



23 January 2026

Tēnā koe

Official Information Act request

Thank you for your email of 12 November 2025 requesting the amount spent on consultants for the last four financial years.

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. The total amount your agency spent on consultants in this FY to date, FY24/25, FY23/24, and FY22/23, broken down by year and by amount spent on Tier 1, Tier 2 and Tier 3 consultants.*

I refer you to the Te Kawa Mataaho's (Public Service Commission's) website where spend on contractors and consultants is available for the Ministry of Social Development (the Ministry) back to June 2018, at the following link: www.publicservice.govt.nz/data/workforce-data/public-sector-composition/workforce-size.

The Ministry's contractor and consultant spend has reduced significantly for the year ended June 2025 compared to the previous year — down about \$67.5 million across operational expenditure (OPEX) (\$58.6m) and capital expenditure (CAPEX) (\$8.9m).

We've been continuing to tighten our use of external resource in line with Government expectations.

Where we have used contractors and consultants, it's been targeted and for good reason. Most of the spend is tied to major transformation and technology change, where specialist, short term expertise is needed and not cost effective to hold permanently. We're also continued to actively build internal capability, which is reducing reliance over time.

This spend has been crucial to delivering better, more accessible services, replacing end of life systems, and progressing our transformation programme.

As the Transformation programme shifts towards the delivery phase of new systems and processes, we anticipate changes in both the size and profile of our workforce. The delivery phase will require specialist skills, which are likely to be sourced through contractors.

For the current financial year (FY 2025/26) to 28 November 2025, the Ministry has a total spend of \$14,597,945 on contractors and consultants. This is broken down to an OPEX of \$7,361,572 and a CAPEX of \$7,236,374.

The Ministry does not record the Tier level of contractors or consultants. To provide this information, we would need to create information in order to answer this part of your request. As such, I am refusing your request under section 18(g) of the Act as 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.

2. *For each of the Tier 1 consultants contracted since July 2022, please provide:*
 - a. *Total spent with each per FY (including this FY to date)*
 - b. *Brief summary of work provided*
3. *If not possible to provide the level of detail requested in Q2, please provide the information requested in Q2 for each of the "big four" firms: Deloitte, KPMG, EY and PwC.*

As noted above, we are unable to provide the Tier level breakdown. However, I refer you to the Ministry's Annual Review responses published on the New Zealand Parliament website for FY 2022/23 and FY 2023/24 which provide an overview of the spend and summary of work provided for Deloitte, Ernst & Young, KPMG and PWC:

- Annual Review Questions FY 2022/23 – Appendix 9 (pg.61): https://www3.parliament.nz/resource/en-NZ/54SCSSC_EVI_b9ae0553-7cfa-4166-4a99-08dbfb701e36_SSC553/dac493d3ddb4fb57042dbb31968a12ec956c7f1d
- Annual Review Questions FY 2023/24 – Appendix 12 (pg.155): https://www3.parliament.nz/resource/en-NZ/54SCSSC_EVI_33d5c557-0bed-4c27-6fe1-08dcebf31e9f_SSC10702/a56bac96c94d03a5663aa589a3bef8620fe61b9d

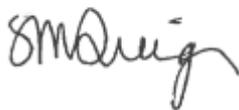
This same information was not requested as part of the Annual Review process for FY 2024/25; therefore, I am providing you with **Appendix One** attached containing **Table One** showing the total expenditure and the purpose of engagement for Deloitte, Ernst & Young, KPMG and PWC for FY 2024/25 and FY 2025/26 to 28 November 2025.

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, 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**

Appendix One

Table One: The total expenditure and the purpose of engagement for Deloitte, Ernst & Young, KPMG and PWC for FY 2024/25 and FY 2025/26 to 28 November 2025.

Financial Year	Supplier	Purpose of engagement	Amount
2024/25	Deloitte Limited	IT support services and social outcome support	\$1,515,511
	Ernst & Young Limited	Disability outcome support	\$1,110,655
	KPMG	Social outcome support	\$199,950
	PriceWaterhouseCoopers	Disability outcome support	\$38,250
	PriceWaterhouseCoopers Consulting (New Zealand) LP	Support for the development of MSD services for the future	\$4,117,802
2025/26 (to 28 Nov 2025)	Deloitte Limited	IT support services and social outcome support	\$62,606
	Ernst & Young Limited	Disability outcome support	\$185,297
	KPMG	-	\$0
	PriceWaterhouseCoopers Consulting (New Zealand) LP	Support for the development of MSD services for the future	\$33,310