



3 AUG 2021

Tēnā koe

On 8 July 2021, you attended an interview with the Ministry of Social Development (the Ministry) verbally requesting, under the Official Information Act (the Act) 1982, the following information:

- *the amount of the annual security budget for the Dunedin Central office.*

Each Ministry service centre has security guards working on site. Security guards help to control access to the service centre and observe, monitor and report to help keep staff, clients and visitors safe.

The total annual cost of security guards at the Dunedin Central Site from 1 July 2020 to 30 June 2021 was \$285,151.64.

Please note that information was drawn from invoices to estimate the value provided based on four guards working five days per week at the rate paid directly the contractor.

The Ministry endeavours to ensure that everyone feels welcome and has a positive experience when they come to one of the Ministry's service centres. Every week, Work and Income sees thousands of clients face-to-face. The vast majority of these interactions do not pose a threat to staff, and clients are able to be seen and assisted without any issues. However, as part of day-to-day work, staff assist people who are vulnerable, frustrated and who are managing complex personal situations. Occasionally these issues manifest in intimidating, threatening or inappropriate behaviour towards Ministry staff. The Ministry has zero tolerance for this type of behaviour and security guards help to make sure that the Ministry is able to manage anyone who might represent a risk to the safety of other clients or Ministry staff.

The principles and purposes of the Act 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 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 regarding the annual security budget of the Dunedin Central office with us, please feel free to contact 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 or 0800 802 602.

Ngā mihi nui

A handwritten signature in blue ink, appearing to read 'Pauline Stenhouse', with a long, wavy underline.

Pauline Stenhouse
General Manager
Health Safety and Security