



19 February 2025

Tēnā koe

Official Information Act Request

Thank you for your enquiry on 21 January 2025, requesting information about whether Artificial Intelligence (AI) is used to facilitate contact with clients and support workers when they phone the Ministry.

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

I have interpreted your request as seeking information about any AI facilitation of phone calls (that are made by clients or support workers to the Ministry) during the time that the phone calls are occurring.

The Ministry does not currently use generative AI tools for any purpose except which I explain further below. Therefore, your request is refused in full under section 18(e) of the Act as the information does not exist.

General information about Ministry AI use

Ministry staff are able to access publicly available generative AI tools like ChatGPT for the purpose of ideation. Using the outputs of generative AI tools directly (as opposed to as inspiration) is not approved, and no Ministry or client information can be used as input.

Ideation is something that can help with thinking before starting work. It can include things like:

- brainstorming
- outlining
- thinking prompts
- suggestions for document headings.

We do not maintain a list of non-generative AI tools, as common definitions of AI can be broad enough to include almost all software (for example, spam filters and search engines meet many definitions).

Any proposed use of AI would need to be assessed in line with our general information policies and commitments under the Algorithm Charter and Data Protection and Use Policy, as would the use of any other type of AI tool.

Where relevant, this would include assessment through our Privacy, Human Rights and Ethics framework and our Model Development Lifecycle, as described

on the Ministry's website: www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/phrae/index.html.

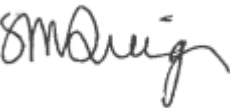
If you are seeking information about any particular non-generative AI tool(s), please specify which type(s) of non-generative AI tool(s) you are interested in and we will consider your request.

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