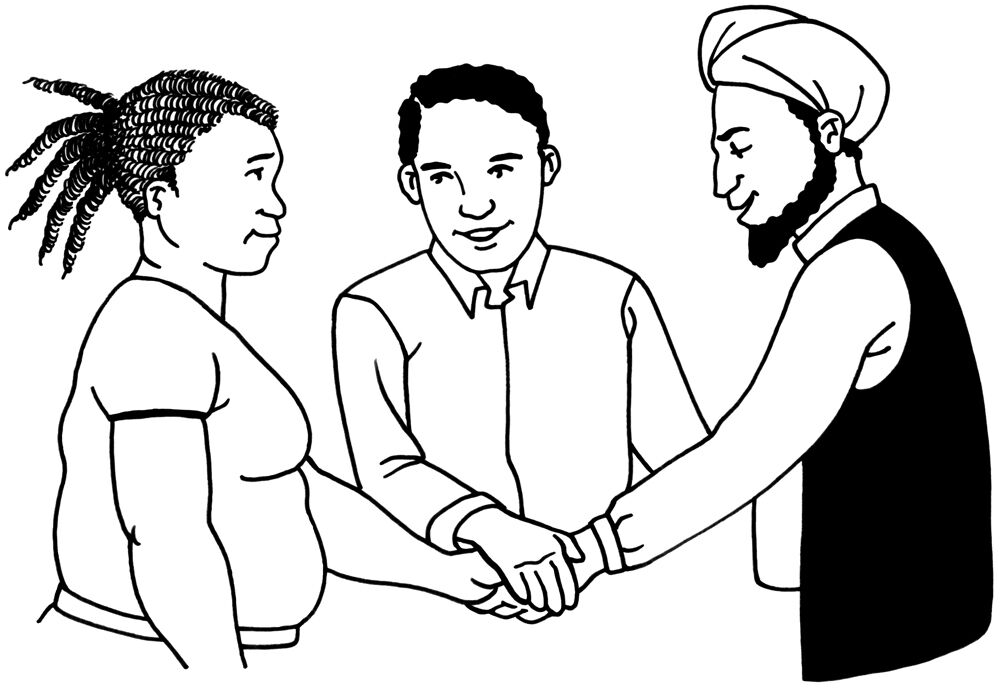


**Our promise to you**



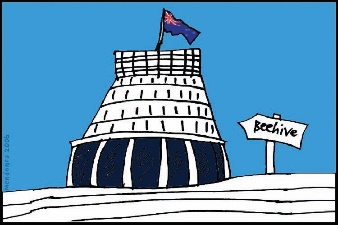
**A guide about how we**

**will work with you**

**Easy Read**

**The Ministry of Social Development**

The Ministry of Social Development is a government department.



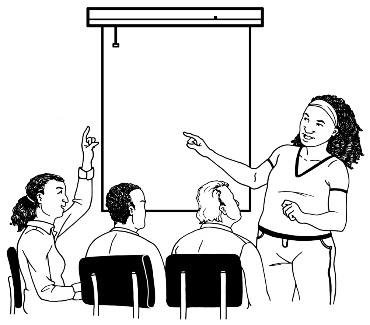
That means it is part of the government of New Zealand.

****

The Ministry of Social Development includes:

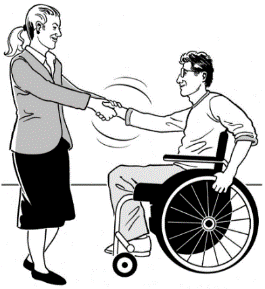
* **Work and Income**, which:
  + ****assists people who are looking for work
  + gives money to people to help them to pay for the things they need



* **Studylink**, which:
  + assists people who are doing study
  + gives money to people who are doing study to help them pay for the things they need.

**We will get to know you**

**Ka mōhio ki a koe**

**The Ministry of Social Development will:**

* get to know all about you and your needs

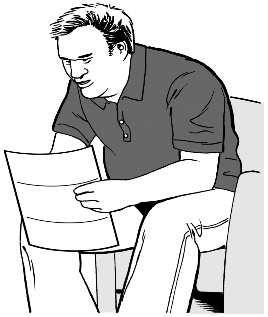


* make sure you know everything you need to know



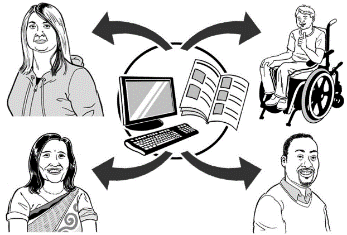
* use the things you tell us to make our service better
* respect your **privacy**.

**Privacy** means **not** sharing things about you that you do **not** want others to know.

****

**The Ministry will also:**

* tell you how we will use your information



* tell you who we will share your information with.

**We will support you**

**Ka tautoko i a koe**

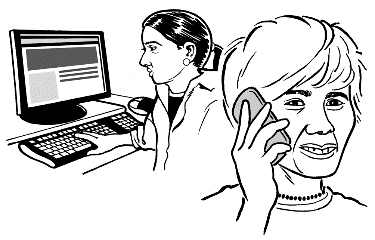
**The Ministry of Social Development will:**

* tell you about the things you can apply for that can help you

A screenshot of a cell phone

Description generated with high confidence

* make sure information is easy to understand



* try to make sure the information is the same every time you contact us



* help you as much as we can.

****

**The Ministry will also:**

* help you as fast as we can

A person wearing a suit and tie

Description generated with very high confidence

* be honest if we make mistakes
* fix our mistakes.



**We will work with you**

**Ka mahi tahi**

A close up of a mans face

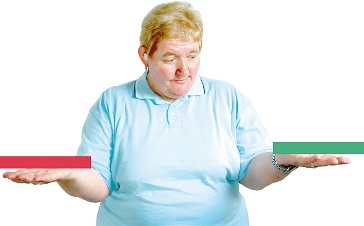
Description generated with high confidence

**The Ministry of Social Development will:**

* respect you

****

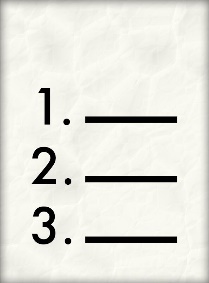
* respect the things that are important to you



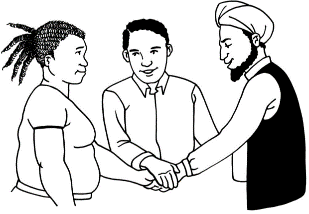
* tell you about your choices



* tell you about your rights.

**The Ministry will also:**

* tell you about the things that you need to do



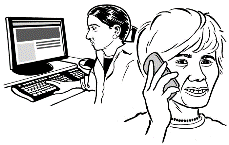
* work with you on goals that we both set

A picture containing clipart

Description generated with high confidence

* do what we say we will.

**Tell us how we are doing**



You can tell us how we are doing by getting in touch with us on:

**A close up of a computer

Description generated with very high confidence**

**Website:**

www.msd.govt.nz/feedback

or

****

**Phone:** 0800 559 009

