



4 April 2024

Tēnā koe

Official Information Act request

On 5 March 2024, you advised the Ministry of Social Development (the Ministry) that you are requesting information regarding the recording of calls between the Ministry and clients.

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 separately below.

1. The obligation the client has to be automatically recorded without knowing

Before Ministry staff answer calls made to the Ministry's 0800 general enquiries number, a disclaimer message about the call being recorded is automatically played.

If staff make outbound calls to clients, they must identify themselves and read a disclaimer message of the call being recorded before continuing the call.

The Ministry's telephone system does not allow staff to disable call recording. Clients who prefer not to be recorded, will need to schedule an appointment with a Case Manager.

2. Any information on the MSD website involving recording clients which he sees is against his and other client's privacy.

I am refusing this part of your request under section 18(e) as the information you have requested does not exist or, despite reasonable efforts to locate it, cannot be found.

However, I recommend visiting the Ministry's website that provides information on collecting a client's information and reasons for why information is collected. You can find this information here: www.workandincome.govt.nz/about-work-and-income/privacy-notice/collecting-your-information.html.

3. If there is a policy that sets out guidelines to record clients and what happens if a client chooses to opt out.

The Ministry does not have a formal policy that sets out guidelines to record clients and what happens if a client chooses to opt out.

However, I have provided you with an excerpt from the Ministry's intranet page providing guidance to Ministry staff about incoming and outgoing calls being recorded below:

"All CSR incoming and outgoing calls are recorded (with the exception of Allegation Line). Clients are advised by an upfront IVR message before speaking to a CSR: "Please note this call is being recorded, we may use this for our purposes, including staff training and providing client services and support." It is not possible to turn off call recordings, for clients that don't want to be recorded, they will need to be booked an appointment to speak to a Case Manager".

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.

Yours sincerely

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services