



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Aaron Chang
fyi-request-9409-cdc36e3d@requests.fyi.org.nz

Dear Mr Chang

On 16 January 2019, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

"Policies, guidelines and training materials for staff on how to process and answer requests made under the Official Information Act.

Specifically, under which circumstances it would be acceptable to access personal client information in the process of answering an OIA"

The Ministry responded to a similar request for information regarding Official Information Act procedures via the FYI website in 2017. No changes have been made to these policies or procedures since this time. Hopefully this response answers the first part of your question. You can find it on the FYI website at the following link: <https://fyi.org.nz/request/6052/response/20874/attach/2/20170801%20Response%20BEN.pdf>.

The Ministry does not have any specific policy or procedure regarding the accessing of client information in the process of answering Official Information requests. Sometimes it is clear a requestor is or may be a client and that their question will be able to be more helpfully addressed through a full understanding of their situation.

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 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 or 0800 802 602.

Yours sincerely

Elisabeth Brunt
General Manager, Ministerial and Executive Services