



6 September 2024

Tēnā koe Tobias Tohill

Official Information Act request

Thank you for your email of 18 July 2024, in which you refined your request of 24 June 2024 to the Ministry of Social Development (the Ministry). Your requested for details of staff (name, position title and email) at the Nelson Branch of the Ministry.

Please note, we have interpreted 'Nelson Branch' as Nelson Service Centre.

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

Please see the attached **Appendix** which provides a list showing the names of staff and their job titles at the Nelson Service Centre.

I am withholding the name of a staff member and the email address of all staff at the Nelson Service Centre under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

You have advised that the purpose of your request is to facilitate the contacting of Ministry staff. The Ministry has established processes for escalating any issues you may have or for laying a complaint, and you may find that issues are triaged to the correct team and resolved faster by following the correct process. Further, please note that staff roles and contact details are subject to change at any point.

You can contact the Ministry in a number of ways and details on how to contact the Ministry is available on the Ministry's website at the following link: www.workandincome.govt.nz/about-work-and-income/contact-us/.

If you encounter an issue, you can also make a complaint either by yourself or on someone's behalf by either:

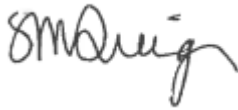
- Submitting an online form at the following link: www.workandincome.govt.nz/form/workandincome/govt/nz/form.req2?requestType=workandincome-govt-nz-complaints-form.
- Calling the Ministry at 0800 559 009
- Booking in an appointment to speak to someone
- Writing to the Ministry at the Ministry of Social Development, PO Box 1556, Wellington.

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, 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

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services