



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

18 NOV 2016

On 3 October 2016 you emailed the Ministry requesting, under the Official Information Act 1982, the latest aggregated Work and Income Service Quality Monitor survey results.

The new Service Quality Monitor (SQM) was implemented at the start of 2015 and is a survey of clients that interacted with Work and Income Service Delivery channels in the last 14 days. It is based on a random sample of clients that visited a frontline Service Centre, called the Contact Centre, or logged into the online service My Account. Clients that are enquiring about or applying for income support are also included in the SQM.

The SQM canvass clients' level of satisfaction with the service provided, the information they have been given and their interaction with staff. There are a number of such surveys being conducted regularly, contracted out to research agencies in order to ensure unbiased feedback and reporting.

These reports show Overall Satisfaction with the staff member who had contact with the client (Case Manager or Client Service Representative). They are provided for Work and Income clients and Seniors.

The table below shows the aggregated results for the latest Work and Income Service Quality Monitor survey. The Ministry is unable to provide a monthly result for the Seniors group as the population base is small and the result would have a high margin of error.

Service	12 monthly average (September 2015 to August 2016)	August 2016
Frontline	84%	85%
Contact Centre	79%	78%
Seniors (Frontline and Contact Centre)	92%	

The Ministry use the SQM survey results to ensure that its service delivery quality remains at an acceptably high standard. If in any given period there are areas identified that require improvement, the Ministry would then provide additional support and/or training for staff depending on what is appropriate.

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 after ten working days. 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.

You have the right 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 0800 802 602.

Yours sincerely



Ruth Bound
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