



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

19 JUL 2016



Dear

On 23 May 2016 you emailed the Ministry requesting, under the Official Information Act 1982, information regarding Work and Income office closures.

As you will be aware, the Ministry manages a large network of regional sites, covering the length and breadth of New Zealand, and regularly makes decisions about how it allocates resources, to best provide effective and responsive services to clients. This includes considering how changes in demand, the needs of clients, and the wider environment impact on how we provide services to clients. The Ministry at times shifts resources to respond to changing needs, including moving staff between sites, changing the location of sites, opening and closing or reconfiguring sites when required. The needs of clients are always central to these decisions.

Please find the enclosed table which provides Work and Income permanent site closures for the past two financial years including the date each site opened, time closed, reason for closure, staff numbers and nearest alternative site.

I hope you find this information regarding Work and Income office closures helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
Wellington 6143

Yours sincerely

Ruth Bound
Deputy Chief Executive, Service Delivery

Work and Income permanent site closures for the past two financial years

Financial year	Site	Opened	Time closed	Reason for closure	Staff numbers	Nearest alternative site
2015/16	Work and Income Stoke	1990	Permanently closed in May 2016	Site closed and moved to Nelson due to low demand for face-to-face services and improved online/telephony services.	9 (3 Security Guards)	Richmond (6kms)

Note:

- The Stoke Centre had provided services exclusively to seniors, a group of clients who don't often need face-to-face appointments. Once someone receives New Zealand Super, they typically don't visit the site. Demand for face-to-face services in Stoke was also low with only around 18 hours a week and most of these services can be provided on the phone, without the need to visit the site.