



26 August 2024

Tēnā koe

Official Information Act request

Thank you for your email of 29 July 2024, requesting information, which you refined on 2 August as:

Information on the average wait times for callers to the Ministry, by week, from 1 May to 31 July 2024.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

The table below provides the average wait times for callers to the Ministry of Social Development's (the Ministry) Contact Centres for the weeks, 29 April to 29 July 2024.

Table: Average wait times for callers to the Ministry's Contact Centres for the weeks between 29 April to 29 July 2024	
Week	Average speed to answer (minutes)
29/04/2024	7:46
06/05/2024	6:30
13/05/2024	7:13
20/05/2024	7:10
27/05/2024	6:14
03/06/2024	7:29
10/06/2024	6:28
17/06/2024	6:04
24/06/2024	6:37

01/07/2024	8:16
08/07/2024	7:43
15/07/2024	8:02
22/07/2024	7:27
29/07/2024	8:17
Total Average wait times for callers for these weeks	7:12

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services