

23 June 2026

Tēnā koe

Official Information Act request

Thank you for your email dated 17 February 2026, requesting information regarding Enable New Zealand's Voice of Customer Survey. After your request was transferred in full to Health New Zealand, on 1 May 2026, part 8 of your request was transferred to the Ministry of Social Development (the Ministry), Disability Support Services as the information is held by the Ministry.

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

Prior to 1 July 2022, the Ministry did not administer the funding streams for hearing aid devices or the Hearing Aid Subsidy. Therefore, any data included that predates 1 July 2022 was not part of a funding stream that was administered by the Ministry.

Please refer to the **Appendix** which provides the following information in scope of your request:

- The number of clients receiving funding and subsidy
- The number of clients receiving funding, by ethnicity
- The number of clients receiving the subsidy, by ethnicity
- The number of clients receiving the subsidy, by age
- The number of approved subsidies, by month
- The number of claims and the number of approved requests for the funding of hearing aids
- Age analytics
- Ethnicity analytics
- The number of invoiced requests (funding) and
- Total spend, by funding, subsidy, and repairs.

You will find that some data is replaced with an 'S'. This data is suppressed and refused under section 9(2)(a) of the Act, to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information being released. Further information about how the Ministry applies suppression rules to data can be found [here](#):

- How we keep data private: www.msd.govt.nz/about-msd-and-our-work/tools/how-we-keep-data-private.html

As a result of the suppression rules being applied, some of the totals in the data may not align.

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

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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