



22 June 2023

Tēnā koe

On 24 May 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

<https://www.workandincome.govt.nz/online-services/mymisd/uploading-documents.html#:~:text=If%20you're%20not%20applying,open%20this%20function%20for%20you.>

Please supply the information on why MSD has not made the upload function permanently available on a client's MyMSD record.

Please supply the information on what MSD has done and is doing to increase its data storage capacity and what work has been done via automated processes so that clients could select an option via an automated service rather than hold for over 30 minutes for a staff member to push a button to enable the upload function.

To aid clarity, parts of your request will be responded to in turn.

Please supply the information on why MSD has not made the upload function permanently available on a client's MyMSD record.

The ability for clients to upload documents within MyMSD was put in place in May 2020.

Before clients can upload their documents to MyMSD, Ministry staff are required to enable the upload function. The purpose of this requirement is to ensure that uploaded documents are sighted and processed by Ministry staff in a timely manner and that the documents are clearly associated with a specific need for Ministry service(s) that can be applied for online, at a Service Centre, face-to-face, or over the phone. This allows Ministry staff to handle requests for emergency assistance that typically require outbound phone calls without undue delay.

For specific financial support applications completed online, the upload functionality is automatically available as part of the application process.

Please supply the information on what MSD has done and is doing to increase its data storage capacity and what work has been done via automated processes so that clients could select an option via an automated service rather than hold for over 30 minutes for a staff member to push a button to enable the upload function.

The Ministry is committed to ensuring that the process for applying for financial assistance is accessible and user-friendly and we will continue to pursue opportunities to bolster these processes where appropriate. In 2021, the Ministry responded to the end-user experience by providing clients with the option to upload PDF file types to MyMSD.

Currently, there are only two ways for clients to upload documents via MyMSD. The first way is to phone the Contact Centre or visit the nearest Service Centre in person where a staff member can enable the upload functionality. The second way is when a client applies or re-applies for financial assistance, the ability to upload via MyMSD is automatically enabled as part of the following services available through MyMSD:

- Online Applications for Working Age benefits, New Zealand Superannuation and Non-Beneficiary Extra Help applications
- Temporary Additional Support re-applications
- Dental Hardship Applications.

The Ministry will continue to explore opportunities to improve the document upload feature and to review the data storage capacity of MyMSD alongside client-need. The current limit on the size of uploaded documents to MyMSD is five megabytes. The Ministry proactively monitors and plans for the current and future storage needs of technology systems as an integral component of ongoing maintenance programs.

If you are experiencing delays when calling a Contact Centre, we would encourage you to try calling earlier in the morning or later in the day, as the window around the lunchtime-period tends to be the Call Centre's busiest.

More general information about MyMSD and its services can be found on Work and Income's website at the following link:

www.workandincome.govt.nz/online-services/mymsd/index.html.

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 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.

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 or 0800 802 602.

Ngā mihi nui



Paula Rātahi O'Neill

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Ministry of Social Development**