



4 April 2024

Tēnā koe

Official Information Act Request

Thank you for your email of 6 March 2024, requesting information about Remote Services (RS) including staff turnover, purpose of the unit and the use of pseudonyms by staff.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

1. the turn over of staff for this unit?

In the last twelve months, RS (which was formally known as the Remote Client Unit) had one staff turnover.

2. what the unit does and the duty it does for the public?

Please refer to the attached Business Process Document for RS which details the units' roles and responsibilities. I have also included the Ministry's intranet page on RS in the same attachment.

3. How many people u have?

Remote Services has three full-time Integrated Services Case Managers and one Service Manager for the team.

4. Also do they use there real names here?

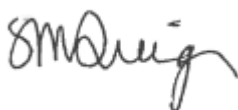
I can confirm that staff in RS use their real names in their engagement with clients.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request for information about the Remote Client Unit including turnover, purpose and use of pseudonyms., 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

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services