



1 July 2026

Tēnā koe

Official Information Act request

Thank you for your email of 3 June 2026, requesting information about the Ministry of Social Development (the Ministry)'s performance and remuneration review processes.

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. A description of the performance rating scale currently used by your organisation when determining an employee's overall performance rating. Please note, I am not requesting information about your performance review process itself, only the rating scale used. For example, does your organisation assign employees a rating based on a 1-5 numerical scale, descriptive categories, matrices, or another model. I would like to know the type of rating scale used and how it defines each stage/step of the scale.*

The Ministry does not currently have a performance rating scale to determine an employee's overall performance.

- 2. A high-level description of what employees are currently assessed on as part of their performance review process. For example, is their rating based on the technical requirements/duties of their role, competencies, behaviours, alignment to values, etc. An indication of how these areas are weighted would also be helpful. A high-level description of your organisation's overall approach is fine, I am not seeking information on a role-by-role basis*

There is no set description of what employees are currently assessed on as part of their performance. The Ministry takes a development-first approach to performance, focused on supporting ongoing improvement, capability development, and delivery of outcomes through regular conversations between employees and their managers.

- 3. A high-level description of if/how performance ratings are currently taken into account when your organisation carries out regular remuneration*

reviews. Does an employee's performance rating affect their remuneration review and, if so, how?

Performance is also not linked to remuneration reviews, instead we have step-based pay ranges with step progression occurring annually for most employees.

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

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A handwritten signature in black ink, appearing to read 'Anna Graham', written over a light blue horizontal line.

Anna Graham
General Manager
Ministerial and Executive Services