

14 May 2026

s9(2)(a)

Tālofa lava **s9(2)(a)**

RESPONSE TO AN OFFICIAL INFORMATION ACT REQUEST (REF: DOIA040-2025/26)

On 7 April 2026, you contacted the Ministry for Pacific Peoples (the Ministry) requesting under the Official Information Act 1982 (OIA), information relating to agency wide client decision making policies, criteria guidance, and related records. I have outlined your specific request and my response below.

I request all official information held by your agency from January 2019 to the date this request is processed relating to agency wide client decision making policies, criteria, guidance, and related records.

This includes, but is not limited to:

- policies, manuals, operational guidance, and internal rules used when making decisions affecting clients*
- criteria, thresholds, frameworks and decision making tools used by staff and what delegated authority that these decisions were made*
- training materials, practice notes, and instructions given to staff about client decision making*
- reports, audits, reviews and evaluations concerning how client decisions are made*
- communications, briefings, memoranda and meeting notes concerning client decision making process*
- templates, forms, checklists and workflow documents used in making client decisions*
- records showing categories or types of client decisions made by the agency*
- any documents describing review, escalation, quality assurance, complaint, or correction process for client decisions*

If any part of this request is more appropriately considered under the Local Government Official Information and Meetings Act 1987, please treat it accordingly or transfer it as required.

Auckland

9 Ronwood Ave, Manukau
PO Box 97005,
South Auckland Mail Centre 2240
P: 09 265 3200

Wellington National Office

Level 7, 1 Bowen House
Wellington, 6011
PO Box 833, Wellington 6143
P: 04 473 4493

Christchurch

Level 1, BNZ Centre
120 Hereford St
Private Bag 4741,
Christchurch 8011

If any part of this request is considered too broad, please provide reasonable assistance to refine it so it can be processed.

On multiple occasions, 10 April and 14 April 2026, the Ministry sought clarification to your original request as the volume of information requested was significant. Specifically, we sought clarification of the term “clients,” documentation type and you to narrow the scope of your request. We did not receive a response from both correspondence attempts.

After consultation across relevant Ministry teams and middle management, we have assessed that responding to your request would require substantial collation and research, including the manual compilation of information from multiple sources dating back to 2019. We are therefore refusing your request in full under section 18(f) of the OIA, that the information requested cannot be made available without substantial collation or research.

In line with standard OIA practice, the Ministry proactively publishes some of its responses to OIA requests. As such, this letter may be published on the Ministry for Pacific Peoples' website. Your personal details will be removed, and the Ministry will not publish any information that would identify you or your organisation. Should you wish to discuss this response with us, please feel free to contact the Ministry at: ويا_requests@mpp.govt.nz.

If you are dissatisfied with this response, you have the right, under section 28(3) of the OIA, to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

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Danilo Coelho de Almeida
Acting Deputy Secretary
Commissioning & Partnerships