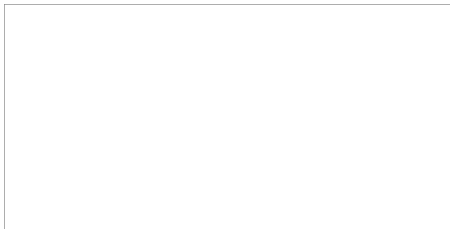




28 FEB 2017



On 27 January 2017 you emailed the Ministry requesting, under the Official Information Act 1982, information about the Ministry's fax machines from 1 January 2012 to 31 December 2016.

The Ministry of Social Development has 10,000 staff members across more than 290 locations throughout New Zealand and is a provider of a wide range of support services to over one million New Zealanders.

The Ministry of Social Development's strategy has been to progressively eliminate analogue faxes, where possible, at sites around the country and instead utilises a centralised digital IP Fax gateway that converts inbound faxes into PDF files that are in turn sent to local sites via email.

- *The number of fax machines in your department broken down per year since January 1, 2012 to December 31, 2016;*
- *And broken down by sub-department/authority per year since January 1, 2012 to December 31, 2016.*

The Ministry ensures all means of communicating are available for individuals and organisations that need to communicate with the Ministry, including by way of fax. Every site retains at least one analogue line circuit for building security alarm services, which has a fax machine connected.

The Ministry does not centrally collect information about the number of fax machines all departments and business units have purchased or hold, as purchasing is at the discretion of the individual business unit. Accordingly, this part of your request is refused under section 18(f) of the Official Information Act, as substantial manual collation would be required to locate and prepare all information within scope of your request. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

However, we have provided you with the number of fax machine lines connected to the Ministry.

The table below shows the total number of fax machine lines, broken down by department, from 2012 to 2016.

Table one: Total number of fax machine lines, broken down by department, as at 31 December, from 2012 to 2016.

Department	2012	2013	2014	2015	2016
Ministry of Social Development - including Work and Income	644	629	576	461	333
Ministry of Social Development - Child, Youth and Family	209	201	149	118	71
Total	853	830	725	579	404

All of the fax machine lines that are shown in table one have a physical fax machine connected to the line.

- *The number of facsimile communications that have been sent and received by each machine, broken down per year since January 1, 2012 to December 31, 2016.*

No information about inbound fax volumes is collected or stored by the Ministry, therefore your request is refused in part under section 18(g) of the Official Information Act as the information you have requested is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

However, the Ministry can provide you with the total number of annual outbound faxes sent from 2012 to 2016 in table two below.

Table two: Total number of annual outbound faxes sent as at 31 December, from 2012 to 2016.

Service	2012	2013	2014	2015	2016
Annual outbound faxes sent	130,500	137,310	95,130	26,850	15,900

- *The cost of having these machines, broken down per year since January 1, 2012 to December 31, 2016.*

The annual connection fee, in dollar value, for a fax machine connection line from 2012 to 2016 is provided in table three below.

Table three: Fax machine annual connection fee, broken down by dollar value, as at 31 December, from 2012 to 2016.

Service	2012	2013	2014	2015	2016
Annual connection fee	\$358,260	\$348,600	\$304,500	\$243,180	\$169,680

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 available to the wider public shortly. The Ministry will do this by publishing this letter 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 about fax machines 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



Merv Dacre

Associate Deputy Chief Executive, Organisational Solutions