



Official Statistics System

# The Information Centre

*Your First Point of Contact*



# The Information Centre

- The first point of contact for many of Statistics New Zealand's clients
- Part of the Client Services and Liaison group, along with Customer Services and our Liaison Officers
- Answer almost 30,000 queries a year



# The Information Centre

- Accessed via
  - A free phone number, 8am to 5pm Monday-Friday, staffed by real people!
  - Email, with 98% of emails responded to within one working day
- Visitors can also call in to our offices in Auckland, Wellington and Christchurch for help in person



# The Information Centre

- Staff are experts on:
  - Website content and tools
  - The range of datasets we have available, and which one(s) will suit your needs
  - What is published and freely available
  - Historic data that is published but only available via hard copy (working with our librarians)
- Conduct workshops and presentations on Statistics NZ's data and website



# The Information Centre

- A high proportion of queries can be answered using our website
- There are an estimated 60 million pieces of data available, and this increases almost every day
- Includes standard Information Releases and Analytical Reports (with Excel tables), and a data extraction tool



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## Latest statistics

[Annual work stoppages decrease](#)  
22 July 2008

[Holiday timing affects travel](#)  
21 July 2008

[Retail electronic card spending falls, trend remains flat](#)  
21 July 2008

[Petrol leads increase in CPI](#)  
15 July 2008

[Annual food price increase reaches 18 year high](#)  
15 July 2008

[Release calendar](#) | [Releases by title](#)

[Iwi leaflets](#)  
[Sexual Orientation Statistics](#)  
[QuickStats About a Place](#)  
[Student Journalism Award 2008](#)  
[Statistics for University Users](#)

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## Main indicators

[Unemployment – Mar qtr](#) 3.6%

[CPI – June quarter](#) 1.6%

[GDP – March quarter](#) -0.3%

[Visitor arrivals – Jun mth](#) -2%

[More information](#)  
**FREE**

[More information freely available](#)

## Quick links

- [20 most requested statistics](#)
- [Table Builder](#)
- [Schools Corner](#)
- [Vacancies](#)
- [Graduate Recruitment](#)
- [Newsletters](#)
- [Population website](#)
- [New Zealand in Profile](#)
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- [Tutorials for businesses](#)
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## Statisphere

Welcome to Statisphere, New Zealand's official statistics portal. Statisphere provides information about New Zealand's official statistics.

It enables users, producers and researchers to quickly find all available official statistics.

[About official statistics](#) contains information about the Official Statistics System, including definitions and a listing of key [Tier 1 statistics](#). The [principles and protocols](#) for surveys and statistical resources are also available, along with information about [Official Statistics Research](#) and the [Data Archive](#) for official statistics.

[Statistics by subject](#) and [Statistics by agency](#) will help you to find official statistics and access official statistics published by government agencies.

Statisphere is an important element in strengthening and coordinating statistics on a whole-of-government basis.

Please give us your feedback and notify us of any links to government-produced statistics that are not already on Statisphere.

### WHAT'S NEW

#### ACOS Annual Report 2007

The call for [Expressions of Interest](#) for Official Statistics Research 2008/09 funding is now closed.

The call for [Expressions of Interest](#) for the Official Statistics Research 2009/10 funding round will be released in January 2009.

The third edition of [The Source](#), the Official Statistics newsletter, was published in April 2008.


Click [here](#) to access an electronic copy.

Click [here](#) to be added to the mailing list.

### UPCOMING EVENTS

The next ACOS meeting will be on Thursday, 21 August 2008 at Statistics House, Wellington. Click [here](#) for more information.

Click [here](#) to access a list of upcoming Official Statistics System seminars.

 SEARCH

GO

[Advanced search](#)

[newzealand.govt.nz](http://newzealand.govt.nz)

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# The Information Centre

The details...

Free Phone 0508 525 525

Email [info@stats.govt.nz](mailto:info@stats.govt.nz)

[www.stats.govt.nz](http://www.stats.govt.nz)



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# Customer Services

*Helping You Dig Deeper*



# Customer Services

- Like the Information Centre, part of the externally focused Client Services and Liaison group
- Go beyond what is published
- Listen to customers to produce customised data that meets their information needs



# Customer Services

- Can customise a range of datasets, including:
  - Census
  - Imports/Exports
  - Household Economic Survey
  - Births, Deaths and Marriages
  - Building Consents
  - Retail Trade
  - Business Demography
  - Household Labour Force Survey
  - Quarterly Employment Survey
  - Migration



# Customer Services

- Specialists in a small group of datasets
- Act as a conduit to the subject matter experts for very complex data requests or methodology questions
- Along with the Information Centre, take customer feedback on current services and outputs back in to the organisation, and assist on product development



# Customer Services

- Run seminars and workshops on Statistics NZ data tailored to the needs of the audience, such as:
  - Business Groups and Business Mentors
  - Other Government Departments
  - Local Government
  - Journalists
  - Students



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# Customer Services

The details...

For information requests in the first instance contact the Information Centre.

Any questions regarding presentations, including this one, contact:

Stephen Dooley, Client Services Analyst

(09) 920 9141 or [stephen.dooley@stats.govt.nz](mailto:stephen.dooley@stats.govt.nz)