



6 June 2025

Tēnā koe

Official Information Act Request

Thank you for your email of 8 May 2025, requesting information about the average hold time for the Work and Income line and average number of calls disconnected due to call volumes per week.

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

1. What is the average hold time on the WINZ line?

The average speed to answer for callers accessing Work and Income services for the period 1 January 2025 to 30 April 2025 was 8 minutes and 55 seconds.

2. How many calls on average per week are unable to be connected due to call volumes?

I am refusing your request for this information under section 18(g) of the Act. The information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

The Ministry aims to answer all calls to our 0800 services as quickly as possible. There is significant demand for our phone-based services, and, at times, our phone lines see such high demand that our technology isn't able to keep up. This is when callers find it difficult to get through and they are played a message advising we are extremely busy but to please try again later, then their call is disconnected.

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 for information on the average hold time for the Work and Income line and average number of calls disconnected due to call volumes per week, 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.



Anna Graham
General Manager
Ministerial and Executive Services