

22 November 2022



Kia ora 

**Your Official Information Act request, reference: GOV-021485**

Thank you for your email of 26 October 2022, asking for the following information under the Official Information Act 1982 (the Act):

*Can you please provide the below information for your contact centre/s by year for the past 6 years: 2022 year to date, 2021, 2020, 2019, 2018, 2017.*

- 1. Total calls offered*
- 2. Total calls answered*
- 3. Total calls abandoned*
- 4. Total calls transferred*
- 5. Average speed of calls answered*
- 6. Maximum wait time*
- 7. Average handling time per call*
- 8. Total emails received*
- 9. Average handling time per email*
- 10. Average wait time to answer an email*
- 11. How you determine successful performance, and your score or result against this measure*
- 12. The average pay for your frontline phone or email customer service teams for the same timeframe*
- 13. The typical training duration for your frontline phone or email service teams for the same timeframe*
- 14. Is your training delivered by an internal training team (are these trainers embedded within your Contact Centre teams, a standalone business unit or a contractor*

**Most of the data you have requested is appended to this response**

The data provided includes an annual breakdown for each of our phone and email customer types from 1 January 2017 to 4 November 2022. Due to a reporting change in 2018, we have been unable to gather all the data requested for 2017 and 2018.

**We are unable to provide the total calls transferred**

ACC does not regularly collect this data for reporting purposes. As such, we are refusing to provide this data as it would require substantial collation or research to extract. This decision has been made under section 18(f) of the Act.

In doing so, we have considered extending our timeframe to respond and charging (under the Act). However, neither of these options has been offered as we have determined that the resources required to extract the information would have a significant impact on the everyday functions of the team(s) involved.

**Information about the maximum wait time data**

The system used in 2017 did not record this data. Therefore, your request for the maximum wait times for 2017 is refused as the information does not exist. This decision is made under section 18(e) of the Act.

Please note that the data we are providing for maximum wait times includes calls that may be 'stuck' in the queue due to a technology error.

### How we measure and determine successful performance, and our result against this measure

The Contact Centre sets a daily service level measure which is a percentage of the number of calls answered within that measure.

The results against this measure are not retained. As such, we are refusing to provide this data as it does not exist. This decision is made under section 18(e) of the Act.

### Average pay and training duration for ACC Contact Centre staff

Year	Average pay	Approximate Training Duration
2017	\$47,987	4 weeks
2018	\$48,318	4 - 5 weeks
2019	\$49,613	5 - 6 weeks
2020	\$48,522	5 - 6 weeks
2021	\$51,875	5 - 6 weeks
2022	\$53,128	5 - 6 weeks

### Training is delivered by our internal Learning Delivery team

The delivery of training is supported by Team Managers and Contact Centre teams.

### As this information may be of interest to other members of the public

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [www.acc.co.nz/resources/#/category/12](http://www.acc.co.nz/resources/#/category/12).

### If you have any questions about this response, please get in touch

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz). If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi



Sara Freitag

**Acting Manager Official Information Act Services**

Government Engagement

## Appendix

Business Voice Calls	2017	2018	2019	2020	2021	2022
Total calls offered	273,269	244,707	217,622	141,099	155,782	111,547
Total calls answered	N/A	181,416	205,296	126,677	123,267	71,206
Total calls abandoned	N/A	6%	5%	10%	20%	37%
Average speed of calls answered (Minutes)	N/A	1:38	1:17	2:12	5:30	14:18
Maximum wait time (Minutes)	N/A	43:26	34:18	24:03	46:54	1:00:56
Average handling time per call (Minutes)	11:48	10:10	11:56	11:40	12:45	14:00

  

Client Voice Calls	2017	2018	2019	2020	2021	2022
Total calls offered	633,877	626,517	710,558	658,989	987,708	889,106
Total calls answered	N/A	N/A	650,364	607,227	822,257	784,443
Total calls abandoned	N/A	10%	8%	8%	16%	12%
Average speed of calls answered (Minutes)	N/A	2:10	1:31	1:38	4:24	3:30
Maximum wait time (Minutes)	N/A	42:17	33:12	1:00:48	34:48	58:58
Average handling time per call (Minutes)	8:12	6:51	8:13	8:49	9:13	9:18

  

Provider Voice Calls	2017	2018	2019	2020	2021	2022
Total calls offered	514,926	461,321	464,626	430,196	395,378	264,211
Total calls answered	N/A	278,250	431,016	392,144	331,495	236,693
Total calls abandoned	N/A	8%	7%	9%	16%	13%
Average speed of calls answered (Minutes)	N/A	1:43	1:08	1:26	3:48	3:45
Maximum wait time (Minutes)	N/A	32:09	20:26	1:00:02	41:11	52:57
Average handling time per call (Minutes)	4:47	4:12	4:34	4:51	6:00	6:15

  

Business Emails	2017	2018	2019	2020	2021	2022
Total emails received	N/A	230,917	255,099	202,955	182,912	117,967
Average handling time per email (Seconds)	N/A	201	227	222	236	246
Average wait time to answer an email (Hours)	N/A	11:22:42	9:25:12	17:07:05	24:10:31	78:33:27

  

Client Emails	2017	2018	2019	2020	2021	2022
Total emails received	N/A	120,100	160,488	228,090	268,091	228,794
Average handling time per email	N/A	183	216	195	211	244
Average wait time to answer an email (Hours)	N/A	11:46:10	9:05:16	10:49:47	24:06:47	36:39:16

  

Provider Emails	2017	2018	2019	2020	2021	2022
Total emails received	N/A	135,747	144,737	172,125	189,327	126,367
Average handling time per email	N/A	121	140	160	158	167
Average wait time to answer an email (Hours)	N/A	10:49:36	7:41:55	10:12:39	18:55:45	30:21:56