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LGOIMA

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Information requested by the media, lobby groups, public sector organisations and MPs will always be published, while information specific to an individual or their property will not generally be published.

Request from:	Waitaki District Council
Information requested:	Customer Service and Case Management
Response by:	Te Aroha Cook, Acting Chief Executive

02 April 2024

Waitaki District Council

Via Email:

Dear Waitaki District Council,

Official information request for Customer Service and Case Management

I refer to your official information request dated 19 March 2024 for Customer Service and Case Management information.

You have asked for the following information:

Front Area Layout:

1. When a customer walks in, who/what greets them?

Customer Service staff with the standard greeting of “good morning/afternoon, how can we help you?”.

2. How many people are available in the front-line area (including any offices where duty officers for different departments may sit)

3.

3. Do you have a map of your front line or customer services area that you can share?

We do not have a map.

Information Counter:

1. Is there an information counter where customers are guided to other Officers, Counters, or Tools?

No.

2. Is so, is this person just a meet and greet guide to the right person?

N/A

Self-Service:

1. Is there a Self-Service station?

Yes.

2. If so, what services are available via Self-Service?

GIS Maps, cemetery searches, public information and forms available online.

3. Who is responsible for assisting with the self-service?

Customer Services staff.

Other Departments:

1. Do you have any other counters?

No.

2. Do you have duty officers available in your front-line area?

Yes

3. If so, what Teams are available to assist with customer enquiries?

Planning, Building and District assets all have an on-call duty officer.

4. Are these desks attended every day for different types of enquiries or on set days only?

Every day (unless they're in a scheduled team meeting)

5. Are these desks attended by the same person or is this on a rota basis?

Rota basis

Case Management:

1. Do you operate a Case Management process?

No

2. If yes, how do you prioritise customer requests?

N/A

3. How are cases allocated/managed?

N/A

4. How do you escalate cases to a case manager?

N/A

5. Does the Case Manager liaise with other departments or subject matter experts relevant to individual customer request?

N/A

6. Does the case manager have a variety of knowledge to handle cases directly?

N/A

7. Does each Department have their own Case Manager, or is there dedicated team of Case Managers?

N/A

8. How do you resolved and close cases, and ensure customer satisfaction?

N/A

There is no charge in supplying this information to you.

Council has adopted a Proactive Release Policy and accordingly may publish LGOIMA responses on the Council Website at <https://www.westlanddc.govt.nz/lgoima-responses>.

The collection and use of personal information by the Westland District Council is regulated by the Privacy Act 2020. Westland District Council's Privacy Statement is available on our website [here](#)

If you wish to discuss this decision with us, please feel free to contact Mary-anne Bell, Business Analyst at LGOIMA@westlanddc.govt.nz, 03 756 9091.

Sincerely,

Te Aroha Cook | Acting Chief Executive

TC/MB