

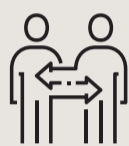
# Our commitment *to YOU*



We will get to know you, your situation and your needs

Ka mōhio  
ki a koe  
—  
know  
you

We will make sure you understand everything you need to know



We will use your feedback to improve our service

We will respect your privacy and be clear about how we use your information and who we share it with



We will let you know everything you may be eligible for

Ka tautoko  
i a koe  
—  
support  
you

We will help you however we can, as soon as we can



The information we give you will be accessible and consistent no matter how you contact us

We will be honest about our mistakes and put them right



We will respect you and what is important to you

Ka mahi  
tahi  
—  
with  
you

We will work together to achieve shared goals



We will let you know your options, rights and obligations

Our actions will follow our words



How did  
*we* do?

Let us know by visiting [msd.govt.nz/feedback](https://msd.govt.nz/feedback) or call us on 0800 559 009



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA