



19 May 2023

Tēnā koe

On 20 April 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- 1. Does your organisation hold a music license for its various offices and buildings?*
- 2. Does your organisation require multiple music licenses for different buildings?*
- 3. How much does your organisation pay for each of its music licenses?*
- 4. Who provides your music license(s)?*
- 5. Why do you have the licenses? Is music played in general staff areas, to staff at their desks, in staff training sessions, at conferences or to callers on hold?*

In the interest of clarity, I will respond to each of your questions in turn. Some sections of the request are grouped together.

- 1. Does your organisation hold a music license for its various offices and buildings?*
- 2. Does your organisation require multiple music licenses for different buildings?*
- 3. Who provides your music license(s)?*
- 4. Why do you have the licenses? Is music played in general staff areas, to staff at their desks, in staff training sessions, at conferences or to callers on hold?*

The Ministry has a current contract with OneMusic Apra to provide hold music for the Ministry's call centres and telephone lines.

The contract includes all contact centres administered by the Ministry of Social Development, Ministry of Disabled People, Office of the Children's Commissioner, and Independent Children's Monitor.

There are two music licences held by the Ministry, each of which are for our data centres where our Enterprise Voice environment sits. This is also where the callers queue treatments are housed. The music licence is held by the Ministry for the purpose of playing music while clients are waiting in our contact centre queues for their calls to be answered. The music is not played outside of this purpose in office spaces.

5. How much does your organisation pay for each of its music licenses?

For the year 2023, a licence fee of \$15,600 was paid. This cost covers royalties, licences and other charges, and enables 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 during hold sessions.

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'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 about the Ministry's use of music and music licences, 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.

Ngā mihi nui

Bridget Saunders

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