



Te Kawa Mataaho

Public Service Commission

28 April 2026

9(2)(a) privacy

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Official Information Request

Our Ref: OIA 2026-0086

I refer to your Official Information Act 1982 (OIA) request received on 7 April 2026 for:

“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”*

We wrote to you on 7 April 2026 and again on 20 April 2026 to clarify your request but have not received a response from you.

Information does not exist

The Public Service Commission (the Commission) has a system leadership and stewardship role, rather than a service-delivery function. The Commission does not deliver services directly to the public and does not have “clients” or make individual client-level decisions in the way many government departments do.

Given this, the Commission does not hold the information you have requested. I am therefore refusing your request under section 18(e) of the OIA on the grounds the information does not exist.

If you wish to discuss this decision with us, please feel free to contact Enquiries@publicservice.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that we intend to publish this response (with your personal details removed) on the Commission’s website.

Yours sincerely



Nicky Dirks

**Manager – Ministerial and Executive Services
Te Kawa Mataaho Public Service Commission**