



9 April 2026

Tēnā koe

Official Information Act request

Thank you for your email of 29 January 2026, requesting information about Official Information Act request statistics, resourcing and guidance.

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 below.

1. *For each of the financial years 2019/20, 2020/21, 2021/22, 2022/23, 2023/24, and 2024/25 (to date), please provide the following information held by your department:*
 - a. *The total number of Official Information Act requests received.*
 - b. *The total number of Official Information Act requests completed.*
 - c. *The number of requests for which an extension was taken.*
 - d. *The number of requests not completed within statutory timeframes (after any extensions).*

Please see attached **Appendix One** containing a table detailing the number of OIA requests received and completed, extensions taken and not completed in statutory timeframes from financial year 2021/22 to 2024/25, broken down by OIA type.

Data from prior to financial year 2021/22 was not reported in the format and was therefore unable to be provided in the table above. However, the annual reports detail the number of Official Information Act requests received and responded to for these years.

Please see the following link to the *2021/22 Annual Review of the Ministry of Social Development Responses to Written Questions*. Please refer to question 56 for the number of OIA requests received and responded to for the financial years 2017/18 to 2021/22 and a breakdown of the OIA requests replied to within and outside 20 working days:

- www.parliament.nz/resource/en-NZ/53SCSS_EVI_127528_SS5240/5bb09bc1a83e5bd3396f8d0b9f92fb86e85e984d

You can find data about the number of Official Information Act requests not completed within the legislated timeframes on the Public Service Commission’s website, dating back to 2017, here: [OIA statistics - Te Kawa Mataaho Public Service Commission](#)

2. Any estimates, records, or internal reporting you hold on:

- a. staff hours, FTE, or dedicated teams involved primarily in processing Official Information Act requests; and/or
- b. the cost of processing Official Information Act requests.

The Ministry’s standard hours of work for full time employees are 37 hours 55 minutes per week, typically worked as 7 hours and 35 minutes per day over a five-day week. Part time employees are employed to work less than 37 hours 55 minutes per week.

The Ministry’s Ministerial and Executive Services group is responsible for, amongst other things, the processing of information requests, such as:

- Ministerial and Chief Executive correspondence
- Official Information Act requests
- Written Parliamentary questions
- Requests for Ministers’ offices for information.

There are four functional teams, including an Official Information team, in the Ministerial and Executive Services group and for the past three years a mixed model approach has been adopted by the group. Meaning that FTE from other teams within Ministerial and Executive Services have been assisting the Official Information team with processing Official Information Act requests.

Please see the following **table**, detailing the number of FTE in the Ministerial and Executive Services group located in the Ministry’s National Office and the cost of these FTEs, for each of the last six financial years. This table includes roles that support and process Official Information Act requests or are subject to the mixed model way of working.¹

As at 30 June	FTE	Cost (\$m)
2024/2025	24.1	2.439
2023/2024	21.4	2.104
2022/2023	23.3	1.880
2021/2022	20.0	1.759
2020/2021	19.8	1.671
2019/2020	17.8	1.371

¹ Staff roles include: Team Administrator, MaES Advisor, and Senior MaES Services Advisor. Management roles are excluded.

We were able to breakdown the FTE for the staff in the Ministerial and Executive Services group that report to the Manager Official Information.² The Manager Official Information leads the Official Information team that is dedicated primarily to processing Official Information Act requests.

Please see the following **table** detailing the FTE reporting to the Manager Official Information as at 30 June for each of the last six financial years.

As at 30 June	FTE
2025	9.5
2024	8.5
2023	10.5
2022	16.5
2021	11
2020	12

While the work within the Ministerial and Executive Services group will be a significant portion towards the costs of processing OIA requests, this work is Ministry-wide. All business units are required to contribute to Official Information Act requests. As such, the above table may not be an accurate reflection of the FTEs dedicated to processing Official Information Act requests.

The Ministry does not report on the costs specific to processing OIA requests. The Ministry would be required to create information in order to respond to your request. As such, this section of your request is refused under section 18(g) of the Act, as this information is not held by the Ministry in the way it has been requested, and I have no grounds to believe it is held by or closely connected to the functions of another department, Minister of the Crown or organisation.

3. *Any internal briefings, reports, or guidance documents that discuss:*
- a. *increases or decreases in Official Information Act request volumes;*
 - b. *the use of templated, bulk, repeat, or coordinated requests; or*
 - c. *(if considered) the impact of automated or AI-assisted requests on Official Information Act workloads.*

Please see attached **Appendix Two**, containing excerpts of the Ministry's Ministerial and Executive Services Quarterly Report to the Organisational Health Committee. I have provided you with excerpts of where the Memos mention increases or decreases in Official Information Act request volumes, as per section 16(1)(e) of the Act, as the remainder of the information in the memos is out of the scope of your request.

Additionally, I have located the following documents in scope of your request. The provided documents contain discussions around increases in Official Information

² Also known as the Manager Official and Parliamentary Information during 2020 to 2022.

Act volumes. Please refer to **Appendices Three to Six** for the following documents:

- Memo - Te Kawa Mataaho Public Service Commission - Official Information Act 1982 - July to December 2021 report
- Memo - Te Kawa Mataaho Public Service Commission - Official Information Act 1982 - January to June 2022 report
- Memo - Six monthly OIA reporting for Te Kawa Mataaho - 1 July 2024 to 31 December 2024
- Memo - Six monthly OIA reporting for Te Kawa Mataaho - 1 January 2025 to 30 June 2025

You will note that some six-monthly periods are not included in the memos above. As these memos do not provide commentary or analysis on OIA volumes, I do not consider them to be in scope of your request.

We were unable to locate any reporting about increases or decreases in volumes of Official Information Act requests dated prior to 2022. Your request for this information is refused under section 18(e) as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

We were unable to locate any internal documents discussing the use of templated, bulk, repeated or coordinated requests or any documents discussing the impact of automated or AI-assisted requests on Official Information Act workloads. This section of your request is also refused under section 18(e) of the Act.

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



Anna Graham
General Manager
Ministerial and Executive Services

Excerpts of Organisational Health Committee Memos

21 April 2022

Official Information Act 1982 requests

8. The volume and complexity of the OIA requests remains steady. In March, we rolled out a new risk assessment/cover report. We continue to make small tweaks to this new format, but overall feedback from business units has been positive and the OPI team itself has also reported finding the new assessment and report easier to navigate and assess – with a common definition of risk now used across the Ministry.
9. Key accuracy measures of the OIA were met for the quarter, but timeliness is slightly adrift. **Note:** the small decline in timeliness performance (appendix 2). I believe this is attributable to two factors. First, a focus on completed late OIAs on hand; and second staff absences during the Omicron outbreak and associated challenges with working from home. I am confident this will pick up in the final quarter and our performance measure will be achieved.
10. As mentioned in the last quarter, some 'hidden OIAs' are responded to directly within the regions. Working with the Risk and Assurance group, we have reminded the regions about the OIA and MaES. Generally, there seems to be a good understanding of the need to refer OIAs to MaES for processing.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

10 August 2022

Official Information Act 1982 requests

11. The volume and complexity of the OIA requests remains steady. Since the roll out of the new risk assessment/cover report, MaES has received an increase this quarter in the number of requests for OIA-specific training from across the Ministry. The OPI team is working on a resource and training will commence from August to ensure business units are competent and confident to use the new risk assessment template.
12. Work also commenced on refreshing the online OIA training module that all new Ministry staff complete when onboarding and annually thereafter. This resource will continue to bring awareness on where to direct an OIA when it is received here at National Office or in the regions.
13. Key accuracy measures of the OIA were met for the quarter, with timeliness improving slightly from last quarter. Overall, performance for the year did not meet the 95% target, falling short by 1.5% (93.5%). This shortfall can be attributed to staff absences during the pandemic, working from home challenges, changes in management and general staff turnover.

2

14. However, our most recent six-monthly report to Te Kawa Mataaho Public Service Commission will show a 96% timeliness rate for the period January to June 2022, which factors in responses from the media team. See Appendix 4 for a breakdown of the reporting data.

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OFFICIAL INFORMATION ACT

1 December 2022

5. As noted with OHC in previous quarters, work volumes have continued to trend upwards, there is increased complexity with requests we are receiving, more external scrutiny of the Ministry's work, and there is a general election approaching in the new year.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

16 February 2023

Official Information Act 1982 (OIA) requests

5. The number of OIA requests received during Q2 remained steady, with a number of complex requests completed by the Official Information (OI) team. Jumping forward to January, we thought OHC would be happy to hear that the OI team achieved no outstanding (late) OIA requests on hand. This is the first time this has been achieved in over 18 months. MaES celebrated this milestone with colleagues from the media team and Whaikaha over a slice of ginger cake!

6. Te Kawa Mataaho is currently carrying out its six-monthly data collection for Q1 and Q2 (1 July to 31 December 2022). The percentage of OIA requests managed by the OI Team sent within the statutory timeframe was 93.5 percent and 96.2 percent when combined with media responses. Late OIAs over Q2 can be attributed to a number of staff absences, staff movements, and complex requests. Additional recruitment for advisors is planned for Q3, to help increase the team's capacity, coming into a General Election year.

7. Supporting Whaikaha with its OIA requests remains a large portion of the OI Team's work. At times during Q2, the number of Whaikaha OIA requests represented nearly a fifth of the team's work, and many of the requests are sensitive and complex. We have increased the resourcing for Whaikaha work, with one Advisor and one Senior Advisor now working exclusively on their requests.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

24 May 2023

2. Official Information Act 1982 (OIA) requests

3. The number of Official Information Act (OIA) requests received during Q3 fluctuated slightly, with a surge in mid-March where the team had nearly 140 requests on hand across both the Ministry and Whaikaha requests.
4. The Ministry has again completed interim three-monthly reporting to Te Kawa Mataaho, for Q3 which covers the period 1 January 2023 to 31 March 2023 [Appendix 4]. This interim reporting is not published by Te Kawa Mataaho (TKM), but instead is used as an informal snapshot for TKM's internal system monitoring use. There was a much smaller number of late OIAs across Q3 than the previous quarters, with only 5 requests going late during Q3.

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OFFICIAL INFORMATION ACT

30 August 2023

Official Information Act 1982 (OIA) requests

5. The number of OIA requests was slightly higher than previous months. Despite this, the team finished the reporting year with some excellent results, completing 95.4 percent of OIA requests within the statutory timeframes.
6. Processes and resources continue to be refreshed and developed in the team, including the completion of 26 suggested actions points in May, made by the Chief Ombudsman, as part of his compliance and practice investigation. That report, and the Ministry's response, was the subject of a recent select committee hearing.
7. The Ministry has completed the six-monthly OIA reporting to Te Kawa Mataaho, for Q3 and Q4, which covers the period 1 January 2023 to 30 June 2023 [Appendix 5]. Te Kawa Mataaho plans to publish this reporting on 13 September 2023.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

9 November 2023

Official Information Act 1982 (OIA) requests

3. In July, a batch of 58 related requests from the Central Processing Unit [CPU] were logged with the Official Information [OI] team outside of the 20-working day statutory timeframe for making and communicating a decision. This has impacted our timeliness measure, currently at 81.4 percent.¹
4. We have increased our outreach and engagement with key groups to help prevent a repeat, this has included internal communications efforts, *On the Radar* messages, refreshing Doogle and HIYA content, running workshops fostering community of learnings, and clarifying expectations with different business units, and encouraging teams' attendance at further MaES trainings.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

22 February 2024

Official Information Act 1982 (OIA) requests

4. The OI team has launched the new Ministry-wide management process for staff information requests (OHC report dated 9 November 2023). Timeliness statistics increased to 87 percent in November, recovering from 70 percent timeliness in August following the batch of late requests referred to the team outside the statutory timeframe.
5. The Ministry has completed the six-monthly OIA reporting to Te Kawa Mataaho for Q1 and Q2, which covers the period 1 July to 31 December 2023 [Appendix 3]. A 92 percent timeliness level was achieved for the six-month period. Te Kawa Mataaho plans to publish this reporting on 13 March 2024.

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OFFICIAL INFORMATION ACT

8 August 2024

Official Information Act 1982 (OIA) requests

4. Te Kawa Mataaho Public Service Commission six-monthly reporting (covering both OI team and Media team responses) has been submitted for this period:
 - a. the Ministry completed 1030 OIA requests, only six requests did not meet the legislated timeframe. This represents a 99 percent timeliness rate for requests completed
 - b. for the same period in the last financial year, the Ministry completed 753 OIA requests with 16 requests not meeting the legislated timeframe.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

10 February 2025

Official Information Act 1982 (OIA) requests

4. Te Kawa Mataaho Public Service Commission six-monthly reporting (covering both OI team and Media team responses) has been submitted for this period:
 - a. MSD completed 1072 OIA requests, 33 requests did not meet the legislated timeframe, compared to six requests in the previous 1 January to 30 June 2024 period.
 - b. Overall, this leads to a drop in our timeliness rate from 99 percent to 96.9 percent completed on time. However, average number of days to respond has only increased slightly, from 12 working days to 14.4 working days.
5. There has been a significant and sustained increase in the number of requests received by the OI team during the last six months of 2024, as well as a larger proportion of complex requests from various Members of Parliament and journalists seeking policy papers or related to tender processes.
6. There has also been a substantial increase in the number of Ministerial OIAs being commissioned to MSD and Staff Privacy Act requests, increasing the overall workload for each advisor within the OI team; and the impact of voluntary redundancies (that were in effect within MaES from 1 July 2024) and held vacancies.
 - a. For 1 July to 31 December 2024, MSD was commissioned 107 Ministerial OIAs (79 completed as at end of December 2024), compared to 36 completed for the entire 2023/2024 financial year.
 - b. There were 29 Staff Privacy Act requests completed this period, compared to 18 completed from 1 January to 30 June 2024.
 - c. **Appendix 1** provides further information on OIA trends and insights.

Out of scope



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATU WHAKAHIAO ORA

Ministerial and Executive Services Quarterly Update

Qtr 1/2
2024/25

1 July 2025
to 31 December 2025



RELEASED UNDER THE OFFICIAL INFORMATION ACT



OIA Requests

953 OIA requests were received, and **844** were completed.

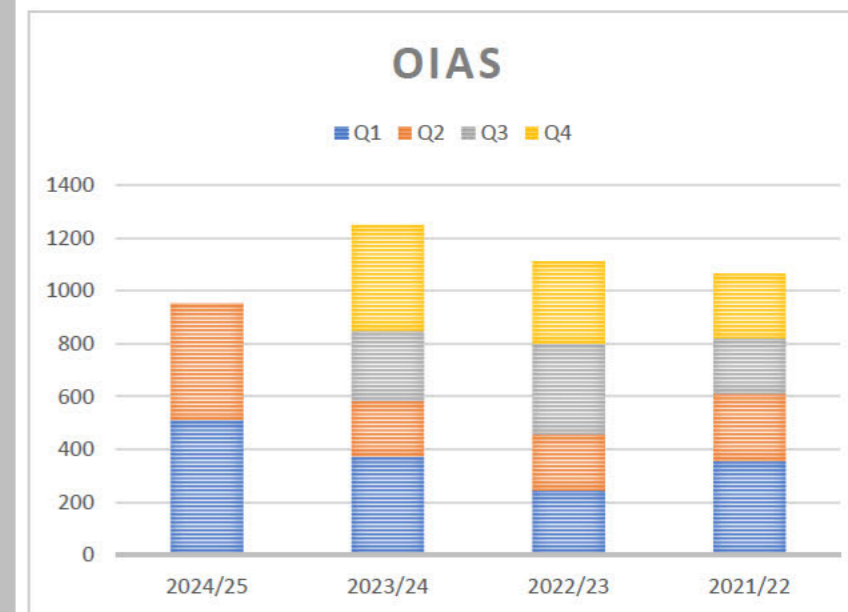
The volume of OIAs received and responded has climbed again from 665 in the previous six months (Q3/Q4) to 953 for this period.

There were 107 Ministerial OIAs commissioned to in the last six months.

The top 10 themes have changed a little in comparison to previous quarters with case management, requests for providers and suppliers' info, Ministry staff and financials and housing-related topics featuring.

The top three most requested topics were:

- Copies of papers and reports (24%)
- Confidential address request (18.2%)
- Benefit enquiries (6.9%)



There has been a drop in our timeliness measure for Q1/Q2, this is due to several contributing factors, further detailed in the memo.

21 August 2025

Official Information Act 1982 (OIA) requests

8. Te Kawa Mataaho Public Service Commission six-monthly reporting (covering both OI team and Media team responses) has been submitted for this period:
- a. In Q3/4, the Ministry completed 996 OIA requests, of which 33 requests did not meet the legislated timeframe. This represents a 96.7% timeliness rate for requests completed.
 - b. For the previous Q1/2 period, the Ministry completed 1030 OIA requests with six requests not meeting the legislated timeframe, representing a 99% timeliness rate for requests completed.
 - c. While there has been strong performance across both six-month periods, the Q1/2 figures indicate a marginally higher throughput and improved timeliness. The difference, though small, may suggest better resourcing and fewer complex requests during that reporting period.
9. The environment in which the OI team has been operating remains challenging, with sustained high volumes of requests being received across all types of requests the team responds to (CE OIAs, Ministerial OIAs, and Staff Privacy Act requests). Despite that, in Q3/4, the OI team completed 718 CE OIA requests which was up 14.5% from 627 in Q1/2.
10. Over the full financial year, the OI team received 1,934 CE and MIN OIA requests, a 44.4% increase from the previous year. Staff Privacy Act requests have also risen significantly since November 2023, contributing to an estimated 50% increase in incoming volumes across all work areas in the OI team. Despite this, the team has maintained strong performance, noting the comments above regarding vacancies and timeliness.

Memo



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

To: Melissa Gill, Deputy Chief Executive Organisational Assurance and Communication

CC: Abbey Warwick; Fau Logo; Lucy Lawlor; Judith Turner; Ruth Laugesen

From: Magnus O'Neill, General Manager, Ministerial and Executive Services

Date: 4 February 2022

Security level: IN CONFIDENCE

Te Kawa Mataaho Public Service Commission – Official Information Act 1982 – July to December 2021 report

Background & purpose of memo

- 1) Te Kawa Mataaho Public Service Commission publishes Official Information Act 1982 (OIA) statistics covering Crown entities and government departments subject to the OIA every six months.
- 2) The statistics capture five elements: the number of requests completed by agencies in the six-month reporting period; the number and proportion of these requests where legislative timeliness requirements were met; the number of responses proactively published on an agency's website; OIA complaints to the Ombudsman that were notified to the agency; final views issued by the Ombudsman where a deficiency was identified.
- 3) This memo confirms the Ministry's responses to these five areas for the six month period from July to December 2021 and sets out how these responses have been collated and assured.
- 4) This memo seeks your final approval of the Ministry's responses that are due to the Commission on Wednesday 9 February 2022.

Manaaki tangata, manaaki whānau

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Ministry responses to Commission questions

5) The following table sets out the Ministry's responses to the Commission's questions. The previous six months is included for comparative purposes.

Question	January to June 2021	July to December 2021
1. OIA requests completed	1,086	1,099
2. OIA requests completed but did not meet timeframe	1	23
3. OIA requests published on website	243	214
4. OIA complaints notified by the Ombudsman	7	9
5. OIA final opinion by the Ombudsman found deficiency	2	1 ¹
6. Link to published OIA responses	OIA responses 2021 - Ministry of Social Development (msd.govt.nz) ²	
7. Link to published Cabinet Papers	Cabinet papers - Information releases - Ministry of Social Development (msd.govt.nz)	

6) The number of completed requests is largely the same to the previous six months. The number of late responses has however increased. Although late responses are undesirable, I consider that overall, this number is acceptable given the volume of completed requests, the challenges of operating in a pandemic, and staff turnover during this period. The Commission will report the Ministry as having a 98% timeliness compliance rate.

7) The number of published responses is commendable. We are however advising the Commission that 89 of these were published in January 2022 (this is unlikely to change the number reported by the Commission as the publications

¹ Administrative deficiency was identified regarding the Ministry's approach to refusing a request based on substantial collation or research. A practice improvement memo was issued to staff considering the Ombudsman's finding. **Enclosed** for your reference.

² 89 of these responses were published in January 2022 but relate to the reporting period.

relate to the relevant reporting period). Publication was delayed due to the OPI Team Administrator position being vacant (recruitment is ongoing).

- 8) One adverse opinion was formed against the Ministry by the Ombudsman. Given the number of completed requests, again this is a commendable result. Practice improvement guidance was issued to staff following receipt of the Ombudsman’s report.

Source data and quality assurance

- 9) The following source data was used for each question:

Question	Data source
1. OIA requests completed	OPI Team: Objective query – [date period 1 July to 31 December 2021 – Count of OIA files completed (date response sent to requestor) – Respondent MSD – Chief Executive]. Media Team: media logs – manual count. ³
2. OIA requests completed but did not meet timeframe	OPI Team: monthly reporting which manually records the number of late responses. Media Team: media logs – manual count (no late responses).
3. OIA requests published on website	OPI Team: manual count of live links on the MSD website (spreadsheet records). Media Team: not applicable.
4. OIA complaints notified by the Ombudsman	All: manual count based on regular monthly monitoring by the CAR Team.
5. OIA final opinion by the Ombudsman found deficiency	All: manual count based on regular monthly monitoring by the CAR Team.

- 10) The data was collated by the OPI Team Administrator and peer reviewed by the OPI Team manager. The draft responses were checked against the source data by my Principal Advisor and then me. I am confident that the answers above are a fair and accurate reflection of the Ministry’s performance.

³ There may be some duplication here as the Media Team do not separate out those requests transferred to the OPI Team for a formal response. However, such duplication is likely to be limited, and immaterial, as in those situations, the Media Team will often provide some sort of immediate response.

11) There are inherent risks with the accuracy of any data pulled from a variety of sources, and where manual counting is required. However, I consider that these risks are reasonably mitigated through this three-tier review, with reference to the source data each time.

Approval

12) I confirm that the answers submitted to the Commission's questions have been quality assured and are a fair and accurate reflection of the Ministry's OIA operations for this reporting period.

13) I recommend you approve the Ministry's responses for submission to the Commission, as set out above.



Signed:

Name: Magnus O'Neill

Position: General Manager Ministerial and Executive Services

Date: 4 February 2022

Signed: _____ (as approved)

Name: Melissa Gill

Position: Deputy Chief Executive OAC

Date: February 2022

Memo



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

To: Melissa Gill, Deputy Chief Executive Organisational Assurance and Communication

CC: Lillian McCaffrey; Fau Logo; Lucy Lawlor; Stephanie Short; Diane Anderson; Ruth Laugesen

From: Magnus O'Neill, General Manager, Ministerial and Executive Services

Date: 20 July 2022

Security level: IN CONFIDENCE

Te Kawa Mataaho Public Service Commission – Official Information Act 1982 – January to June 2022 report

Background & purpose of memo

- 1) Te Kawa Mataaho Public Service Commission (the Commission) publishes Official Information Act 1982 (OIA) statistics covering Crown entities and government departments subject to the OIA every six months.
- 2) In the past, the statistics captured five elements: the number of requests completed by agencies in the six-month reporting period; the number and proportion of these requests where legislative timeliness requirements were met; the number of responses proactively published on an agency's website; OIA complaints to the Ombudsman that were notified to the agency; final views issued by the Ombudsman where a deficiency was identified.
- 3) For this current period of statistics collection there are six new questions that relate to extensions, refusals, transfers and time taken to respond to an OIA request.
- 4) This memo confirms the Ministry's responses to the set of 13 questions for the six-month period from January to June 2022 and sets out how these responses have been collated and assured.

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- 5) This memo seeks your final approval of the Ministry's responses that are due to the Commission on Tuesday 2 August 2022.

Ministry responses to Commission questions

- 6) The following table sets out the Ministry's responses to the Commission's questions. The previous six months is included for comparative purposes. Where the Commission have asked new questions, they are noted as "(new)".

Question	July to December 2021	January to June 2022
1. OIA requests completed	1,099	924
2. OIA requests completed but did not meet timeframe	23	38
3. OIA requests published on website	214	204
4. OIA requests extended (new)	-	181
5. OIA requests transferred (new)	-	22
6. OIA requests refused in full (new)	-	95
7. Comment or further breakdown of refusals (new)	-	The above figure includes refusals where information is publicly available online
8. Mean (average) working days to respond to OIA requests (new)	-	33
9. Median working days to respond to OIA requests (new)	-	23
10. OIA complaints notified by the Ombudsman	9	9
11. OIA final opinion by the Ombudsman found deficiency	1	0

12. Link to published OIA responses	Responses to OIA Requests - Ministry of Social Development (msd.govt.nz) ¹
13. Link to published Cabinet Papers	Cabinet papers - Information releases - Ministry of Social Development (msd.govt.nz)

7) The number of completed requests is down (16%) from the previous six months. The number of late responses has however increased. Although late responses are undesirable, I consider that overall, this number is acceptable given the volume of completed requests, the challenges of operating in a pandemic, ongoing absences and staff turnover during this period. The Commission will report the Ministry as having a 96% timeliness compliance rate (2% lower than the last reporting period).

8) The number of published responses remains high at 204. 51 of these were published in July 2022 but will be counted in the reporting period for January to June 2022. All publishing is now up to date and will occur on a fortnightly basis going forward.

Source data and quality assurance

9) The following source data was used for each question:

Question	Data source
1. OIA requests completed	OPI Team: Objective query – [date period 1 January to 30 June 2022 – Count of OIA files completed (date response sent to requestor) – Respondent MSD – Chief Executive]. Media Team: media logs – manual count. ²
2. OIA requests completed but did not meet timeframe	OPI Team: monthly reporting which manually records the number of late responses. Media Team: media logs – manual count (no late responses).
3. OIA requests published on website	OPI Team: manual count of live links on the MSD website (spreadsheet records).

¹ 51 of these responses were published in July 2022 but relate to the reporting period.

² There may be some duplication here as the Media Team do not separate out those requests transferred to the OPI Team for a formal response. However, such duplication is likely to be limited, and immaterial, as in those situations, the Media Team will often provide some sort of immediate response.

	<p>Objective query – [Date period 1 January – 30 July 2022 (date media published response) – OIA type – Chief Executive]</p> <p>Media Team: not applicable.</p>
4. OIA requests extended (new)	<p>OPI Team: monthly reporting which manually records the number of extended responses.</p> <p>Media Team: not supplied. Noted the requirement for future reporting.</p>
5. OIA requests transferred (new)	<p>OPI Team: monthly reporting which manually records the number of transferred responses.</p> <p>Media Team: not supplied. Noted the requirement for future reporting.</p>
6. OIA requests refused in full (new)	<p>OPI Team: monthly reporting which manually records the number of responses refused in full.</p> <p>Media Team: not supplied. Noted the requirement for future reporting.</p>
7. Comment or further breakdown of refusals (new)	N/A
8. Mean (average) working days to respond to OIA requests (new)	<p>OPI Team: monthly reporting which manually calculates the average amount of working days taken to respond to requests.</p> <p>Media Team: not supplied. Noted the requirement for future reporting.</p>
9. Median working days to respond to OIA requests (new)	<p>OPI Team: monthly reporting which manually calculates the median working days taken to respond to requests.</p> <p>Media Team: not supplied. Noted the requirement for future reporting.</p>
10. OIA complaints notified by the Ombudsman	All: manual count based on regular monthly monitoring by the CAR Team.
11. OIA final opinion by the Ombudsman found deficiency	All: manual count based on regular monthly monitoring by the CAR Team.

- 10) The OIA data was collated by the OPI Team Administrator and peer reviewed by the OPI Team manager. The Ombudsman data was collated by a Senior Advisor in the CAR team and peer reviewed by the CAR Team Manager. The draft responses were checked against the source data by my Principal Advisor and then me. I am confident that the answers above are a fair and accurate reflection of the Ministry's performance.
- 11) There are inherent risks with the accuracy of any data pulled from a variety of sources, and where manual counting is required. However, I consider that these risks are reasonably mitigated through this three-tier review, with reference to the source data each time.

Approval

- 12) I confirm that the answers submitted to the Commission's questions have been quality assured and are a fair and accurate reflection of the Ministry's OIA operations for this reporting period.
- 13) I recommend you approve the Ministry's responses for submission to the Commission, as set out above.

Signed:



Name: Magnus O'Neill

Position: General Manager Ministerial and Executive Services

Date: 25 July 2022

Signed: _____ (as approved)

Name: Melissa Gill

Position: Deputy Chief Executive OAC

Date: July 2022

Memo



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

To: Melissa Gill, DCE Organisational Assurance and
Communications
Anna Graham, GM Ministerial and Executive Services

From: Sarah Quigan, Manager Official Information

Date: 24 January 2025

Security level: IN CONFIDENCE

Six monthly OIA reporting for Te Kawa Mataaho: 1 July 2024 to 31 December 2024

Action: For Approval

Background

1. Te Kawa Mataaho Public Service Commission is conducting the next set of six-monthly data collection for OIA performance. This is for the period 1 July to 31 December 2024.
2. Your feedback and approval are sought prior to the results being submitted to Te Kawa Mataaho. This information is due to be submitted on Monday 3 February 2025.
3. Te Kawa Mataaho will publish the statistics at the same time the Office of the Ombudsman publishes its data on OIA complaints, with a planned publication date of 13 March 2025. We will have an opportunity prior to publication to review and make any corrections, if needed.

OIA reporting

4. Appendix 1 sets out the Ministry's responses to Te Kawa Mataaho's questions for this period.
5. The information has been compiled by Ministerial and Executive Services (MaES). The Official Information team's data is sourced from our Monthly statistics tracker. Media team requests are included, as required, with data supplied and approved by Ruth Laugesen (Manager Media and Social Media).

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6. I have peer reviewed these statistics, and Diane Anderson (Manager Client Advocacy and Review) has peer reviewed questions 16 and 17, relating to Ombudsman investigations. I've attached the spreadsheet, which shows the OIA and Media stats separately should you wish to see this.

Comments to note

7. The period under review continued to be a challenging one for the Official Information team, with sustained, high volumes of requests still being received.
8. In my previous memo, for the 1 January to 30 June 2024 period, I noted that the Ministry had experienced a 26.9% increase in volume of requests being completed compared to the same period in the 2022/2023 FY. This trend continued.
9. I note specifically the increase in volume experienced by the OI Team, compared to a drop experienced by the Media Team¹, which results in fairly stable numbers of overall completed numbers by the Ministry compared to the previous six-monthly statistics.
10. You will note an increase in the number of requests that did not meet the legislated timeframe, with 33 requests being responded to late in this period compared to 6 requests in the 1 January to 30 June 2024 period. Overall, this leads to a drop in our timeliness rate from 99% to 96.9% completed on time. However, average number of days to respond has only increased slightly – from 12 working days to 14.4 working days.
11. This increase in late decisions is a product of:
 - a. a significant and sustained increase in the number of requests received by the OI Team throughout 2024;
 - b. a larger proportion of complex requests – for example, from various Members of Parliament and journalists seeking policy papers; or related to tender processes;
 - c. a substantial increase in the number of Ministerial OIAs being commissioned to the Ministry and Staff Privacy Act requests², increasing the overall workload for each advisor within the OI Team; and
 - d. the impact of voluntary redundancies (that were in effect within MaES from 1 July 2024) and held vacancies.
12. As a mitigation for these impacts, we have utilised mixed model working, with staff from the Correspondence and Parliamentary and Ministerial

¹ For the 1 January to 30 June 2024 period, the OI Team completed 629 OIAs and the Media team completed 401 requests. For the period under review, the OI Team completed 765 OIAs and the Media team completed 309 requests.

² For 1 July to 31 December 2024, the Ministry were commissioned 107 Ministerial OIAs (79 completed as at end of December 2024), compared to 36 completed for the entire 2023/2024 financial year. 29 Staff Privacy Act requests were completed this period, compared to 18 completed from 1 January to 30 June 2024.

Relations teams assisting with requests, to increase capacity within the OI Team, which we will continue to call on as needed.

13. In my view, I consider the OI Team has done remarkably well to continue to manage the volume we have received while maintaining quality standards in our decisions.

14. Please let me know if you have any questions or would like to discuss, prior to providing your approval.

Action required


1. Note the contents of this memo and statistics provided in Appendix 1;
2. Approve submission of the statistics contained in Appendix 1 to Te Kawa Mataaho, by 3 February 2025.



29/1/25

Melissa Gill
DCE Organisational Assurance and
Communication

Date



27/01/2025

Anna Graham
GM Ministerial and Executive Services

Date

Appendix 1: OIA statistics for 1 July to 31 December 2024, for submission to Te Kawa Mataaho

Question	Q1 and Q2 2024/25 1 July to 31 December 2024
1. Agency	Ministry of Social Development
2. Does agency name in list match currently preferred or used name	Yes
3. Provide preferred name if different	N/A
4. Agency contact person	Sarah Quigan, Manager Official Information
5. Email	Sarah.Quigan001@msd.govt.nz
6. Phone number	029 9596 290
7. Number of OIA requests completed	1072
8. Number of OIA requests that did not meet the legislated timeframe (recognising the legislated timeframe can include extensions)	33
9. OIA requests published online	325
10. OIA requests completed that were subject to an extension	177
11. OIA requests completed that were transferred in full	18
12. OIA requests completed that were refused in full	269
13. Any further comments or breakdown about specific reasons for refusal	No. ³
14. Average number of working days to respond to completed OIA requests	14.4
15. Median number of working days to respond to completed OIA requests	14
16. Number of OIA complaints notified by the Ombudsman	11
17. Number of final opinions formed by the Ombudsman against the Ministry	3
18. Agency web address for published OIA responses	Responses to OIA Requests - Ministry of Social Development (msd.govt.nz)
19. Agency web address for published Cabinet papers	Cabinet papers - Information releases - Ministry of Social Development (msd.govt.nz)
20. Any other comments?	MSD took over responsibility for responding to requests about Disability Support Services from Whaikaha on 2 December 2024.

³ Refer to comments at paragraphs 7 and 8 of previous memo, [Six monthly OIA reporting for Te Kawa Mataaho: 1 July 2023 to 31 December 2023](#), dated 29 January 2024.

Memo



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

To: Melissa Gill, DCE Organisational Assurance and
Communications
Anna Graham, GM Ministerial and Executive Services

From: Sarah Quigan, Manager Official Information

Date: 29 July 2025

Security level: IN CONFIDENCE

Six monthly OIA reporting for Te Kawa Mataaho: 1 January to 30 June 2025

Action: For Approval

Background

1. Te Kawa Mataaho Public Service Commission are conducting the next set of six-monthly data collection for OIA performance. This is for the period 1 January to 30 June 2025.
2. Your feedback and approval are sought prior to the results being submitted to PSC. This information is due to be submitted on Monday 4 August 2024.
3. PSC will publish the statistics at the same time the Office of the Ombudsman publishes its data on OIA complaints, with a planned publication date of 11 September 2025.

OIA reporting

4. Appendix 1 sets out the Ministry's responses to PSC's questions for this period.
5. The information has been compiled by MaES and includes Media stats as required. The Official Information team's data is sourced from our monthly statistics trackers; and data relating to Media team requests has been supplied and approved by Ruth Laugesen, Manager.
6. I have peer reviewed these statistics, and Diane Anderson has peer reviewed questions 16 and 17, relating to Ombudsman investigations. I've

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attached the spreadsheet, which shows the OIA and Media stats separately should you wish to see this.

Comments to note

7. I have appended a copy of my previous report to you for the last set of statistics to PSC, dated 24 January 2025. I reiterate the comments noted at paragraphs 7 to 13 of my memo.
8. The environment in which the Official Information team is operating remains challenging, with sustained high volumes of requests being received across all types of requests the team responds to (CE OIAs, Ministerial OIAs, and Staff Privacy Act requests).
9. For the same period last year (1 July to 31 December 2024), the Official Information team completed 627 CE OIAs, compared to 718 CE OIAs in the period under review. This is a 14.5% increase in the volume *completed*.
10. If we look at the number of requests *received* across the full financial year:
 - a. For 1 July 2023 to 30 June 2024, 1278 CE OIAs and 61 MIN OIAs were received, totalling 1339 received, with 1244 completed for that period;
 - b. For 1 July 2024 to 30 June 2025, 1740 CE OIAs and 194 MIN OIAs were received, totalling 1934 received, with 1643 completed for that period.
 - c. This represents a 44.4% increase in CE and MIN OIAs received¹.
11. Due to time constraints, I do not have data for the full financial year readily available for Staff Privacy Act requests. However, I can advise that from 1 November 2023 (when the OI Team took over responsibility for these requests) to 30 June 2024, 20 Staff PAs were received and 16 completed. From 1 July 2024 to 31 May 2025 (the most recent data I have to hand), 86 Staff PAs were received and 63 completed. When combined with the increase in CE and MIN OIA requests received, the Official Information team has experienced close to a 50% increase in incoming volumes across all its work items.
12. For the Media team, the downward trend has continued, with the last three reporting periods all experiencing a decrease in Media requests completed. This now represents a 30% decrease in completed Media requests over the last 18 months².
13. Taking this context into account, the Official Information team has performed exceptionally well, with only 33 CE OIAs not meeting the legislated timeframe for the period under review. Across the Official

¹ Percentage increase of the combined number of CE and MIN OIAs received between FY2023/2024 (1339) and FY2024/2025 (1934). An additional 595 requests were received this FY compared to FY2023/2024.

² For 1 January to 30 June 2024, the Media team completed 401 requests; for 1 July to 31 December 2024, the Media team completed 309 requests. And, for the period under review (1 January to 30 June 2025), the Media team completed 278 requests.

Information and Media teams, 96.7% of requests met the legislated timeframe.

14. Please let me know if you have any questions or would like to discuss, prior to providing your approval.



Melissa Gill
DCE Organisational Assurance and
Communication

Date 1/8/25.



Anna Graham
GM Ministerial and Executive Services

Date 31/7/25

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Appendix 1: OIA statistics for 1 January to 30 June 2025, for submission to Te Kawa Mataaho

Question	Q3 and Q4 2024/25 1 January to 30 June 2025
1. Agency	Ministry of Social Development
2. Does agency name in list match currently preferred or used name	Yes
3. Provide preferred name if different	N/A
4. Agency contact person	Sarah Quigan, Manager Official Information
5. Email	Sarah.Quigan001@msd.govt.nz
6. Phone number	029 9596 290
7. Number of OIA requests completed	996
8. Number of OIA requests that did not meet the legislated timeframe (recognising the legislated timeframe can include extensions)	33
9. OIA requests published online	277
10. OIA requests completed that were subject to an extension	113
11. OIA requests completed that were transferred in full	14
12. OIA requests completed that were refused in full	268
13. Any further comments or breakdown about specific reasons for refusal	No. ³
14. Average number of working days to respond to completed OIA requests	15
15. Median number of working days to respond to completed OIA requests	12
16. Number of OIA complaints notified by the Ombudsman	6
17. Number of final opinions formed by the Ombudsman against the Ministry	1
18. Agency web address for published OIA responses	Responses to OIA Requests - Ministry of Social Development (msd.govt.nz)
19. Agency web address for published Cabinet papers	Cabinet papers - Information releases - Ministry of Social Development (msd.govt.nz)
20. Any other comments?	None

³ Refer to comments at paragraphs 7 and 8 of previous memo, *Six monthly OIA reporting for Te Kawa Mataaho: 1 July 2023 to 31 December 2023*, dated 29 January 2024.