had in the last 12 months except in the following situations:

- a) If a client has been off benefit for more than 10 days (e.g in employment), the period will reset, or
- b) If a client has had a grade 3 or 4 sanction and re-complied, the period will reset, or
- c) If a client has had a grade 3 or 4 sanction and been off benefit for more than 13 weeks, the period will reset.

For obligation failures after 26 May 2025 these will be counted for to two years instead of 12 months.

14 **What each grade means:**

- a) Grade 1 is a 50% suspension
- b) Grade 2 is a 100% suspension
- c) Grade 3 is a 100% cancellation
- d) Grade 4 is a 100% cancellation
 - i. Grade 4 is used only for cases where the client refused a suitable job offer.

- ii. Clients with children have 50% protection of their benefit entitlement. This means a sole parent will never be sanctioned more than 50% and a couple with children will maintain 50% of their overall entitlement (both can be 50% or one can be up to 100% if the other is not sanctioned)
- 15 Data contained in this report has not been randomly rounded, this may vary slightly from counts in other reporting. The percentages displayed for the traffic light colours total 100.1%, this will be adjusted for all future reporting.

File ref: REP/25/5/381

Author: s9(2)(a) Delivery Lead, Income, Service Delivery

Responsible manager: s9(2)(a) Director, Income, Service Delivery

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Report as at end of

Mar2025

Total Clients In The TLS

| Current Month ▼ | Difference from Last Month |
|-----------------|----------------------------|
| 340,575 | -2,940 |

Total Obligations Failures

| Current Month ▼ | Difference from Last Month |
|-----------------|----------------------------|
| 7,815 | -54 |

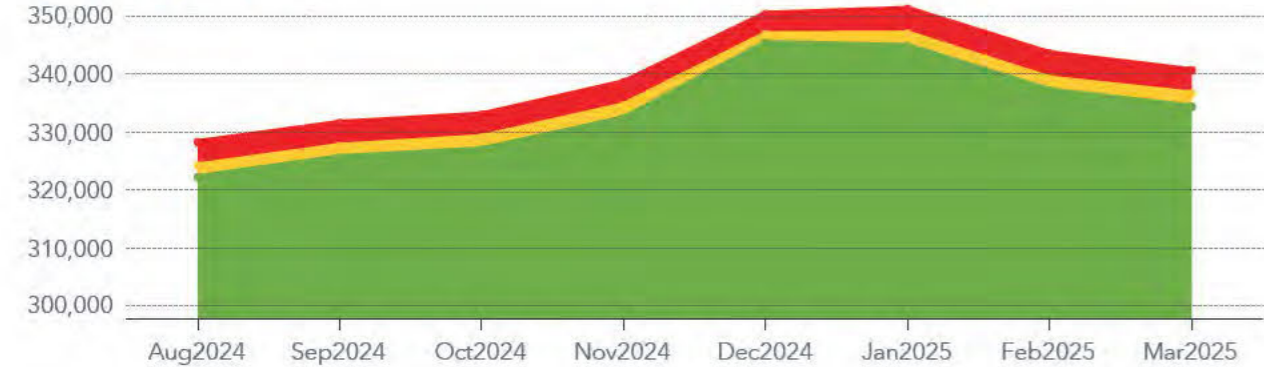
Total Sanctions

| Current Month ▼ | Difference from Last Month |
|-----------------|----------------------------|
| 4,585 | -476 |

Benefit Exits Due To Sanctions (Since August 2024)

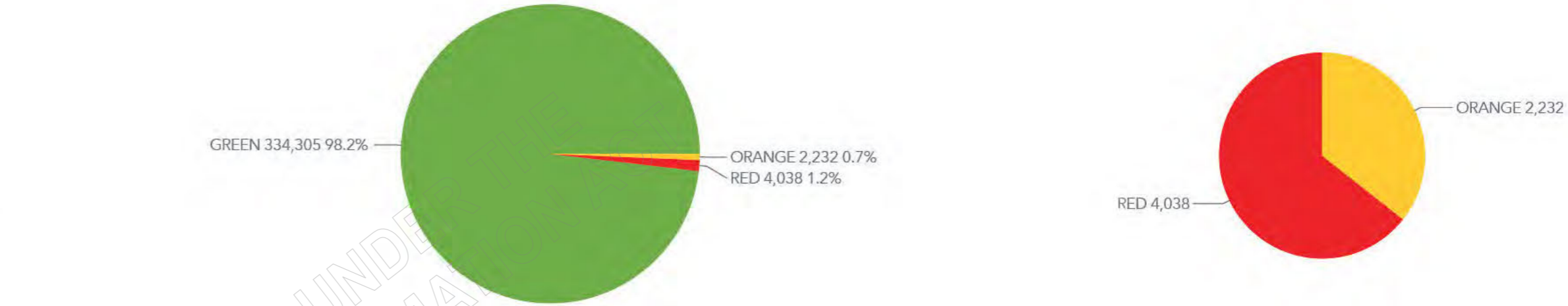
| Cumulative Total ▼ | Difference from Last Month |
|--------------------|----------------------------|
| 2,471 | 469 |

TLS Progress Chart



| | TLS Colour | | | | | | | |
|--------|------------|---------|---------|---------|---------|---------|---------|---------|
| | Aug2024 | Sep2024 | Oct2024 | Nov2024 | Dec2024 | Jan2025 | Feb2025 | Mar2025 |
| RED | 4,058 | 3,980 | 3,912 | 3,991 | 3,522 | 4,268 | 4,374 | 4,038 |
| ORANGE | 1,982 | 1,940 | 2,087 | 2,224 | 1,486 | 2,166 | 2,018 | 2,232 |
| GREEN | 322,155 | 325,609 | 326,959 | 332,315 | 345,297 | 344,746 | 337,123 | 334,305 |

Total Clients By TLS Status



Priority Groups

| Jobseeker Support - Work ready | | Under 25 | | With Children | | Benefit 1+ year | | In 'active' case management | |
|--------------------------------|---------------|--------------|---------------|---------------|---------------|-----------------|---------------|-----------------------------|---------------|
| TLS Colour ▼ | Total Clients | TLS Colour ▼ | Total Clients | TLS Colour ▼ | Total Clients | TLS Colour ▼ | Total Clients | TLS Colour ▼ | Total Clients |
| RED | 3,930 | RED | 1,979 | RED | 291 | RED | 1,129 | RED | 2,272 |
| ORANGE | 2,154 | ORANGE | 968 | ORANGE | 262 | ORANGE | 920 | ORANGE | 1,468 |
| GREEN | 130,860 | GREEN | 59,429 | GREEN | 136,215 | GREEN | 223,505 | GREEN | 63,622 |

Demographics - Clients in the TLS as at end of

Mar2025

| Benefit Type | Last Month | Last Month (% of total) | Current Month ▼ | Current Month (% of total) | Difference from Last Month |
|--|------------|----------------------------|--------------------|-------------------------------|-------------------------------|
| Jobseeker Support - Work ready | 139,378 | 41% | 136,944 | 40% | -2,434 |
| Jobseeker Support - Health Condition or Disability | 98,864 | 29% | 100,460 | 29% | 1,596 |
| Sole Parent Support | 81,036 | 24% | 81,067 | 24% | 31 |
| Supported Living Payment | 19,115 | 6% | 19,250 | 6% | 135 |
| Emergency Benefit | 1,969 | 1% | 1,637 | 0% | -332 |
| Emergency Maintenance Allowance | 839 | 0% | 850 | 0% | 11 |
| Jobseeker Support Student Hardship | 2,314 | 1% | 367 | 0% | -1,947 |

| Gender | Last Month | Last Month (% of total) | Current Month ▼ | Current Month (% of total) | Difference from Last Month |
|----------------|---------------|----------------------------|--------------------|-------------------------------|-------------------------------|
| Female | 193,741 | 56% | 192,018 | 56% | -1,723 |
| Male | 147,646 | 43% | 146,510 | 43% | -1,136 |
| Gender Diverse | 2,128 | 1% | 2,047 | 1% | -81 |

| Obligation Type | Work Test Indicator | Last Month | Last Month (% of total) | Current Month ▼ | Current Month (% of total) | Difference from Last Month |
|----------------------------------|---------------------|---------------|----------------------------|--------------------|-------------------------------|-------------------------------|
| Work test obligations only | Full-time | 117,795 | 34% | 115,499 | 34% | -2,296 |
| Work test obligations only | Work preparation | 76,489 | 22% | 77,603 | 23% | 1,114 |
| Work test and social obligations | Part-time | 53,770 | 16% | 53,487 | 16% | -283 |
| Work test and social obligations | Work preparation | 46,214 | 13% | 46,507 | 14% | 293 |
| Social obligations only | No work obligations | 17,577 | 5% | 17,788 | 5% | 211 |
| Work test and social obligations | Full-time | 17,889 | 5% | 17,677 | 5% | -212 |
| Work test obligations only | Part-time | 6,574 | 2% | 6,835 | 2% | 261 |
| Work test obligations only | No work obligations | 5,334 | 2% | 3,396 | 1% | -1,938 |
| Work test and social obligations | No work obligations | 1,432 | 0% | 1,309 | 0% | -123 |

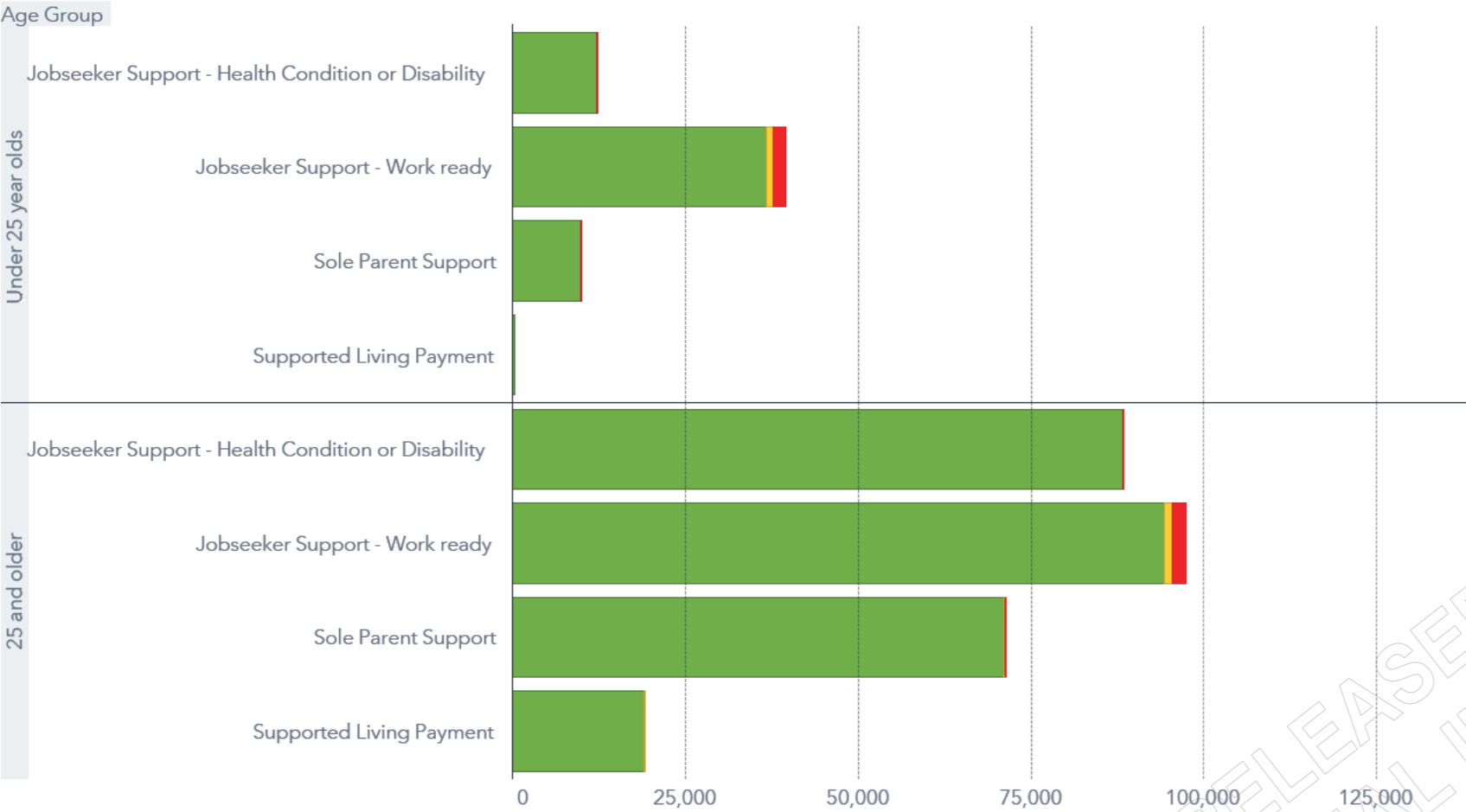
| Benefit Ethnicity | Last M... | Last Mont... | Current Mo... | ▲ Current Month... | Difference |
|---------------------------|-----------|--------------|---------------|--------------------|------------|
| Māori | 132,901 | 34% | 131,843 | 34% | -1,058 |
| European | 148,292 | 38% | 146,912 | 38% | -1,380 |
| Pacific Peoples | 47,777 | 12% | 47,727 | 12% | -50 |
| Asian | 20,303 | 5% | 19,589 | 5% | -714 |
| Middle East/Latin/African | 6,780 | 2% | 6,590 | 2% | -190 |
| Other | 12,366 | 3% | 12,147 | 3% | -219 |
| Unspecified | 23,422 | 6% | 23,426 | 6% | 4 |

| Case Management Group | Last Month | Last Month (% of total) | Current Month ▼ | Current Month (% of total) | Difference from Last Month |
|------------------------------------|---------------|----------------------------|--------------------|-------------------------------|-------------------------------|
| Not in case management | 269,807 | 79% | 266,853 | 78% | -2,954 |
| Employment-Focused Case Management | 53,551 | 16% | 53,540 | 16% | -11 |
| Phone-Based Case Management | 9,977 | 3% | 10,137 | 3% | 160 |
| Other Case Management | 10,180 | 3% | 10,045 | 3% | -135 |

| Child Included in Benefit | Last Month | Last Month (% of total) | Current Month ▼ | Current Month (% of total) | Difference from Last Month |
|---------------------------|---------------|----------------------------|--------------------|-------------------------------|-------------------------------|
| No | 206,633 | 60% | 203,807 | 60% | -2,826 |
| Yes | 136,882 | 40% | 136,768 | 40% | -114 |

Demographic Breakdown

Benefit Type By Age And TLS Colour



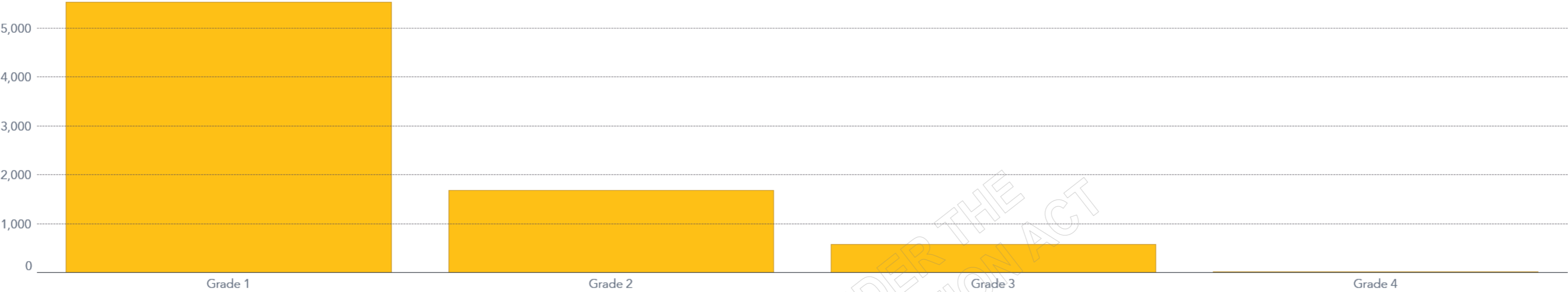
Benefit Type By Duration And TLS Colour



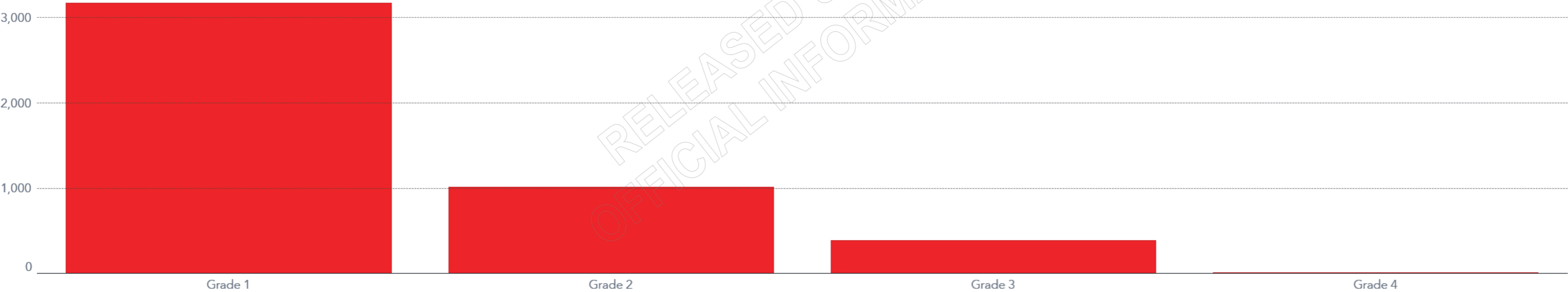
| Benefit Type ▲ | Jobseeker Support - Health Condition or Disability | | Jobseeker Support - Work ready | | Sole Parent Support | | Supported Living Payment | |
|----------------|--|---------------|--------------------------------|---------------|---------------------|---------------|--------------------------|---------------|
| | Age-Group ▲ | | | | | | | |
| | <25 | 25+ | <25 | 25+ | <25 | 25+ | <25 | 25+ |
| TLS Colour ▼ | Total Clients | Total Clients | Total Clients | Total Clients | Total Clients | Total Clients | Total Clients | Total Clients |
| RED | 27 | 42 | 1,949 | 1,981 | 3 | 36 | — | 0 |
| ORANGE | 15 | 19 | 948 | 1,206 | 5 | 38 | — | 1 |
| GREEN | 12,177 | 88,180 | 36,677 | 94,183 | 9,852 | 71,133 | 301 | 18,948 |

| Benefit Type ▲ | Jobseeker Support - Health Condition or Disability | | Jobseeker Support - Work ready | | Sole Parent Support | | Supported Living Payment | |
|----------------|--|---------------|--------------------------------|---------------|---------------------|---------------|--------------------------|---------------|
| | Duration ▲ | | | | | | | |
| | < 1 year | > 1 year | < 1 year | > 1 year | < 1 year | > 1 year | < 1 year | > 1 year |
| TLS Colour ▼ | Total Clients | Total Clients | Total Clients | Total Clients | Total Clients | Total Clients | Total Clients | Total Clients |
| RED | 40 | 26 | 2,388 | 1,071 | 7 | 32 | 0 | 0 |
| ORANGE | 21 | 13 | 1,283 | 871 | 8 | 35 | 0 | 1 |
| GREEN | 27,684 | 72,673 | 66,724 | 64,136 | 13,150 | 67,835 | 1,641 | 17,608 |

Obligation Failures By Grade



Sanctions By Grade



| | Grade 1 | | Grade 2 | | Grade 3 | | Grade 4 | |
|----------------------|---------|-----|---------|-----|---------|----|---------|----|
| | | | | | | | | |
| Obligations Failures | 5,533 | 71% | 1,680 | 21% | 580 | 7% | 22 | 0% |
| Sanctions | 3,175 | 69% | 1,015 | 22% | 385 | 8% | 10 | 0% |