



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

12 October 2023

Tēnā koe

On 14 September 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*In case I have multiple mishaps or don't see eye to eye with case manager what is the law in regard changing and how long does it take. My case manager is failing me and her manager and regional manager won't get me. New one after multiple attempts to chang*

The Ministry's case management service strives to help New Zealanders build the capabilities they need to contribute positively to their communities. Whatever the situation, we try our best to understand and connect people with all the support we can. We seek to do this with integrity and compassion, driven by our purpose to help New Zealanders be safe, strong, and independent.

In response to your request, I advise that the Ministry does not have a policy for client requests to change their Case Manager. I am therefore refusing your request under section 18(e) of the Act as this document does not exist.

While the Ministry does not have a policy, clients have the right to request a change of assigned Case Manager and this should be considered by the Service Centre on a case-by-case basis, depending on the whānau/client's situation.

The timeframe for assigning a different Case Manager is based on the availability of alternative case managers, to ensure continued client support.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

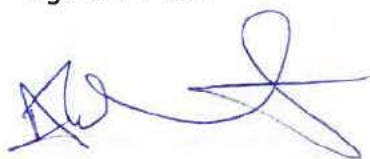
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding Case Managers, 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



Angela Talbot  
**Director**  
**Client Service Delivery**