



Tēnā koe

On 26 November 2021, you contacted the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

How many employees of MSD have received a verbal or written warning in the last 12 months regarding failure to provide beneficiaries services that are subject to your terms and conditions.

Please note that we have interpreted your request as 'how many employees of MSD have received a verbal or written warning in the last 12 months regarding failure to provide beneficiaries with their full and correct entitlements'.

The Ministry currently employs over 9,300 staff who provide income assistance and services to more than one million New Zealanders each year. All Ministry staff, including managers, are required to read and sign the Code of Conduct, which sets out the Ministry's expectations of all staff to act in a way that is professional and respectful.

The Code of Conduct outlines how we should deal with the people we work alongside and the people we work for, to help make sure we all:

- work with honesty, integrity and respect,
- provide the best possible service and advice to the Government, public, stakeholders and clients, and gain their trust and confidence in what we do, and
- do the best we can do and be the best we can be – every day.

All frontline Service Delivery staff who support our clients receive training to determine entitlements for a range of financial assistance or services. Our Capability Developers provide coaching and 'in the work learning' which enables them to support our staff in their mahi. This helps our client-facing staff build their knowledge to provide the correct information and assistance, and the skills to deliver a positive experience for our clients.

From 1 December 2020 to 15 December 2021, one Ministry employee received a warning for mistakenly paying the incorrect entitlement to a client. Additionally, one employee received a warning for incorrectly refusing client requests.

Please note that if it is identified that a Ministry employee has paid a client incorrectly by mistake, this is normally addressed with the employee through training and support to correct the mistake without involvement from the Ministry's HR consultancy team.

Note: The information provided only includes concerns escalated to the Ministry's HR Consultancy team and recorded in the Ministry's HR system (CRM).

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. The Ministry will do this by publishing this letter on the Ministry'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 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 be 'Paul', written over a light blue grid background.

**Acting Group General Manager
People Group**