



03 NOV 2020

On 21 September 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

1. *Are contact centre staff able to provide their first and last names if requested by clients?*
 - a. *If not, please advise what means of unique identification they are able to provide to clients to identify them, e.g. unique ID number, extension number, email address?*
 - b. *If there is no unique method available to enable clients to identify staff members they are dealing with, what information should clients request a) to ensure that they are dealing with an actual staff member, and b) wishing to lay a complaint or advise of exemplary service?*
2. *During the current COVID-19 situation, what methods other than the contact centre (0800 559 009) are available to clients to allow them to speak to a staff member regarding applications or complaints?*
3. *What happens to files uploaded by clients to the MyMSD portal?*
 - a. *Once files are uploaded, what automated systems are in place to ensure that the files are processed and not ignored?*
 - b. *How often are these systems run?*
 - c. *What reports or key performance indicators are in place to ensure that uploaded files are processed?*
4. *Does the Ministry track how much time staff spend using the internet?*
5. *Does the Ministry track which URLs are accessed and how much time is spent on each webpage?*

I would like to extend my apologies for the delay in responding to your request for information.

For the sake of clarity, I will respond to your questions in turn.

1. *Are contact centre staff able to provide their first and last names if requested by clients?*

- a. *If not, please advise what means of unique identification they are able to provide to clients to identify them, e.g. unique ID number, extension number, email address?*
- b. *If there is no unique method available to enable clients to identify staff members they are dealing with, what information should clients request a) to ensure that they are dealing with an actual staff member, and b) wishing to lay a complaint or advise of exemplary service?*

Customer service representatives (CSRs) can provide their first and last name but are not required to disclose this information to clients. Notes about any interactions with clients are recorded in the Ministry's Client Management System (CMS). Based on these notes, the staff member involved in the interaction can be identified if the client specifies the circumstances of the interaction in question.

CSRs are able to give out their email address to send through documents or to communicate with a client, if absolutely necessary, however, they are not required to, and this is not standard practice.

If clients wish to lay a complaint or give a compliment, the client can enter the formal complaints process. Information on the complaints process can be found here: www.msd.govt.nz/about-msd-and-our-work/contact-us/complaints/index.html. Any CSR's name can reliably be identified if the client specifies the time and occasion of the interaction with the CSR. This enables the Ministry to check recent notes on the client's file and see which CSR was involved in the interaction.

The same applies if clients talked to a CSR on the phone. In addition, they are entitled to request the recording of the call. All calls are recorded, and CSRs have to be logged into the system, using their staff member account, to use the call system.

2. *During the current COVID-19 situation, what methods other than the contact centre (0800 559 009) are available to clients to allow them to speak to a staff member regarding applications or complaints?*

The Work and Income line (0800 559 009) is the number clients can use if they would like to speak to someone immediately. There is also a feedback/complaints form that any client can fill in regarding their situation on the Work and Income website. These requests are sent to the relevant area for response.

3. *What happens to files uploaded by clients to the MyMSD portal?*

Files are uploaded to the clients' file in CMS and are permanently saved when a case manager or processor links the document to the client's file.

- a. *Once files are uploaded, what automated systems are in place to ensure that the files are processed and not ignored?*

Documents are only requested by CSRs or case managers when more information is required for either one-off assistance or ongoing assistance. The MyMSD upload

document tool must be activated first by the CSR or case manager to enable a client to upload a document. The system is not automated and the upload of MyMSD must be activated by the CSR or case manager. Once uploaded, the document is then followed up with by either the CSR or case manager.

b. How often are these systems run?

As outlined above, there are no automated systems in place.

c. What reports or key performance indicators are in place to ensure that uploaded files are processed?

Once a document is uploaded to the file it appears as 'saved'. Each region receives a daily and weekly report of the scanned documents that have only been saved and are not linked to a specific client's file. The files are then sent to the relevant managers to follow up with the CSR or case manager to ensure they link these documents with the relevant clients.

4. Does the Ministry track how much time staff spend using the internet?

5. Does the Ministry track which URLs are accessed and how much time is spent on each webpage?

While the Ministry monitors and records internet and email usage data, this is largely for security reasons, as well as to detect and prevent inappropriate usage. Monitoring of internet usage is not intended to track staff performance or productivity.

I note your recent complaint to MSD regarding the level of service you received when applying for Child Disability Allowance, including issues with the documents you uploaded to MyMSD, and your subsequent follow up call to our Contact Centre. I understand an apology was issued to you at the time of your complaint in person and in writing.

As noted above, regular reports are provided to Service Centres identifying files that have been saved to MyMSD but not linked to client files. The documents you uploaded should have appeared on a report prior to your follow up on 21 September 2020. We are following up any potential lapses in this process which stopped us linking the files to your record once the following report had been sent to the Service Centre. Someone will be in touch with you to discuss this further.

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
- to lead to greater accountability in the conduct of public affairs.

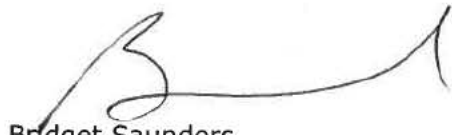
This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your 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 staff, file uploads and internet usage, 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.

Yours sincerely



Bridget Saunders
**Manager, Issue Resolution
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