



21 JAN 2021

On 12 January 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *The average speed of answer for Studylink calls in October 2020, November 2020 and December 2020?*

In response to your request, please find Table One below:

Table One: Average speed of answer for Studylink calls in October, November and December 2020, broken down by month.

Month	Average speed of call answer
October 2020	11:37
November 2020	13:50
December 2020	10:29

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.

If you are not satisfied with this response regarding your request for the average speed of answer for calls to StudyLink, 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 'Geoff Cook', is positioned above the typed name.

Geoff Cook
General Manager
Contact Centre and Digital Services