

11 December 2023

Nic Lane

By email: fyi-request-24762-edaceeb1@requests.fyi.org.nz

Tēnā koe Nic

Official Information Act request related to Communications policy, procedures and expectations

I refer to your official information request, dated 16 November 2023, as follows:

Can you please supply documents including any relating to policy, plans, and staff training regarding effective communications across your different outward-facing channels?

These should include realistic and timely response rates for acknowledging and closing off service user inquiries. As well as what is in place to monitor and evaluate staff actions and user expectations, and what is in place when these don't go to plan. What is in place to introduce new staff and create approachability, as well as ensure previous staff communication channels don't go unanswered when they exit?

Can you please also supply what service/applications you use for customer relationship management, when this was implemented, as well as when this is due for review.

Creative New Zealand's external communications and interactions are underpinned by our service standards (**Appendix 1**), which aim to provide safe, quality services for our artists and the general public. We aim to acknowledge all funding queries within 72 hours and respond in full within 10 working days. All general enquiries receive a response within 20 working days. If we can't respond within these timeframes, we'll notify the person of an extension and let them know a new response date.

Each year we seek feedback on the services we have provided in the last 12 months through the Client Satisfaction Survey. This survey helps us understand any issues and improve services for the arts community. You'll also be familiar with our formal complaints process which provides people with our standard procedures around making a complaint about unsatisfactory customer service. The number of complaints, their nature and the speed with which they're dealt is monitored regularly.

Information about complaints provides insights into which Creative New Zealand services are not working as well as they could. This information is used to improve our services through highlighting problem areas, trends in how our services are being delivered, and areas for improvement that can be acted on by management.

New staff are provided with induction training when they join Creative New Zealand. Generally, customer facing staff are hired from a customer service background and receive refresher training as required. Further development is aimed at improving our current services. For example, the Understanding Unconscious Bias workshops we held last year gave our staff a basic understanding of unconscious bias, how the unconscious shapes our everyday decisions and actions, and how this can

impact communication and decision-making. Conflict resolution training is also available for customer-facing staff.

The first phase in our Accessibility and Deaf and disability awareness training has been confirmed for February and March 2024. This is an important step towards improving our responsiveness and accessibility in delivering our services, programmes and funding for Deaf and disabled artists, practitioners, tāngata whaikaha, turi Māori and the public.

Regarding how we manage communications when staff come and go, we have a clear process to ensure communications are not missed when a staff member leaves the organisation. An exiting staff member's emails are managed by a team member until the role is filled and service standards are expected to be maintained.

Arts Align is the client relationship management tool used by Creative New Zealand to manage our client relationships (not just our funding relationships). This was implemented in 2017/18 and will be reviewed in 2024/25.

If you wish to discuss this information request, please get in touch with Pip O'Flaherty (Senior Adviser, Organisational Performance) via email to: pip.o'flaherty@creativenz.govt.nz

You have the right under section 28(3) of the Act to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi nui, nā

David Pannett
Senior Manager, Strategy & Engagement
Pou Whakahaere Matua, Rautaki me te Tūhono

Encl

Appendix 1: Creative New Zealand Service Standards (as at December 2023)

- Creative New Zealand's services are clear and transparent
- Creative New Zealand's services are responsive
- Creative New Zealand's services are accessible
- Creative New Zealand's services are culturally appropriate and respectful
- Creative New Zealand's services are provided in a professional and empathetic manner.