



21 JUL 2017

Ms Mandy Sirett  
[fyi-request-5891-59e279aa@requests.fyi.org.nz](mailto:fyi-request-5891-59e279aa@requests.fyi.org.nz)

Dear Ms Sirett,

On 17 May 2017 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *Could you please confirm the staffing levels at the New Plymouth Work and Income office for each of the last 3 years. This is staff that directly deal with clients, it does not need to include security staff or managers that do not deal directly with clients.*

The Ministry of Social Development employs almost 7,000 staff at more than 230 locations throughout New Zealand. The Ministry constantly seeks ways to provide more efficient and effective services to meet changes in demand and provide value for taxpayer money.

I can advise that the Ministry does not formally categorise staff into discrete front-line or client-facing and non-client-facing categories. All Work and Income staff support service delivery to Ministry clients, including Administration Officers and Service Centre Managers. I am therefore providing you with a breakdown of all staff positions at the New Plymouth Work and Income Site.

The below table provides the number of full time equivalent (FTE) staff at the New Plymouth Work and Income Site as at 31 December 2014, 2015, and 2016, as well as at 30 April 2017.

Date	Title	FTE staff
31 December 2014	Administration Officer	2
	Case Manager	28
	Case Manager Housing	1
	Childcare Coordinator	1
	Integrated Services Case Manager	1
	Programme Coordinator	1
	Service Centre Manager New Plymouth	1
	<b>Total</b>	<b>35</b>
31 December 2015	Administration Officer	2
	Assistant Service Centre Manager	2
	Case Manager	24
	Case Manager Housing	1
	Childcare Coordinator	1
	Integrated Services Case Manager	1
	Programme Coordinator	1
	Service Centre Manager New Plymouth	2
<b>Total</b>	<b>34</b>	
31 December 2016	Administration Officer	2
	Assistant Service Centre Manager	2

Date	Title	FTE staff
31 December 2016	Case Manager	23
	Integrated Services Case Manager	1
	Programme Coordinator	1
	Service Centre Manager New Plymouth	3
	<b>Total</b>	<b>32</b>
30 April 2017	Administration Officer	2
	Assistant Service Centre Manager	3
	Case Manager	23
	Integrated Services Case Manager	1
	Programme Coordinator	1
	Service Centre Manager New Plymouth	1
	Work Broker	1
	<b>Total</b>	<b>32</b>

#### Notes

- The above figures have been rounded to the nearest whole Full Time Equivalent staff member for each month.
- The Assistant Service Centre Manager position was briefly unoccupied at 31 December 2014. At 30 November 2014 and 31 January 2015 this position was occupied.

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.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

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 this response, 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.

Yours sincerely

Ruth Bound  
**Deputy Chief Executive, Service Delivery**