

14 December 2023

Anon

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Kia ora

**Your Official Information Act request, reference: GOV-029178**

Thank you for your email of 24 November 2023, asking for the following information under the Official Information Act 1982 (the Act):

*For each of the last 5 years, please provide the maximum and minimum number of persons who worked in the (1) Triage and Workflow team, (2) Customer Resolution Team, and (3) Review Teams, based on the name of the role.*

The ACC triage and workflow teams were established in February 2022 and have the same work types as standard Review Specialists. Triage and workflow teams have a mix of Review Specialists, Resolution Coordinators, Business Analysts, Senior Review Specialists, and a Resolution Manager. There is overlap and shared FTE between these groups, making it difficult to provide data by group. Instead, we have provided the maximum and minimum number of relevant staff in the table below.

Year	2019		2020		2021		2022		2023	
Job title	Min	Max								
Resolution Specialist	9	10	10	10	8	10	8	11	10	12
Senior Resolution Specialist	3	4	3	4	1	4	1	1	1	1
Review Specialist	40	47	44	49	46	52	47	52	51	58
Senior Review Specialist	5	5	4	6	4	5	4	6	5	6
Resolution Coordinator	6	8	6	7	5	6	5	6	6	8

**If you are not happy with this response**

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Ngā mihi



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Government Engagement