



21 DEC 2020

Dear

On 15 December 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *The playlist of songs which are played as hold music for Work and Income.*

Please see **Table One** in Appendix A, which shows the artists and songs used as hold music on the Ministry's Work and Income Line.

On 15 July 2020, the Ministry received a similar Official Information Act request for hold music for the following phone lines:

- Work and Income
- StudyLink
- Senior Services
- MSD National Office Reception

You may be interested to view the Ministry's response to this request at the following link: [www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/july/r-20200730-request-for-a-list-of-music-that-is-used-while-on-hold-with-msd-on-the-0800-number.pdf](http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/july/r-20200730-request-for-a-list-of-music-that-is-used-while-on-hold-with-msd-on-the-0800-number.pdf)

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 document available to the wider public. 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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response to your request regarding the playlist of songs which are played as hold music for the Work and Income phone line, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely

pp 

Bridget Saunders

**Manager**

**Issue Resolution, Service Delivery**

**Appendix A.****Table One: The playlist of songs which are played as hold music for Work and Income**

<b>Work and Income Playlist</b>
Aotearoa - Stan Walker
Arithmetic - Brooke Fraser
Bathe in the River - Hollie Smith
What You Need - BAYNK ft NKA
Better to Be - Liam Finn
Come On Home - Titanuim
Cool Me Down - Blackseeds
Dont Turn Around - Solsa Rosa
Wairua - Mai moa
Don't Go Changing - Six60
Dreams in My Head - Anika Moa
Fade To Grey - Six60
Mud & Stardust - Fly My Pretties
Weird Fever - Gareth Thomas
Haumanu - Maisey Rika
It's Too Late - Evermore
Like Water - Ladi6
Loose Cartilage - The Black Seeds
Love Love Love - Avalanche City
Maybe Tomorrow - Golden Horse
Misty Frequencies - Che Fu
No Ordinary Thing - OpShop
One Day - Op Shop
Over The Rainbow - Tiki Taane
Poi E - Prince Tui Teka and Patea Maori Club
Love Will Lead Us Home - Ria Hall
So Fly - Sola Rosa ft Kevin Mark Trail
Something In The Water - Brooke Fraser
Sophie - Goodshirt
Special - Six60
Messages - Stan Walker
Coast Roads - Summer Thieves
Dynamite - Tami Neilson
Tangaroa Whakamautai - Maisey Rika
Te Rua-tekau-ma-waru - Maisey Rika
The Otherside - Breaks Co-op
Wandering Eye - Fat Freddy's Drop
White Lines - Six60
Whitiora - Maisey Rika
You'll Never Take That Away - Jamie McDell
Better Days - The Black Seeds