

WPQ 62451 (2024) Table One: Average number of working days for the top 10 percentile of clients to receive a face-to-face appointment during the period 1 July 2021 to 30 June 2024, broken down by region and quarter

Region	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Northland	16	18	25	24	23	25	27	21	22	23	24	20
Auckland North	22	23	14	19	20	21	26	21	24	22	27	22
Auckland Central	21	27	24	12	15	19	24	21	20	20	21	19
Auckland South	24	26	17	17	18	20	24	22	21	20	23	20
Waikato	24	21	23	20	20	21	23	20	22	23	22	21
Taranaki	13	13	15	13	15	16	21	19	19	19	21	19
Bay of Plenty	24	26	19	18	27	26	27	26	26	24	25	21
East Coast	17	13	26	18	19	20	24	13	19	17	22	17
Central	22	21	23	20	22	23	26	21	21	21	24	22
Wellington	17	16	22	19	18	17	19	19	20	19	20	18
Nelson	20	21	27	21	21	20	25	22	19	20	23	19
Canterbury	20	20	20	18	18	18	19	16	18	21	22	20
Southern	21	20	23	17	20	19	22	18	20	20	21	20

WPQ 62451 (2024) Table Two: Average number of working days for a client to receive a face-to-face appointment during the period 1 July 2021 to 30 June 2024, broken down by region and quarter

Region	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Northland	7	7	11	12	11	9	11	9	9	10	10	8
Auckland North	11	14	5	8	8	9	10	8	10	9	10	9
Auckland Central	9	18	5	4	6	8	10	10	9	9	9	7
Auckland South	11	15	4	8	8	10	12	11	11	9	10	8
Waikato	11	11	10	9	9	10	11	10	11	11	10	9
Taranaki	6	6	7	6	7	7	9	8	8	8	9	8
Bay of Plenty	11	12	6	7	11	11	12	11	12	11	11	9
East Coast	7	5	10	8	8	9	11	7	8	7	8	7
Central	9	8	9	9	10	11	12	10	9	9	10	9
Wellington	7	6	10	9	8	8	9	10	11	10	8	8
Nelson	8	8	9	8	8	8	11	9	8	8	8	8
Canterbury	9	9	9	8	8	8	7	8	7	9	10	9
Southern	9	7	9	6	8	8	9	7	8	7	8	7

WPQ 62451 (2024) Table Three: Median number of working days for a client to receive a face-to-face appointment during the period 1 July 2021 to 30 June 2024, broken down by region and quarter.

Region	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Northland	5	5	7	10	9	6	7	7	6	7	6	4
Auckland North	10	15	2	5	5	6	5	5	6	6	5	6
Auckland Central	7	21	0	2	4	5	7	6	6	6	5	4
Auckland South	9	16	0	7	6	7	9	9	9	7	6	5
Waikato	10	11	7	6	6	7	7	7	8	8	6	5
Taranaki	5	4	5	5	6	5	6	6	6	5	5	5
Bay of Plenty	9	9	3	4	9	7	8	8	9	8	6	5
East Coast	4	3	6	5	6	6	7	5	5	5	4	4
Central	6	6	5	8	9	8	9	7	5	6	5	5
Wellington	4	4	6	7	5	5	8	9	10	10	5	6
Nelson	5	5	4	5	5	5	7	6	6	5	4	4
Canterbury	7	6	7	7	5	5	6	5	6	6	6	5
Southern	7	4	5	4	5	5	5	5	5	4	4	4

Notes for Tables One, Two and Three:

Data is taken from Qmanager only, and operational changes throughout the period may impact the booking of appointments.

Data is from the period between 1 July 2021 to 30 June 2024.

Appointments include both reactive (client requested) and proactive (MSD initiated appointment).

During late 2021 and early 2022 the number of Face to Face appointments was considerably lower than normal due to COVID-19 restrictions restrictions and operational practice to limit the amount of face to face contact between clients and staff.

Auckland region in particular had very low numbers of Face to Face appointments in December 2021 and March 2021 quarters.

Amount of time is working days between the appointment booked date and the appointment date. Day zero is the booked date therefore the following day will be day 1.

Average is taken from the appointment population not at a participant level, an appointment with 2 participants will be counted once.

Appointments with a contact type of "Face 2 Face" or "Client F2F".

Typically the wait times for Proactive appointments are longer than Reactive appointments as often these are booked future follow up appointments.

Appointment types identified as "Walk in" have not been included.

Appointments booked in the East Coast region during January 2023 to June 2023 were low due to the impacts from Cyclone Gabrielle.

Seminars are excluded.

The following appointment types are included in the average: 52wk Reapplication, Emergency, Emergency Housing, Employment Coordinator, Hardship, Housing Assessment, Maintenance, New Application, Proactive, Programme Coordinator, StudyLink, Work Broker.