



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Shane Gibson  
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13 AUG 2020

Dear Shane Gibson

On 13 July 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (OIA), the following information:

- *an extract of data from the system you currently use to track information requests submitted under the Official Information Act 1982.*

The Ministry tracks OIA requests on the Objective EDRMS software, which holds information regarding requests dating back to 2005. However, requests prior to 2008 are held in such a way that manual collation would be required to gather the information you have requested. In order to provide you with this information, Ministry staff would have to manually review each OIA request file and prepare the information from each request for release. As such, I refuse your request for information before 2008 under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

Please find attached, Excel spreadsheets of information regarding Official Information Act requests received by the Ministry. The spreadsheets show the title of the request, the date the request was received by the Ministry and the date the response was sent to the requestor. The data is broken down by calendar year for the years 2008 to 15 July 2020.

As you may know, the Ministry has undertaken several changes over the years. In March 2017, the Child, Youth and Family department of the Ministry was dissolved and separated from the Ministry to form a separate entity. On 1 April 2017, Oranga Tamariki – Ministry for Children was officially established. In October 2018, the Ministry of Housing and Urban Development also commenced operation as a separate entity. You will find that some of the OIA requests prior to these dates contain subjects oriented towards these Ministries as, at that time, this Ministry was responsible for these subjects.

Direct enquiries from news media organisations made to the Ministry media team are considered OIA requests and are typically responded to within 24 to 48 hours. These media requests are not recorded in the same system and therefore have not been included in the attached spreadsheet. Note that where a media request cannot be answered within that time period, the media team will transfer the OIA into the formal OIA process to be responded to within 20 working days. These media transfers to the formal OIA process have been included.

Please note that titles of many of the requests are directly taken from the request and may not necessarily confirm facts or be a true reflection of the Ministry's actions, information held or content of the OIA response.

It is also important to note that the Ministry receives a wide variety of different of OIA requests. The Ministry endeavours to respond to each request to a high standard

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as quickly as possible, however, due to a variety of reasons, such as a need for further external consultations, manual collation and other external events, you will find that some requests have taken the Ministry longer to respond to than others. The extract of data which has been provided does not show where extensions were requested or applied.

You will note that the names or other identifying information of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

You will also note that the contact details of some individuals have been withheld under section 9(2)(k) of the Act in order to reduce the possibility of staff being exposed to phishing and other scams. This is because information released under the Act may end up in the public domain, for example, on websites including the Ministry's own website.

Some information is withheld under section 9(2)(b)(ii) of the Act as, if released, it would be likely to prejudice the commercial position of the person who supplied or who is the subject of the information. The greater public interest is in ensuring that the commercial position can be maintained.

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 and attachments on the Ministry of Social Development'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, 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.

Yours sincerely



Kate Satterthwaite  
**General Manager**  
**Ministerial and Executive Services**