



12 FEB 2021

On 11 December 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

1. *Names of the MSD offices that have toilet facilities for MSD clients*
2. *Names of the MSD offices that do not have toilet facilities for MSD clients*
3. *Meeting minutes of meetings held with MSD regarding toilet facilities for MSD clients including and not limited to meetings with the Health and Disability Commissioner and Disability groups representing the Disabled*
4. *Outcomes from the meetings (refer to point 3)*
5. *Commitments made by MSD at those meeting (refer to point 3)*
6. *MSD plan showing planned actions, priority areas to address with dates including review date and group responsible for monitoring plans and checks and balances to ensure plan is implemented*
7. *List of groups and people involved in creating the plan*

The Ministry works to create a warm and welcoming environment in Service Centres and make it easy for people to get the services and information they are looking for. We deliver our services from over 120 Service Centres nationwide. The Ministry has been working with clients, staff and community groups to hear what is important to them, and how we can make changes for the better. More information about the changes in the Ministry's Service Centres can be found at the following link: www.msd.govt.nz/about-msd-and-our-work/work-programmes/service-culture/index.html.

The Ministry leases the majority of its sites. The cost of adding client toilet facilities to our existing sites, if it can be done, would be prohibitive. Where the Ministry moves or leases new sites, client toilet facilities are a design requirement and are installed where possible.

I will now address each of your questions in turn.

1. *Names of the MSD offices that have toilet facilities for MSD clients*

Please see below a list of Service Centres that have toilet facilities that are available for clients to use.

MSD Service Centres that have toilet facilities for clients to use			
Anglesea	Huntly	New Lynn	Riccarton
Ashburton	Invercargill	New Plymouth	Rotorua
Blenheim	Kaikohe	Newtown	Sydenham
Dunedin Central	Kaitaia	Oamaru	Tamaki
Fielding	Kamo	Ohakune	Taupo
Gisborne	Levin	Onehunga	Te Awamutu
Gore	Linwood	Otara	Wairoa
Grey Lynn	Mangere	Papanui	Waitakere

MSD Service Centres that have toilet facilities for clients to use			
Greymouth	Manurewa	Porirua	Westport
Hastings	Mount Albert (site currently closed)	Queenstown	Whakatane
Hawera	Naenae	Rangiora	Whanganui

2. Names of the MSD offices that do not have toilet facilities for MSD clients

Not all of our Service Centres have facilities onsite for clients to use freely however there are staff bathroom facilities that clients may be escorted to, please see the list below.

MSD Service Centres that do not have a toilet facility on site for clients			
Albany	Hornby	Ngaruawahia	Te Kuiti
Alexandra	Hunters Corner	Opotiki	Te Puke
Avondale	Johnsonville	Orewa	Thames
Balclutha	Kapiti Coastlands	Otahuhu	Three Kings
Cambridge	Kawakawa	Otaki	Timaru
Clendon	Kawerau	Paeroa	Tokoroa
Dannevirke	Kerikeri	Palmerston North Main Street	Turangi
Dargaville	Lower Hutt / Lower Hutt Super	Papakura	Upper Hutt / Upper Hutt Super
Dinsdale	Manukau	Papatoetoe	Waiheke Island
Dunedin South	Marton	Pukekohe	Waihi
Five Cross Roads	Matamata	Queen Street	Wainuiomata
Flaxmere	Morrinsville	Richmond	Waipukurau
Foxton	Mosgiel	Ruatoria	Wairarapa/ Masterton
Glenfield	Motueka	Shirley	Waitakere Outreach
Glenmall	Mount Eden	Stratford	Waitara
Glenview	Mount Maunganui	Taihape	Waiuku
Greerton	Murupara	Takapuna	Warkworth
Hamilton East	Napier	Taradale	Wellington / Wellington Super
Helensville	Nelson City	Taumarunui	Westgate
Highland Park	New Brighton	Tauranga	Whangarei

- 3. Meeting minutes of meetings held with MSD regarding toilet facilities for MSD clients including and not limited to meetings with the Health and Disability Commissioner and Disability groups representing the Disabled*
- 4. Outcomes from the meetings (refer to point 3)*
- 5. Commitments made by MSD at those meeting (refer to point 3)*
- 6. MSD plan showing planned actions, priority areas to address with dates including review date and group responsible for monitoring plans and checks and balances to ensure plan is implemented*
- 7. List of groups and people involved in creating the plan*

In regard to question 3 to 7, to ascertain if any internal or external meetings have been held about toilet facilities at any Ministry office, contact centre or service centres, the Ministry would have to consult staff members at all sites and enquire as to whether any meetings were held and if they were minuted. As such, the Ministry is refusing this part of your request under section 18(f) of the Act, as substantial manual collation would be required, and the Ministry would need to take staff off their core duties.

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 prejudiced.

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, therefore intends to make the information contained in this letter and any attached documents available to the wider public. 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.

If you are not satisfied with this response in regards to which Service Centres have toilet facilities for clients, 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



Bridget Saunders
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