



24 FEB 2017

Ms Debbie Leyland
fyi-request-5244-3429bb33@requests.fyi.org.nz

Dear Ms Leyland

On 22 January 2017 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *How many people are transferring from Kilbirnie to Newtown, Wellington?*

On 24 January 2017, the Ministry relocated Kilbirnie Work and Income services and staff to the neighbouring Newtown office as the Kilbirnie site only had one entry and exit point and did not meet the Ministry's safety requirements.

The Ministry is actively looking for a suitable site in Kilbirnie however options are limited and finding an appropriate office may take some time.

Work and Income clients who are registered with Kilbirnie have been advised that if they require a face-to face meeting they will need to make an appointment at the Newtown service centre (or any other Work and Income office if that suits better), however these clients will remain registered with Kilbirnie service centre for reporting purposes.

I can advise that no client files have been transferred as a result of the Kilbirnie site closure, however as at the end of December 2016, there were 2,294 beneficiary and non-beneficiary clients assigned to the Kilbirnie service centre.

The Ministry has written to all affected clients and advised them that if they require a face-to face meeting they will need to make an appointment at the Newtown service centre (or any other Work and Income office if that suits better).

Many of Work and Income's services, no longer require clients to have a face-to-face appointment as a significant portion of Work and Income assistance can be accessed through phone services or online. Clients have been advised that there are extra staff available to provide assistance if they are unfamiliar with using digital services and need some help to access them. They are still welcome to make a face-to-face appointment in Newtown or any other Work and Income office.

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 and any attached documents available to the wider public shortly. 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 temporary closure of the Kilbirnie service centre 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.

Yours sincerely



Ruth Bound
Deputy Chief Executive, Service Delivery