



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

12 May 2026

Tēnā koe

Official Information Act Request

Thank you for your email of 18 April 2026 to the Ministry of Social Development (the Ministry), requesting information about Disability Support Services (DSS) residential support services.

I have considered your request under the Official Information Act 1982 (the Act).

Prior to re-contracting process beginning in June 2025, there were 88 contracted providers delivering residential support services.

The procurement established an open panel of residential support providers. This means that additional service providers can apply to join during its contract period. Current service providers can also apply to provide services in additional categories.

As a result:

- providers may continue to be added over time, and
- contract execution remains ongoing, including completion of due diligence and improvement plans.

At the conclusion of the evaluation process in early December 2025:

- 95 providers were approved to progress to contract award (including those subject to conditions), and
- 9 providers were not progressed.

Please refer to **Table One** in the below **Appendix** for the approximate number of providers (based on head office or primary service location) that are tracked to progress to contract award.

Because the panel is an open panel, this means that additional providers may be added over time and that the final contracted numbers may change as contract execution is completed.

You have asked how many of the current providers previously held residential support services contracts (incumbents), the Ministry can confirm, that at this time of the response, there were 83 providers who previously held residential support services contracts. This means that there are approximately 12 new providers (pending due diligence).

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 this response, 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

Table One: The approximate number of providers (based on head office or primary service location) that are tracked to progress to contract award.

Region	Approximate number
Auckland / Northland	30
Waikato / Bay of Plenty	15
Central North Island (Taranaki, Whanganui, Manawatū)	14
Wellington (including Hutt and Kāpiti)	10
Upper South Island (Nelson / Marlborough)	3
Canterbury	15
Lower South Island (Otago / Southland)	8
TOTAL:	95

Note for table:

- Please note that these figures are indicative only. Some providers deliver services across multiple regions and are counted once based on their primary location. As a result, regional totals may not fully reflect the distribution of service delivery across the country.