



17 September 2025

Tēnā koe

Official Information Act request

Thank you for your email of 4 August 2025, requesting information about the number of people on Jobseeker support that have had a non-financial sanction applied since they came into force in May 2025, and the outcome of these sanctions.

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

I have also included some general information about non-financial sanctions at the end of this letter, for your further information.

- *Can MSD please provide an update on how many people on Jobseeker support have had a non-financial sanction applied since they came into force in May - and what those sanctions were (ie voluntary work or payment card)?*
- *Also, can MSD please provide any outcome of those non-financial sanctions however it's recorded ie people remained on benefit or were taken off?*

Please see **Appendix One** attached for information on the number of working age clients with a non-financial sanction for the period 1 May 2025 to 31 July 2025 and the outcome of these financial sanctions. For example, whether the sanction was not completed, overturned or re-complied with.

Non-financial sanctions, Money Management and Community Work Experience were introduced on 26 May 2025 as part of phase two of the Traffic Light System. As at the end of July, nine clients have had a non-financial sanction imposed and were eligible because they were in case management or had dependent children. Six have re-complied by completing an activity the same as, or similar to, the activity that was failed and/or by completing the 4-week sanction. All nine are still on a benefit.

To be eligible for a non-financial sanction clients must be in the target cohort (in case management or have a dependent child or children). They must also attend a re-compliance appointment within the five day dispute period while at orange in

the Traffic Light System. A non-financial sanction provides an alternative option to a Grade 1 financial sanction for some clients.

In addition, MSD must assess a client's circumstances and determine which non-financial sanction, if any, is most appropriate for the client. Each non-financial sanction has different factors to consider. Non-financial sanctions should only be imposed when it would be more appropriate based on a client's circumstances than a financial sanction. These factors include, but aren't limited to:

Money Management:

- the client's regular and ongoing essential expenses,
- any redirections or offsets the client is paying out of their benefit payment,
- the availability of Money Management suppliers in their area.

More information on Money Management can be found here: www.workandincome.govt.nz/on-a-benefit/obligations/traffic-light-system/money-management.html.

Community Work Experience:

- whether there are community organisations in the local area,
- if the client represents a risk to an organisation or community group.

More information on Community Work Experience can be found here: www.workandincome.govt.nz/on-a-benefit/obligations/traffic-light-system/community-work-experience.html.

For more information on the Ministry's traffic light system and the obligations for jobseeker support, please see:

- www.workandincome.govt.nz/on-a-benefit/obligations/traffic-light-system/index.html,
- www.workandincome.govt.nz/on-a-benefit/obligations/obligations-for-getting-jobseeker-support.html

To protect confidentiality, the Ministry uses processes to make it difficult to identify an individual person or entity from published data. These data tables have had random rounding where, values have been randomly rounded to the nearest multiple of 3. This is applied to all cell counts in the table. The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals. The published counts will never differ by more than two counts.

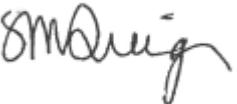
Some information in the attached table has been marked as 'S'. this information is withheld under section 9(2)(a) of the Act, in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in the information.

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