



31 July 2026

Tēnā koe

Official Information Act request

Thank you for your email of 17 July 2026, requesting information about the number of staff who have not met the Regional Commissioner Performance Measures or KPI's for the Housing Services Effectiveness Performance Area, and all targeted improvement plans.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

I can confirm that no staff have been recorded as 'needs improvement' in the Housing Services Effectiveness Performance Area and no targeted improvement plans have been developed as a result. Your request for copies of these plans is refused in full under section 18(e) of the Act, as the requested information does not exist.

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