



7 July 2023

Tēnā koe

On 13 June 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*I would like to formally request the following information:*

- 1. The average wait time for a Review of Decision hearing, from the time it is lodged to the date of the hearing.*
- 2. The average wait time from the Review of Decision hearing date to the outcome report being provided to all parties*
- 3. The number of unresolved complaints about time frames for Review of Decision hearings*
- 4. The number of unresolved complaints about time frames for Review of Decision outcomes*
- 5. The age of the aforementioned unresolved complaints*
- 6. The number of complaints that go to the ombudsman*

For clarity, the Ministry will respond to your request in turn. Some questions have been grouped together as they are the same topic.

- 1. The average wait time for a Review of Decision hearing, from the time it is lodged to the date of the hearing.*
- 2. The average wait time from the Review of Decision hearing date to the outcome report being provided to all parties*

The Ministry is unable to provide you with this information as it is not centrally recorded. However, in the spirit of being helpful, we have provided you with the average wait time for a Review of Decision from the date of lodgement to the date of resolution. Please see below **Table One** in the below **Appendix**.

- 3. The number of unresolved complaints about time frames for Review of Decision hearings*
- 4. The number of unresolved complaints about time frames for Review of Decision outcomes*

#### *5. The age of the aforementioned unresolved complaints*

In order to provide you with this information, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the Act, requires substantial collation. 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 requests 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.

#### *6. The number of complaints that go to the ombudsman*

The Ministry does not have any knowledge about the number of complaints that go to the Ombudsman as we only have oversight of complaints that are notified to the Ministry by the Ombudsman. During the current year, we have been notified of **One** complaint by the Ombudsman, that relates to a delay in the ROD process.

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 ROD information, 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.

A handwritten signature in black ink that reads "Diane Anderson". The signature is written in a cursive, flowing style.

Diane Anderson  
**Manager**  
**Client Advocacy and Review Team**

## Appendix

**Table One: Average wait time for a Review of Decision from the time it is lodged to the date of final resolution for period July 2022 to May 2023.**

ROD Resolved by the Ministry Month wise this year.	Number of Review of Decisions applications	Average wait time from lodgement to resolution (in days)
Jul-22	363	69
Aug-22	391	58
Sep-22	522	65
Oct-22	376	68
Nov-22	426	58
Dec-22	408	80
Jan-23	326	61
Feb-23	347	72
Mar-23	584	93
Apr-23	389	98
May-23	463	72

**Note:**

- The data consists of review of decision applications which have been resolved as per the Monthly Pivots provided by the Planning and Analysis team.
- We do not compile figures for wait times for ROD applications broken down between various steps of the BRC process.