

25 September 2025

s 9(2)(a) OIA

Tēnā koe 

Thank you for your Official Information Act 1982 (OIA) request dated 19 August 2025. You asked for information regarding calls to the Firearms Safety Authority.

- 1) *Please confirm the average wait time for callers to the Firearms Safety Authority's 0800 number (0800 844431)*

The Firearms Safety Authority (FSA) has interpreted this part of your request to ask for the latest readily available data regarding average wait times for callers to the FSA at the time of the request being made, as at 19 August 2025. In the month of July 2025, the average wait time for callers to the FSA was 13 minutes and 55 seconds.

This includes all inbound calls made during business hours where a queue has been selected regardless of whether the call was answered or abandoned prior to connection.

From 24 June 2025, purchasing ammunition became an 'activating circumstance' under the Firearms Registry. This means that if a person has not yet registered their firearms, purchasing ammunition triggers a 30-day period within which they must complete registration.

At the same time, the Registry has reached nearly half of all licence holders. One of the requirements is that any transfer of a firearm (e.g. buying an additional firearm or selling one of yours) must be registered. Currently, this can only be done by phone, as the online web portal does not yet support this function.

As a result of these changes, there has been an increase in the number of calls to the FSA's 0800 number, leading to longer wait times.

- 2) *Please confirm the number of staff allocated to answering calls on this number at any one time.*

The Registry and Services team have up to 45 staff members across three shifts. Not all staff are on the phone at once, their time is structured between answering 0800 calls and off-queue administrative tasks with phone coverage prioritised and adjusted based on demand.

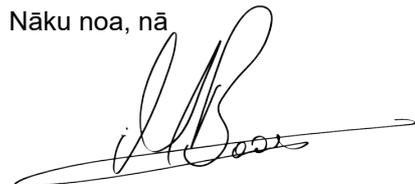
Staff numbers responding to 0800 calls can vary due to planned leave, unplanned absences (such as sickness), training and attrition. In addition to firearms registration, licence holders call the 0800 number for general enquiries, such as licence renewal

applications, help with transferring a firearm to another licence holder, and questions from firearms dealers (retailers).

You have the right to ask the Ombudsman to review this decision if you are not satisfied with the response to your request. Information about how to make a complaint is available at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

For your information, Police has developed a process for proactive release of information, so the anonymised response to your request may be publicly released on the New Zealand Police website.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'M. Boddy', with a long horizontal flourish extending to the right.

Matthew Boddy  
**Director - Service Delivery**  
**Firearms Safety Authority**