



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

24 January 2024

Tēnā koe

### **Official Information Act request**

Thank you for your email of 5 January 2024, requesting information about the timeframe for processing temporary additional support, confirming circumstances, and medical certificate.

I have considered your request under the Official Information Act 1982 (the Act) and can advise that the timeframe for processing temporary additional support, confirming circumstances, and medical certificates is five working days.

Additionally, I can advise that to ensure that an accurate and timely service is being provided, the Ministry's National Quality team undertakes a random and independent fortnightly sample of actions processed by Ministry staff who engage with clients.

Each case is checked to ensure that the benefit application or review has been processed in a timely manner. Timeliness is deemed to have been met when the service provided to a client occurs within five working days from the date the last piece of information is received to enable a decision to be made.

The Ministry's minimum standard for client timeliness is 90%.

The Ministry is committed to fostering a client-focused quality culture that empowers staff to make accurate and timely decisions that meet our clients' needs while still complying with legislative and business requirements.

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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request regarding processing timeframes, 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

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A handwritten signature in black ink, appearing to read 'Magnus O'Neill', written over a light blue horizontal line.

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**