



23 DEC 2020

Tēnā koe

On 2 December 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

Question One: What are the performance targets for call centre wait times for beneficiaries who access your services via the 0800 599 009. Have there been any changes to these performance targets during the past 12 months.

Question Two: What is the actual call centre wait times per day for the period 1 June 2020 to 2 December 2020.

With regard to Question One, the Ministry aims to answer all calls to our 0800 services as quickly as possible, although we do not currently have a set wait time target per call. A newly introduced performance objective for the current financial year is called *One Touch, High Quality*. The focus of this objective is to resolve over 90 per cent of calls during the first interaction.

The Ministry has introduced new services in the past 12 months to help improve caller experiences during times when we are busy. The Ministry now automatically plays the current estimated wait time to all callers, and we also offer a callback service to all identified callers when expected wait times are greater than seven minutes. The callback service provides callers with the option to either wait in the queue, or to automatically be called back by a Customer Service Representative (CSR) when their call would have been answered.

Due to the impact of COVID-19 and subsequent changes both to the Ministry's operating environment (e.g. limited face to face interactions) as well as economic changes, we've seen a significant increase in demand for our phone-based services, which is reflected in the average wait times. In the past six months, the Ministry has opened additional contact centres located in Dunedin and Christchurch, and we have an extensive recruitment plan underway, with the goal of helping to reduce wait times.

In response to Question Two, please see **Table One** attached in Appendix A.

Table One shows calls made to the Ministry's 0800 559 009 number. As such, this table excludes the Wage Subsidy line and language lines, as these have separate 0800 numbers.

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 and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachment 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 regarding call centre performance with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, 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.

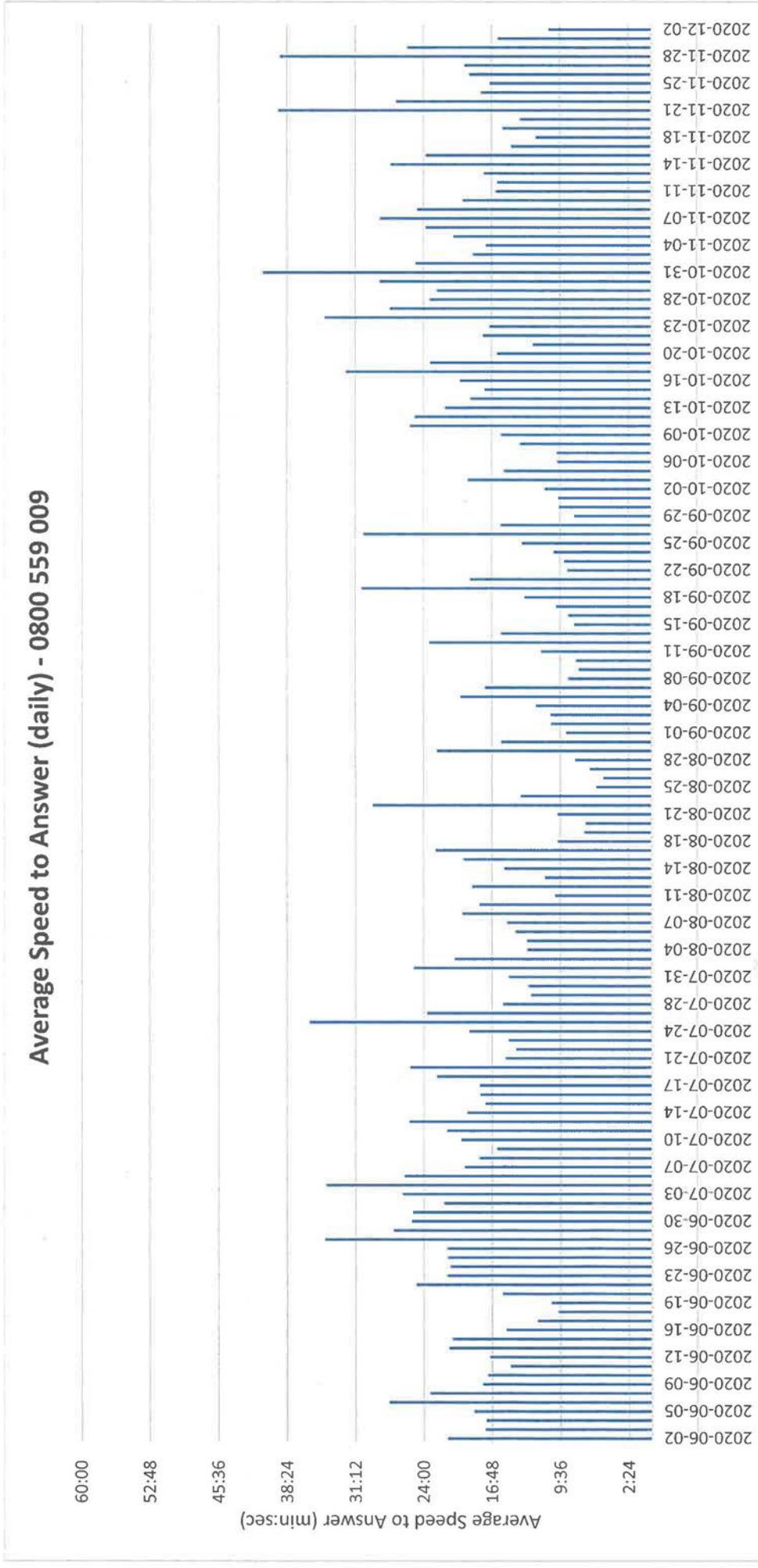
Ngā mihi nui



Geoff Cook

General Manager
Contact Centre and Digital Service

Appendix A Table One: The average speed to answer a call, by day, for the period 1 June 2020 to 2 December 2020.



Notes:

- This table includes calls made to the Ministry's 0800 559 009 number. As such, this table excludes the Wage Subsidy line and Language lines, as these have separate 0800 numbers.