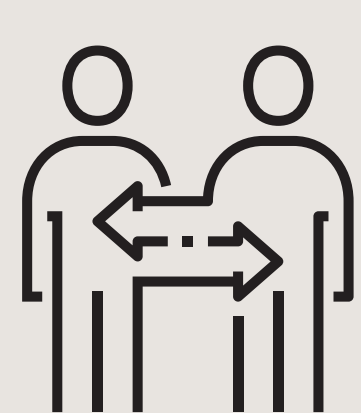


Our commitment *to YOU*



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



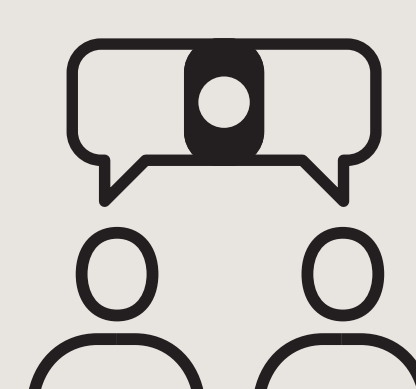
We will use your
feedback to improve
our service

Ka mōhio
ki a koe

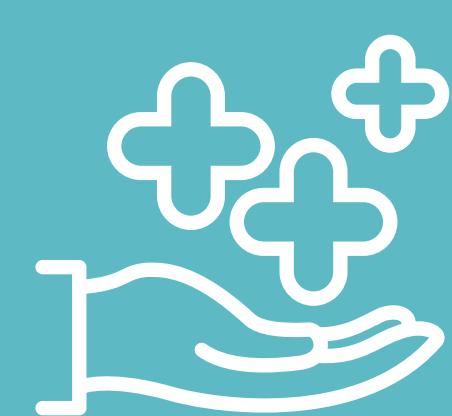
—
know
you



We will make sure you
understand everything
you need to know



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



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



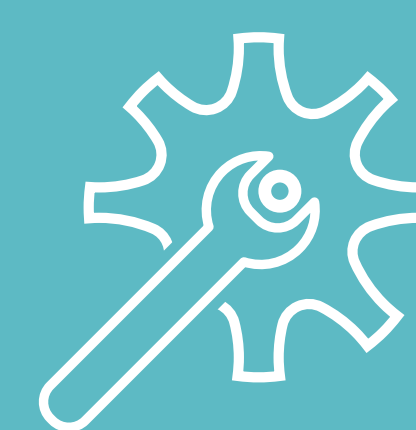
Ka tautoko
i a koe

—
support
you

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



We will be honest
about our mistakes
and put them right



We will respect you
and what is important
to you



We will let you know
your options, rights
and obligations

Ka mahi
tahi ki a koe

—
with
you



We will work
together to achieve
shared goals



Our actions will
follow our words



How did 
we do?

Let us know by visiting msd.govt.nz/feedback
or call us on 0800 559 009



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA