



30 OCT 2020

Dear

On 1 October 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *How do I get in contact with the commissioner?*

On 2 October 2020, the Ministry contacted you to clarify your request and you confirmed you were after the following information:

- *How to contact all of the commissioners.*

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. Work and Income is divided into a network of 11 regions, each headed by a Regional Commissioner. More information about the organisational structure within the Ministry's Service Delivery unit can be found here: www.msd.govt.nz/about-msd-and-our-work/about-msd/our-structure/service-delivery-cluster.html.

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. In addition, a CSR or Service Centre Manager will have abilities and knowledge that a Regional Commissioner might not have and vice versa.

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.

A full list of contact information is available on the Ministry's website here: www.msd.govt.nz/about-msd-and-our-work/contact-us/index.html.

To contact your local Regional Commissioner, you can address an enquiry to them through the online MSD feedback form located in the link above, or by writing a letter to the Ministry's National Office (PO Box 1556, Wellington 6140).

Alternatively, 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.

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. 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 to your request for information on how to contact Work and Income's Regional Commissioners, 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.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Cassandra Wise', with a long, sweeping underline.

Cassandra Wise,
Manager, Client Service Delivery Support