



25 September 2025

Tēnā koe

**Official Information Act request**

Thank you for your email dated 29 August 2025, with some follow up questions regarding the Ministry of Social Development's (the Ministry's) decision of 29 August 2025. You have requested any reporting or information regarding the Forensic Coordination Service for people under the High and Complex Framework (FCS) the Ministry of Social Development (the Ministry) may hold from March 2024, when in-house delivery of the FCS began, to 29 August 2025.

I have considered your request under the Official Information Act 1982 (the Act).

During the period that Disability Support Services (DSS), between September 2024 and 29 August 2025, and previously the Ministry of Disabled People – Whaikaha (Whaikaha), between March and September 2024, have delivered the FCS inhouse, reporting has been integrated into regular verbal updates from FCS staff to senior leaders within those agencies. For that reason, it would be difficult to now provide the information you are seeking, which was conveyed verbally by FCS to senior leaders in Whaikaha and DSS between March 2024 and 29 August 2025.

I am advised that concerns raised and themes appearing in verbal reports about the FCS while it has been provided inhouse would have been consistent with those reflected in the reports released to you on 29 August 2025.

I have concluded that the Ministry would need to divert personnel from their core duties, and allocate extra time, to provide the information you have requested, as it would require staff to try to recollect what was raised verbally, and when, across 17 months. The diversion of these resources would impair the Ministry's ability to continue standard operations and constitute an inefficient use of resources. As such, your request is refused under section 18(f) of the Act as it would require substantial manual research and additional time.

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 unduly impacted. The greater public interest is in the effective and efficient administration of the Public Service.

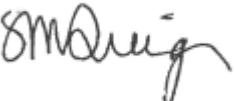
As I noted in my letter to you dated 29 August 2025, DSS has contracted Compensation Advisory Services (CAS) to deliver the FCS, which will commence in November 2025. CAS will begin reporting on the FCS to DSS at that point.

I will publish 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

pp. 

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**