



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Dear

On 19 July 2017 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *All emails, correspondence and reports within the Ministry and the Minister or Ministers in respect of the revelations by Metiria Turei that she had withheld information from Work and Income relating to the people she co-habited with while claiming the sole parent benefit between the dates of Sunday 16th July and Thursday 20 July.*
- *All emails, correspondence and reports between the Ministry and any external organisation in respect of the revelations by Metiria Turei that she had withheld information from Work and Income relating to the people she co-habited with while claiming the sole parent benefit between the dates of Sunday 16th July and Thursday 20 July.*
- *All emails, correspondence and reports between the Ministry and or Minister or Ministers and Metiria Turei in respect of the revelations by Metiria Turei that she had withheld information from Work and Income relating to the people she co-habited with while claiming the sole parent benefit between the dates of Sunday 16th July and Thursday 20 July.*

On 16 August 2017 you expanded your request to include the most recent correspondence and documents, and additionally requested confirmation of whether Ms Turei has repaid any debt established as a result of these revelations.

The attached 22 documents, listed on the following page, include responses to media queries and discussion regarding these responses, initial discussion within the Ministry following Ms Turei's announcements in anticipation of media inquiries and a potential investigation, and discussion of the handling of a high-profile investigation such as this.

<b>Date</b>	<b>Document type</b>	<b>Title</b>
16 July 2017	Emails	<i>Re: Draft statement</i>
17 July 2017	Emails	<i>RE: Newshub request</i>
17 July 2017	Emails	<i>FW: Newshub request</i>
17 July 2017	Emails	<i>RE: Public Admission</i>
17 July 2017	Emails	<i>FW: Newshub request</i>
18 July 2017	Emails	<i>Re: Public Admission</i>
19 July 2017	Emails	<i>CURTIS OIA</i>
19 July 2017	Emails	<i>RE: benefit amnesty</i>
19 July 2017	Emails	<i>Re: FW:</i>
19 July 2017	Emails	<i>Re: Memo – Investigation into the benefit entitlement of Metiria Turei MP.docx</i>
20 July 2017	Emails	<i>Re: Letter</i>
20 July 2017	Emails	<i>RE: Memo – Investigation into the benefit entitlement of Metiria Turei MP.docx</i>
21 July 2017	Emails	<i>RE: Metiria Turei</i>
21 July 2017	Emails	<i>Investigation Plan &amp; Letter – Metiria TUREI [s 9(2)(a) OIA]</i>
25 July 2017	Memo	<i>Potential investigation into the benefit entitlement of Metiria Turei MP</i>
26 July 2017	Emails	<i>RE: Investigation into MP who admitted benefit fraud</i>
27 July 2017	Draft document	<i>FOR DISCUSSION – Managing the risks associated with high profile appointment at 56TT</i>
27 July 2017	Emails	<i>Re: Metiria Turei's appointment in National Office next week</i>
3 August 2017	Emails	<i>RE: Further: [s 9(2)(a) OIA] request</i>
4 August 2017	Emails	<i>FW: YOUR HELP PLEASE</i>
4 August 2017	Emails	<i>RE: FFX media query – benefit fraud</i>
10 August 2017	Emails	<i>FW: Weekly update 11-08-17 (2) (2).docx</i>

Information relating to specific cases regarding benefit fraud is routinely withheld under sections 9(2)(a) and 6(c) of the Act. Due to the high public profile of this investigation, weekly updates have been provided to me and Chief Executive Brendan Boyle regarding the status of this case. These updates, along with other documents specifically relating to the investigation, and all but the first page of the memo '*Potential investigation into the benefit entitlement of Metiria Turei MP,*' are withheld under sections 9(2)(a) and 6(c) of the Act in order to protect the privacy of natural persons and as the release of this information would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences.

Your request regarding the status of any debt established as a result of Ms Turei's statements is refused under sections 9(2)(a) and 6(c) of the Act. This information relates to Ms Turei's personal financial circumstances. The need to protect the privacy of natural persons outweighs any public interest in this information. Furthermore, this information relates to an on-going investigation and its release may prejudice the maintenance of the law, including the prevention, investigation, and detection of offences.

You will note the names of some individuals are also 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. Correspondence with Ms Turei and part of the title of an email chain regarding the investigation plan and letter is similarly withheld under section 9(2)(a) as the interest in privacy of the individuals involved outweighs any public interest in this information.

You will note that the title of one of the emails regarding the investigation plan and letter is partially withheld under section 9(2)(a) of the Official Information Act. This section of the title relates to the details of a specific case and the release of this information would breach the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information. A further title has been partially withheld under section 9(2)(a) of the Act as this contains details of an external party requesting information of the Ministry. The need to protect this individual's privacy outweighs any public interest in this information.

Correspondence with Ms Turei is similarly 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.

In addition, a small amount of information is withheld under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

One document has been withheld in full under section 9(2)(h) of the Act in order to protect legal professional privilege. The greater public interest is in ensuring that government agencies can continue to obtain confidential legal advice.

No emails, correspondence, or reports have been provided by the Ministry to any Minister. As such, this part of your request is refused under section 18(e) of the Official Information Act as this information does not exist.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

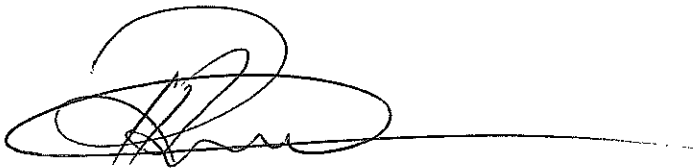
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

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 this response regarding Ms Turei's statements, 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.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Ruth Bound', with a long horizontal line extending to the right.

Ruth Bound  
**Deputy Chief Executive, Service Delivery**

Outside of Scope

From: s 9(2)(a) OIA  
Sent: Sunday, 16 July 2017 9:51 p.m.  
To: s 9(2)(a) OIA  
Cc: Ruth Bound; Jesse Nichols; Nadine Kilmister  
Subject: Re: Draft statement

Thank, going soon.

Sent from my iPad

On 16/07/2017, at 9:19 PM, s 9(2)(a) OIA @msd.govt.nz wrote:

Hi s 9(2)(a) OIA

Brendan is comfortable with this statement, to be attributed to a Ministry spokesperson.

Thanks

s 9(2)(a) OIA

On 16/07/2017, at 8:57 PM, Nadine Kilmister <Nadine.Kilmister002@msd.govt.nz> wrote:

We will check if he is happy with non-specific - wanted to ensure you were ok first

N

Sent from my iPhone

On 16/07/2017, at 8:56 PM, Ruth Bound <Ruth.Bound002@msd.govt.nz> wrote:

Hi s 9(2)(a) OIA

As discussed a generic comment reinforcing that we don't comment on individual cases without express permission from the individual concerned and that if we do get a report suggesting that someone has not been honest with us/not provided accurate information we do investigate is fine.

Did you say to me on the phone though that Brendan did not want to make a comment at all or was he fine for it to be a non-specific comment?

Ruth

---

From: s 9(2)(a) OIA  
Sent: Sunday, 16 July 2017 8:49 p.m.  
To: Ruth Bound  
Subject: Fwd: Draft statement

Sent from my iPad

Begin forwarded message:

**From:** <s 9(2)(a) OIA [redacted]@msd.govt.nz>

**Date:** 16 July 2017 at 8:30:51 PM NZST

**To:** <Nadine.Kilmister002@msd.govt.nz>, Rupert Ablett-Hampson  
<Rupert.Ablett-Hampson003@msd.govt.nz>

**Subject:** Draft statement

"The Ministry will not and cannot comment on individual cases. What we can say is, that when we are told that someone has taken advantage of the support available, we will look into it, through our normal processes."

Do we need to talk to Ruth about this, and can you send her number?

Sent from my iPad

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Outside of Scope

**From:** s 9(2)(a) OIA  
**Sent:** Monday, 17 July 2017 8:15 a.m.  
**To:** s 9(2)(a) OIA  
**Subject:** FW: Newshub request

Hi s 9(2)(a) OIA

In Rupert's absence.

Kind Regards

s 9(2)(a) OIA

**From:** s 9(2)(a) OIA  
**Sent:** Monday, 17 July 2017 7:54 a.m.  
**To:** Nadine Kilmister; Ruth Bound; Rupert Ablett-Hampson; s 9(2)(a) OIA  
DCE\_Office\_ServiceDelivery (MSD)  
**Cc:** Media (MSD) ([media@msd.govt.nz](mailto:media@msd.govt.nz))  
**Subject:** FW: Newshub request

Hi all,

Just an FYI – I am just about to send last night's statement that s 9(2)(a) OIA was working on with you, to s 9(2)(a) OIA

Also, the following ran about 15 minutes ago on One News: <https://www.tvnz.co.nz/one-news/new-zealand/metiria-turei-pay-back-benefit-money-she-received-being-dishonest-if-winz-asks-her-broke-law-and-understand>

Kind Regards

s 9(2)(a) OIA

**From:** s 9(2)(a) OIA  
**Sent:** Monday, 17 July 2017 5:59 a.m.  
**To:** Media (MSD)  
**Subject:** Newshub request

Good Morning,

I am currently working on the story regarding Green Party co-leader Metiria Turei admitting she broke the rules when she received the benefit around 20 years ago.

Just wondering whether MSD are going to be investigating at all?

Kind regards,

s 9(2)(a) OIA

**Attention:**

The information contained in this message and/or attachments is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender, and delete the material from any system and destroy any copies.

Thank you.

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Outside of Scope

From: s 9(2)(a) OIA  
Sent: Monday, 17 July 2017 3:54 p.m.  
To: s 9(2)(a) OIA  
Cc:  
Subject: RE: Public Admission

Hi s 9(2)(a) OIA

As discussed we would appreciate if your staff could provide us a short intelligence report by COP tomorrow on Metiria Turei MP to help write a draft note for the CE to decide if this matter should be further investigated. Taking into account the information in the public arena and Ministry held data we were hoping to get an indication from you if there could be fraud, and if so, potentially how much.

s 9(2)(a) OIA  
This action has been approved by [redacted] and Jesse Nichols.

Obviously the utmost discretion is required with this matter.

Regards

s 9(2)(a) OIA

-----Original Message-----

From: s 9(2)(a) OIA  
Sent: Monday, 17 July 2017 2:26 p.m.  
To: s 9(2)(a) OIA  
Cc: Jesse Nichols  
Subject: RE: Public Admission

Hi s 9(2)(a) OIA

Yes can you please pull a draft note for the CE together along the lines outlined by Jesse. Yes can you please get some support from [redacted] as required.

s 9(2)(a) OIA  
You are right in that for the moment this is about outlining how we would normally proceed to investigate (or not) in a case of this nature.

I think we do need to be clear that any decision around establishment of a debt, monetary penalty or prosecution can't be made until the investigation is completed.

Thanks

s 9(2)(a) OIA

-----Original Message-----

From: s 9(2)(a) OIA  
Sent: Monday, 17 July 2017 1:05 p.m.  
To: s 9(2)(a) OIA  
Cc:  
Subject: FW: Public Admission

Would you like me to draft something asap for you?

We will need a further discussion about the recommendation. At the end of the day an investigation is just to gather the facts - it's doesn't mean a sanction / overpayment will be applied.

I think we should involve [s 9(2)(a) OIA]? He will be able to provide advice into this and the support of his team would likely be required in an investigation.

-----Original Message-----

From: Jesse Nichols  
Sent: Monday, 17 July 2017 12:59 p.m.  
To: [s 9(2)(a) OIA]  
Cc: [redacted]  
Subject: RE: Public Admission

Hi [s 9(2)(a) OIA]

As discussed, the CE has requested some advice on this. Can you please provide a short report with advice on:

- what the options are for an investigation in these circumstances
- recommendation on whether to proceed or not etc.

Note that this case should be considered like any other case, in terms of any decision to proceed or not, and how this would usually happen.

Can you please ensure the number of people involved is limited, and we track who is involved in the advice etc.

Can we get this through by Wednesday midday-ish.

Cheers,  
Jesse

-----Original Message-----

From: [s 9(2)(a) OIA]  
Sent: Sunday, 16 July 2017 8:24 p.m.  
To: [s 9(2)(a) OIA]  
Cc: [redacted], Jesse Nichols  
Subject: Re: Public Admission

Thanks [s 9(2)(a) OIA]

Jesse just FYI.

[s 9(2)(a) OIA]

Useful info below though if

Sent from my iPhone

- > On 16/07/2017, at 6:31 PM, [s 9(2)(a) OIA]@msd.govt.nz> wrote:
- >
- > Hi
- >
- > This is interesting. I'm sure it'll come up with media inquiries and numerous public allegations tomorrow.
- >
- > [http://www.nzherald.co.nz/nz/news/article.cfm?c\\_id=1&objectid=11891306](http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=11891306)

- >
- > She stated in three flats she had extra flat mates she didn't dare tell WINZ about.
- >
- > You can have two boarders without it affecting your benefit. The third boarder onwards is charged as income following a calculation. Or she might be referring to omitting to advise of a change in boarding costs. Either way it's hardly a significant fraud and the benefit wouldn't be 'cut' as described. It's more likely to be slightly abated. s 9(2)(g)(i) OIA
- >
- > In terms of Investigation there is nothing stopping the Ministry just because it was so long ago. We do set up overpayments back to the early 90's (When SWIFTT came in). The only limitation is for offences under the Social Security Act which is one year after the information was made known to the Ministry (s128 date). Given its such low risk (in terms of likely overpayment amount) and so long ago such a matter would never normally be prioritised for investigation. There could be a public interest argument that given the public nature if nothing happens it looks like we don't take fraud seriously.
- >
- > Regards
- > s 9(2)(b) OIA
- >

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Outside of Scope

From: s 9(2)(a) OIA  
Sent: Monday, 17 July 2017 8:27 a.m.  
To: s 9(2)(a) OIA | Media (MSD)  
Subject: RE: Newshub request

s 9(2)(a) OIA  
Thanks [redacted] got this and sent off our response about half an hour ago J

Kind Regards

s 9(2)(a) OIA

From: s 9(2)(a) OIA  
Sent: Monday, 17 July 2017 8:24 a.m.  
To: Media (MSD)  
Subject: Fwd: Newshub request

For you

s 9(2)(a) OIA  
[redacted]

Begin forwarded message:

From: s 9(2)(a) OIA  
Date: 17 July 2017 at 6:03:37 AM NZST  
To: s 9(2)(a) OIA  
Subject: Newshub request

Good Morning,

I am currently working on the story regarding Green Party co-leader Metiria Turei admitting she broke the rules when she received the benefit around 20 years ago.

Just wondering whether MSD are going to be investigating at all?

Kind regards,

s 9(2)(a) OIA  
[redacted]

Attention:  
The information contained in this message and/or attachments is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender, and delete the material from any system and destroy any copies.  
Thank you.

s 9(2)(a) OIA

From: Jesse Nichols  
Sent: Tuesday, 18 July 2017 1:25 p.m.  
To: s 9(2)(a) OIA  
Subject: RE: Public Admission

Yep Thursday

-----Original Message-----

From: s 9(2)(a) OIA  
Sent: Tuesday, 18 July 2017 1:25 p.m.  
To: Jesse Nichols  
Subject: RE: Public Admission

Hi Jesse,

Do you mean midday tomorrow or midday Thursday? Assuming you mean Thursday?

Regards

s 9(2)(a) OIA

-----Original Message-----

From: Jesse Nichols  
Sent: Tuesday, 18 July 2017 1:23 p.m.  
To: s 9(2)(a) OIA  
Cc: [redacted]  
Subject: RE: Public Admission

Hi,  
As discussed, deadline has been shifted out to Thursday. Can you please aim to have something by midday. Let me know if this is a problem.  
Cheers,  
Jesse

-----Original Message-----

From: s 9(2)(a) OIA  
Sent: Monday, 17 July 2017 2:26 p.m.  
To: s 9(2)(a) OIA  
Cc: [redacted] Jesse Nichols  
Subject: RE: Public Admission

Hi s 9(2)(a) OIA

Yes can you please pull a draft note for the CE together along the lines outlined by Jesse. Yes can you please get some support from Steve as required.

You are right in that for the moment this is about outlining how we would normally proceed to investigate (or not) in a case of this nature.

I think we do need to be clear that any decision around establishment of a debt, monetary penalty or prosecution can't be made until the investigation is completed.

Thanks

§ 9(2)(a) OIA

-----Original Message-----

From: § 9(2)(a) OIA  
Sent: Monday, 17 July 2017 1:05 p.m.  
To: § 9(2)(a) OIA  
Cc: § 9(2)(a) OIA  
Subject: FW: Public Admission

Would you like me to draft something asap for you?

We will need a further discussion about the recommendation. At the end of the day an investigation is just to gather the facts - it's doesn't mean a sanction / overpayment will be applied.

§ 9(2)(a) OIA  
I think we should involve § 9(2)(a) OIA? He will be able to provide advice into this and the support of his team would likely be required in an investigation.

-----Original Message-----

From: Jesse Nichols  
Sent: Monday, 17 July 2017 12:59 p.m.  
To: § 9(2)(a) OIA  
Cc: § 9(2)(a) OIA  
Subject: RE: Public Admission

Hi § 9(2)(a) OIA

As discussed, the CE has requested some advice on this. Can you please provide a short report with advice on:

- what the options are for an investigation in these circumstances
- recommendation on whether to proceed or not etc.

Note that this case should be considered like any other case, in terms of any decision to proceed or not, and how this would usually happen.

Can you please ensure the number of people involved is limited, and we track who is involved in the advice etc.

Can we get this through by Wednesday midday-ish.

Cheers,  
Jesse

-----Original Message-----

From: § 9(2)(a) OIA  
Sent: Sunday, 16 July 2017 8:24 p.m.  
To: § 9(2)(a) OIA  
Cc: § 9(2)(a) OIA, Jesse Nichols

Subject: Re: Public Admission

Thanks s 9(2)(a) OIA

Jesse just FYI.

s 9(2)(a) OIA

Useful info below though if

Sent from my iPhone

> On 16/07/2017, at 6:31 PM, s 9(2)(a) OIA > wrote:

>  
> Hi  
>  
> This is interesting. I'm sure it'll come up with media inquires and numerous public allegations tomorrow.

> [http://www.nzherald.co.nz/nz/news/article.cfm?c\\_id=1&objectid=11891306](http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=11891306)

> She stated in three flats she had extra flat mates she didnt dare tell WINZ about.

>  
> You can have two boarders without it affecting your benefit. The third boarder onwards is charged as income following a calculation. Or she might be referring to omitting to advise of a change in boarding costs. Either way its hardly a significant fraud and the benefit wouldnt be 'cut' as described. It's more likely to be slightly abated. s 9(2)(g)(i) OIA

>  
> In terms of Investigation there is nothing stopping the Ministry just because it was so long ago. We do set up overpayments back to the early 90's (When SWIFTT came in). The only limitation is for offences under the Social Security Act which is one year after the information was made known to the Ministry (s128 date). Given its such low risk (in terms of likely overpayment amount) and so long ago such a matter would never normally be prioritised for investigation. There could be a public interest agrument that given the public nature if nothing happens it looks like we dont take fraud seriously.

> Regards

> s 9(2)(a) OIA

>

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Outside of Scope

From: s 9(2)(a) OIA  
Sent: Wednesday, 19 July 2017 5:44 p.m.  
To: DCE\_Office\_ServiceDelivery (MSD)  
Cc: s 9(2)(a) OIA  
Subject: CURTIS OIA

Hi team,

New OIA following Metiria Turei's AGM speech.

Please let me know if there's another area of the Ministry that's likely to hold relevant information.

s 9(2)(a) OIA I've cc'd you in since you're involved on the topic.

<b>OIA Number</b>	To be allocated
<b>Requester Name and title (Where are they from)</b>	Ceinwen Curtis, Producer, Morning Report, Radio New Zealand
<b>Details of the request</b>	I hereby request under the Official Information Act, all emails, correspondence and reports within the Ministry and the Minister or Ministers in respect of the revelations by Metiria Turei that she had withheld information from Work and Income relating to the people she co-habited with while claiming the sole parent benefit between the dates of Sunday 16 <sup>th</sup> July and Thursday 20 July.
<b>Background of Requester (what do we think has prompted request?)</b>	Metiria Turei publicly revealed that she had withheld information from Work and Income out of fear her support would be cut at the Green Party AGM on Sunday 16 July 2017.
<b>Previous similar requests by requester</b>	This is Ms Curtis' first request for information from the Ministry. Ms Turei's AGM speech has been the subject of significant media attention.
<b>Previous relevant OIA's on subject (attached to email)</b>	On 18 July 2017 Stuff.co.nz published an article titled 'Metiria Turei: If MSD investigates, 'of course I'll pay the money back.'
<b>Recent news articles or Ministry Media statements on the topic</b>	On 19 July 2017 Newshub published an interview and accompanying article entitled 'Former WINZ boss Christine Rankin calls Metiria Turei 'absolute disgrace''
<b>Other relevant information</b>	
<b>Proposed approach (if any at this stage)</b>	To be determined
<b>Risks</b>	
<b>Meeting required? (who else needs to be invited?)</b>	Please advise



Kind regards,

s 9(2)(a) OIA

**Our Purpose:**

Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake  
We help New Zealanders to help themselves to be safe, strong and independent

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Outside of Scope

**From:** s 9(2)(a) OIA  
**Sent:** Wednesday, 19 July 2017 12:01 p.m.  
**To:** s 9(2)(a) OIA  
**Cc:** Louise Beaumont; Jesse Nichols; Media (MSD); s 9(2)(a) OIA  
**Subject:** RE: benefit amnesty

Hi s 9(2)(a) OIA

There was a special code set up for the 1993 Amnesty in the SWIFTT system (oddly enough rather than the BPCU part of Trace) – these statistics will be on the SWIFTT replica.

If any further details are required I suspect I have some old code for it.

s 9(2)(a) OIA

**MSD Purpose:**

We help New Zealanders to help themselves to be safe, strong and independent  
Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake.

**From:** s 9(2)(a) OIA  
**Sent:** Wednesday, 19 July 2017 11:43 a.m.  
**To:** s 9(2)(a) OIA  
**Cc:** Louise Beaumont; Jesse Nichols; Media (MSD); s 9(2)(a) OIA  
**Subject:** RE: benefit amnesty

Looks Ok to me. If she asks for any more detail then we may want to make it an OIA. I'm not sure what other info exists apart from the document. found

s 9(2)(a) OIA

s 9(2)(a) OIA

**From:** s 9(2)(a) OIA  
**Sent:** Wednesday, 19 July 2017 11:41 a.m.  
**To:** s 9(2)(a) OIA  
**Cc:** Louise Beaumont; Jesse Nichols; Media (MSD); s 9(2)(a) OIA  
**Subject:** RE: benefit amnesty  
**Importance:** High

Liking it – I would be as tempted by

An Amnesty was run from 26 April to 14 May 1993. Around 50,000 people contacted MSD during the three weeks of the campaign. The Amnesty would have been open to anyone at the time to ring and declare their correct circumstances and if appropriate have their entitlements adjusted.

**From:** s 9(2)(a) OIA  
**Sent:** Wednesday, 19 July 2017 11:37 a.m.  
**To:** s 9(2)(a) OIA  
**Cc:** Louise Beaumont; Jesse Nichols; Media (MSD); s 9(2)(a) OIA  
**Subject:** RE: benefit amnesty

We could potentially respond to the media along the lines of;

1. An Amnesty was run from 26 April to 14 May 1993 and was run in conjunction with the introduction of the Information Matching Programme established by the Privacy Commissioner Act 1991 (now included in the Privacy Act 1993).
2. Around 50,000 people contacted MSD during the three weeks of the campaign. The Amnesty would have been open to anyone at the time to ring and declare their correct circumstances and if appropriate have their entitlements adjusted.

If we are not comfortable with this we could make it an OIA but potentially not much more we could say. If the media want more then we could make it an OIA

s 9(2)(a) OIA

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**From:** s 9(2)(a) OIA  
**Sent:** Wednesday, 19 July 2017 10:19 a.m.  
**To:** s 9(2)(a) OIA  
**Cc:** Louise Beaumont; Jesse Nichols; Media (MSD); s 9(2)(a) OIA  
**Subject:** RE: benefit amnesty

Hi

I have found this in EDRMS in a paper about a discussion on another amnesty in 2009.

### Previous Benefit Amnesties

1. The two previous amnesties were
  - Clean Slate – 1987 and
  - Benefit Fraud Penalty Free Period – 1993.
2. The last Amnesty was run from 26 April to 14 May 1993 and was run in conjunction with the introduction of the Information Matching Programme established by the Privacy Commissioner Act 1991 (now included in the Privacy Act 1993). The purpose of the amnesty was to reduce benefit fraud, provide the public with information about our increased detection capabilities and deter others from committing fraud.
3. Around 50,000 people contacted MSD during the three weeks of the campaign, resulting in the cancellation of 7,356 benefits and supplementary payments. A further 4,470 payments were reviewed.
4. The overall finding from these amnesties is that they are short term solutions that do not provide long-term behavioural change. Anecdotally, it was reported that a significant number of the people who surrendered their benefit during the amnesty were back on benefit within three months. The full evaluation of the 1993 amnesty is no longer available as the papers have now been destroyed.
5. There is no evidence that benefit amnesties deter fraud. Rather, they enable the fraudster to have a clean slate as far as consequences are concerned, undermining deterrence and public confidence. The very definition of fraud contains elements of both intention and premeditation. These characteristics will not be dissuaded by an amnesty. They could even be encouraged as the fraudster is given a 'free pass'. In the case of Wayne Patterson, the largest fraud ever detected by MSD, he deliberately and determinedly stole \$3.4 m of taxpayers' money. He could easily surrender multiple identities in any benefit amnesty.

Regards

s 9(2)(a) OIA

**From:** s 9(2)(a) OIA

**Sent:** Wednesday, 19 July 2017 10:12 a.m.

**To:** s 9(2)(a) OIA

**Cc:** Louise Beaumont; Jesse Nichols; Media (MSD); s 9(2)(a) OIA

**Subject:** RE: benefit amnesty

Thanks [redacted] - I've suggested the request be an OIA, do we agree?

s 9(2)(a) OIA

(media team)

s 9(2)(a) OIA

**From:** s 9(2)(a) OIA

**Sent:** Wednesday, 19 July 2017 10:05 a.m.

**To:** s 9(2)(a) OIA

**Cc:** Louise Beaumont; Jesse Nichols; Media (MSD); s 9(2)(a) OIA

**Subject:** RE: benefit amnesty

It was a bit before my time but I know s 9(2)(a) OIA knows a lot about this. I've cc'ed him in.

s 9(2)(a) OIA



**From:** s 9(2)(a) OIA

**Sent:** Wednesday, 19 July 2017 10:02 a.m.

**To:** s 9(2)(a) OIA

**Cc:** Louise Beaumont; Jesse Nichols; Media (MSD); s 9(2)(a) OIA

**Subject:** Re: benefit amnesty

Hi

I'm not sure where we would get this info now on the amnesty

I know that it did provide the opportunity for any client to contact us to declare their circumstances and have them corrected from FAD without penalty. So yes ms turei could have rung and declared her situation if she was on benefit at the time and she believed she had not been honest. Don't know what was recorded on client records re their declaring during the amnesty

s 9(2)(a) OIA

[redacted] may know more

s 9(2)(a) OIA

Sent from my iPhone

On 19/07/2017, at 9:12 AM, s 9(2)(a) OIA [redacted]@msd.govt.nz wrote:

Hi all

Thought the below might be of interest in respect of the AISA.....

**From:** s 9(2)(a) OIA [redacted]  
**Sent:** Wednesday, 19 July 2017 9:05 a.m.  
**To:** Media (MSD)  
**Subject:** benefit amnesty

Hello,

We have identified a benefit amnesty that was in place in 1993, where penalties were not applied to breaches of the rules. Given the comments of the Greens co-leader Metiria Turei over the weekend about lying about flatmates, can you please provide any information held by the Ministry about this amnesty including specific timeframes, and whether the amnesty would have applied to Ms Turei at the time. The following excerpt is from a 1999 Privacy Commissioner Report.

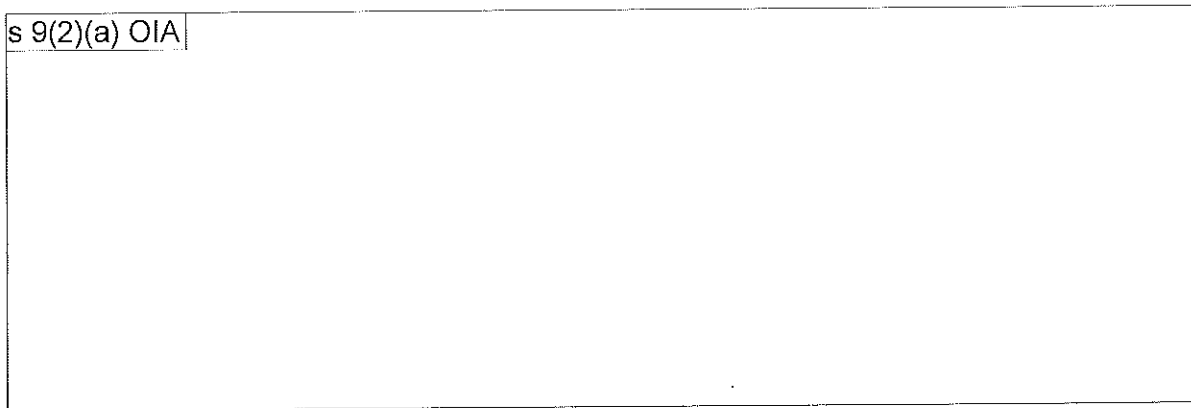
This match did not start well. An information matching agreement between DSW and IRD was signed in August 1992. The first real attempt to run the programme did not take place until March 1993 and it then encountered difficulties. In May 1993 DSW requested an extension of time under section 17 of the Privacy Commissioner Act 1991 to allow it to keep information

generated by the March matching run which would otherwise have to have been acted upon or destroyed within 60 working days. In the event, before the 60 day limit had expired and before I had made a decision upon the application for extension of time, DSW abandoned the March 1993 programme in the light of a penalty-free benefit amnesty which had been instituted at that time. The next run of this matching programme did not occur until the 1993/94 period. It has fairly successfully operated since then.

Thank-you,

s 9(2)(a) OIA [redacted]

s 9(2)(a) OIA



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Outside of Scope

From: s 9(2)(a) OIA  
Sent: Wednesday, 19 July 2017 12:28 p.m.  
To: s 9(2)(a) OIA  
Cc: Jesse Nichols  
Subject: Re: FW:

Thanks for the heads up s 9(2)(a) OIA

s 9(2)(a) OIA

On 19/07/2017, at 12:26 PM, s 9(2)(a) OIA wrote:

Hi

See below – just FYI

---

**From:** s 9(2)(a) OIA  
**Sent:** Wednesday, 19 July 2017 12:19 p.m.  
**To:** s 9(2)(a) OIA  
**Cc:**  
**Subject:** FW:

Hi s 9(2)(a) OIA

s 9(2)(a) OIA sent me this link. You might want to let people know that the partner is already being mentioned (see screen dump and link below).

<image001.png>

Regards

s 9(2)(a) OIA

<image002.jpg>

---

**From:** s 9(2)(a) OIA  
**Sent:** Wednesday, 19 July 2017 12:13 p.m.  
**To:** s 9(2)(a) OIA  
**Subject:**

<http://www.trademe.co.nz/Community/MessageBoard/Messages.aspx?id=1706642&topic=7>

s 9(2)(a) OIA

s 9(2)(a) OIA

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OFFICIAL INFORMATION ACT



Outside of Scope

From: s 9(2)(a) OIA  
Sent: Wednesday, 19 July 2017 8:41 p.m.  
To: s 9(2)(a) OIA  
Subject: Re: Memo - Investigation into the benefit entitlement of Metiria Turei MP.docx

s 9(2)(a) OIA

Really good points and agree with your proposed approach below. If I talk with Ruth tomorrow I will get you to come with me as you can talk to the detail.

Thanks

s 9(2)(a) OIA

Sent from my iPhone

> On 19/07/2017, at 7:38 PM, s 9(2)(a) OIA @msd.govt.nz wrote:

>  
> Hi s 9(2)(a) OIA

> I think it would be good to think about how an investigation would be run. The process is more important than the decision to investigate so any questions Ruth has might be around that.

> We would want to keep the process as normal as possible but given the risk it needs to be carefully planned out, fully documented and have appropriate oversight and governance rather than just letting someone at it. An agreed investigation plan could be signed off to ensure it doesnt go off track and we could provide interim reports. s 9(2)(a) OIA

The investigation report / recommendations could also be quality checked before it is released by someone like [redacted]. This is my experience of best practise managing significant investigations outside the Ministry. s 9(2)(a) OIA

> s 9(2)(a) OIA s 9(2)(a) OIA  
> I understand [redacted] or [redacted] would be best suited for the lead Investigator role. Given my involvement so far I could provide an assistant investigator, coordination, report writing role and brief the lead Investigator. I have lead high profile investigations within the Ministry, MBIE and been part of multi agency operations before. s 9(2)(a) OIA

> Regards  
> s 9(2)(a) OIA

> From: Jesse Nichols  
> Sent: Wednesday, 19 July 2017 6:22 p.m.  
> To: s 9(2)(a) OIA  
> Cc: [redacted]  
> Subject: Re: Memo - Investigation into the benefit entitlement of Metiria Turei MP.docx

> Thanks this looks good. I'll pass to ruth and suggest she talks to you directly tomorrow as I'm still on leave.  
> Thanks for your hard work people.  
> Cheers  
> Jesse

> Sent from my iPhone

> On 19/07/2017, at 5:49 PM, s 9(2)(a) OIA >> wrote:  
< s 9(2)(a) OIA

>  
> Hi Jesse  
>  
> Attached is the draft memo and report from Intel as requested.  
>  
> Cheers  
>  
> s 9(2)(a) OIA  
>  
> From: s 9(2)(a) OIA  
> Sent: Wednesday, 19 July 2017 5:46 p.m.  
> To: s 9(2)(a) OIA  
> Subject: Memo - Investigation into the benefit entitlement of Metiria  
> Turei MP.docx  
>  
>  
> <Memo - Investigation into the benefit entitlement of Metiria Turei  
> MP.docx> <Annex 1 - Intelligence Report Metiria TUREI.pdf>

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OFFICIAL INFORMATION ACT

Outside of Scope

From: s 9(2)(a) OIA  
Sent: Thursday, 20 July 2017 6:54 p.m.  
To: s 9(2)(a) OIA  
Cc: Jesse Nichols  
Subject: Re: Letter

I think her home address is best if we can find it on a public record somewhere?

Jesse do you agree?

Sent from my iPhone

> On 20/07/2017, at 6:29 PM, s 9(2)(a) OIA @msd.govt.nz wrote:  
>  
> Hi  
>  
> How do you think we get a letter to Turei directly?  
>  
> I dont image we want her staff reading it first. They will likely open anything addressed to her at parliament. It could be perceived we dont take her privacy seriously.  
>  
> Options could include:  
>  
> 1. Stating its for Turei (herself) and confidential on the front 2. I  
> speak to parliamentary services about them personally hand delivering  
> it rather than normal post 3. We send it to her house although we  
> dont have the address on file  
>  
> Regards  
> s 9(2)(a) OIA

RELEASED UNDER THE OFFICIAL INFORMATION ACT

s 9(2)(a) OIA

From: s 9(2)(a) OIA  
Sent: Thursday, 20 July 2017 7:48 a.m.  
To: Ruth Bound  
Cc: Jesse Nichols  
Subject: RE: Memo - Investigation into the benefit entitlement of Metiria Turei MP.docx  
Attachments: Memo - Investigation into the benefit entitlement of Metiria Turei MP.DOCX; Annex 1 - Intelligence Report Metiria TUREI.PDF

Hi Ruth

Amended report as requested. The report still has "draft" on it.

Cheers

s 9(2)(a) OIA

---

**From:** Ruth Bound  
**Sent:** Wednesday, 19 July 2017 8:46 p.m.  
**To:** s 9(2)(a) OIA  
**Cc:** Jesse Nichols  
**Subject:** Re: Memo - Investigation into the benefit entitlement of Metiria Turei MP.docx

Hi s 9(2)(a) OIA

Thanks for the memo. I suggest that you provide it to me rather than Brendan and I will engage with him on it directly

Could you change who this is from, from you to me and then send it to me please

Thanks

Ruth

Sent from my iPad

On 19/07/2017, at 6:27 PM, Jesse Nichols <Jesse.Nichols005@msd.govt.nz> wrote:

Hi Ruth,

Please see attached preliminary intelligence report and draft memo to Brendan re Meteria Turei.

Recommendation to proceed with an investigation s 9(2)(a) OIA

I am still on leave tomorrow but [redacted] will be able to address any questions.

Advice due to CE tomorrow midday. s 9(2)(a) OIA

Cheers

Jesse

Sent from my iPhone

Begin forwarded message:

From: s 9(2)(a) OIA  
To: "Jesse Nichols" <Jesse.Nichols005@msd.govt.nz>  
Cc: s 9(2)(a) OIA

s 9(2)(a) OIA [redacted]

Subject: FW: Memo - Investigation into the benefit entitlement of Metiria Turei  
MP.docx

Hi Jesse

Attached is the draft memo and report from Intel as requested.

Cheers

s 9(2)(a) OIA [redacted]

---

**From:** s 9(2)(a) OIA [redacted]

**Sent:** Wednesday, 19 July 2017 5:46 p.m.

**To:** s 9(2)(a) OIA [redacted]

**Subject:** Memo - Investigation into the benefit entitlement of Metiria Turei MP.docx

<Memo - Investigation into the benefit entitlement of Metiria Turei MP.docx>

<Annex 1 - Intelligence Report Metiria TUREI.pdf>

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Outside of Scope

From: s 9(2)(a) OIA  
Sent: Friday, 21 July 2017 1:40 p.m.  
To: s 9(2)(a) OIA  
Cc: Media (MSD)  
Subject: RE: Metiria Turei

Hi s 9(2)(a) OIA

We can't comment on this one further so nothing to add.

s 9(2)(a) OIA

---

From: s 9(2)(a) OIA  
Sent: Friday, 21 July 2017 1:32 p.m.  
To: s 9(2)(a) OIA  
Subject: RE: Metiria Turei

Hi s 9(2)(a) OIA  
Has there been any change on this issue since Monday?  
Has MSD decided whether it will investigate?

s 9(2)(a) OIA

---

From: s 9(2)(a) OIA  
Sent: Monday, 17 July 2017 11:54 AM  
To: s 9(2)(a) OIA  
Cc: Media (MSD)  
Subject: RE: Metiria Turei

Hi s 9(2)(a) OIA

Please see our statement below:

To be attributed to an Ministry of Social Development spokesperson  
The Ministry will not and cannot comment on individual cases. What we can say is, that when we are told that someone has taken advantage of the support available, we will look into it, through our normal processes.

Editor's Note:  
The Ministry of Social Development takes its responsibilities very seriously in administering \$23 billion of government expenditure to provide income assistance and services to more than one million New Zealanders each year. The Ministry works hard to protect the integrity of the system to ensure it remains fair for all New Zealanders.

Dedicated staff actively seek to prevent, detect and reduce incidences of benefit fraud and the ministry's systems are constantly improving to allow us to do this.

The Ministry has a dedicated team of around 105 specialist fraud investigators throughout the country, and an Intelligence Unit that identifies emerging fraud risks and trends. The Ministry works with other government agencies to identify and reduce the incident of fraud and also investigates cases which arise through allegations from members of the public.

Information about the number of cases investigated and successful prosecutions made is available at: [https://www.parliament.nz/resource/en-NZ/QWA\\_04582\\_2017/cbb86c7c7928688ea14c94902ce57c2ba03f02c9](https://www.parliament.nz/resource/en-NZ/QWA_04582_2017/cbb86c7c7928688ea14c94902ce57c2ba03f02c9)

Kind Regards

s 9(2)(a) OIA

---

**From:** s 9(2)(a) OIA

**Sent:** Monday, 17 July 2017 9:43 a.m.

**To:** Media (MSD)

**Subject:** Re: Metiria Turei

Hi there, as discussed,

The main thing I want to know is whether is MSD investigating or taking a look at Metiria Turei's admission that she lied to WINZ/possibly defrauded WINZ?

If you can get back to me asap on that it would be very helpful.

Not as urgent, but a few more questions.

Is MSD concerned about her admission?

Is the ministry worried it will encourage others to lie or deceive WINZ?

What is the process for investigating benefit fraud? Does MSD carry out its own investigation or does it immediately refer it to police?

s 9(2)(a) OIA

---

NOTICE

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Outside of Scope

From: s 9(2)(a) OIA  
Sent: Friday, 21 July 2017 4:35 p.m.  
To: Jesse Nichols  
Cc: s 9(2)(a) OIA  
Subject: Investigation Plan & Letter - Metiria TUREI s 9(2)(a) OIA  
Attachments: Investigation Plan - Metiria Turei s 9(2)(a) OIA.docx; Initial Letter - Metiria Turei.docx

Hi Jesse

Please find attached the draft investigation plan and initial letter to Metiria Turei. s 9(2)(a) OIA has reviewed these.

As discussed we have not yet identified the best way to get the letter to her. We have a fair idea of her personal residential address however as of yet are unable to confirm if it is the correct postal address for her. An option could be to contact Parliamentary Services about a way to have the letter delivered to her personally or to see if they will confirm her personal postal address.

Regards

s 9(2)(a) OIA

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# Memo

To: Ruth Bound, Deputy Chief Executive, Service Delivery

From: s 9(2)(a) OIA

Date: 25 July 2017

Security level: IN CONFIDENCE

## Potential investigation into the benefit entitlement of Metiria Turei MP


### Purpose of the report

1. To advise you about a potential investigation into the benefit entitlement of Metiria Turei MP following a public admission of historic benefit fraud on 16 July 2017.

### Recommended actions

It is recommended that you:

- **agree** that the matter is referred to specialist fraud staff to investigate the benefit entitlement of Metiria Turei s 9(2)(a) OIA  **Agree / Disagree**
- **agree** that the GM Debt and Fraud reports back to you by 31 October 2017 on the outcomes of the investigation and any recommendations for further action. **Agree / Disagree**

 26/7/17

### Current process on receipt of a fraud admission

2. When a client (or former client) makes an admission of fraud the normal approach is to refer the matter to Fraud Intervention Services for investigation. Client admissions are a semi-regular occurrence although it is rare to receive an admission about offending which occurred such a long time ago.
3. The Ministry would not solely rely on the admission of a client before making a decision about an overpayment or sanction. Independent evidence would need to be obtained to corroborate the statement.
4. The intent of any investigation is to establish the facts of the matter. No decision about the establishment of an overpayment or sanction (if any) would be made until the investigation is completed.

Please note that the remainder of this document has been withheld under section 9(2)(a) of the Official Information 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. The information is also withheld under section 6(c) of the Act as the release of this information would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences.

Outside of Scope [redacted]

---

**From:** s 9(2)(a) OIA [redacted]  
**Sent:** Wednesday, 26 July 2017 5:02 p.m.  
**To:** s 9(2)(a) OIA [redacted]  
**Cc:** Media (MSD)  
**Subject:** RE: Investigation into MP who admitted benefit fraud

**Importance:** High

In the first instance under 9 (2)(a) of the Act - to protect an individual's privacy, even if that person has chosen to speak out about some of his or her circumstances publicly. We are still obliged to protect people's privacy, if they choose to disclose personal details then that is up to them.

I have lodged your request as a request under the OIA. A member of that team will be in touch.

---

**From:** s 9(2)(a) OIA [redacted]  
**Sent:** Wednesday, 26 July 2017 4:21 p.m.  
**To:** [redacted] s 9(2)(a) OIA [redacted]  
**Cc:** Media (MSD)  
**Subject:** Re: Investigation into MP who admitted benefit fraud

It was a request for information which you have refused. I am asking what section of the OIA you relied upon in refusing to provide.

Get [Outlook for iOS](#)

---

**From:** s 9(2)(a) OIA [redacted]  
**Sent:** Wednesday, July 26, 2017 4:16:49 PM  
**To:** s 9(2)(a) OIA [redacted]  
**Cc:** Media (MSD)  
**Subject:** RE: Investigation into MP who admitted benefit fraud

Good afternoon s 9(2)(a) OIA [redacted]  
Every enquiry we get, both from the media and organisations such as your own, is reviewed on a case-by-case basis, taking into account the relevant privacy considerations and public interest considerations before responding.  
We have provided you with the same statement we have provided to every enquirer to date, all whom have also accepted that we have nothing to add to that statement. You are of course welcome to test that decision through the OIA process should you wish.

---

**From:** s 9(2)(a) OIA [redacted]  
**Sent:** Wednesday, 26 July 2017 3:40 p.m.  
**To:** s 9(2)(a) OIA [redacted]  
**Cc:** Media (MSD)  
**Subject:** Re: Investigation into MP who admitted benefit fraud

What is your statutory basis for refusing to provide the information?

Regards

s 9(2)(a) OIA

**From:** s 9(2)(a) OIA

**Date:** Wednesday, 26 July 2017 at 3:38 PM

**To:** s 9(2)(a) OIA

**Cc:** "Media (MSD)" <media@msd.govt.nz>

**Subject:** RE: Investigation into MP who admitted benefit fraud

s 9(2)(a) OIA

Thanks [redacted], we have nothing to add to the statement below.

Kind regards

s 9(2)(a) OIA

Nāku noa, nā

s 9(2)(a) OIA

Acting Manager / Public Affairs

Ministry of Social Development / Te Manatu Whakahiato Ora

P.O. Box 2620

Wellington

DDI: s 9(2)(a) OIA

Mob: [redacted]

MSD Media Line: 64-4-916 3496

*MSD purpose: Ko ta mātou he whakāmāna tangata kia tū haumarū, kia tū kaha, kia tū motuhake.*

**From:** s 9(2)(a) OIA

**Sent:** Wednesday, 26 July 2017 3:05 p.m.

**To:** s 9(2)(a) OIA

**Cc:** Media (MSD)

**Subject:** Re: Investigation into MP who admitted benefit fraud

Hi s 9(2)(a) OIA

Why can't you comment on individual cases? You have in the past, and in fact even have a form on your website about individual cases. Has there been a change in policy?

Regards

s 9(2)(a) OIA

s 9(2)(a) OIA

**From:** s 9(2)(a) OIA  
**Date:** Wednesday, 26 July 2017 at 2:54 PM  
**To:** s 9(2)(a) OIA  
**Cc:** "Media (MSD)" <media@msd.govt.nz>  
**Subject:** RE: Investigation into MP who admitted benefit fraud

Hello again s 9(2)(a) OIA

Please see our statement below.

**To be attributed to an Ministry of Social Development spokesperson**

The Ministry will not and cannot comment on individual cases. What we can say is, that when we are told that someone has taken advantage of the support available, we will look into it, through our normal processes.

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Information about the number of cases investigated and successful prosecutions made is available at: [https://www.parliament.nz/resource/en-NZ/QWA\\_04582\\_2017/cbb86c7c7928688ea14c94902ce57c2ba03f02c9](https://www.parliament.nz/resource/en-NZ/QWA_04582_2017/cbb86c7c7928688ea14c94902ce57c2ba03f02c9)

Kind Regards

s 9(2)(a) OIA

**From:** s 9(2)(a) OIA  
**Sent:** Wednesday, 26 July 2017 1:35 p.m.  
**To:** Media (MSD)  
**Subject:** Investigation into MP who admitted benefit fraud  
**Importance:** High

ATTN: s 9(2)(a) OIA

s 9(2)(a) OIA

Is it correct Metiria Turei has contacted WINZ and asked to meet? If so, when?

Why has this meeting not happened? When will it happen?

What steps has WINZ taken to investigate these matters? If none, why? What more could Metiria Turei to trigger an investigation? If there is an investigation, who is leading it?

Regards

s 9(2)(a) OIA

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## FOR DISCUSSION - Managing the risks associated with high profile appointment at 56TT

### Situation:

At 56TT, on Thursday 3 August 2017, from 0900hrs to 1200hrs (at the latest), a high profile person is scheduled to attend an appointment at 56TT with a Lead Investigator and Investigator to discuss a benefit fraud investigation.

### Execution:

#### Location:

Rm 1.9 Kiwi was originally booked on Wednesday 2 Aug as that was the only room that could be secured immediately at the time however the date of the interview has subsequently changed.

Rm 1.9 Kiwi allows:

- easy access in / out of the building (no requirement to have to 'let her out' or having to walk past staff at their desks)
- reasonable privacy (although there is the two glass panels & higher foot traffic due to the reception desk)
- a back exit via the L2 carpark if wishes to avoid any media waiting downstairs.
- Investigation staff can easily exit via internal escalators - avoiding anyone waiting outside



Rm 2.4 Ruru could be more suitable:

- being on level 2 it has reduced foot traffic / people waiting around
- slightly around the corner out of view
- no internal windows
- the external windows have privacy blinds
- it's easier to access the back exit

however it is set up as a computer suite. We could look at using this room, pushing the computer desks back and setting up a meeting table for this matter.



### Event Support:

The Investigation Advisor could discreetly work from L2 (depending on the final room) and be the eyes and ears during the interview for any risks (such as media present) which would be immediately raised to the Investigation Manager via phone call or text message and subsequently passed on to the appropriate people.

**DRAFT – FOR DISCUSSION ONLY**

Actions on media present – Notify the CE Office, DCE’s Office and Media Team.

Actions on protesters – Notify the CE Office, DCE’s Office, Business Security and Media Team.

**Floor Management:**

We wouldn’t want anyone waiting on the same floor as the interview for her to come out or for someone to have the opportunity to approach the room during the interview.

If there is any media present we could ask them to wait in the lobby or outside, depending on the situation. This may be best done by the Media Team?

If any protesters are present security should ask them to wait outside and keep a watch over them.

The Investigation Advisor & Security Staff could keep a watch over the floor during the interview and immediately raise any concerns to the Investigation Manager.

If a media do gather downstairs from the interview (as its suggested where they would be directed) the Investigator could be notified by text message, or if the high profile person becomes visibly upset, she could be offered the use of the room before leaving and the option of leaving via the L2 back exit on to Aurora Terrace.

**Preparation:**

It may pay to do a visual check of the room first for anything that shouldn’t be there (confidential documents, listening devices etc).

The security guards / reception staff could be briefed about the visit with instructions on how to manage risks such as if someone asks them what room the high profile person interview is in, if someone starts going room to room looking for her, protesters are present.

**Exit:**

Investigation staff would exit using the internal elevators on L2 and not go down stairs into the public area where they could be confronted.

s 9(2)(a) OIA



OFFICIAL INFORMATION ACT



Outside of Scope

From: s 9(2)(a) OIA  
Sent: Thursday, 27 July 2017 7:38 p.m.  
To: s 9(2)(a) OIA  
Cc:  
Subject: Re: Metiria Turei's appointment in National Office next week

Thanks s 9(2)(a) OIA

Sent from my iPhone

On 27/07/2017, at 6:58 PM, s 9(2)(a) OIA <[redacted]001@msd.govt.nz> wrote:

Hi s 9(2)(a) OIA

Just a quick heads up, I spoke to Parliamentary Security and they hold no active threat information about Metiria Turei. They also advised that there would unlikely be a Police detail with her. If this changes in any way they will advise us so that we can manage the situation accordingly.

Kind regards

<image001.png>

s 9(2)(a) OIA

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Outside of Scope

From: s 9(2)(a) OIA  
Sent: Thursday, 3 August 2017 12:55 p.m.  
To: s 9(2)(a) OIA  
Cc: Media (MSD); Simon King; Jesse Nichols  
Subject: RE: Further: request s 9(2)(a) OIA  
s 9(2)(a) OIA

Agree

---

From: s 9(2)(a) OIA  
Sent: Thursday, 3 August 2017 10:46 a.m.  
To: s 9(2)(a) OIA  
Cc: Media (MSD); Simon King  
Subject: Further: request s 9(2)(a) OIA  
s 9(2)(a) OIA

A further question that does not (in my view) change our response.  
Note that the proposed statement is one that we will use with all enquiries, unless further work is required, without repeated sign off.

Cheers,

s 9(2)(a) OIA

Begin forwarded message:

From: s 9(2)(a) OIA  
Date: 3 August 2017 at 10:41:32 AM NZST  
To: s 9(2)(a) OIA  
Cc: "Media (MSD)" <media@msd.govt.nz>  
Subject: RE: request  
s 9(2)(a) OIA

Thank you. I'd also like a response to Turei's comments that she would've found the experience "traumatising" if she was still a beneficiary or didn't have a law degree.

---

From: s 9(2)(a) OIA  
Sent: Thursday, 3 August 2017 10:24 a.m.  
To: s 9(2)(a) OIA  
Cc: Media (MSD) <media@msd.govt.nz>  
Subject: Re: request  
s 9(2)(a) OIA

Hi s 9(2)(a) OIA  
We'll be in touch.

Sent from my iPad

On 3/08/2017, at 10:21 AM, s 9(2)(a) OIA wrote:

Kia ora,

I was hoping to speak to someone at MSD about this morning's meeting with Metiria Turei.

I'm keen to find out the process from here – what happens now? What's the timeframe? What are the possible outcomes/consequences/etc.?

It would also be helpful to know whether today's meeting is representative of MSD's usual actions in these circumstances – or whether it's slightly different because of the media glare, etc.

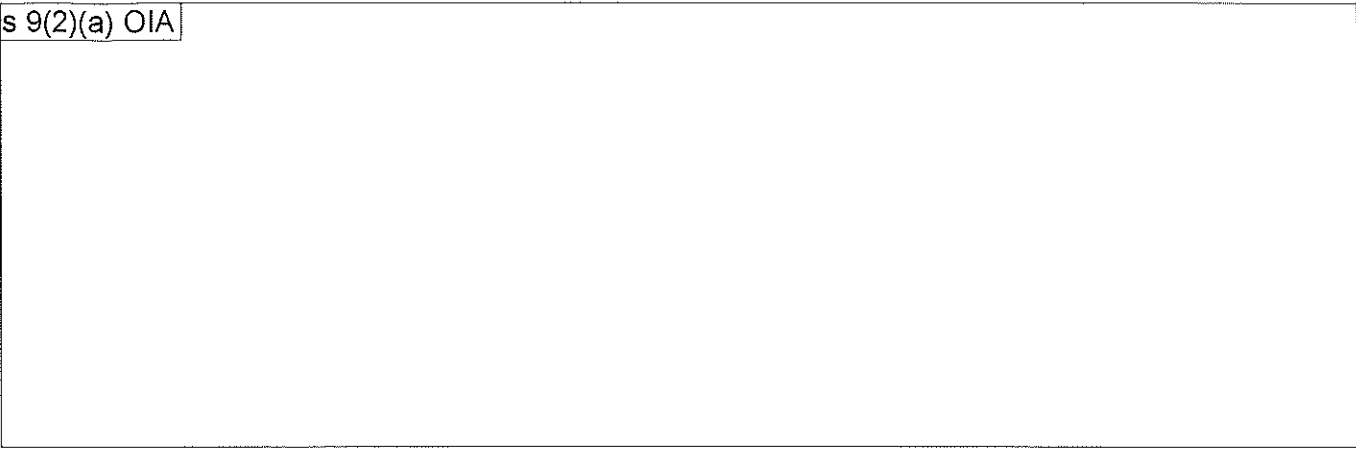
Contact details as below. Thanks.

Cheers,

s 9(2)(a) OIA

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

s 9(2)(a) OIA



Outside of Scope

**From:** s 9(2)(a) OIA

**Sent:** Tuesday, 18 July 2017 12:01 p.m.

**To:** Louise Beaumont; Jesse Nichols

**Cc:** Media (MSD) ([media@msd.govt.nz](mailto:media@msd.govt.nz))

**Subject:** RE: YOUR HELP PLEASE

Yes we have...9 so far...statement below. We aren't commenting as this is about an individual case and we're not treating this any different.

To be attributed to an Ministry of Social Development spokesperson  
The Ministry will not and cannot comment on individual cases. What we can say is, that when we are told that someone has taken advantage of the support available, we will look into it, through our normal processes.

Editor's Note:

The Ministry of Social Development takes its responsibilities very seriously in administering \$23 billion of government expenditure to provide income assistance and services to more than one million New Zealanders each year. The Ministry works hard to protect the integrity of the system to ensure it remains fair for all New Zealanders.

Dedicated staff actively seek to prevent, detect and reduce incidences of benefit fraud and the ministry's systems are constantly improving to allow us to do this.

The Ministry has a dedicated team of around 105 specialist fraud investigators throughout the country, and an Intelligence Unit that identifies emerging fraud risks and trends. The Ministry works with other government agencies to identify and reduce the incident of fraud and also investigates cases which arise through allegations from members of the public.

Information about the number of cases investigated and successful prosecutions made is available at: [https://www.parliament.nz/resource/en-NZ/QWA\\_04582\\_2017/cbb86c7c7928688ea14c94902ce57c2ba03f02c9](https://www.parliament.nz/resource/en-NZ/QWA_04582_2017/cbb86c7c7928688ea14c94902ce57c2ba03f02c9)

---

**From:** Louise Beaumont

**Sent:** Tuesday, 18 July 2017 11:54 a.m.

**To:** Jesse Nichols; s 9(2)(a) OIA

**Subject:** YOUR HELP PLEASE

Hi s 9(2)(a) OIA

The message below has come through (early) on Goss.

Can you let me know if we've made any media responses in relation to Metiria Turei so I can answer this in Goss?

Thanks

Louise

**From:** s 9(2)(a) OIA [redacted]@msd.govt.nz]  
**Sent:** Rātū, 18 Hōngongoi, 2017 11:37 a.m.  
**To:** Louise Beaumont  
**Subject:** [confluence] Doogle Comments > Goss with the Boss - 18 July 2017



s 9(2)(a) OIA commented on a page

Re: Goss with the Boss - 18 July 2017

With the publicity that was created with a certain MP announcing that she gained extra taxpayer funding through lying about her living situation while collecting the DRB.

Then going on to publically state: "If WINZ does an investigation, of course I will pay the money back and I expect that I will hear from them in time"

**I am rather bemused by the total lack of public response or any form of statement by MSD.**

This has created a lot of complaints/commentary by 'our clients' and is not perceived in 'good light' with the integrity of our system being questioned and yet MSD respond with a stunning silence!

Reply • Like

Stop watching space • Manage notifications  
This message was sent by Atlassian Confluence 5.6.4

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Outside of Scope

From: s 9(2)(a) OIA  
Sent: Friday, 4 August 2017 2:23 p.m.  
To: s 9(2)(a) OIA  
Cc: Media (MSD); s 9(2)(a) OIA  
Subject: RE: FFX media query - benefit fraud

Hi s 9(2)(a) OIA  
Yes all good from here.

Cheers

s 9(2)(a) OIA

Senior Advisor | Office of the Deputy Chief Executive | Service Delivery | Ministry of Social Development | PO Box 1556, Wellington 6140 | s 9(2)(a) OIA

---

From: s 9(2)(a) OIA  
Sent: Friday, 4 August 2017 12:36 p.m.  
To: s 9(2)(a) OIA; DCE\_Office\_ServiceDelivery (MSD); s 9(2)(a) OIA  
Cc: Media (MSD)  
Subject: RE: FFX media query - benefit fraud

Ok. thanks for feedback - will go with first two lines (highlighted)

s 9(2)(a) OIA - you ok for it to go from your side?

---

From: s 9(2)(a) OIA  
Sent: Friday, 4 August 2017 12:32 p.m.  
To: s 9(2)(a) OIA; DCE\_Office\_ServiceDelivery (MSD); s 9(2)(a) OIA  
Cc: Media (MSD)  
Subject: RE: FFX media query - benefit fraud

Hi

I'm ok with the statement. Not sure though that we need the sentence It is currently at or below a level that has been recorded five times since January.

s 9(2)(a) OIA

---

From: s 9(2)(a) OIA  
Sent: Friday, 4 August 2017 12:20 p.m.  
To: s 9(2)(a) OIA; DCE\_Office\_ServiceDelivery (MSD); s 9(2)(a) OIA  
Cc: Media (MSD)  
Subject: RE: FFX media query - benefit fraud

s 9(2)(a) OIA  
Thanks Can we say something like:

There has been no noticeable change in the number of fraud allegations being reported. The numbers recorded in the last two weeks are well within the range recorded weekly since the beginning of the year.

It is currently at or below a level that has been recorded five times since January.

**From:** s 9(2)(a) OIA  
**Sent:** Friday, 4 August 2017 12:00 p.m.  
**To:** DCE\_Office\_ServiceDelivery (MSD); s 9(2)(a) OIA  
**Cc:** s 9(2)(a) OIA  
**Subject:** RE: FFX media query - benefit fraud

Hi all

There is no noticeable increase in fraud allegation volumes so far. Attached is a graph of fraud allegations by week which is for internal purposes only - not for release. 30 Jul weekly allegation numbers are still below our highest point, which was the week ending 26 Feb.

Cheers

s 9(2)(a) OIA

-----Original Message-----

**From:** s 9(2)(a) OIA  
**Sent:** Friday, 4 August 2017 10:23 a.m.  
**To:** DCE\_Office\_ServiceDelivery (MSD); s 9(2)(a) OIA  
**Cc:** s 9(2)(a) OIA  
**Subject:** RE: FFX media query - benefit fraud

Hi

s 9(2)(a) OIA will be able to pull allegation volumes in the periods before and after this matter.

Regards

s 9(2)(a) OIA

---

**From:** DCE\_Office\_ServiceDelivery (MSD)  
**Sent:** Friday, 4 August 2017 10:19 a.m.  
**To:** s 9(2)(a) OIA  
**Cc:**  
**Subject:** RE: FFX media query - benefit fraud

s 9(2)(a) OIA will be across this from our team please include him in any emails.

Cheers

s 9(2)(a) OIA



[cid:image001.jpg@01D1CBCB.C8C3CD90]<http://www.my.msd.govt.nz/>

From: s 9(2)(a) OIA  
Sent: Friday, 4 August 2017 10:12 a.m.  
To: s 9(2)(a) OIA  
Cc: DCE\_Office\_ServiceDelivery (MSD); Media (MSD)  
Subject: FW: FFX media query - benefit fraud

Hi – I'm told you may be able to help with this one. Would we keep a live tally of notifications?

If so, can we can a tally together today or will it take longer..?

From: s 9(2)(a) OIA  
Sent: Friday, 4 August 2017 9:49 a.m.  
To: Media (MSD)  
Subject: FFX media query - benefit fraud

Hi

Following up from my call, I was curious to find out if the media attention around Metiria Turei's benefit fraud caused any spike in the number of people either admitting to benefit fraud or reporting other people for benefit fraud (both historical and current) to MSD.

Can you look into these numbers for me and see if there has been a trend for increased benefit fraud notifications.

I'd appreciate if you could get back to me late afternoon, but just let me know if you think checking the figures will take more than a day.

Feel free to call me on s 9(2)(a) OIA

Thanks,

--  
s 9(2)(a) OIA

Outside of Scope

From: s 9(2)(a) OIA  
Sent: Thursday, 10 August 2017 2:34 p.m.  
To: s 9(2)(a) OIA  
Subject: FW: Weekly update 11-08-17 (2) (2).docx  
Attachments: Weekly update 11-08-17 (2) (2).docx

Follow Up Flag: Follow up  
Flag Status: Completed

FYI  
s 9(2)(a) OIA

it slimmed it down just slightly

Cheers

s 9(2)(a) OIA

---

From: s 9(2)(a) OIA  
Sent: Thursday, 10 August 2017 2:34 p.m.  
To: s 9(2)(a) OIA; Jesse Nichols  
Subject: Weekly update 11-08-17 (2) (2).docx

Hi / Jesse  
s 9(2)(a) OIA

Update for Brendan / Ruth. Took the draft watermark off.

s 9(2)(a) OIA

Jesse will you pass this to Ruth?

Cheers

s 9(2)(a) OIA

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