



06 AUG 2020

Tēnā koe

On 11 June 2020, you emailed the Office of Hon Carmel Sepuloni requesting, under the Official Information Act 1982, the following information:

- 1. Number of minutes (and hours if necessary) to answer a call from 1-11 June 2020 - please show in number form and also in graph format between 8am and time of closure each day*
- 2. Time to process an application*

On 12 June 2020, you clarified question one is in regard to the Ministry of Social Development's (the Ministry) 0800 559 009 phone number.

On 15 June 2020, the request was transferred to the Ministry for response.

On 17 June 2020, you clarified 'application' by providing examples under two categories; walk-in and over-the-phone, with examples of each category.

In response to question one, please see **Table One** and **Table Two** enclosed below.

- **Table One** shows the average speed to answer a call, broken down by hour, for the period 1 June 2020 to 11 June 2020.
- **Table Two** shows the average speed to answer a call, broken down by hour, for the period 1 June 2020 to 11 June 2020, in graph format.

Your timeframe of 1-11 June 2020 includes the Queens' Birthday Observation on Monday 1 June. Please note that Ministry Contact Centres experience extremely high demand around public holidays.

With regard to question two, the Ministry's standard timeframe for completing a Working Age Application is five working days from the date the last piece of information is received by the Ministry to enable a decision to be made. For the month of June 2020, 93.7 percent of Working Age applications and reviews were processed within the standard timeframe.

Please note this figure includes both main and supplementary benefit applications. This figure is provisional and may be subject to nominal change. A confirmed final figure will be available in mid-August 2020.

In response to question two, please also see **Table Three** enclosed.

Table Three shows the appointments completed within and outside of standard timeframes for the month of June 2020.

In order to provide processing timeframes for specific benefit applications, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request for this information is refused under section 18(f) of the official information Act. The greater public interest is in the effective and efficient administration of the public service.

Similarly, for the Ministry to be able to provide you with the outcomes of walk-in appointments, Ministry staff would need to manually review the files of each client who participated in a Walk-In appointments and collate and display this information in an appropriate way. As such, your request for this information is refused under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request for information concerning processing timeframes for specific benefits or Walk-In appointments, given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would be prejudiced.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding contact centre wait times and applications, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



George Van Ooyen
Group General Manager
Client Service Support

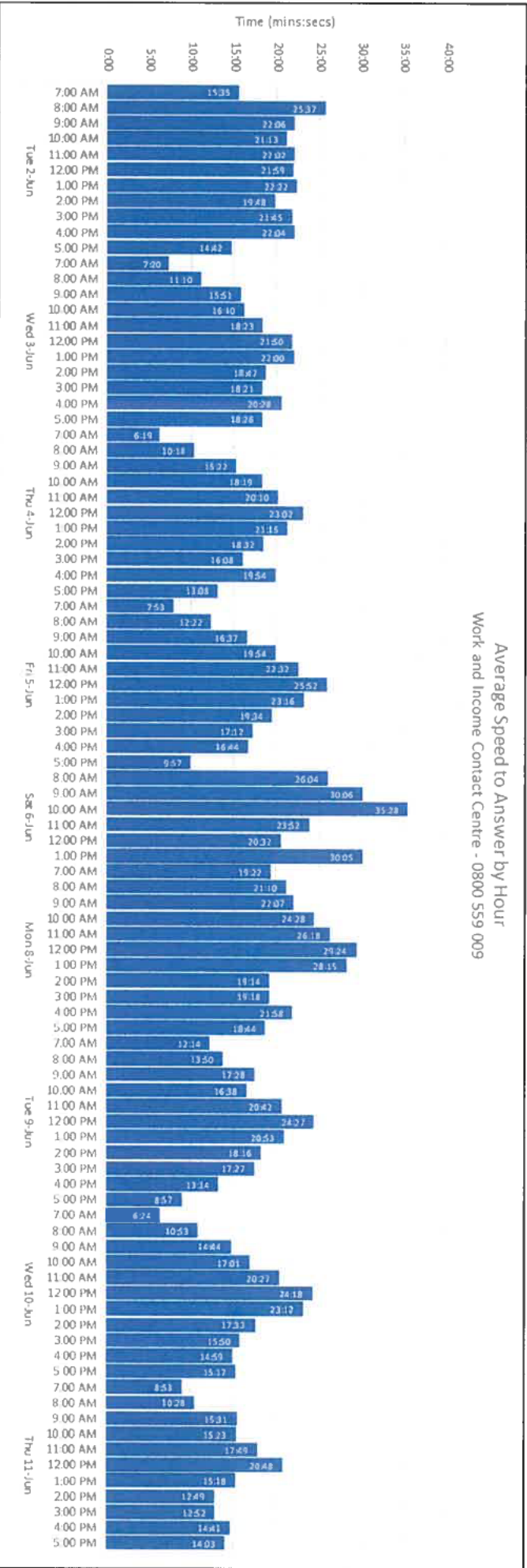
Table One: The average speed to answer a call, broken down by hour, for the period 1 June 2020 to 11 June 2020.

Average Speed to Answer (minutes)										
Time Slot Beginning	2 June 2020	3 June 2020	4 June 2020	5 June 2020	6 June 2020	8 June 2020	9 June 2020	10 June 2020	11 June 2020	
7:00 AM	15:35	7:20	6:19	7:53		19:22	12:14	6:24	8:53	
8:00 AM	25:37	11:10	10:18	12:22	26:04	21:10	13:50	10:53	10:28	
9:00 AM	22:06	15:51	15:22	16:37	30:06	22:07	17:28	14:44	15:31	
10:00 AM	21:13	16:10	18:19	19:54	35:28	24:28	16:38	17:01	15:23	
11:00 AM	22:02	18:23	20:10	22:32	23:52	26:18	20:42	20:27	17:49	
12:00 PM	21:59	21:50	23:02	25:52	20:32	29:24	24:27	24:18	20:48	
1:00 PM	22:22	22:00	21:15	23:16	30:05	28:15	20:53	23:12	15:18	
2:00 PM	19:48	18:47	18:32	19:34		19:14	18:16	17:33	12:49	
3:00 PM	21:45	18:21	16:08	17:12		19:18	17:27	15:50	12:52	
4:00 PM	22:04	20:28	19:54	16:44		21:58	13:14	14:59	14:41	
5:00 PM	14:42	18:26	13:08	9:57		18:44	8:57	15:17	14:03	
Day Total	21:31	17:36	17:29	18:46	27:41	23:22	17:50	17:17	14:54	

Notes:

- This table includes calls made to the Ministry's 0800 559 009 number. As such, this table excludes the Wage Subsidy queue and Language Lines, and all other lines with separate 0800 numbers.
- Normal Contact Centre operating hours are 7:00am to 6:00pm Monday to Friday, and 8:00am to 1:00pm on Saturdays.
- 1 June 2020 was a public holiday (Queen's Birthday), therefore the Contact Centre was closed.
- Contact Centres experience extremely high demand around public holidays.

Table Two: The average speed to answer a call, broken down by hour, for the period 1 June 2020 to 11 June 2020, in graph format.



Notes:

- This table includes calls made to the Ministry's 0800 559 009 number. As such, this table excludes the Wage Subsidy queue and Language Lines, and all other lines with separate 0800 numbers.
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Table Three: The number of appointments completed within and outside of standard timeframes for the month of June 2020.

Appointment Type	In Standard	Out of Standard	Standard Timeframe (working days)
Emergency	88%	12%	1 Day
Face to Face	98%	2%	5 Days
Hardship	71%	29%	2 Days
Housing	67%	33%	1 Day
Maintenance	89%	11%	5 Days
New Business	86%	14%	5 Days
Online Application	70%	30%	5 Days
Online	58%	42%	5 Days
Seniors	95%	5%	1 Day
Unknown	99%	1%	5 Days
COVID-19 Income Relief Payment (CIRP)	62%	38%	5 Days
Online Application CIRP	51%	49%	5 Days
Grand Total	78%	22%	

Notes:

- 'Online Application CIRP' means that the application for an appointment was made online, and the application tool determined the applicant was eligible for CIRP.