



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

27 APR 2018

Dear [REDACTED]

On 28 March 2018, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *The average wait time for calls to StudyLink.*

On 4 April 2018, your request was refined to the average wait time for calls to StudyLink for the 2017 calendar year.

I can advise that the average time before the call was answered for calls to StudyLink for the 2017 calendar year was three minutes and one second.

StudyLink experiences higher call volumes around the start of the study year and also between semesters. These periods increase the average speed to answer for the year; in off-peak times the time to answer is shorter.

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 shortly. 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, 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

Cassandra Wise
**Team Manager Issue Resolution
Service Delivery**