



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

14 December 2023

Tēnā koe

### **Official Information Act Request**

Thank you for your email of 2 November 2023, requesting information about the Remote Client Unit. I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

#### ***How many clients of MSD are currently dealt with by staff in the remote client unit?***

As at 17 November 2023, there are 86 clients of the Ministry who are currently being managed by staff in the Remote Client Unit (RCU).

#### ***Who manages the remote client unit?***

The current manager of the RCU is Paula McManus.

#### ***How many integrated case managers are there in the remote client unit?***

There are 3 integrated case managers.

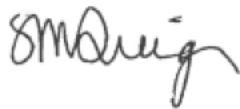
#### ***How many emails does the remote client unit receive on a weekly basis?***

Please see Table One in the attached Appendix, for a breakdown of the number of emails received by the RCU each month, and the average per week, from 1 January 2022 until 30 October 2023.

I will be publishing this decision letter, with your personal details removed, 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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request regarding the Remote Client Unit, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



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Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**

## Appendix

**Table One:** A breakdown of the number of emails received by the RCU each month and the average per week, from 1 January 2022 until 30 October 2023.

<b>Date: Month and Year</b>	<b>No. of emails received</b>	<b>Average per week*</b>
Jan-22	803	181
Feb-22	729	182
Mar-22	989	223
Apr-22	630	147
May-22	831	187
Jun-22	947	221
Jul-22	811	183
Aug-22	462	104
Sep-22	716	167
Oct-22	1,414	319
Nov-22	1,806	421
Dec-22	1,734	391
Jan-23	1,983	447
Feb-23	2,171	542
Mar-23	2,062	465
Apr-23	1,725	402
May-23	2,305	520
Jun-23	1,889	440
Jul-23	1,780	401
Aug-23	2,461	555
Sep-23	1,778	415
Oct-23	1,901	429
<b>Grand total</b>	<b>31,927</b>	

**Notes: \***

The weekly average has been manually calculated.

This data is operational and includes emails received internally from within the Ministry and externally.