Cody C

By email: [fyi-request-15236-32f32769@requests.fyi.org.nz](mailto:fyi-request-15236-32f32769@requests.fyi.org.nz)

Ref: H202104792

Dear Cody

**Response to your request for official information**

Thank you for your request under the Official Information Act 1982 (the Act) to the Ministry of Health (the Ministry) on 21 April 2021 for information relating to the wait times for callers to the Healthline and COVID-19 Healthline. You specifically requested:

*“…a report (in Excel format or similar - no PDF) with the Average & Max wait times for callers to the Healthline & Covid Healthline, separately, by day for the past 90-days.  
  
I am happy to refine this request if it is difficult to obtain, however this is a very common report available at the click of a button in most call centre systems.  
  
You may also already hold this information in a regular report you receive from Homecare Medical. If this is the case, I will accept the report in lieu of the request above.”*

The information you have requested is not held by the Ministry and there are no grounds for believing it is held by another agency subject to the Act. As such, this information is refused under section 18(g)(j) of the Act.

Under section 28(3) of the Act you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by calling 0800 802 602.

Yours sincerely



Nicky Smith

**Acting Group Manager**

**Health System Improvement and Innovation**