



20 JUL 2021

Tēnā koe

On 30 May 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information regarding the suspension of the processing of data matched files, shared as part of the approved information sharing agreement (AISA) between the Ministry and Inland Revenue Department:

- *a copy of all the directive/s/communications which were sent to Ministry of Social Development staff to inform them of this suspension. I request the full text of all these directive/s/communications.*

The following six documents were identified to be within the scope of your request:

- Email – *resourcing demands*, dated 16 March 2020
- Email – *IIC – deferred work*, dated 17 March 2020
- Email – *FW: Next steps*, dated 17 March 2020
- Email – *Deferred work IIC*, dated 17 March 2020
- Email – *Update from teleconference tonight*, dated 22 March 2020
- Email – *FW: COVID-19 – update for IIC staff*, dated 22 March 2020

On 30 June 2021, the Ministry contacted you to clarify whether or not you would like the staff names or contact details contained within the email chains. You confirmed that you were happy to just have the position of the sender/s of the directives. Staff names and contact details contained within the email chains have been removed as 'Out of scope'.

Further, to expedite a response, emails which are a part of the chain which are not directives or communications which were sent to staff in order to inform them of the suspension of the processing of data matched files have been removed as 'Out of scope'. Please contact the Ministry if this was not the intent of your request and you would like this information.

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 and

attachments 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, 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



George Van Ooyen  
**Group General Manager**  
**Client Service Delivery**

**Sent:** Monday, 16 March 2020 2:29 PM

**To:** Out of Scope

**Cc:** Out of Scope

**Subject:** resourcing demands,

Kia ora,

We have had a discussion and we are enacting:

Today

- Collections and Seniors CS staff networking in where we can and practical to help with calls on govt helpline (as this is script based) and free up our staff to deal with more of the BAU stuff. This is in train now

Tomorrow

- Subsidy demand - working through having surge capacity on hand to help deal with volume both for subsidy work which is ring fenced outside of CCentre (using our technology) We are going to have a large number of staff ready if we need to pull them in.
- General and Govt demand – Collections, IIC, housing register outbound and Seniors CServices staff pulled into network as needed to.
- This means we should be able to stem the flood unless our systems break (which is in IT hands – they say we can cope.

Wednesday

either things calm down and return to more normal or we look at doing more of the above.

We also need to progress turning stuff off in the system quickly enough to reduce BAU as well.

The impact of doing the above for today and Tuesday is a one off hit and it will simply delay BAU work (will take time to catch up) but if it continues too long we will have significant impacts on the business.

The good news is that some of our actions earlier today have already have brought things back a bit, with the extra things today we should be able to claw this all back. Current averages are circa 20 mins on all lines except govt which is now at 1.11 average wait. Max wait currently is sitting at 48 mins on Studylink line

Geoff

**Geoff Cook – General Manager Contact Centre and Digital Service**

Phone: Out of Scope <http://www.msd.govt.nz>

Ministry of Social Development, 56 Aurora Terrace, PO Box 1556, Wellington

Out of Scope

**From:** Out of Scope

**Sent:** Tuesday, 17 March 2020 10:36 AM

**To:** Out of Scope <[Out of Scope@msd.govt.nz](mailto:Out of Scope@msd.govt.nz)>

**Cc:** Out of Scope <[Out of Scope@msd.govt.nz](mailto:Out of Scope@msd.govt.nz)> Out of Scope <[Out of Scope@msd.govt.nz](mailto:Out of Scope@msd.govt.nz)>

**Subject:** IIC - deferred work

Hi Out of Scope

Just an FYI we will not be requesting any new IRIS work at this point due to COVID19. Ill come back to you to let you know once this situation has changed

We are deferring all non-essential work to allow capacity to assist with other work needing to be completed eg: government helpline etc

Nga mihi  
Out of  
Scope

Out of Scope

**From:** Warren Hudson  
**Sent:** Tuesday, 17 March 2020 10:42 AM  
**To:** Out of Scope  
**Cc:** Out of Scope  
**Subject:** FW: Next steps

Hi Out of

See below

This is re getting resources available to manage wage subsidy influx.

You may get an invite to a call this afternoon.



**Out of Scope** I advised **Out of Scope** that your CHCH team are also potentially supporting govt helpline and this is still being worked though. I also said Hamilton has the housing stuff. But potentially Auckland debt management could help with wage subsidy (and probably helped that Ellerslie is where the process is kicking off.

Also **Out of Scope**, your taking on this work also needs to link in with stopping debt management / IRIS work – part of the plan that is still being finalised.

So a few moving parts.

**Out of Scope** - FYI

**Warren Hudson | General Manager, Integrity and Debt Service Delivery**

Ministry of Social Development, PO Box 1556, Wellington 6140  
Phone: **Out of Scope** Mobile: **Out of Scope**

**MSD Purpose:** We help New Zealanders to be safe, strong and independent | Manaaki tangata, manaaki whanau .

**From:** **Out of Scope** <[Out of Scope@msd.govt.nz](mailto:Out of Scope@msd.govt.nz)>

**Sent:** Tuesday, 17 March 2020 10:20 AM

**To:** **Out of Scope** <[Out of Scope@msd.govt.nz](mailto:Out of Scope@msd.govt.nz)>; **Out of Scope** <[Out of Scope@msd.govt.nz](mailto:Out of Scope@msd.govt.nz)>; Warren Hudson **Out of Scope** <[Out of Scope@msd.govt.nz](mailto:Out of Scope@msd.govt.nz)>

**Subject:** Next steps

Morning

This is what is set up for today.

- **Out of Scope** (is the lead) has ten staff assigned to this process / 0800 number – **Out of Scope** will pick up any overflow
- IR will be providing verification support (IR Number and No. of employees).
- The portal is effectively ready to go.
- STP components, as I understand it, almost complete.
- **Out of Scope** (BPM) will be onsite to support the team. IT is on stand-by to support any changes.
- Go live will be 2pm this afternoon.

Next steps are:

- Demand is a little unknown however we would expect from tomorrow things may get out of hand very quickly e.g. '000's of applications
- We need to give consideration as to how to manage;
  - Due Paid and Collections core resource to deliver. This ensures continuity.
  - CPU on stand-by to support on Wednesday
  - IIC on stand-by Thursday
  - Kordia House on stand-by Friday.

- Need to consider overtime on Saturday with focus on the Wage Subsidy

I will arrange a conference call for later this afternoon to talk this through with CS leaders, [redacted] (assuming you are okay with this Warren)? Any questions let me know. [redacted]

Thanks

[redacted]  
Out of Scope

Manager Centralised Services – StudyLink MSD

Client Service Support

DDI [redacted] Extn [redacted] Out of Scope Mobile [redacted] Out of Scope

StudyLink 55 Grey Street Palmerston North

[www.studylink.govt.nz](http://www.studylink.govt.nz)



**MINISTRY OF SOCIAL DEVELOPMENT**  
TE MANATŪ WHAKAHIAITO ŌRA



**STUDYLINK**  
Hoto Akoranga  
A service of the Ministry of Social Development

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Out of Scope



**From:** Out of Scope

**Sent:** Tuesday, 17 March 2020 10:45 AM

**To:** Warren Hudson Out of Scope

**Subject:** Deferred work IIC

Hi Warren

Following our conversation and messaging from this morning we will start deferring all IIC non-essential work. At this stage this means we will not be requesting an IRIS file (8K) for the month of March. This should minimise incoming volumes of people needing to come into frontline and ringing contact centres.

We have plenty of work on hand (around 8K) which we will keep working on until we need to assist on with essential work eg: contact centre etc.

I haven't received any information to date on how they need us to help on the changed priorities, but we will start this dial down process now in anticipation of the changed priorities. Hope this is ok and in line with our discussion yesterday

Nga mihi

Out of Scope



Out of Scope

-----Original Message-----

From: Out of Scope [redacted]@msd.govt.nz>

Sent: Sunday, 22 March 2020 7:45 PM

To: Out of Scope [redacted]

Subject: Update from teleconference tonight

Evening all

Thanks for joining the teleconference.

As discussed we will need to work through the reprioritisation of our IIC work and focus on wage subsidy processing activity until further notice. I appreciate there are some essential processing activities that need to be taken care of tomorrow e.g. phones, mail, absence and WTA resumption's. We should not be undertaking any new IIC processing until further notice.

The staff identified to undertake the essential IIC work tomorrow are;

Out of Scope phones  
[redacted] - phones  
[redacted] - phones  
[redacted] - mail and phones  
[redacted] - mail and phones  
[redacted] - absence and phones  
[redacted] - absence and phones  
[redacted] - absence and phones

Out of Scope are working on adjusting S2P queues to get this lined up for tomorrow.

If you could please reassure your staff that our focus needs to be on the wider ministry priorities at this time.

Our high risk staff with health issues have been asked to stay home until further notice ( as per our list). We can make a plan on how best to communicate ongoing and make contact with them again tomorrow once more advice comes from the HR team.

Out of  
Scene if you could please work with the managers on ensure the remote access is working and locate our spare laptops ready for distribution to staff that would be great.

Thanks everyone take care out there, the situation is evolving very quickly so there will be many changes throughout the week.

I'll see you all tommorrow (but if your unwell then please stay home)

Nga mihi  
Out of  
Scene

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

Out of Scope

-----Original Message-----

From: Out of Scope

Sent: Sunday, 22 March 2020 10:47 PM

To: Integrity Intervention Centre (MSD) s 9(2)(k) OIA

Subject: FW: COVID-19 - update for IIC staff

Kia Ora Koutou

Over the weekend a number of government announcements were made in regards to COVID-19. As you are all aware MSD continues to provide a number of critical services to our communities at this time. For us here at IIC this means a few changes in how we will organise ourselves at work. There are three areas which will affect you from Monday morning;

- Our business priorities will be changing; in line with this we will be asking the majority of our staff to complete the "wage subsidy" processing until further notice. These S2P changes have been arranged for you already to receive this work from 8am Monday.
- We have already asked some of our staff to stay home at this time. This is to ensure their ongoing health and wellbeing. We will be maintaining regular contact with these staff to provide support.
- Implementing a range of "social distancing" protocols across the centre. Your manager will let you know more about this on Monday morning.

In the meantime please see your manager or come have a chat if you have any questions about the changes. We will keep you posted with any further information as it comes to hand.

Take care and look after each other.

Nga mihi

Out of  
Scope