



30 JUL 2020

Dear

On 15 July 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *A list of music that is used while on hold with MSD on the 0800 number.*

Please find attached at Appendix One a table detailing all the artists and songs used as hold music on the Ministry's phone lines. The phone lines that the songs are played on are as follows:

- Work and Income
- StudyLink
- Senior Services
- MSD National Office Reception

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 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

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

Appendix One: Lists of songs used as hold music, broken down by phone lines

Work and Income Playlist	StudyLink Playlist
<i>Aotearoa</i> - Stan Walker	<i>Aotearoa</i> - Stan Walker
<i>Arithmetic</i> - Brooke Fraser	<i>Arithmetic</i> - Brooke Fraser
<i>Bathe in the River</i> - Hollie Smith	<i>What You Need</i> - BAYNK ft NKA
<i>What You Need</i> - BAYNK ft NKA	<i>Come On Home</i> - Titanuim
<i>Better to Be</i> - Liam Finn	<i>Don't Go Changing</i> - Six60
<i>Come On Home</i> - Titanuim	<i>Fade To Grey</i> - Six60
<i>Cool Me Down</i> - Blackseeds	<i>Mud & Stardust</i> - Fly My Pretties
<i>Dont Turn Around</i> - Solsa Rosa	<i>Wairua</i> - Maimoa
<i>Wairua</i> - Maimoa	<i>Weird Fever</i> - Gareth Thomas
<i>Don't Go Changing</i> - Six60	<i>Haumanu</i> - Maisey Rika
<i>Dreams in My Head</i> - Anika Moa	<i>HomeTown</i> - MajicMusic...(a.k.a Majic Paora)
<i>Fade To Grey</i> - Six60	<i>Life In Sunshine</i> - Jamie McDell
<i>Mud & Stardust</i> - Fly My Pretties	<i>Lions Den</i> - Solsa Rosa
<i>Weird Fever</i> - Gareth Thomas	<i>Loose Cartilage</i> - The Black Seeds
<i>Haumanu</i> - Maisey Rika	<i>Love your Children</i> - The Native Sons
<i>It's Too Late</i> - Evermore	<i>Misty Frequencies</i> - Che Fu
<i>Like Water</i> - Ladi6	<i>Over The Rainbow</i> - Tiki Taane
<i>Loose Cartilage</i> - The Black Seeds	<i>Love Will Lead Us Home</i> - Ria Hall
<i>Love Love Love</i> - Avalanche City	<i>So Fly</i> - Sola Rosa ft Kevin Mark Trail
<i>Maybe Tomorrow</i> - Golden Horse	<i>Something In The Water</i> - Brooke Fraser
<i>Misty Frequencies</i> - Che Fu	<i>Special</i> - Six60
<i>No Ordinary Thing</i> - OpShop	<i>Messages</i> - Stan Walker
<i>One Day</i> - Op Shop	<i>Coast Roads</i> - Summer Thieves
<i>Over The Rainbow</i> - Tiki Taane	<i>Take It Easy</i> - Stan Walker
<i>Poi E</i> - Prince Tui Teka and Patea Maori Club	<i>Dynamite</i> - Tami Neilson
<i>Love Will Lead Us Home</i> - Ria Hall	<i>Tangaroa Whakamautai</i> - Maisey Rika
<i>So Fly</i> - Sola Rosa ft Kevin Mark Trail	<i>Te Rua-tekau-ma-waru</i> - Maisey Rika
<i>Something In The Water</i> - Brooke Fraser	<i>The Sun Is Up Now</i> - The Black Seeds
<i>Sophie</i> - Goodshirt	<i>Roam</i> - Theia
<i>Special</i> - Six60	<i>White Lines</i> - Six60
<i>Messages</i> - Stan Walker	<i>Whitiora</i> - Maisey Rika
<i>Coast Roads</i> - Summer Thieves	<i>You'll Never Take That Away</i> - Jamie McDell
<i>Dynamite</i> - Tami Neilson	<i>Only You</i> - Jolyon Petch Mind Electric ft Kings
<i>Tangaroa Whakamautai</i> - Maisey Rika	<i>Better Days</i> - The Black Seeds
<i>Te Rua-tekau-ma-waru</i> - Maisey Rika	
<i>The Otherside</i> - Breaks Co-op	
<i>Wandering Eye</i> - Fat Freddy's Drop	
<i>White Lines</i> - Six60	
<i>Whitiora</i> - Maisey Rika	
<i>You'll Never Take That Away</i> - Jamie McDell	
<i>Better Days</i> - The Black Seeds	

