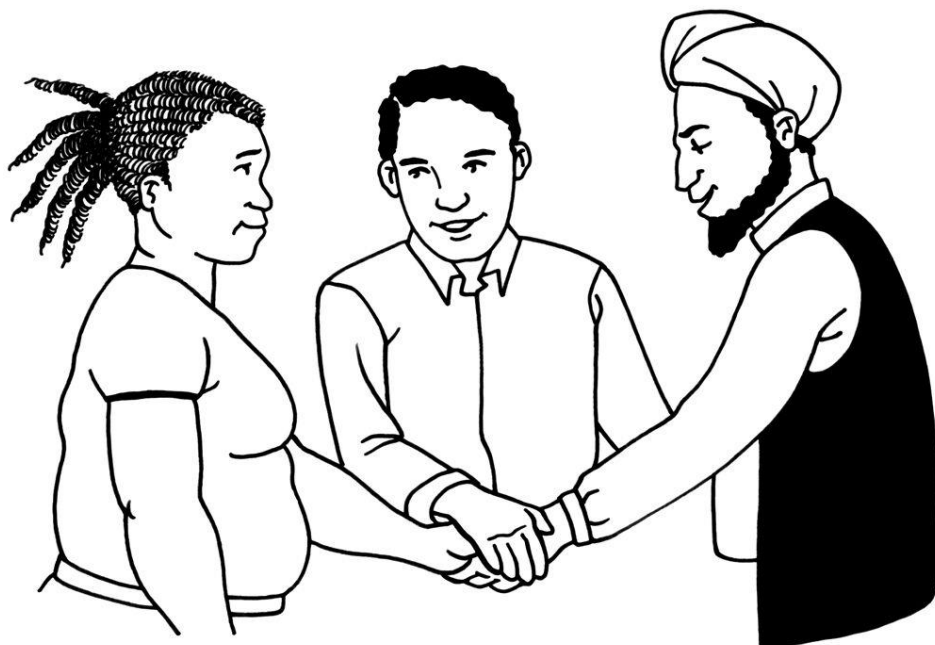




**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

# Our promise to you



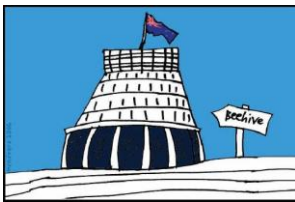
**A guide about how we  
will work with you**

**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



A service of the Ministry of Social Development



- **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



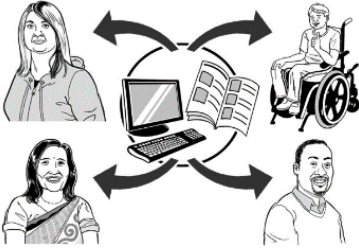
- respect your **privacy**.

**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.

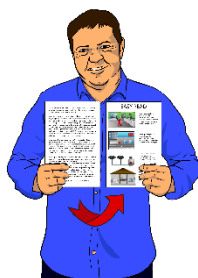
# We will support you

## Ka tautoko i a koe

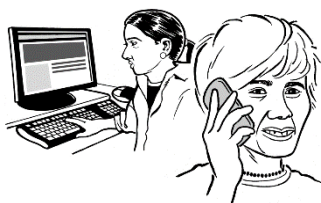
### The Ministry of Social Development will:



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



- 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



- be honest if we make mistakes



- fix our mistakes.

# We will work with you

## Ka mahi tahi



**The Ministry of Social Development will:**

- respect you



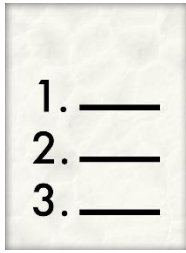
- respect the things that are important to you



- 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
- 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:



**Website:**

[www.msd.govt.nz/feedback](http://www.msd.govt.nz/feedback)

or



**Phone:** 0800 559 009



**This information has been translated into Easy Read  
by People First New Zealand Inc. Ngā Tāngata Tuatahi**

