



12 August 2024

Tēnā koe Steve Rowe,

Official Information Act request

Thank you for your email of 1 August 2024, following up on your request for information about staff requesting photo ID from clients.

I would like to extend my apologies for the delay in responding to your original request for information as it appears your request had not come to the Ministry's email inbox, via the FYI website on 3 July 2024.

I am refusing your request under section 18(e) of the Act as the information you have requested does not exist.

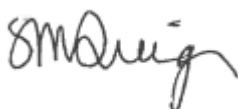
There is no specific Ministry policy mandating the submission of only photo ID for identification purposes. For details on the acceptable forms of Identification, please refer to the information on our website which can be found here: <https://www.workandincome.govt.nz/about-work-and-income/our-services/what-to-bring/types-of-documents-we-accept.html> and <https://www.workandincome.govt.nz/about-work-and-income/our-services/what-to-bring/index.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

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services