



14 May 2024

Tēnā koe

Official Information Act request

Thank you for your email of 15 April 2024, requesting a list of approved agencies that may provide evidence of a family breakdown.

I have considered your request under the Official Information Act 1982 (the Act).

The information that you have requested is set out in the Ministry of Social Development's (the Ministry) internal and external online resource – MAP. MAP information includes operational policy, benefit rates and links to relevant legislation. The policy guidelines help staff to ensure staff make accurate and sound decisions, so clients are receiving the correct rate of entitlement.

Each section of information is provided as an online manual, which can be read as a manual, or as individual pages for specific information. All information on the internal version of MAP is replicated on the external version. However, any links that relate back to internal Ministry sites will not work, as there is no direct access to Ministry intranet sites from MAP.

Please refer to the *Breakdown in the child's family* page on Map which includes a list of authorised agencies that can be engaged for the purposes of providing evidence of a familial breakdown. The link to this page is provided here:


www.workandincome.govt.nz/map/income-support/main-benefits/orphans-benefit-and-unsupported-childs-benefit/breakdown-in-the-childs-family.html

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.

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

p.p. 

Magnus O'Neill
General Manager
Ministerial and Executive Services