



15 OCT 2018

Dear [REDACTED]

On 18 September 2018, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

1. *The total amount spent by the Ministry on hold music. Please ensure to disclose any subscription fees, licensing fees, and any one-off/recurring payments made to the Ministry's service provider(s).*
2. *The name of the service provider(s) engaged by the Ministry to provide hold music.*
3. *The full playlist of songs which are used as hold music.*

OneMusic is contracted to provide hold music for the Ministry and the fee for the period 1 March 2018 – 28 February 2019 was \$14,063.74 (GST inc). This covers royalties, licences and other charges and enables up to 600 phone lines to play hold music simultaneously across all contact centres administered by the Ministry for Social Development, the Ministry of Housing and Urban Development, Studylink and Oranga Tamariki.

A list of the songs available to the Ministry is attached with this letter. Please note, not all of these songs are currently in use.

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 shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development'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 regarding Ministry hold music, 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.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'C Wise', followed by a long horizontal flourish.

Cassandra Wise
Manager, Issue Resolution, Service Delivery

Song Title	Artist
Again and Again	Tomorrow People
Albertine	Brooke Fraser
Aotearoa	Stan Walker
Apple Pie Bed	Lawrence Arabia
April Sun in Cuba	Dragon
Arithmetic	Brooke Fraser
Bathe in the River	Hollie Smith
Better Days	The Black Seeds
Better to Be	Liam Finn
Come on Home	Titanium
Cool Me Down	The Black Seeds
Cruel	Dane Rumble
CSLewisSong	Brooke Fraser
Deciphering Me	Brooke Fraser
Dominion Road	The Mutton Birds
Don't Dream It's Over	Crowded House
Don't Go Changing	Six60
Don't Say Goodbye	Sammy Johnson
Don't Turn Around	Sola Rosa
Down With You	Katchafire
Dreams in my Head	Anika Moa
Dynamite	Tami Neilson
Epilogue	Brooke Fraser
Fade to Grey	Six60
Faithful	Brooke Fraser
Five Day Night	Fat Freddy's Drop
Fly My Pretties	Mud Stardust
Giddy Up	Katchafire
Gold	Ladi6
Golden Dawn	Golden Horse
Haere Mai	Ardijah
Haumanu	Maisey Rika
Home Town	MajicMusic
Hosea's Wife	Brooke Fraser
Hymn	Brooke Fraser
In Colour	Shapeshifter
It's On	Nesian Mystik
It's Too Late	Evermore
Keep Your Culture	Three Houses Down
Let's Do it Again	J Boog
Life in the Sunshine	Jamie McDell
Like Water	Ladi6
Lion's Den	Sola Rosa
Long Ago	Herbs
Loose Cartilage	The Black Seeds
Love is Waiting	Brooke Fraser
Love Love Love	Avalanche City
Love Where is Your Fire	Brooke Fraser
Love Will Lead Us Home	Ria Hall
Love Your Children	The Native Sons

Loyal	Dave Dobbyn
Maybe Tomorrow	Golden Horse
Messages	Stan Walker
Misty Frequencies	Che Fu
Nature	Fourmyula
No Ordinary Thing	Opshop
One Day	Opshop
Only You	Jolyon Petch & Mind Electric ft Kings
Out of This World	Tim Finn
Over the Rainbow	Tiki Taane
Poi E	Patea Maori Club
Rest of my Days	Swiss
Royals	Lorde
Seeds	Brooke Fraser
Sophie	Goodshirt
Special	Six60
Stuck on Stupid	Sons of Zion
Sun Goes Down	Nesian Mystik
Summer Thieves	Coast Roads
Sway	Bic Runga
Sweet Darling	Fiji
Take it Easy	Stan Walker
Tangaroa Whakamautai	Maisey Rika
Te Rua-tekau-ma-waru	Maisey Rika
Theia	Roam
The Other Side	Breaks Co-op
The Sun is Up Now	The Black Seeds
The Thief	Brooke Fraser
Victoria	Dance Exponents
Walkie Talkie Man	Steriogram
Wandering Eye	Fat Freddy's Drop
WAIRUA	Maimoa
Warrior	Kimbra
Weird Fever	Gareth Thomas
Whaling	Dave Dobbyn
What You Need	BAYNK (ft, NIKA)
White Lines	Six60
Whitiora	Maisey Rika
You Got Me	J Williams & Scribe
Youll Never Take That Away	Jamie McDell