



- 7 AUG 2015

Alex Harris
fyi-request-2763-5e0c6755@requests.fyi.org.nz

Dear Mr Harris

Thank you for your email of 1 July 2015 requesting some information about the Ministry of Social Development providing staff contact details to people outside of the Ministry. The Chief Executive has asked me to reply on his behalf.

You mention as an example, direct dial numbers for case managers being given to clients. As you will know, case managers are staff of the Work and Income service line of the Ministry. As Work and Income has the highest number of staff who have direct contact with clients, I am replying on the understanding that your query is in regard to Work and Income.

Work and Income does not have a policy or service standard around providing staff contact details to clients. As a general rule, Work and Income clients do not have designated case managers, in which case staff would not routinely give out their contact details. More appropriately, the client would be encouraged to telephone one of the Ministry's freephone numbers with any type of inquiry. Telephone calls to freephone numbers are answered by Contact Centre staff who will either resolve the inquiry or make an appointment with a case manager.

However, staff contact details are generally freely available to clients and if there was a concern about doing this in any individual cases, there is the ability to note staff and/or client records, with management approval. This would mean either an individual client would not be provided with any staff contact details or an individual staff member's details would not be available to clients.

I hope this helps.

Yours sincerely

Elisabeth Brunt
General Manager
Ministerial and Executive Services