



Government of the Republic of Trinidad and Tobago

**Ministry of Social Development and Family Services**



## **MEDIA RELEASE**

Monday, 19 October 2020

### **FOR IMMEDIATE RELEASE**

Priority: **HIGH**

### **MINISTRY LAUNCHES TOBAGO HELP DESK**

**Port-of-Spain** --- Residents of Tobago will now have full access to information that is related to the status of their applications for COVID-19 Social Support Grants, as well as, all other grants and services which fall under the purview of the Ministry of Social Development and Family Services. The announcement was made earlier today by Senator the Honourable Donna Cox, Minister of Social Development and Family Services during a brief Ceremony which was held to launch an ICT Lab for the Adult Education Programme

According to Minister Cox, the Tobago Desk is fully staffed and will seek to ensure that all issues are addressed promptly, fairly and impartially, as the Ministry remains committed to ensuring that equal access and feedback continues to be provided to clients of Tobago as is being done for those in Trinidad. The establishment of the Tobago Desk will also be expanded to serve as a hub between the Social Welfare central office and Tobago. The Minister indicated that the decision was made during her recent visit to Tobago where she met with the Division of Health, Wellness and Family Development, as well as the Tobago East and West Representatives.

The Minister said that she also envisions that the *Help Desk* will be an avenue for clients to provide feedback emerging from the programmes and services rendered by the Ministry, make suggestions and recommendations on how these could be improved and therefore add to the efficiency of the service delivery to all citizens. The Tobago Desk operating hours will be from 8: 30 and to 4: 15 pm daily. Persons may contact the Tobago Desk at **627-8918(Direct Line)**, **Mobile/Whatsapp:489-5004 or 489-5105** and email: [tobagodesk@social.gov.tt](mailto:tobagodesk@social.gov.tt).

In closing, Minister Cox also revealed that plans are underway to establish a dedicated section within the Minister's Secretariat for Complaints Resolution and Outreach to the national community. Efforts will be made to work closer with Members of Parliament, other Local Government representatives, the Private Sector and other key stakeholders, to resolve issues related to not only COVID social support but, build stronger relationships with the citizenry.



One of the Receptionists at the Tobago Desk which is now available to members of the public. The Desk is located at the Ministry's Head Office on St Vincent Street, Port of Spain



Caption: Minister Cox engages with staff at the Tobago Desk



Caption: Solving problems and providing information: Staff at the Tobago Desk provide Minister Cox with some feedback following the launch on October 2, 2020



Caption: Service now available to all Tobagonians at the Tobago Desk recently launched by Senator, the Honourable Donna Cox. Minister of Social Development and Family Services. In photo Minister Cox and Ps Sheila Seecharan are provided with feedback from the staff of the Tobago Desk

<Ends>

**For more information:**

Communications Unit

Ministry of Social Development and Family Services

(868) 623-2608; Ext 5405/5424/5432