



22 JUL 2020

Dear

On 8 July 2020 you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *Average speed of answer for Studylink calls in the 2018 and 2019 calendar years.*
- *Studylink average speed of answer figures separated out by month in 2015, 2016, 2017.*
- *What was the longest someone had to wait while calling StudyLink in March 2020?*

In regard to the first two aspects of your request, the following tables are attached as Appendix One:

- **Table One:** Average speed of answer for calls to StudyLink for the 2018 and 2019 calendar years.
- **Table Two:** Average speed of answer for calls to StudyLink for 2015, 2016 and 2017, broken down by month.

As per your request, the methodology used to calculate the figures in these tables is the same methodology used to calculate the figures provided to you in the response dated 11 June 2020.

In regard to the third aspect, the longest single wait-time recorded for a call to StudyLink in March 2020 was one hour, 38 minutes and 24 seconds.

This call took place on the day the New Zealand Government announced the nationwide Alert Level 4 Lockdown. As a result, call volumes increased as students were uncertain about their studies. The StudyLink call centre was also temporarily short-staffed, as the Ministry had to send a number of at-risk staff members home, who, at the time, did not have the resources to work from home. The Ministry quickly sought to redeploy staff and resources to support frontline services during the lockdown period.

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. 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 to your request for average speed of answer for calls to StudyLink and the longest wait-time for March 2020, 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 be 'GC', written over a light blue horizontal line.

Geoff Cook
General Manager
Contact Centre and Digital Services

Appendix One:

Table One: Average speed of answer for StudyLink calls for the 2018 and 2019 calendar years:

Calendar Year	Average Speed of Answer in Minutes
2018	2:29
2019	9:02

Table Two: Average speed of answer for calls to StudyLink for 2015, 2016 and 2017, broken down by month.

Month	2015	2016	2017
January	00:59	01:41	01:18
February	05:50	07:40	04:52
March	03:41	05:12	03:47
April	02:08	03:55	06:09
May	02:10	01:20	02:44
June	05:43	01:28	03:39
July	07:51	06:15	06:25
August	03:00	04:05	01:55
September	01:26	01:49	00:49
October	01:13	00:28	00:23
November	01:33	02:22	00:22
December	02:34	02:05	01:34