



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

10 June 2024

Tēnā koe

Official Information Act Request

Thank you for your email of 15 May 2024, requesting information about full and correct entitlement (FACE) processes. I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

In every interaction with a client, staff must establish need and eligibility. This process includes checking whether a client is receiving their full and correct entitlement, which includes understanding the client's situation, looking at their history, checking how many times they have engaged with the Ministry and checking any debt they may have.

The applications vary per hardship type. Some hardship applications include a list of questions that must be completed during the application process, while other applications do not. These questions assist staff to check whether a client's circumstances may have changed.

In either case, the process of checking FACE is still part of the process.

I will be publishing this decision letter, with your personal details removed, 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. 

Magnus O'Neill
General Manager
Ministerial and Executive Services