



14 January 2025

Tēnā koe

**Official Information Act request**

Thank you for your email of 23 December 2024, requesting an updated list of hold music for the Work and Income phone lines.

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

I can confirm that the list of hold music for Work and Income phone lines has not changed from the list provided in a previous OIA response from the Ministry of Social Development (the Ministry), which can be found here: [www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/july/r-20200730-request-for-a-list-of-music-that-is-used-while-on-hold-with-msd-on-the-0800-number.pdf](http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2020/july/r-20200730-request-for-a-list-of-music-that-is-used-while-on-hold-with-msd-on-the-0800-number.pdf).

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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi

pp. 

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**