

24 January 2024

C Illana

[fyi-request-25369-c64b61f6@requests.fyi.org.nz](mailto:fyi-request-25369-c64b61f6@requests.fyi.org.nz)

Tēnā koe

**Your request for official information, reference: HNZ00035680**

Thank you for your email on 10 January 2024, asking for the following which has been considered under the Official Information Act 1982 (the Act):

*“Please provide the list of songs played while on hold with Healthline, in the order they are played.”*

Your request is refused under section 18(g) of the Act as the information requested is not held by Te Whatu Ora and we have no reason to believe that the information is held by another entity subject to the Act.

The information requested is more closely connected with the functions of *Healthline* which is one of the Government-funded Telehealth Services provided by Whakarongorau Aotearoa – New Zealand Telehealth Services.

Whakarongorau welcomes on-line feedback about their national telehealth services including *Healthline* and you can get in touch at <https://whakarongorau.nz/contact>

People can call *Healthline* on 0800 611 116 any day or time for free over-the-phone health advice, information, and treatment from professional healthcare providers as outlined at <https://info.health.nz/services-support/health-and-disability-providers/healthline/>

**How to get in touch**

If you have any questions, you can contact us at [hnzOIA@health.govt.nz](mailto:hnzOIA@health.govt.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Te Whatu Ora may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release.

Nāku iti noa, nā



Michael Cleary  
**Acting OIA Manager**  
**Government Services**