



25 MAY 2021

Liz

fyi-request-15291-0160f878@requests.fyi.org.nz

Tēnā koe Liz

On 29 April 2021 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *Where it states it is acceptable for MSD staff to refer sick female with no transport or money who is seeking emergency accommodation to a homeless shelter (not funded by MSD).*
- *Tell people who call for emergency food grants to contact a food bank rather than providing emergency food support.*
- *Information regarding why MSD no longer respond to request for book face-to-face appointments, via your website, mymsd, email or by phone. I note that the call centre person stated it was COVID related, we are not in lockdown so why are appointments still not occurring.*
- *three times in the last month I rang the call centre and I was waiting for over 45mins at time over an hour for a representative.*
- *Please provide data on the number of calls which waited over 45-59 minutes, greater than 1 hour by month for the last 3 years. If available please provide this by region, ethnicity, age.*
- *Information on your call back process i.e the whereby staff will only call three times and if there is no response they will no longer progress your application. Information as to why staff won't pre-book teleconferencing times or notify the client in advance that a call will be between certain hours. I note a missed call can include a staff member calling for just one ring and hanging up.*
- *Data on how many active applications you have requesting support or a benefit that have exceeded a 8 week waiting time or longer. Please include date application received, type of benefit/support they are seeking(benefit type), region, ethnicity (Maori, Pacifica, Asian, NZ European, Other), age, gender, partnership status).*
- *Data on the number of applications that took longer than 8 weeks to process for the last 3 years. (year, type of benefit/support they sought, region, ethnicity (Maori, Pacifica, Asian, NZ European, Other), age, gender, partnership status).*

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 Official Information Act, the Ministry's decision will be with you no later than 11 June 2021.

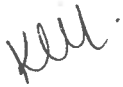
The reason for the extension is that consultations necessary to make a decision on the request are such that a proper response to the request cannot reasonably be made within the original time limit.

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 with us, including this decision, please feel free to contact OIA_Requests@msd.govt.nz

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

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'Kerr', with a small dot at the end.

Kerryn Merriman

Manager, Official and Parliamentary Information, Ministerial and Executive Services