



13 June 2025

Tēnā koe

Official Information Act request

Thank you for your email dated 27 May 2025 in which you requested:

- *"...[T]he number of phone calls to the general enquiry line 0800 559 009 that have been resolved or categorised under 'Emergency/Immediate Housing Need', 'Emergency/Immediate Housing Assessment', 'Emergency/Immediate Housing Call Back' or similar, by month, by region since 2017."*

I have considered your request under the Official Information Act 1982 (the Act). I am refusing your request under section 18(f) of the Act as substantial manual collation would be required to collate this information. If held, this information would only be contained within individual client files, which would each need to be manually reviewed to respond to provide the information you have requested. 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 impacted.

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 regarding calls to the general enquiry line, 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

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A handwritten signature in black ink, appearing to read 'Anna Graham', written over a light blue horizontal line.

Anna Graham
General Manager
Ministerial and Executive Services