



7 December 2022

Tēnā koe

On 18 November 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*Would it be possible to get the number of people who currently get their benefit redirected to someone else's account?*

The table below shows the number of clients that have had their benefit payments redirected to an Agent<sup>1</sup> as-at end of October 2022, broken down by benefit type.

<b>Benefit Type</b>	<b>Number of Benefit Redirections<sup>2</sup></b>
Emergency Benefit	162
Emergency Maintenance Allowance	6
Jobseeker Support	6,027
New Zealand Superannuation and Veteran's Pension	2,322
Non beneficiary assistance	870
Supported Living Payment	5,793
Sole Parent Support	819
Youth Payment and Young Parent Payment	21
<b>Total</b>	<b>16,020</b>

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<sup>1</sup> More information about Agents can be found here: <https://www.workandincome.govt.nz/on-a-benefit/your-rights-and-responsibilities/having-someone-act-on-your-behalf.html>.

<sup>2</sup> The redirection of Benefit to an Agent on behalf of a client can be part or the full amount of benefit.

It is important to note that there can be a range of reasons for why a client may redirect a part or the full amount of their benefit to an Agent. Some common examples include (but are not limited to):

- The client is experiencing sickness or illness and is unable to physically withdraw money or manage their finances
- The court may appoint an Agent if the client is misusing their benefit payment and the wellbeing of their family is put at risk
- The client may be living in residential care or an institution.

To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. This data table provided has had random rounding to base three applied to all cell counts in the table. A value of one or two may be rounded to three. 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.

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. The Ministry will do this by publishing this letter on the Ministry'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 the number of people who get their benefit redirected to someone else's bank account, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

*Bridget Saunders*

Bridget Saunders  
**Manager**  
**Issue Resolution**