



12 July 2024

Tēnā koe

### **Official Information Act request**

On 19 June 2024, the Office of Hon Louise Upston transferred your request in part to the Ministry of Social Development (the Ministry). The Ministry will be responding to the following:

1. *I request the policy position on the treatment of disabled people by MSD staff and any advice on how it fits with NZ disability legislation.*

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

It is unclear what you mean by "*policy position*" however, I understand that you are interested in what expectations are placed on Ministry staff when engaging with clients who may have a disability.

The Ministry's Code of Conduct provides that Ministry staff must make sure to respect the rights of other people, all the time. This includes treating each other with respect and courtesy.

You can read more about the Code on our website: <https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2022/march/30-3-2022-request-for-copy-of-msd-s-internal-policies-including-code-of-conduct-and-overlapping-duties-of-care-policy-msd-code-of-conduct-.pdf>.

I do not believe the Ministry holds any specific advice on how the relevant parts of the Code fit with NZ disability legislation. I am therefore refusing this part of your request under section 18(e) of the Act, as the document you have requested does not exist, or despite reasonable efforts, cannot be found.

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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'Magnus', is positioned above a horizontal line.

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**