



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

26 AUG 2020

Dear

On 3 August 2020, 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 the 2009, 2010, 2011, 2012, 2013 calendar years.*
- *StudyLink average speed of answer figures separated out by month in 2011, 2012, 2013 and 2014.*

Please find the following tables attached as Appendix One:

- **Table One:** Average speed of answer for calls to StudyLink for 2012 and 2013, broken down by calendar years
- **Table Two:** Average speed of answer for calls to StudyLink for 2011 (July onwards), 2012, 2013 and 2014, broken down by month

Please note, the Ministry is unable to provide you with data that predates July 2011, as the StudyLink call-delivery system, which captures the average speed of answer, was updated and the reporting database which holds this information is no longer accessible.

The Ministry has tried to locate this information however, the data from the previous system was not retained and cannot be located amongst historical files. As such, your request for this information is partially refused under section 18(e) of the Official Information Act as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

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

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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 be 'GC', written over a faint horizontal line.

Geoff Cook
General Manager
Contact Centre and Digital Services

Appendix One:

Table One: Average speed of answer for StudyLink calls for 2012 and 2013, broken down by calendar years

Calendar Year	Average Speed of Answer in Minutes
2018	08:03
2019	07:20

Table Two: Average speed of answer for calls to StudyLink for 2011 (July onwards), 2012, 2013 and 2014, broken down by month

Month	2011	2012	2013	2014
January	N/A	07:27	03:12	04:04
February	N/A	11:41	08:47	06:17
March	N/A	11:55	12:03	08:06
April	N/A	10:52	12:58	03:02
May	N/A	09:31	05:59	02:35
June	N/A	07:30	06:27	02:56
July	10:44	12:36	08:45	04:43
August	10:12	11:38	06:44	03:06
September	11:46	04:21	03:44	01:48
October	09:52	01:57	05:31	01:11
November	05:14	01:30	06:19	01:44
December	06:43	02:07	05:40	01:45