

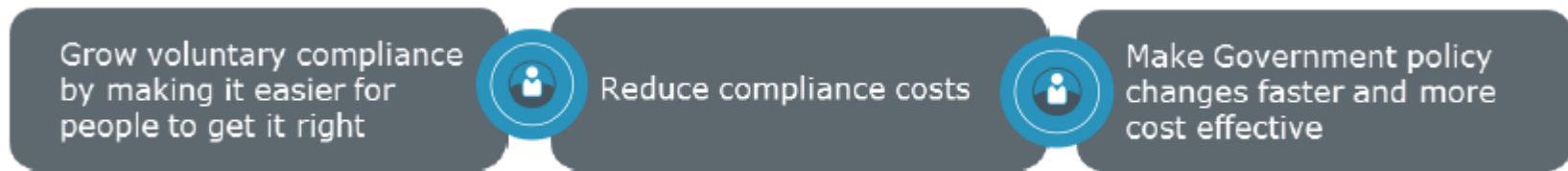


Inland Revenue
Te Tari Taake

Achieving Inland Revenue's Balance between First Contact Resolution and Efficiency

Jane Elley
Segment Management Lead
Inland Revenue

Overview of our Transformation



Our Five Shifts



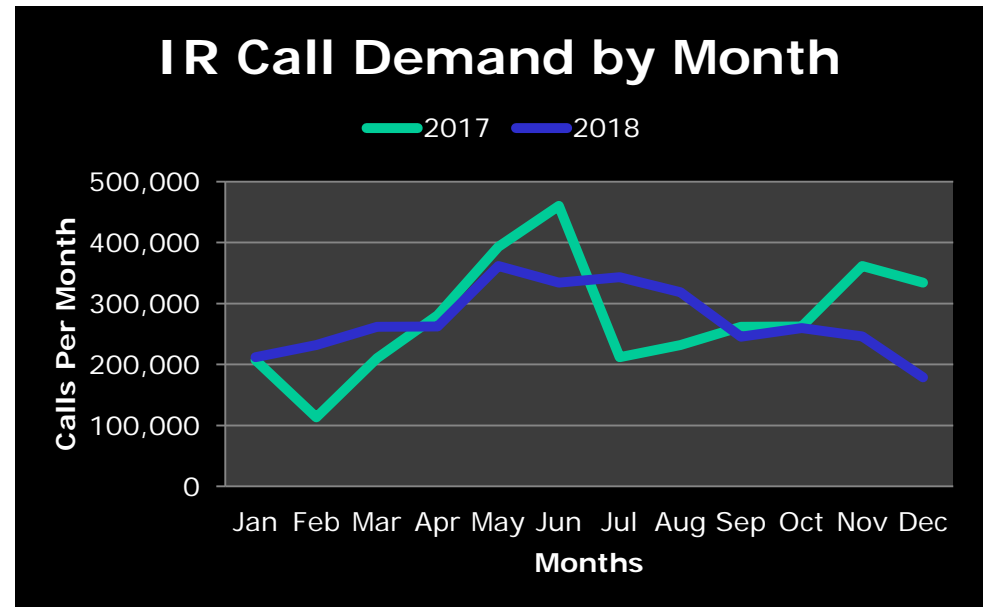
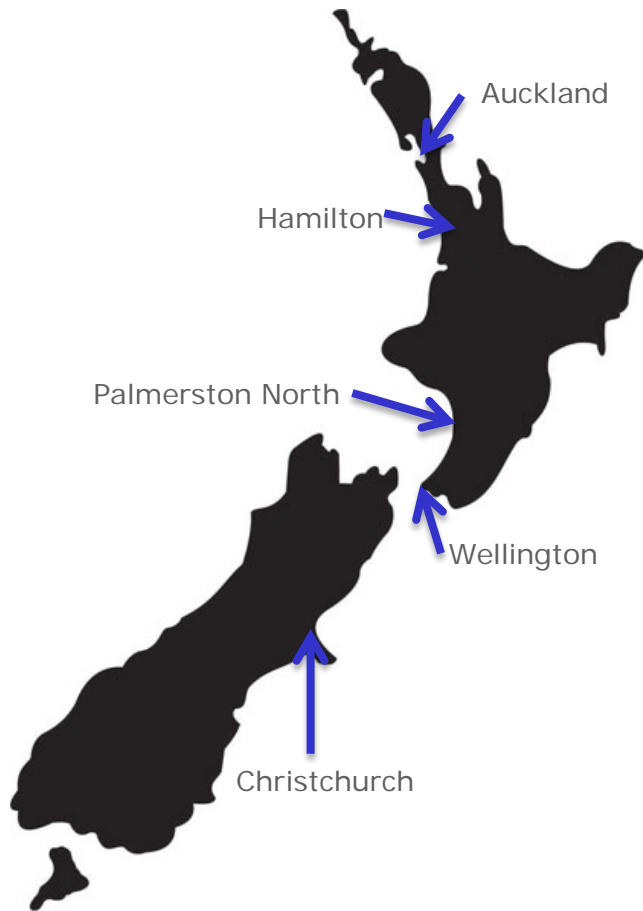
SUPPORTED BY NEW TECHNOLOGY
AND WAYS OF WORKING.



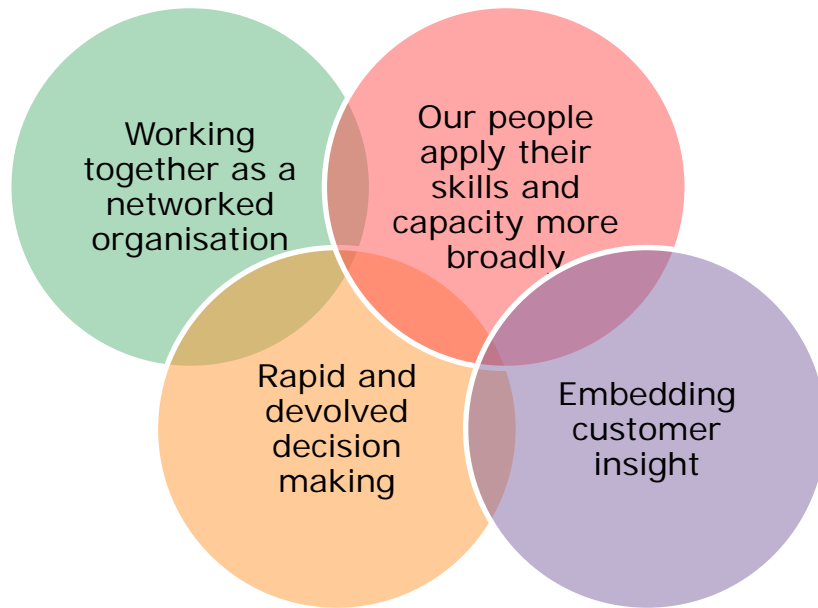
Devolved Decision Making



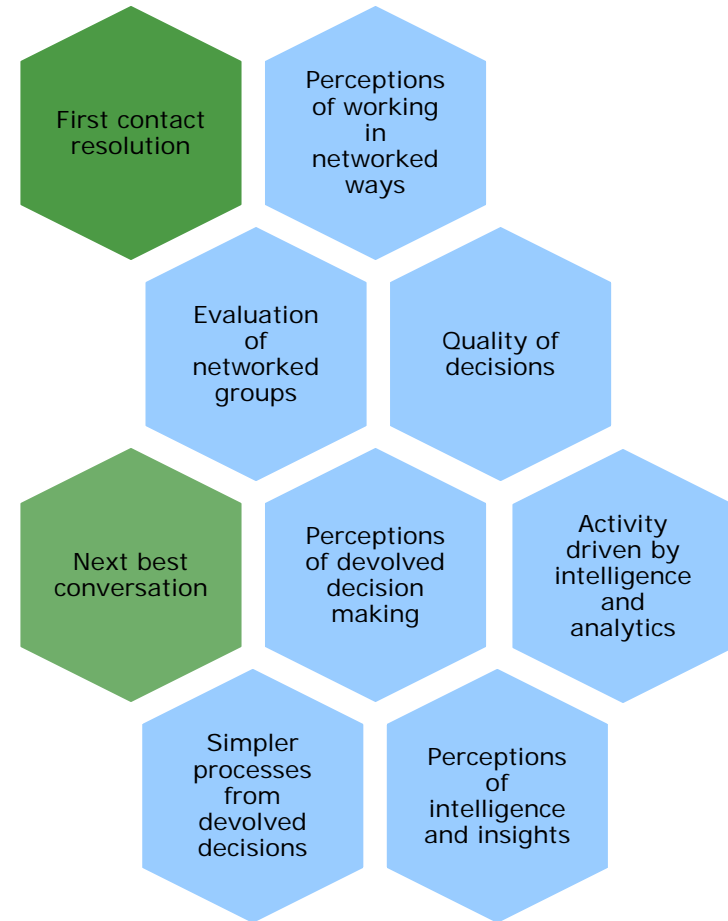
Our Contact Centre



We have used four themes to develop a connected set of indicators



Indicator Design Themes



Indicators



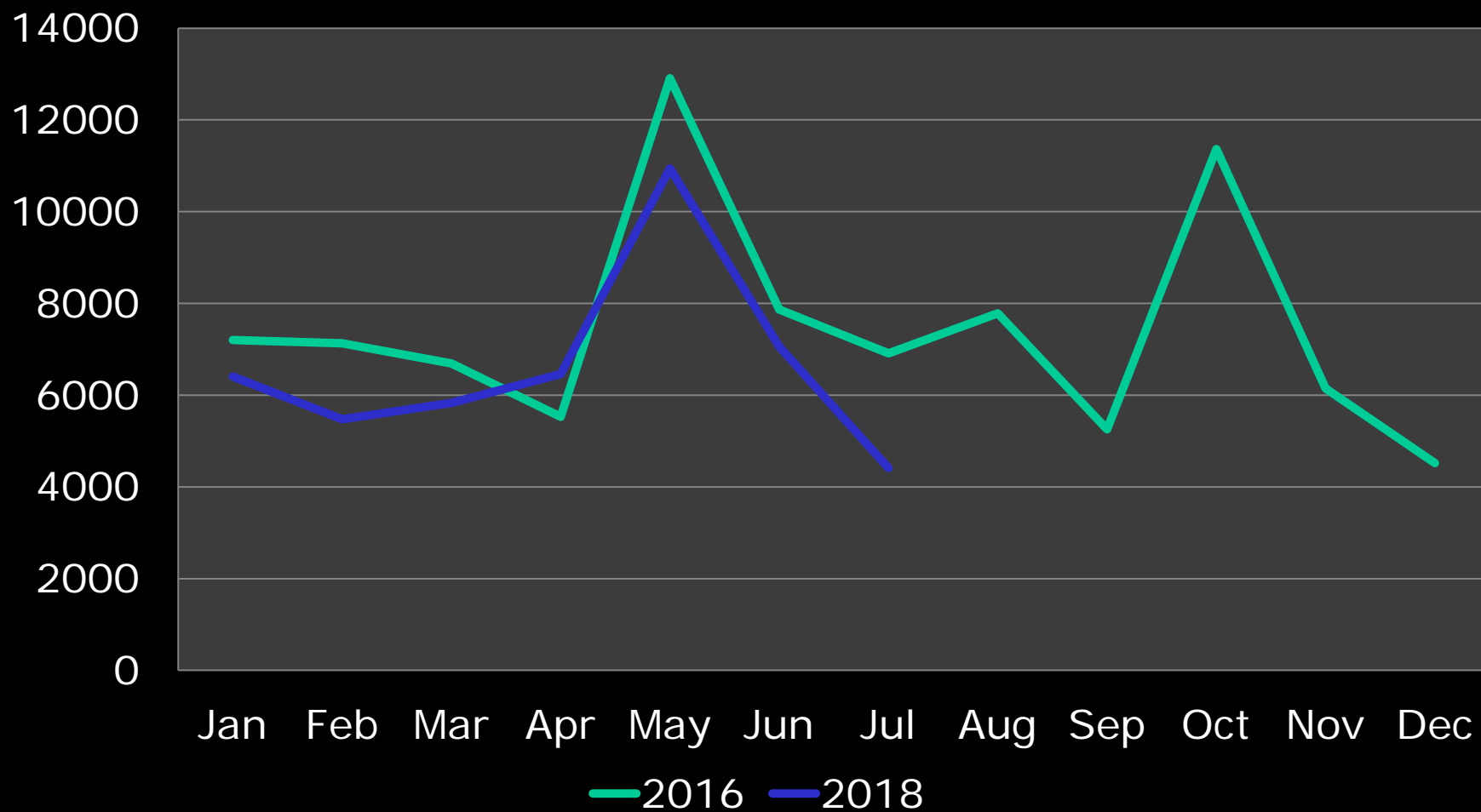


Automation

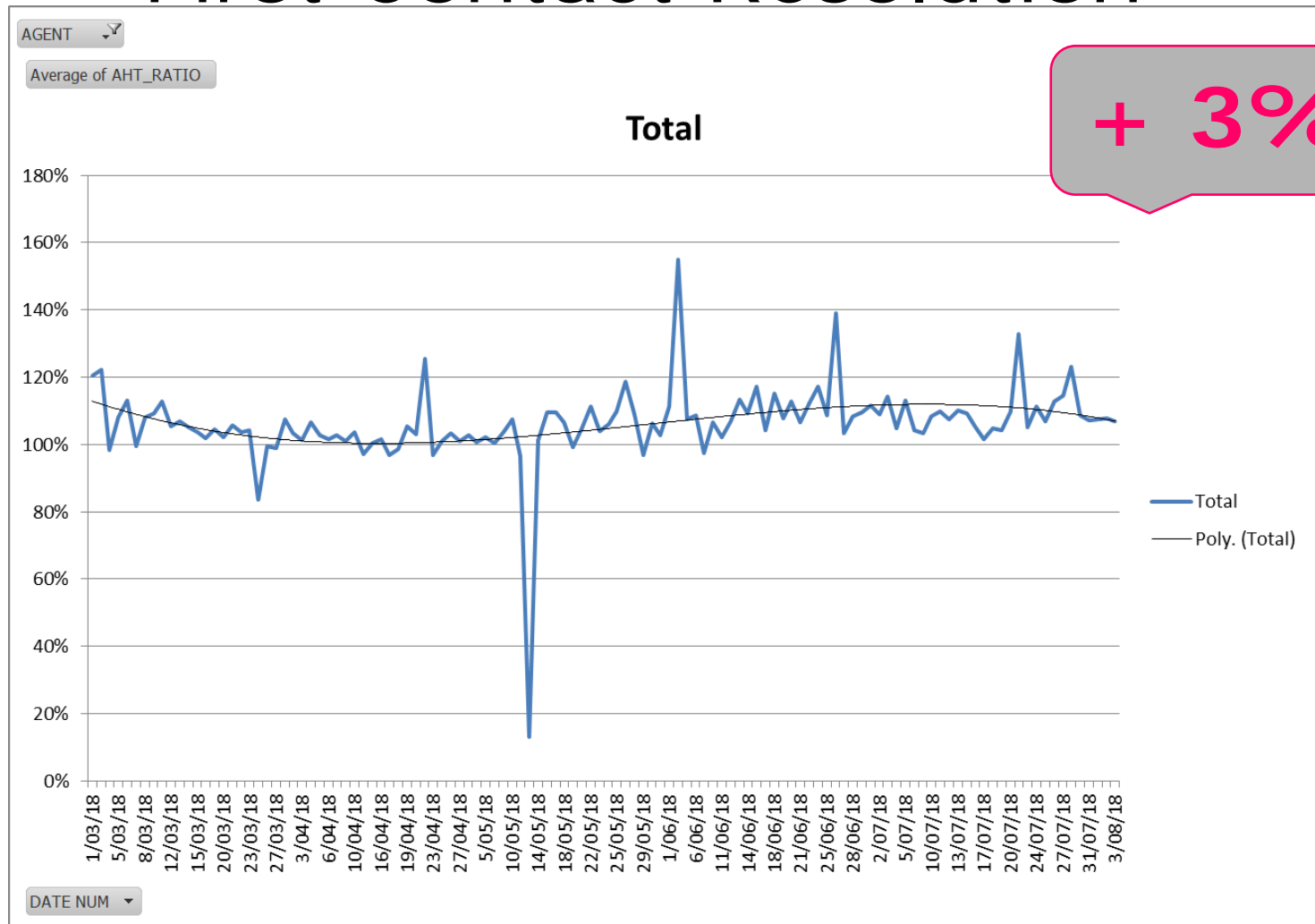
We are here



Account Review



First Contact Resolution



WHAT DO OUR PEOPLE SAY?



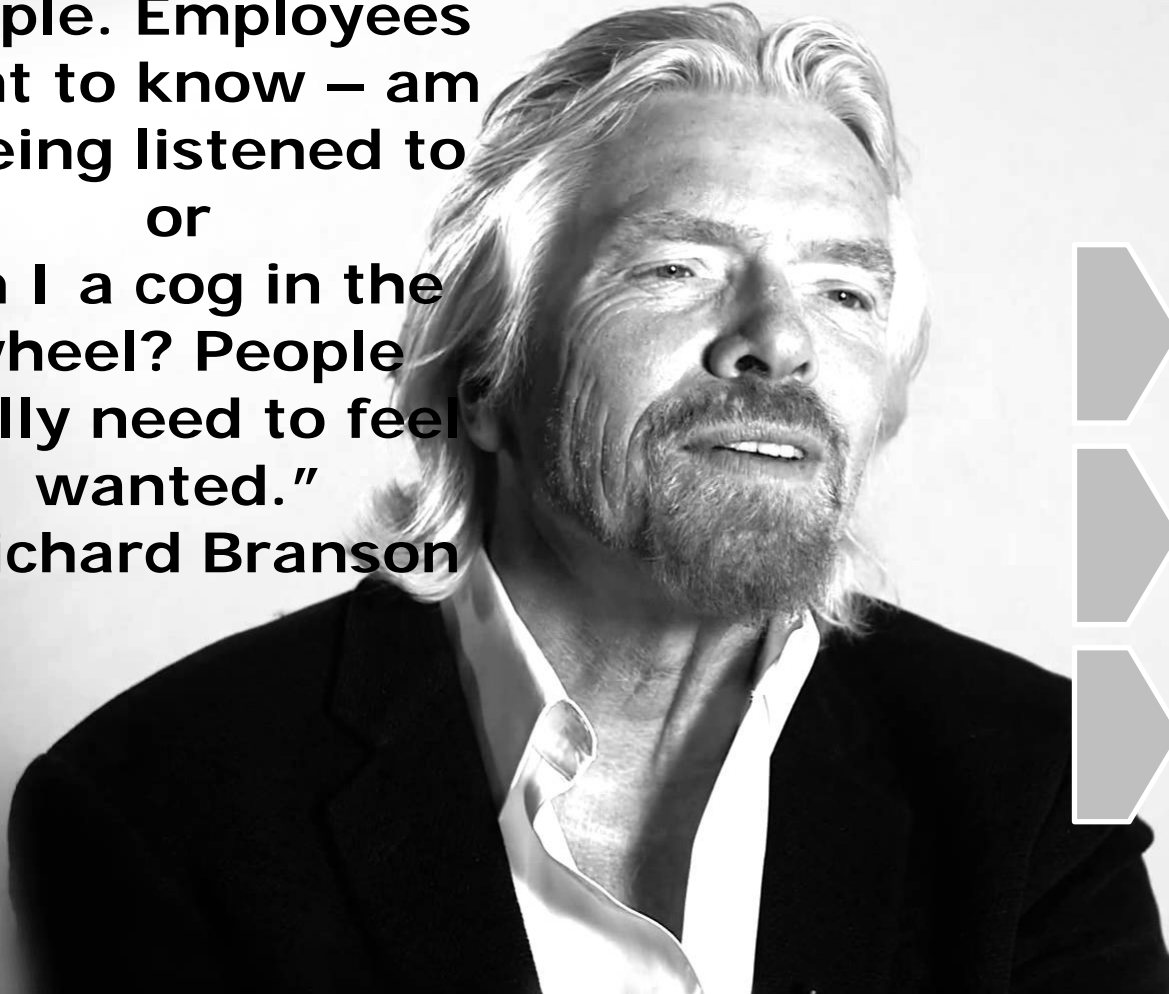
Inland Revenue
Te Tari Taake

IN CONFIDENCE

Takeaways

"A company is people. Employees want to know – am I being listened to or am I a cog in the wheel? People really need to feel wanted."

- Richard Branson



Create a culture of empowerment

Coach and Support your people to confidence

Time and space to Innovate



Inland Revenue
Te Tari Taake

IN CONFIDENCE

Thank you

Questions?

Contact Details

Jane Elley

jane.elley@ird.govt.nz

+6439681023

[Linkedin.com/in/jane-elley-28199371](https://www.linkedin.com/in/jane-elley-28199371)



Inland Revenue
Te Tari Taake

IN CONFIDENCE