



25 March 2026

Tēnā koe

Official Information Act request

Thank you for your email of 25 February 2026 requesting information about the Manai and Mahi programme.

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 below.

- 1. In the five years to February 25 2026, how many complaints about employers involved in the Mana in Mahi programme have been made to Work and Income/ MSD?*
- 2. Please show the date of these complaints.*
- 3. Please also show the nature of these complaints. I.e, What was the complaint about?*
- 4. Please also state the relationship of the complainant to the employer. i.e Was it an Apprentice, contractor, member of the public, staff member etc*
- 5. If the same employer has more than one complaint against it, please show which complaints relate to this employer.*
- 6. Please also show which complaints were investigated by Work and Income/ MSD.*
- 7. For those complaints that haven't been investigated by Work and Income/ MSD, please state why.*
- 8. For complaints that were investigated by Work and Income/ MSD, please state what the outcome was.*
- 9. Please also state the name of employers which had complaints laid against them.*

Your request for a breakdown of complaints about Mana in Mahi programmes is refused under section 18(f) of the Act, as substantial manual collation would be required to collate this information. If held, this information would only be contained within individual client files, which would each require manual review to respond to your request. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request 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 prejudiced.

10. In the past five years, how much money was granted to employers under the Mana in Mahi scheme?

11. Please show a breakdown by year of that grant money.

Please refer to the attached **Appendix** for the amount paid to employers under the Mana in Mahi scheme during the period 1 July 2021 to 31 January 2026, by financial year.

12. Please state what the amount included and/or covered each year. i.e What is the wage subsidy? Was it also the \$2000 payment that went to pre-employment training? Was it also fees for an industry training course?

This part of your request is refused under section 18(f) of the Act, as substantial manual collation would be required to collate this information. If held, this information would only be contained within individual client files, which would each require manual review to respond to your request. The greater public interest is in the effective and efficient administration of the public service.

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General information about Mana in Mahi

More information on Mana in Mahi can be found on the Work and Income website here: www.workandincome.govt.nz/products/a-z-benefits/mana-in-mahi.html.

The Ministry published the final evaluation reports for Mana in Mahi on 25 August 2025. You can find the evaluation reports here: www.msd.govt.nz/about-msd-and-our-work/publications-resources/evaluation/mana-in-mahi-strength-in-work-evaluation/index.html.

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