



2 August 2022

Tēnā koe

On 19 July 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

Hello! I noted that in October of 2012, the MSD implemented a new Service Delivery Model, including Work-Focused Case Management, as a pilot in 24 Work and Income offices. I was not able to find a list of these offices. Is a list of these offices publicly available and if so, where could I find it?

Please see the table below which shows the 24 Work and Income offices of which the Work Focused Case Management (WFCM) initially started in the year 2012.

Service Centre	Service Centre
Avondale	Whangarei Central
Mangere	Dunedin Central
Manurewa	Timaru
Tamaki	New Plymouth
Papakura	Dinsdale
Waitakere	Glenview
Rotorua	Five Cross Road
Riccarton	Hamilton Central
New Brighton	Hamilton East
Hastings Community Link	Hamilton Employment Zone
Wairarapa	Porirua
Nelson	Naenae

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

Bridget Saunders

Bridget Saunders
Manager
Issue Resolution – Service Delivery