



25 August 2025

Tēnā koe

Official Information Act request

Thank you for your email of 28 July 2025, requesting information regarding oral Official Information Requests submitted to the Ministry of Social Development (The Ministry).

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out below. Some sections are grouped together for clarity.

- 1. Under the Oia 1982 i request to know now that this has been brought to your attention what steps plan is Msd taking to amend the website to make it clear that oral requests under Oia are accepted because its misleading in that the website leads the public to believe the requests should be made in writing .please reply to this further request.*

Thank you for bringing this to my attention, I have asked the Business Unit who updates the Ministry's website to add a further bullet point advising you can make an oral submission for an Official Information Request either face-to-face or by contacting the Ministry via phone. However, as per Ombudsman guidance, the Ministry can ask a requester to put the request for information in writing:

www.ombudsman.parliament.nz/sites/default/files/2024-07/Official%20information%20requests.pdf.

- 2. Why does the website not say explicitly that Oral Oia requests can be made.*

There is no specific reason, as mentioned above. The Ministry can ask for the oral submission to be made in writing - this ensures that the requester has a copy of their request, noting the date the request was made. The Ministry's website will be updated in due course.

- 3. i request any copy of written instruction to Msd staff including Winz staff informing and or instructing them that oral oia requests must be accepted.*
- 4. What exact training do front line Winz staff get exactly on Recieving/ dealing with oral Official information requests. I request a copy of Msd Winz manual extract /wriiten instruction on oral Oia requests.*

There is no 'written instruction' informing staff that oral OIA requests must be accepted. Therefore, I am refusing your request for a written instruction under section 18(e) of the Act as the information does not exist.

However, please find attached a copy of the training guide the Ministry provides to its employees either as an onboarding module or other e-learning module regarding the OIA. I note that this training guide does inform staff that OIA requests can be made face-to-face or over the phone – both of which can be oral submissions as noted above.

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. 

Anna Graham
General Manager
Ministerial and Executive Services