



16 December 2024

Tēnā koe

Official Information Act request

Thank you for your email of 2 December 2024, requesting information about Ministry client numbers.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

In the past 24 months, the Ministry found three cases where a client has had their client numbers transferred to a new one. These cases were all done for safety reasons.

When a client acquires a client number, either as a result of the Ministry changing their client number or when they first contact the Ministry, they will be assigned the next number in the sequence of available unassigned client numbers.

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