



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

18 FEB 2021

On 27 January 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *Financial reports from 2010-2021 for Work and Income's use of New Zealand music for their call waiting system.*

The Ministry is interpreting 'Work and Income' as relating to the entire Ministry.

The Ministry has a current contract with OneMusic Apra to provide hold music for the Ministry's call centres and telephony lines. Payments cover royalties, licences and other charges and enable up to 600 phone lines to play hold music simultaneously. Payments are made annually and are based on an honesty licence, which requires the Ministry to anticipate how much music is likely to be played on hold sessions.

The contract includes all contact centres currently or previously administered by the Ministry of Social Development during the requested timeframe: the Ministry of Housing and Urban Development (HUD), StudyLink and Oranga Tamariki (OT). The below figures, therefore, also include costs for HUD and OT.

Please see below **Table One** which shows the annual amount to licence and use hold music from 2010 to 2020.

**Table One: The Ministry's annual amount to licence and use hold music from 2010 to 2020**

<b>Year</b>	<b>Gross Amount</b>
2010	\$7,132.73
2011	\$14,880.90
2012	\$7,772.80
2013	\$7,894.89
2014	\$13,918.04
2015	\$14,137.46
2016	\$14,173.60
2017	\$13,927.48
2018	\$14,169.33
2019	\$14,382.09
2020	\$14,599.51

**Notes:**

- At the time of preparing this response, the Ministry's has not yet received or processed the invoice for 2021.
- The Ministry is unable to provide you with a separate breakdown outlining the costs only relating to the Ministry's use of music as the contract also includes OT and HUD.
- The increase in payments in 2011 was agreed with the provider under the honesty licence as the Ministry believed that higher payments were adequate to reflect the number of incoming calls. However, the Ministry reassessed this after 2011 and went back to a similar price range as before as it was considered that the number of calls had not significantly increased.
- The increase in payments from 2014 was caused by a significant increase of fees.

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 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 regarding hold music costs, 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.

Nāku iti noa, nā,

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Bridget Saunders  
**Manager, Issue Resolution  
Service Delivery**