



22 April 2022

Tēnā koe

On 25 February 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *The mileage rate paid to WINZ beneficiaries for mileage under disability and any other allowances. I would like to know why this is lower than the public service rate (Inland Revenue) and the rate paid for ACC clients and how long this has been the case.*
- *The numbers of front-line staff actually dealing with benefit, superannuation and hardship processing by centre.*
- *The numbers of front-line staff dealing with jobseeker positions of employment, training etc. also by centre.*
- *The numbers of management staff in each centre.*
- *The numbers of management in regional centres.*
- *The numbers of call centre staff operating the telephone lines and why people are needing to wait 90 minutes to make an appointment.*
- *The numbers of managers, publicity people, human resources, administration staff which are not allocated to a centre.*
- *The salary bands for each group of staff above.*
- *The legislation references and manuals and procedures links for the business training and advice grant; flexi wage for self-employment and self-employment start-up assistance which you advertise on your website.*

For clarity, your questions have been grouped as appropriate and will be responded to accordingly.

- *The mileage rate paid to WINZ beneficiaries for mileage under disability and any other allowances. I would like to know why this is lower than the public service rate (Inland Revenue) and the rate paid for ACC clients and how long this has been the case.*

Reimbursement rates for those who receive Disability Allowance (DA) are shown below. Please note that DA reimbursement rates allow for the difference in vehicle running costs per cc car rating, unlike other agencies where there is a flat rate only.

<b>CC rating of the car</b>	<b>Payable per kilometre</b>
Up to 1000	29 cents
1000-1350	30 cents
1351-2000	35 cents
Over 2000	40 cents

The vehicle mileage rates available to those on DA are only for running costs, such as for petrol or oil. This is consistent with the intent of DA legislation, where people with disabilities have costs additional to or over and above those costs that a person without a disability would have. As people without disabilities would still incur fixed costs, these cannot be included as transport costs for DA.

The mileage rates offered by Inland Revenue include the fixed costs of owning a vehicle, such as insurance, registration or a Warrant of Fitness. These are in addition to running costs only if the criteria is met for specific travel reasons and for the purpose of self-employment.

More information about transport costs covered by DA is available here: [www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/proof-of-transport-costs-01.html](http://www.workandincome.govt.nz/map/income-support/extra-help/disability-allowance/proof-of-transport-costs-01.html).

- *The numbers of front-line staff actually dealing with benefit, superannuation and hardship processing by centre.*
- *The numbers of front-line staff dealing with jobseeker positions of employment, training etc. also by centre*

The Ministry is one of New Zealand's larger government departments employing people in over 200 locations around the country. The Ministry is made up of the following business groups:

**Table One: The Number of staff employed at the Ministry broken down by Business group, as at 28 February 2022.**

<b>Business groups</b>	<b>Number of staff</b>
Business Integration	7
Office of the Chief Executive	7
Māori Communities and Partnerships	224
Organisational Assurance and Communication	220
People and Capability	1034

<b>Business groups</b>	<b>Number of staff</b>
Policy	176
Service Delivery	7291
Strategy and Insights	216
<b>Total</b>	<b>9175</b>

The Service Delivery group works together to make a difference for New Zealanders. Service Delivery supports our clients into work, study, and training, ensures support is available for those who are unable to work, assists seniors in New Zealand Superannuation, and provides New Zealanders confidence that the system they fund is being used by people in genuine need. More information regarding the work of the Service Delivery group is available at the following link: [www.msd.govt.nz/about-msd-and-our-work/about-msd/our-structure/service-delivery.html](http://www.msd.govt.nz/about-msd-and-our-work/about-msd/our-structure/service-delivery.html).

The work of our Service Delivery Group is supported by National Office, which is made up of a number of teams carrying out a wide range of functions.

Please find the below table which details the branches of Service Delivery. Please note that Service Delivery is currently undergoing a new structural implementation which is expressed in some of the branches below.

**Table Two: The number of staff broken down by Service Delivery Branch, as at 28 February 2022.**

<b>Service Delivery Branches</b>	<b>Number of Staff</b>
Business Enterprise Support Services	66
Client and Internal Communications	37
Client Service Delivery	3509
Client Service Support	3034
Deputy Chief Executive's Office Service Delivery	26
Employment	94
Future Services	15
Housing	31
Income	51
Learning and Continuous Improvement	384
Office of the Deputy Chief Executive	1
Service Delivery Planning and Change	5
System Performance and Improvement	38
<b>Total</b>	<b>7291</b>

The information which you have requested primarily relates to the functions of the Client Service Delivery and Client Service Support branches. The processing of benefits, superannuation, hardship, and employment support fall

under the responsibilities of these two groups. Due to the interconnected nature of their work, all staff in these two branches either complete or feed into these responsibilities and cannot be divided into the categories you have requested.

Client Service Delivery is responsible for delivering services to all clients and client experience through all services channels (face to face, phone and digital). Our staff provide income, housing and employment support services through service centres, including work brokerage and online.

Please find the below table which details the number of regional staff in Service Delivery Operations.

**Table Three: The number of staff in Service Delivery Operations broken down by Region, as at 28 February 2022.**

<b>Service Delivery Operations Region</b>	<b>Number of Staff</b>
Auckland Central	244
Auckland North	259
Auckland South	352
Bay of Plenty	285
Canterbury	320
Central	214
East Coast	218
Ellerslie	166
Nelson Marlborough West Coast	167
Northland	235
Not Applicable	13
Southern	236
Taranaki Whanganui King Country	210
Waikato	290
Wellington	263
<b>Total</b>	<b>3472</b>

**Notes:**

- "Not applicable" refers to staff who do not have a regional unit or team assigned in the system.

Client Service Support is responsible for 'back office' transactional processing; debt and fraud; channel and system management; operational policy; workforce planning and management; performance monitoring and reporting; and operational support to the frontline. Client Service Support is comprised of three main groups: Contact Centre Services, Housing and Income Support Services, and Integrity and Debt.

Contact Centre Services consists of predominantly inbound contact centres around the country that provide advice and complete transactions for clients across all areas of Service Delivery. These units support our Regional and Centralised Services across the country to assist in minimising the work needed to be completed via appointments and assisting with transactional work to minimise work to our Centralised Services (processing units).

Please find the below table which details the number of staff in Contact Centre Services.

**Table Four: The number of staff in Contact Centre Services broken down by Region, as at 28 February 2022.**

Contact Centre Services Office	Number of Staff
Auckland	164
Christchurch	168
Seniors Support Centre	117
Dunedin	41
Ellerslie	95
General Manager Contact Centre	3
Hamilton	167
Housing	60
Job Connect	126
Study Link Contact Centre	104
Wellington	282
Workforce Management Plan & Analysis	13
<b>Total</b>	<b>1340</b>

Housing and Income Support Services (Centralised Services) provides support to regions and contact centres by providing fast, efficient and accurate processing services allowing more face-to-face time with our clients.

Please find the below table which details the number of staff in Housing and Income Support Services. Please note that the data shows the units and teams as they were recorded in the Ministry's HR system. There may be a small number of data quality issues at low levels which show incorrect. These represent only a very small number of records.

**Table Five: The number of staff in Centralised Services broken down by Region, as at 28 February 2022.**

Centralised Services Office	Number of Staff
Auckland North	1
Centralised Processing Unit	594
Case Manager Centralised Services	100

<b>Centralised Services Office</b>	<b>Number of Staff</b>
General Manager Centralised Services	11
Housing	46
Not Applicable	2
Specialised Processing Services	224
Study Link Support Centre	237
Workforce Mgmt Plan & Analysis	15
<b>Total</b>	<b>1230</b>

**Notes:**

- “Not applicable” refers to staff who do not have a unit or team assigned in the system.

Integrity and Debt provides support to clients who owe the Ministry money and recover debts sustainably. They are also responsible for managing the Ministry’s operational responses to benefit and social housing fraud, as well as matching information and information sharing with other government agencies to ensure clients receive the correct entitlement to assistance from the Ministry. As the work of Integrity and Debt is outside the scope of your request, details regarding staffing have not been provided.

- *The numbers of management staff in each centre.*
- *The numbers of management in regional centres*
- *The numbers of call centre staff operating the telephone lines and why people are needing to wait 90 minutes to make an appointment.*

Please find the below tables which details the number of managerial staff in Service Delivery Operations, Centralised Services, and Contact Centre Services.

**Table Six: The number of managerial staff in Service Delivery Operations broken down by Region and managerial role, as at 28 February 2022.**

<b>Region</b>	<b>People Manager</b>		<b>Total</b>
	<b>No</b>	<b>Yes</b>	
Auckland Central	234	10	244
Auckland North	247	12	259
Auckland South	336	16	352
Bay of Plenty	266	19	285
Canterbury	301	19	320
Central	199	15	214
East Coast	200	18	218
Ellerslie	144	22	166

Region	People Manager		Total
	No	Yes	
Nelson Marlborough West Coast	154	13	167
Northland	223	12	235
Not Applicable	12	1	13
Southern	217	19	236
Taranaki Whanganui King Country	194	16	210
Waikato	273	17	290
Wellington	246	17	263
<b>Total</b>	<b>3246</b>	<b>226</b>	<b>3472</b>

**Notes:**

- “Not applicable” refers to staff who do not have a unit or team assigned in the system.

**Table Seven: The number of managerial staff in Centralised Services broken down by office and managerial role, as at 28 February 2022.**

Centralised Service Office	People Managers		Total
	No	Yes	
Auckland North		1	1
Centralised Processing Unit	556	38	594
Case Manager Centralised Services	93	7	100
General Manager Centralised Services	3	8	11
Housing	43	3	46
Not Applicable	1	1	2
Specialised Processing Services	208	16	224
Study Link Support Centre	223	14	237
Workforce Management Plan & Analysis	15	0	15
<b>Total</b>	<b>1142</b>	<b>88</b>	<b>1230</b>

**Notes:**

- “Not applicable” refers to staff who do not have a unit or team assigned in the system.

**Table Eight: The number of managerial staff in Contact Centre Services broken down by office and managerial role, as at 28 February 2022.**

Contact Centre Services Office	People Managers		Total
	No	Yes	
Auckland	152	12	164
Christchurch	156	12	168

Contact Centre Services Office	People Managers		Total
	No	Yes	
Seniors Support Centre	109	8	117
Dunedin	39	2	41
Ellerslie	84	11	95
General Manager Contact Centre	2	1	3
Hamilton	154	13	167
Housing	60	0	60
Job Connect	116	10	126
Study Link Contact Centre	99	5	104
Wellington	259	23	282
Workforce Management Plan & Analysis	12	1	13
<b>Total</b>	<b>1242</b>	<b>98</b>	<b>1340</b>

Regarding your question about wait times, we are currently in an extremely busy period for our helplines due to the constantly evolving COVID-19 situation. While some people are having trouble getting through to our staff members, we are also helping a large number of people each day. Our staff are working hard to get to callers as quickly as possible, and we thank those who experienced delays for their patience and understanding.

The Ministry's Contact Centres continue to provide more assistance via the phone to ensure that we are meeting the needs of New Zealanders as fast as we can. As a result of increased engagement over the phone, our average handling time has increased. While wait times have increased, New Zealanders continue to receive assistance without the need to book an appointment or travel into an office. We aim to resolve all calls at the first point of contact rather than book appointments.

The Ministry has introduced new services in the past 12 months to help improve caller experiences during busy times. The Ministry now automatically plays the current estimated wait time to all callers, and also offers a call back service to all identified callers when expected wait times are greater than seven minutes. The call back service provides callers with the option to either wait in the queue, or to automatically be called back by a Customer Service Representative when their call would have been answered. The Ministry remains committed to ensuring that New Zealanders can access the support they require quickly and efficiently.

- *The numbers of managers, publicity people, human resources, administration staff which are not allocated to a centre.*

A large proportion of Ministry staff are situated in a regional office. This information has been provided to you in the Tables above. **Table One** contains the number of staff employed by the Ministry – staff that are not shown to be in a regional location in the above Tables are based in National Office, with the exception of a small minority.

- *The salary bands for each group of staff above.*

Please find the following salary bands under collective coverage that are applicable to the groups you have specified:

<b>Band</b>	<b>Min</b>	<b>Mid</b>	<b>Max</b>
B01	\$ 43,548	\$ 48,387	\$ 53,226
B02	\$ 47,682	\$ 52,980	\$ 58,278
B03	\$ 53,502	\$ 59,447	\$ 65,392
B04	\$ 61,734	\$ 68,593	\$ 75,452
B05	\$ 71,231	\$ 79,145	\$ 87,060
B06	\$ 82,189	\$ 91,321	\$ 100,453
B07	\$ 94,834	\$ 105,371	\$ 115,908
B08	\$ 109,424	\$ 121,582	\$ 133,740
MSS02	\$ 65,329	\$ 81,661	\$ 97,993
MSS03	\$ 78,027	\$ 97,534	\$ 117,041
MSS04	\$ 85,749	\$ 107,186	\$ 128,623
MSS05	\$ 100,014	\$ 125,018	\$ 150,022

Salary bands B01-B08 cover the majority of staff roles in both National Office and Regional Offices. Salary bands MSS02-MSS05 are used for Manager and Senior Specialist roles.

- *The legislation references and manuals and procedures links for the business training and advice grant; flexi wage for self-employment and self-employment start-up assistance which you advertise on your website.*

Legislation references and the Manuals and Procedures (Map) link for the Business Training and Advice Grant; Flexi-wage self-employment and Self-Employment Start-up assistance can be found at the following link: [www.workandincome.govt.nz/map/employment-and-training/employment-and-work-readiness-assistance/assistance-to-enter-self-employment-01.html](http://www.workandincome.govt.nz/map/employment-and-training/employment-and-work-readiness-assistance/assistance-to-enter-self-employment-01.html).

Please note that Map is a direct copy of the internal policy resource that Ministry staff use to make sure that clients receive their full and correct entitlement.

However, some of the links in Map direct staff to the procedures that they need to follow. These procedures, which are not part of Map, are only available internally on our intranet.

To request a copy of any information that's not available on Map, please email [editor@msd.govt.nz](mailto:editor@msd.govt.nz).

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 on the Ministry'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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding Disability Allowance, and Ministry Staff, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

*Bridget Saunders*

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**Manager Issue Resolution  
Service Delivery**