



16 OCT 2020

David Weir
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Tēnā koe David Weir

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?*

This letter is to advise you that the Ministry has received your request, however, requires more time to respond to this request. In accordance with section 15(1) and 15A of the Act, the Ministry's decision will be with you no later than 3 November 2020.

The reason for the extension is that consultations necessary to make a decision on the request are such that a proper response to the request cannot reasonably be made within the original time limit.

I will respond to you sooner if I am able to.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

If you wish to discuss any aspect of your request regarding Ministry staff names, MyMSD processes and staff internet usage with us, including this decision, please feel free to contact OIA_Requests@msd.govt.nz.

Ngā mihi nui



Stephanie Short
**Manager, Official and Parliamentary Information
Ministerial and Executive Services**