



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

15 JUL 2021

Aaron Tily

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Tēnā koe Aaron Tily

On 7 July 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *What is the contact email address and phone number for the service centre managers at the Wellington CBD office?*

Work and Income provides employment services and income support throughout New Zealand. They offer a single point of contact for New Zealanders needing work-search support, income support and in-work support. They also assess people's need for social housing.

When contacting the Ministry, the first port of call is a contact centre, service centre, or (depending on the issue) a dedicated email address. These points of contact provide a triage function ensuring that queries are directed to the team with the knowledge and ability to answer that specific query or provide assistance. It also means that simple queries that do not require specific privileges or powers of direction are remedied as soon as possible. Where a query or issue is more complex or serious, the first point of contact will escalate along the appropriate escalation chain.

Each link in this chain has privileges and abilities specific to their role and level. For instance, an experienced Customer Service Representative (CSR) or Case Manager in one area of the Ministry will have knowledge and abilities that a CSR experienced in another area will not. Where contact is made to a person or area of the Ministry that is unable, or not best placed, to answer a query, the query is forwarded to the appropriate person or area for response.

If you wish to speak to your case manager, you can contact the Ministry by phone for free on 0800 559 009. Alternatively, you can use MyMSD to get in touch: https://my.msd.govt.nz/?utm_source=w%26I_website&utm_medium=link&utm_campaign=contact.

A list of all publicly available phone numbers of the Ministry can be found here: www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html.

Details on the Ministry's service centres in Wellington is available online at the following link: www.workandincome.govt.nz/about-work-and-income/contact-us/find-a-service-centre/wellington.html.

If you would like to make a complaint about the service you have received, more information is available here: www.workandincome.govt.nz/about-work-and-income/complaints/index.html.

Your request for service centre managers' phone numbers and email addresses is refused under section 9(2)(g)(ii) of the Act to maintain the effective conduct of public affairs through the protection of employees from improper pressure. Service centre managers are not best placed to respond to incoming calls from clients of their service centre (or other members of the public) as case managers are responsible for interacting with clients in the first instance. If service centre managers had to respond to general inquiries from members of the public, the volume of calls to their lines would increase significantly, which would impede them from effectively managing their responsibilities.

Your request for service centre managers' phone numbers, especially their mobile phone numbers, is also refused under section 9(2)(a) of the Act in order to protect the privacy of service centre managers as natural persons. The need to protect the privacy of these staff members outweighs any public interest in this information.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

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 this response regarding contact email addresses and phone numbers for Ministry service centre managers, 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



Janet Green
General Manager
Ministerial and Executive Services