



## Agency OIA Statistics July to December 2022 to be released

<b>Date:</b>	7 March 2023		
<b>To:</b>	Hon Andrew Little, Minister for the Public Service		
<b>Action Sought:</b>	Note the OIA statistics to be released	<b>Due Date</b>	10 March 2023
<b>Report No:</b>	2023-0044		
<b>Contact:</b>	Olivia Cross, Acting Manager, Integrity, Ethics and Standards		
<b>Encl:</b>	Yes, appendices	<b>Priority:</b>	Medium
<b>Security Level:</b>	IN CONFIDENCE		

## Executive Summary

1. Te Kawa Mataaho has published Official Information Act (OIA) statistics covering Public Service departments, non-Public Service departments and statutory Crown entities every six months since 2016. This report covers OIA responses by 101 agencies from July to December 2022.
2. The latest statistics show 99 agencies (excluding NZ Police and NZ Defence Force) completed 27,968 requests in the reporting period. Agencies responded to 27,334 (97.7%) of requests within legislated timeframes, a slight increase of 0.8% on the previous period. The average time to respond to requests was 12.1 days, down from 13 days in the previous period.
3. The statistics show 8.2% of requests were extended, a slight reduction on the previous period (8.5%). Refusals in full were 8.4% of requests, an increase on 6.4% in the previous period which was affected because some agencies were unable to provide the data. Where agencies were able to provide a breakdown of the data, 75% of refusals were because the information is or will soon be publicly available, is not held, or does not exist.
4. The statistics show 47 final opinions were issued by the Ombudsman against agencies, an increase on the 21 in the previous period, but similar to the 44 final opinions in the December 2021 period.
5. The non-Public Service departments, NZ Police and NZ Defence Force, recorded 36,220 requests completed, similar to 36,283 in the previous period. The agencies responded to 85.6% of requests on time, with 1.1% of requests extended.
6. The OIA statistics are scheduled to be released on 15 March 2023 at the same time the Office of the Ombudsman releases its OIA complaints statistics.

## Recommended Action

We recommend that you:

- a **note** that the Official Information Act statistics for the period July to December 2022 are to be publicly released on 15 March 2023

Agree/ disagree.

- b **agree** that Te Kawa Mataaho release this briefing in full once the Official Information Act statistics have been publicly released on 15 March 2023

Agree/ disagree.



Hon Andrew Little

**Minister for the Public Service**

14/3/23

## Agency OIA Statistics July to December 2022 to be released

### Purpose of Report

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1. This report informs you of the release of Official Information Act (OIA) statistics for the July to December 2022 reporting period.

### Background:

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2. Te Kawa Mataaho has published OIA statistics covering Public Service departments, departmental agencies, Crown agents, independent Crown entities, autonomous Crown entities and non-Public Service departments (NZ Police and NZ Defence Force) every six months since the 2015/16 year. This memo covers OIA responses by 101 agencies from July to December 2022. During this period the 20 District Health Boards, interim Health New Zealand, interim Māori Health Authority, and the Health Promotion Agency were removed. Te Whatu Ora – Health New Zealand and the Whaikaha - Ministry of Disabled People were added to the agencies covered.
3. The OIA statistics show: the number of OIA requests completed; the number and percentage completed within legislated timeframes (including where responses times were extended); the number of published OIA responses; complaints to the Ombudsman notified to agencies; and cases where the Ombudsman found agencies to be deficient.
4. Measures added in the previous June 2022 collection and continued in this collection are the use of extensions and transfers, requests refused in full, and the average and median days to respond.
5. Non-Public Service departments (NZ Police and NZ Defence Force) are reported separately.

### Key findings

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#### Volume and timeliness

7. The statistics show 99 agencies (excluding NZ Police and NZ Defence Force) completed 27,971 requests in the reporting period. This represents an increase of 1,358 requests (5%) compared to the previous period.
8. Of the requests, 58% were completed by 5 agencies, Earthquake Commission (6,204), Department of Corrections (5,128), Te Whatu Ora - Health New Zealand (1,981), Fire and Emergency New Zealand (1,407) and the Ministry of Health (1,504). 80% of requests were completed by 12 agencies.
9. Agencies responded to 27,334 (97.7%) requests on time, a slight increase of 0.8% on the previous period. Te Whatu Ora - Health New Zealand responded to 89.8% of requests on time which is similar to the results from the previous period from the now disestablished District Health Boards.
10. The average time to respond to requests was 12.1 days, down from 13 days in the previous period. Despite this average, response times varied considerably across agencies.

#### Publication of OIA responses

11. Publication of OIA responses decreased by 41 responses from 2,712 to 2,671, largely influenced by 663 less responses published by the previous District Health Boards, now Te Whatu Ora – Health New Zealand.

12. 50% of responses were published by 6 agencies: Te Whatu Ora – Health New Zealand, Ministry of Health, Stats New Zealand, Ministry of Social Development, Department of Internal Affairs and Accident Compensation Corporation.

### **Extensions and refusals**

13. The statistics show 8.2% of requests were extended, a slight reduction on the previous period (8.5%). The statistics show 3.3% (previous period 2.8%) were transferred.
14. Refusals in full were 8.4% of requests. This was an increase on 6.4% in the previous period which was affected because some agencies were unable to provide the data as it was the first time it was collected. Only some agencies were able to provide a breakdown of the data. Where a breakdown was provided it indicates that 75% of refusals were because the information is or will soon be publicly available, is not held, or does not exist.

### **Ombudsman complaints**

15. Agencies report that 257 complaints to the Ombudsman were notified to them in the period, a 1.9% decrease on the previous period. 50% of these were notified to five agencies: Ministry of Health (45), Te Whatu Ora – Health New Zealand (34), Ministry of Business, Innovation and Employment (15), Ministry of Social Development (14) and Department of the Prime Minister and Cabinet (12).
16. The statistics show 45 final opinions were issued by the Ombudsman against agencies, an increase on 21 in the previous period but similar to 44 in the December 2021 period. This still represents only 0.15% of the 27,971 requests completed. Agencies with the most final opinions against them were the Ministry of Health (12), Ministry of Business, Innovation and Employment (7) and Oranga Tamariki (5).

### **Non-Public Service departments**

17. NZ Police completed 34,194 requests in the period, with 86.8% responded to on time and 1.1% of requests extended.
18. NZ Defence Force completed 2,026 requests with 64.2% completed on time. NZ Police has had increasing volumes of requests in recent periods due to the inclusion of responses to requests for personnel files. It reports it has applied additional resources and processes to manage a backlog of personnel file requests and is managing most other requests within the legislated timeframe.

### **Agencies at variance**

19. Some agencies reported capacity issues over the last year including recruitment challenges and unplanned staff absences. This contributed to some agencies reporting results that are at variance to the overall findings:
  - Pharmac: Of 88 requests, 69 (78%) were completed within the legislated timeframe. Pharmac also extended 35.5% of requests. Pharmac reports this was due to workload being affected by an increase in Parliamentary questions requiring input and by unplanned staff absences.
  - Oranga Tamariki: An 83% increase in the volume of requests contributed to 91.8% of requests being completed within the legislated timeframe (down from 97.2% in the previous period). The agency notes capacity has been impacted by vacancies, COVID-19, and other illnesses. It is currently improving processes, guidance and development of staff and ensuring appropriate resources are in place.

- NEMA: NEMA (National Emergency Management Agency) is a small agency with 7 requests in the period, but only completed 5 (71%) within the legislated timeframe, and extended 3 (43%).
- NZSIS and GCSB: NZSIS (88.1% of responses completed within the legislated timeframe) and GCSB (93.9% of responses completed within the legislated timeframe) results were affected by Covid absences, staff turnover and building accommodation issues. The agencies expect to return to full legislative compliance in the next period.

## **Next Steps**

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6. A full set of the statistics has been provided in advance to chief executives, who are encouraged to take an active interest in their agency's performance, including in comparison to their peers.
7. Attached are copies of:
  - the OIA statistics to be published (appendix one); and
  - graphs of the statistical data (appendix two).
8. The OIA statistics are scheduled to be released on 15 March 2023 at the same time the Office of the Ombudsman releases its OIA complaints statistics.
9. The release of the OIA statistics for the six months from July to December 2022 may attract some media interest. We will prepare a draft media statement and will liaise with your office on this as required.

15 March 2023

[www.publicservice.govt.nz](http://www.publicservice.govt.nz)

## Technical notes

### Time period

1 July - 31 December 2022

### Agencies covered

Agencies covered include all government departments and statutory Crown entities to which the Official Information Act (OIA) applies. The non-Public Service departments subject to the OIA, New Zealand Defence Force and New Zealand Police, are reported separately in this document.

### Collection of data

Agencies were asked to report:

- 1) the number of OIA requests (including requests subsequently transferred to another agency) that were completed during the period. This definition of an OIA request is unchanged from that used with previous statistics releases.
- 2) the extent to which responses were provided within legislated timeframes. Legislated timeframes under the OIA require agencies to respond to requests as soon as reasonably practicable and within 20 working days, but also allow for the extension of response times under certain circumstances.
- 3) the number of responses to OIA requests that were published on their websites during the period. Only published OIA responses have been included in this statistic; other proactively released information published on agency websites is not included.
- 4) the number of complaints advised by the Office of the Ombudsman to the agency during the period. This may differ to the complaints data provided by the Office of the Ombudsman due to differences in timing between the two sets of data and because not all complaints to the Ombudsman are notified to agencies. Some notifications may relate to requests made in previous reporting periods.
- 5) the number of final opinions issued against the agency by the Ombudsman during the period. This statistic reports the number of complaints for which the Ombudsman's investigation reported that the agency was deficient in its handling of an OIA request. Some of these findings relate to requests received in previous reporting periods.
- 6) how many of the OIA requests completed by the agency were subject to an extension.
- 7) how many of the OIA requests completed by the agency were transferred in full.
- 8) how many of the OIA requests completed by the agency between 1 January and 30 June 2022 were refused in full. Where information was withheld in full under sections 6, 7 or 9 of the OIA, agencies were asked to consider those as refusals under 18(a). Where information was withheld in full under section 10 of the OIA, agencies were asked to consider those as refusals under 18(b).
- 9) the average (i.e. mean) number of working days to respond to the OIA requests completed.  
Agencies were advised that this calculation should include requests responded to within 20 working days, extended requests where the requested was completed within the extended timeframe, and requests that were responded to outside legislated timeframes.
- 10) the median number of working days to respond to the OIA requests completed.

### Comparability of data

Agencies handle a wide variety in number, complexity, and size of OIA requests, and also have differing arrangements for processing requests. Agencies were asked to provide statistics using the same definition, yet figures may not be directly comparable. For example, figures may either include or exclude requests that are: transferred to another agency; received as less formal information requests, or; responded to, in full and immediately, at the time of the request.

Official Information Act (OIA) statistics by agency - Departments and Statutory Crown entities <sup>(1)</sup>



Agency type

Agency	OIA requests completed 1 Jul - 31 Dec 2022 <sup>(2)</sup>	OIA requests completed within legislated timeframe <sup>(3)</sup>	Percent OIA requests completed within legislated timeframe	OIA request responses published on the agency website <sup>(3)</sup>	OIA requests subject to an extension	Percent OIA requests subject to an extension	Average working days to respond	Median working days to respond
	Number	Number	Percent	Number	Number	Percent	Number	Number
<b>Public Service Departments</b>								
Department of Conservation Te Papa Atawhai	343	326	95.0%	50	57	16.6%	19.8	20.0
Department of Corrections	5,128	5,086	99.2%	22	98	1.9%	6.7	2.0
Department of the Prime Minister and Cabinet	251	240	95.6%	27	40	15.9%	17.9	15.0
Education Review Office	31	31	100.0%	11	-	-	13.5	15.5
Government Communications Security Bureau	33	31	93.9%	-	9	27.3%	34.2	20.0
Inland Revenue – Te Tari Taake	175	172	98.3%	88	11	6.3%	17.4	18.0
Manatū Taonga Ministry for Culture and Heritage	125	125	100.0%	9	15	12.0%	15.5	16.0
Manatū Wāhine Ministry for Women	20	20	100.0%	18	2	10.0%	18.1	17.0
Ministry for Pacific Peoples	26	26	100.0%	-	-	-	14.7	17.5
Ministry for Primary Industries	902	861	95.5%	-	174	19.3%	15.5	2.0
Ministry for the Environment – Manatū Mō Te Taiao	159	153	96.2%	18	46	28.9%	23.4	20.0
Ministry of Business, Innovation and Employment	1,102	1,038	94.2%	7	125	11.3%	19.7	19.0
Ministry of Defence Manatū Kaupapa Waonga	98	97	99.0%	-	1	1.0%	13.0	13.0
Ministry of Foreign Affairs and Trade	229	228	99.6%	52	91	39.7%	23.0	20.0
Ministry of Health – Manatū Hauora	1,504	1,454	96.7%	300	154	10.2%	11.3	7.0
Ministry of Social Development	744	716	96.2%	247	148	19.9%	14.0	15.0
New Zealand Customs Service	508	503	99.0%	79	24	4.7%	5.0	7.6
New Zealand Security Intelligence Service	67	59	88.1%	-	33	49.3%	55.1	25.0
Oranga Tamariki-Ministry for Children	194	178	91.8%	14	36	18.6%	22.7	21.0
Serious Fraud Office – Te Tari Hara Tāware	90	90	100.0%	-	4	4.4%	9.6	4.0
Stats NZ Tatauranga Aotearoa	279	279	100.0%	271	2	0.7%	16.0	17.0
Te Kawa Mataaho Public Service Commission	103	102	99.0%	64	7	6.8%	13.0	14.0
Te Manatū Waka The Ministry of Transport	134	128	95.5%	62	17	12.7%	18.1	19.0
Te Puni Kōkiri-Ministry of Māori Development	56	56	100.0%	-	13	23.2%	20.8	18.0
Te Tāhū o te Ture - Ministry of Justice	459	442	96.3%	40	78	17.0%	18.5	19.0
Te Tāhuhu o te Mātauranga   Ministry of Education	810	810	100.0%	117	81	10.0%	10.5	2.0
Te Tai Ōhanga   The Treasury	221	221	100.0%	116	40	18.1%	13.9	10.0
Te Tari Taiwhenua Department of Internal Affairs	421	398	94.5%	166	53	12.6%	17.5	19.0
Te Tari Ture o te Karauna Crown Law	94	94	100.0%	3	3	3.2%	14.7	18.0
Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development	115	114	99.1%	46	16	13.9%	18.2	18.0
Toitū Te Whenua Land Information New Zealand	88	88	100.0%	37	7	8.0%	15.0	16.0
<b>Departmental Agencies</b>								
Ministry for Ethnic Communities Te Tare Matawaka	21	20	95.2%	-	3	14.3%	18.8	19.0
National Emergency Management Agency	7	5	71.4%	-	3	42.9%	31.4	16.0
Office for Māori Crown Relations-Te Arawhiti	50	46	92.0%	6	16	32.0%	20.9	19.0
Social Wellbeing Agency	4	4	100.0%	4	-	-	19.8	20.0
Te Aho o Te Kahu (Cancer Control Agency)	4	4	100.0%	-	1	25.0%	23.8	19.5
Whaikaha – Ministry of Disabled People	83	79	95.2%	-	27	32.5%	15.0	9.0
<b>Statutory Crown entities - Crown agents</b>								
ACC	659	657	99.7%	127	19	2.9%	14.0	14.0
Antarctica New Zealand	17	17	100.0%	-	1	5.9%	8.0	9.4
Callaghan Innovation	39	39	100.0%	-	15	38.5%	22.5	20.0

Official Information Act (OIA) statistics by agency - Departments and Statutory Crown entities <sup>(1)</sup>



Agency type

Agency	OIA requests completed	OIA requests completed within	Percent OIA requests completed within	OIA request responses published on the agency website <sup>(3)</sup>	OIA requests subject to an extension	Percent OIA requests subject to an extension	Average working days to respond	Median working days to respond
	1 Jul - 31 Dec 2022 <sup>(2)</sup>	legislated timeframe	legislated timeframe					
	Number	Number	Percent	Number	Number	Percent	Number	Number
Civil Aviation Authority of New Zealand	128	128	100.0%	-	10	7.8%	13.7	14.0
Education New Zealand Manapou ki te Ao	5	5	100.0%	3	-	-	17.0	20.0
Energy Efficiency and Conservation Authority	25	24	96.0%	7	4	16.0%	17.9	19.0
Environmental Protection Authority	44	44	100.0%	27	2	4.5%	13.3	13.0
Fire and Emergency New Zealand	1,407	1,400	99.5%	-	73	5.2%	11.5	10.0
Health Quality and Safety Commission	20	20	100.0%	11	-	-	10.9	10.0
Health Research Council of New Zealand	5	5	100.0%	-	-	-	12.8	11.0
Herenga ā Nuku Aotearoa – Outdoor Access Commission	3	3	100.0%	1	-	-	5.7	4.0
Kāinga Ora–Homes and Communities	292	289	99.0%	15	150	51.4%	21.4	21.0
Maritime New Zealand	50	50	100.0%	-	14	28.0%	18.1	18.0
New Zealand Blood Service	3	3	100.0%	-	-	-	15.0	13.0
New Zealand Qualifications Authority	37	35	94.6%	14	-	-	19.1	19.0
New Zealand Trade and Enterprise	16	16	100.0%	-	6	37.5%	25.0	20.0
Pharmac	88	69	78.4%	19	35	39.8%	35.4	21.0
Real Estate Authority	24	23	95.8%	-	3	12.5%	18.6	20.0
Social Workers Registration Board	6	5	83.3%	-	-	-	20.7	19.5
Sport New Zealand Ihi Aotearoa	17	17	100.0%	-	8	47.1%	26.2	22.0
Taumata Arowai – the Water Services Regulator	15	15	100.0%	-	2	13.3%	15.5	16.0
Tertiary Education Commission – Te Amorangi Mātauranga Matua	32	32	100.0%	-	-	-	15.2	22.0
Te Whatu Ora – Health New Zealand	1,981	1,778	89.8%	349	150	7.6%	8.0	6.0
Toka Tū Ake EQC	6,204	6,182	99.6%	-	19	0.3%	10.0	11.0
Tourism New Zealand	7	7	100.0%	-	-	-	7.7	6.0
Waka Kotahi NZ Transport Agency	1,101	1,099	99.8%	83	172	15.6%	15.0	16.0
WorkSafe	367	366	99.7%	-	99	27.0%	20.2	19.0
<b>Statutory Crown entities - autonomous Crown entities</b>								
Accreditation Council	7	7	100.0%	6	1	14.3%	12.0	20.0
Arts Council of New Zealand Toi Aotearoa, Creative NZ	41	41	100.0%	1	14	34.1%	18.0	19.0
Broadcasting Commission, NZ On Air	22	18	81.8%	21	5	22.7%	15.2	19.0
Government Superannuation Fund Authority	1	1	100.0%	-	-	-	3.5	3.5
Guardians of New Zealand Superannuation	25	25	100.0%	24	5	20.0%	14.6	17.0
Heritage New Zealand Pouhere Taonga	13	13	100.0%	-	-	-	8.9	8.0
Lotto NZ	10	10	100.0%	-	-	-	18.2	20.0
Museum of New Zealand Te Papa Tongarewa	5	5	100.0%	3	2	40.0%	17.0	19.0
New Zealand Infrastructure Commission/Te Waihangā	8	8	100.0%	3	-	-	16.4	13.0
New Zealand Symphony Orchestra	0	0	0.0%	-	-	-	0.0	0.0
Peke Waihangā - Artificial Limb Service	12	12	100.0%	-	1	8.3%	8.0	5.0
Public Trust	5	5	100.0%	-	2	40.0%	25.0	20.0
Te Ara Ahunga Ora Retirement Commission	3	3	100.0%	2	-	-	13.3	16.0
Te Māngai Pāho (Māori Media Funding Agency)	7	7	100.0%	-	1	14.3%	17.7	18.0
Te Taura Whiri i te Reo Māori (Māori Language Commission)	4	4	100.0%	-	-	-	13.5	10.5
Te Tumu Whakaata Taonga New Zealand Film Commission	9	9	100.0%	3	-	-	11.5	11.0
<b>Statutory Crown entities - independent Crown entities</b>								
Children's Commissioner	9	8	88.9%	-	1	11.1%	15.0	10.0
Commerce Commission	101	101	100.0%	28	8	7.9%	14.4	14.0
Drug Free Sport New Zealand	3	3	100.0%	-	-	-	7.3	9.0



Official Information Act (OIA) statistics by agency - Departments and Statutory Crown entities <sup>(1)</sup>



Agency type

Agency	OIA requests completed 1 Jul - 31 Dec 2022 <sup>(2)</sup>	OIA requests completed within legislated timeframe <sup>(3)</sup>	Percent OIA requests completed within legislated timeframe	OIA request responses published on the agency website <sup>(3)</sup>	OIA requests subject to an extension	Percent OIA requests subject to an extension	Average working days to respond	Median working days to respond
	Number	Number	Percent	Number	Number	Percent	Number	Number
Electoral Commission	20	19	95.0%	10	1	5.0%	14.8	16.0
Electricity Authority	14	12	85.7%	9	-	-	26.6	13.0
External Reporting Board	4	4	100.0%	-	-	-	8.5	7.5
Financial Markets Authority	22	22	100.0%	13	5	22.7%	21.0	18.0
He Pou a Rangi Climate Change Commission	12	12	100.0%	10	1	8.3%	15.4	17.5
Health and Disability Commissioner	192	186	96.9%	-	19	9.9%	19.9	19.0
New Zealand Productivity Commission	4	4	100.0%	-	-	-	17.0	20.0
Office of the Privacy Commissioner Te Mana Mātāpono Matatapu	24	22	91.7%	-	1	4.2%	15.3	19.0
Takeovers Panel Te Pae Whitimana	3	3	100.0%	-	1	33.3%	10.0	0.0
Te Aka Matua o te Ture   Law Commission	15	15	100.0%	-	2	13.3%	7.2	3.0
Te Hiringa Mahara — Mental Health and Wellbeing Commission	2	2	100.0%	-	-	-	1.3	0.7
Te Kāhui Tatari Ture   Criminal Cases Review Commission	14	13	92.9%	-	1	7.1%	13.5	15.0
Te Kāhui Tika Tangata Human Rights Commission	60	59	98.3%	-	9	15.0%	14.4	17.0
Te Mana Whakaatu Classification Office	8	8	100.0%	1	-	-	10.3	10.5
Te Mana Whanonga Kaipāho Broadcasting Standards Authority	7	6	85.7%	2	-	-	8.4	7.0
Transport Accident Investigation Commission	12	12	100.0%	-	-	-	6.5	5.0

1. These statistics do not include New Zealand Defence Force and New Zealand Police, the non-Public Service departments subject to the OIA, which are reported separately in this
2. Agency practices can vary but generally a request should be logged and counted in an agency's statistics when "it requires considered application of the provisions of the Official Information Act 1982".
3. Some agencies take a proactive approach to releasing information that may be the subject of an OIA request. These proactive releases are not counted here as published responses to OIA requests.

Source: Te Kawa Mataaho Public Service Commission

Official Information Act (OIA) statistics by agency - Departments and Statutory Crown entities <sup>(1)</sup>



Agency type	OIA requests completed 1 Jul - 31 Dec 2022 <sup>(2)</sup>	Ombudsman complaints notified to the agency <sup>(3)</sup>	Final opinions issued by Ombudsman against the agency <sup>(4)</sup>	OIA requests transferred in full	Percent OIA requests transferred in full
Agency	Number	Number	Number	Number	Percent
<b>Public Service Departments</b>					
Department of Conservation Te Papa Atawhai	343	7	2	24	7.0%
Department of Corrections	5128	9	4	8	0.2%
Department of the Prime Minister and Cabinet	251	12	2	53	21.1%
Education Review Office	31	-	-	1	3.2%
Government Communications Security Bureau	33	-	-	-	-
Inland Revenue – Te Tari Taake	175	1	-	11	6.3%
Manatū Taonga Ministry for Culture and Heritage	125	5	-	7	5.6%
Manatū Wāhine Ministry for Women	20	-	-	-	-
Ministry for Pacific Peoples	26	-	-	1	3.8%
Ministry for Primary Industries	902	5	-	10	1.1%
Ministry for the Environment – Manatū Mō Te Taiao	159	6	-	9	5.7%
Ministry of Business, Innovation and Employment	1102	15	7	39	3.5%
Ministry of Defence Manatū Kaupapa Waonga	98	-	-	15	15.3%
Ministry of Foreign Affairs and Trade	229	8	2	15	6.6%
Ministry of Health – Manatū Hauora	1504	45	12	278	18.5%
Ministry of Social Development	744	14	-	43	5.8%
New Zealand Customs Service	508	1	-	2	0.4%
New Zealand Security Intelligence Service	67	4	1	-	-
Oranga Tamariki-Ministry for Children	194	10	5	9	4.6%
Serious Fraud Office – Te Tari Hara Tāware	90	-	-	1	1.1%
Stats NZ Tatauranga Aotearoa	279	-	1	3	1.1%
Te Kawa Mataaho Public Service Commission	103	1	-	27	26.2%
Te Manatū Waka The Ministry of Transport	134	-	-	10	7.5%
Te Puni Kōkiri-Ministry of Māori Development	56	-	-	3	5.4%
Te Tāhū o te Ture - Ministry of Justice	459	8	4	38	8.3%
Te Tāhuhu o te Mātauranga   Ministry of Education	810	8	-	34	4.2%
Te Tai Ōhanga   The Treasury	221	2	-	15	6.8%
Te Tari Taiwhenua Department of Internal Affairs	421	1	-	59	14.0%
Te Tari Ture o te Karauna Crown Law	94	-	-	5	5.3%
Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development	115	2	-	10	8.7%
Toitū Te Whenua Land Information New Zealand	88	4	-	3	3.4%
<b>Departmental Agencies</b>					
Ministry for Ethnic Communities Te Tare Matawaka	21	-	-	-	-

National Emergency Management Agency	7	2	-	-	-
Office for Māori Crown Relations-Te Arawhiti	50	1	-	1	2.0%
Social Wellbeing Agency	4	-	-	-	-
Te Aho o Te Kahu (Cancer Control Agency)	4	-	-	-	-
Whaikaha — Ministry of Disabled People	83	3	-	14	16.9%

#### Statutory Crown entities - Crown agents

ACC	659	3	-	5	0.8%
Antarctica New Zealand	17	-	-	1	5.9%
Callaghan Innovation	39	3	-	-	-
Civil Aviation Authority of New Zealand	128	2	-	4	3.1%
Education New Zealand Manapou ki te Ao	5	-	-	-	-
Energy Efficiency and Conservation Authority	25	1	-	1	4.0%
Environmental Protection Authority	44	-	-	2	4.5%
Fire and Emergency New Zealand	1407	7	-	3	0.2%
Health Quality and Safety Commission	20	-	-	-	-
Health Research Council of New Zealand	5	-	-	-	-
Herenga ā Nuku Aotearoa — Outdoor Access Commission	3	-	-	-	-
Kāinga Ora—Homes and Communities	292	4	1	12	4.1%
Maritime New Zealand	50	1	-	-	-
New Zealand Blood Service	3	-	-	-	-
New Zealand Qualifications Authority	37	-	-	4	10.8%
New Zealand Trade and Enterprise	16	-	-	-	-
Pharmac	88	1	-	2	2.3%
Real Estate Authority	24	-	-	-	-
Social Workers Registration Board	6	-	-	-	-
Sport New Zealand Ihi Aotearoa	17	1	1	-	-
Taumata Arowai — the Water Services Regulator	15	-	-	-	-
Tertiary Education Commission – Te Amorangi Mātauranga Matua	32	-	-	1	3.1%
Te Whatu Ora — Health New Zealand	1981	34	3	18	0.9%
Toka Tū Ake EQC	6204	1	-	-	-
Tourism New Zealand	7	-	-	-	-
Waka Kotahi NZ Transport Agency	1101	6	1	93	8.4%
WorkSafe	367	5	-	8	2.2%

#### Statutory Crown entities - autonomous Crown entities

Accreditation Council	7	-	-	-	-
Arts Council of New Zealand Toi Aotearoa, Creative NZ	41	1	-	-	-
Broadcasting Commission, NZ On Air	22	-	-	1	4.5%
Government Superannuation Fund Authority	1	-	-	-	-
Guardians of New Zealand Superannuation	25	-	-	-	-
Heritage New Zealand Pouhere Taonga	13	-	-	-	-
Lotto NZ	10	-	-	-	-
Museum of New Zealand Te Papa Tongarewa	5	-	-	-	-
New Zealand Infrastructure Commission/Te Waihanga	8	-	-	-	-
New Zealand Symphony Orchestra	-	-	-	-	-
Peke Waihanga - Artificial Limb Service	12	-	-	-	-
Public Trust	5	-	-	-	-
Te Ara Ahunga Ora Retirement Commission	3	-	-	-	-
Te Māngai Pāho (Māori Media Funding Agency)	7	-	-	-	-
Te Taura Whiri i te Reo Māori (Māori Language Commission)	4	-	-	-	-

Te Tumu Whakaata Taonga New Zealand Film Commission	9	-	-	-	-
<b>Statutory Crown entities - independent Crown entities</b>					
Children's Commissioner	9	-	-	-	-
Commerce Commission	101	4	1	1	1.0%
Drug Free Sport New Zealand	3	-	-	-	-
Electoral Commission	20	2	-	-	-
Electricity Authority	14	1	-	-	-
External Reporting Board	4	-	-	-	-
Financial Markets Authority	22	-	-	-	-
He Pou a Rangi Climate Change Commission	12	1	-	1	8.3%
Health and Disability Commissioner	192	2	-	3	1.6%
New Zealand Productivity Commission	4	-	-	-	-
Office of the Privacy Commissioner Te Mana Mātāpono Matatapu	24	1	-	1	4.2%
Takeovers Panel Te Pae Whitimana	3	-	-	-	-
Te Aka Matua o te Ture   Law Commission	15	-	-	-	-
Te Hiringa Mahara — Mental Health and Wellbeing Commission	2	-	-	-	-
Te Kāhui Tatari Ture   Criminal Cases Review Commission	14	-	-	-	-
Te Kāhui Tika Tangata Human Rights Commission	60	2	-	4	6.7%
Te Mana Whakaatu Classification Office	8	-	-	-	-
Te Mana Whanonga Kaipāho Broadcasting Standards Authority	7	-	-	-	-
Transport Accident Investigation Commission	12	-	-	2	16.7%

1. These statistics do not include New Zealand Defence Force and New Zealand Police, the non-Public Service departments subject to the OIA, which are reported separately in this document.
2. Agency practices can vary but generally a request should be logged and counted in an agency's statistics when "it requires considered application of the provisions of the Official Information Act 1982".
3. These numbers may differ to the complaints data provided by the Office of the Ombudsman due to differences in timing between the two sets of data and because not all complaints to the Ombudsman are notified to agencies. Some notifications may relate to requests made in previous reporting periods.
4. This statistic can include final opinions issued by the Ombudsman during the current reporting period that relate to complaints from previous reporting periods. Note that not all notified investigations result in final opinions, as they can be discontinued. The full set of data on complaints received by the Office of the Ombudsman, and the outcome for each, can be found at: <https://www.ombudsman.org.nz/foi/2019-2020>
5. For a description of reasons for refusal, refer to section 18 of the OIA: <https://www.legislation.govt.nz/act/public/1982/0156/latest/DLM65600.html>.

Source: Te Kawa Mataaho Public Service Commission



## Agency type

Agency	OIA requests refused in full	OIA requests refused in full	Breakdown of refusals (where available)
	Number	Percent	Comment
<b>Public Service Departments</b>			
Department of Conservation Te Papa Atawhai	Not recorded this period.		
Department of Corrections	326	6.4%	
Department of the Prime Minister and Cabinet	57	22.7%	
Education Review Office	3	9.7%	
Government Communications Security Bureau	16	48.5%	18(a) or (b): 10, 18(d):2, 18(e):5, 18(g):1.
Inland Revenue – Te Tari Taake	38	21.7%	Inland Revenue has confidentiality provisions set out in section 18 of the Tax Administration Act 1994.
Manatū Taonga Ministry for Culture and Heritage	11	8.8%	18(d):3, 18(e):5, 18(g):1
Manatū Wāhine Ministry for Women	-	-	
Ministry for Pacific Peoples	5	19.2%	
Ministry for Primary Industries	20	2.2%	
Ministry for the Environment – Manatū Mō Te Taiao	Not recorded this period. The Ministry's workflow tool is currently unable to distinguish between responses that are granted or refused in full.		
Ministry of Business, Innovation and Employment	136	12.3%	18(d):34
Ministry of Defence Manatū Kaupapa Waonga	12	12.2%	
Ministry of Foreign Affairs and Trade	44	19.2%	18(a) or (b): 9, 18(d):8, 18(e):19, 18(f):6 18(g):2
Ministry of Health – Manatū Hauora	262	17.4%	
Ministry of Social Development	83	11.2%	
New Zealand Customs Service	91	17.9%	87 requests refused in full were from Finance Companies where the Privacy Authorisation form is incomplete and therefore does not allow Customs to release the personal information that had been requested.
New Zealand Security Intelligence Service	18	26.9%	18 (a) or (b):14, 18(e):9, 18(f):1
Oranga Tamariki-Ministry for Children	25	12.9%	
Serious Fraud Office – Te Tari Hara Tāware	33	36.7%	
Stats NZ Tatauranga Aotearoa	10	3.6%	
Te Kawa Mataaho Public Service Commission	22	21.4%	18(d):5, 18(e):15
Te Manatū Waka The Ministry of Transport	Not recorded this period. Recently started tracking. Information will be available in future.		
Te Puni Kōkiri-Ministry of Māori Development	5	8.9%	18(d):3, 18(e):2, 18(f):1
Te Tāhū o te Ture - Ministry of Justice	3	0.7%	Court records are not subject to the OIA but may be released under Court Rules, which is a judicial decision.
Te Tāhuhu o te Mātauranga   Ministry of Education	151	18.6%	The most common ground for refusal is 18(d), as the Ministry has a robust proactive release programme. The next most common is 18(g) it is used when the aggregate information requested is not held by the Ministry centrally, but might be collected by all schools individually, or raw data is available but not specific analysis as requested.
Te Tai Ōhanga   The Treasury	45	20.4%	18 (a) or (b): 7, 18(d):18, 18(g): 20

Te Tari Taiwhenua Department of Internal Affairs	79	18.8% 18 (a) or (b): 21, 18(d): 23, 18(e):17, 18(f):7, 18(g):23
Te Tari Ture o te Karauna Crown Law	36	38.3%
Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development	17	14.8%
Toitū Te Whenua Land Information New Zealand	5	5.7% 18 (a) or (b):2, 18(d):1, 18(e):1, 18(g):1

#### Departmental Agencies

Ministry for Ethnic Communities Te Tare Matawaka	4	19.0%
National Emergency Management Agency	3	42.9%
Office for Māori Crown Relations-Te Arawhiti	3	6.0%
Social Wellbeing Agency	1	25.0% 18(d):1
Te Aho o Te Kahu (Cancer Control Agency)	2	50.0%
Whaikaha – Ministry of Disabled People	2	2.4%

#### Statutory Crown entities - Crown agents

ACC	89	13.5% 18(a) or (b):16, 18(d):24, 18(e):18 18(f):9, 18(g):10, 18(h): 2. 8 others under multiple grounds.
Antarctica New Zealand	-	-
Callaghan Innovation	6	15.4% 18(d): 2, 18(g): 4
Civil Aviation Authority of New Zealand	16	12.5% 18(a) or (b): 6
Education New Zealand Manapou ki te Ao	2	40.0% 18(a) or (b): 1, 18(d):1
Energy Efficiency and Conservation Authority	1	4.0%
Environmental Protection Authority	3	6.8% 18(a) or (b): 1, 18(e):1, 18(g):1
Fire and Emergency New Zealand	67	4.8%
Health Quality and Safety Commission	1	5.0%
Health Research Council of New Zealand	-	-
Herenga ā Nuku Aotearoa – Outdoor Access Commission	-	-
Kāinga Ora–Homes and Communities	45	15.4%
Maritime New Zealand	8	16.0%
New Zealand Blood Service	-	-
New Zealand Qualifications Authority	7	18.9% 18 (a) or (b): 1, 18(c):1, 18(d):1, 18(g):4
New Zealand Trade and Enterprise	-	-
Pharmac	-	-
Real Estate Authority	4	16.7% 18(c):4. Requests were not consistent with the purpose of our public register, as set out by section 64 of the Real Estate Agents Act 2008
Social Workers Registration Board	-	-
Sport New Zealand Ihi Aotearoa	2	11.8% 18(d):1, 18(e): 1
Taumata Arowai – the Water Services Regulator	1	6.7% 18(g):1
Tertiary Education Commission – Te Amorangi Mātauranga Matua	1	3.1% 18(e):1
Te Whatu Ora – Health New Zealand	109	5.5%
Toka Tū Ake EQC	6	0.1% The majority of refusals were made under section 18(e) – that the information does not exist.
Tourism New Zealand	1	14.3% 18(d):1
Waka Kotahi NZ Transport Agency	327	29.7% 15(a) or (b):15, 18(d):33, 18(e):28, 18(f):18, 18(g):216
WorkSafe	-	-

#### Statutory Crown entities - autonomous Crown entities

Accreditation Council	-	-
Arts Council of New Zealand Toi Aotearoa, Creative NZ	4	9.8% 18(e):1, 18(f):1, 18(g):2
Broadcasting Commission, NZ On Air	4	18.2% 18(d):1, 18(e):1, 18(g):3

Government Superannuation Fund Authority	-	-
Guardians of New Zealand Superannuation	15	60.0% 18(a) or (b): 3, 18(e):2, 18(f):4, 18(g):6
Heritage New Zealand Pouhere Taonga	-	-
Lotto NZ	-	-
Museum of New Zealand Te Papa Tongarewa	-	-
New Zealand Infrastructure Commission/Te Waihanga	-	-
New Zealand Symphony Orchestra	-	-
Peke Waihanga - Artificial Limb Service	-	-
Public Trust	-	-
Te Ara Ahunga Ora Retirement Commission	-	-
Te Māngai Pāho (Māori Media Funding Agency)	-	-
Te Taura Whiri i te Reo Māori (Māori Language Commission)	-	-
Te Tumu Whakaata Taonga New Zealand Film Commission	1	11.1% 18 (a) or (b): 1

#### Statutory Crown entities - independent Crown entities

Children's Commissioner	-	-
Commerce Commission	3	3.0% 18(d): 1, 18(g): 1
Drug Free Sport New Zealand	1	33.3%
Electoral Commission	3	15.0% 18 (a) or (b): 2, 18(g):1
Electricity Authority	4	28.6% 18(d): 4
External Reporting Board	-	-
Financial Markets Authority	3	13.6% 18(e):2, 18(g):1
He Pou a Rangi Climate Change Commission	4	33.3% Reasons included 18(d) and 18(e)
Health and Disability Commissioner	17	8.9%
New Zealand Productivity Commission	-	-
Office of the Privacy Commissioner Te Mana Mātāpono Matatapu	8	33.3%
Takeovers Panel Te Pae Whitimana	-	-
Te Aka Matua o te Ture   Law Commission	-	-
Te Hiringa Mahara — Mental Health and Wellbeing Commission	-	-
Te Kāhui Tatari Ture   Criminal Cases Review Commission	-	-
Te Kāhui Tika Tangata Human Rights Commission	11	18.3% 18(a) or (b):1, 18(d):1, 18(e):2, 18(f):2, 18(g):5
Te Mana Whakaatu Classification Office	-	-
Te Mana Whanonga Kaipāho Broadcasting Standards Authority	-	-
Transport Accident Investigation Commission	5	41.7%

1. These statistics do not include New Zealand Defence Force and New Zealand Police, the non-Public Service departments
2. Agency practices can vary but generally a request should be logged and counted in an agency's statistics when "it requires
3. These numbers may differ to the complaints data provided by the Office of the Ombudsman due to differences in timing between the two sets of data and because not all complaints to the Ombudsman are notified to agencies. Some notifications
4. This statistic can include final opinions issued by the Ombudsman during the current reporting period that relate to complaints from previous reporting periods. Note that not all notified investigations result in final opinions, as they can be
5. For a description of reasons for refusal, refer to section 18 of the OIA:



**Official Information Act (OIA) statistics by agency - Non-Public Service Departments**

Agency type	OIA requests completed 1 Jul - 31 Dec 2022 <sup>(1)</sup>	OIA requests completed within legislated timeframe	OIA requests completed within legislated timeframe	OIA request responses published on the agency website <sup>(2)</sup>	OIA requests subject to an extension	OIA requests subject to an extension	Average working days to respond	Median working days to respond
Agency	Number	Number	Percent	Number	Number	Percent	Number	Number
<b>Non-Public Service Departments</b>								
New Zealand Defence Force	2,026	1,301	64.2%	50	16	0.8%	94	74.0
New Zealand Police	34,194	29,686	86.8%	9	403	1.2%	13	12.0

1. Agency practices can vary but generally a request should be logged and counted in an agency's statistics when "it requires considered application of the provisions of the Official Information Act 1982".

2. Some agencies take a proactive approach to releasing information that may be the subject of an OIA request. These proactive releases are not counted here as published responses to OIA requests.

3. The increase in requests completed by the NZDF over recent reporting periods reflects the inclusion of responses to requests for personnel files.

The NZDF has applied additional resources and processes to manage a backlog of personnel file requests and is managing most other requests within the legislated timeframe.

4. Some of the data for the newer measures is partial only, as some of Police's OIA recording systems do not have the ability to record all the data. Slippages in Police's completion within timeframe rates is due largely to staffing issues and ongoing sickness.

Source: Te Kawa Mataaho Public Service Commission



Official Information Act (OIA) statistics by agency - Non-Public Service Departments

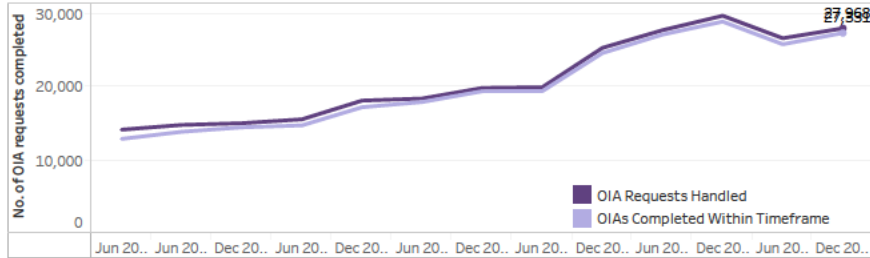
Agency type	OIA requests completed 1 Jul - 31 Dec 2022 <sup>(2)</sup>	Ombudsman complaints notified to the agency <sup>(3)</sup>	Final opinions issued by Ombudsman against the agency <sup>(4)</sup>	OIA requests transferred in full	OIA requests transferred in full	OIA requests refused in full	OIA requests refused in full	Breakdown of refusals (where available)
Agency	Number	Number	Number	Number	Percent	Number	Percent	Comment
<b>Non-Public Service Departments</b>								
New Zealand Defence Force	2026	5	2	3	0.1%	68	3.4%	Reasons were: information requested does not exist or could not be found, substantial collation and research, the information requested is or will soon be publicly available.
New Zealand Police	34194	50	20	39	0.1%	1184	3.5%	

1. Agency practices can vary but generally a request should be logged and counted in an agency's statistics when "it requires considered application of the provisions of the Official Information Act 1982".
2. These numbers may differ to the complaints data provided by the Office of the Ombudsman due to differences in timing between the two sets of data and because not all complaints to the Ombudsman are notified to agencies. Some notifications may relate to requests made in previous reporting periods.
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# OIA STATISTICS SUMMARY

July - December 2022

## OIA REQUESTS COMPLETED

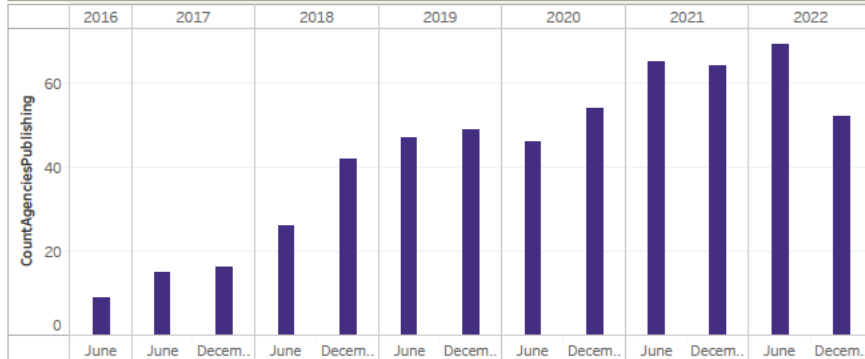


Note: The first two OIA collections covered an annual period (July 2015 to June 2016 and July 2016 to June 2017). The graph above shows a six month cut of the annual information for comparability purposes.

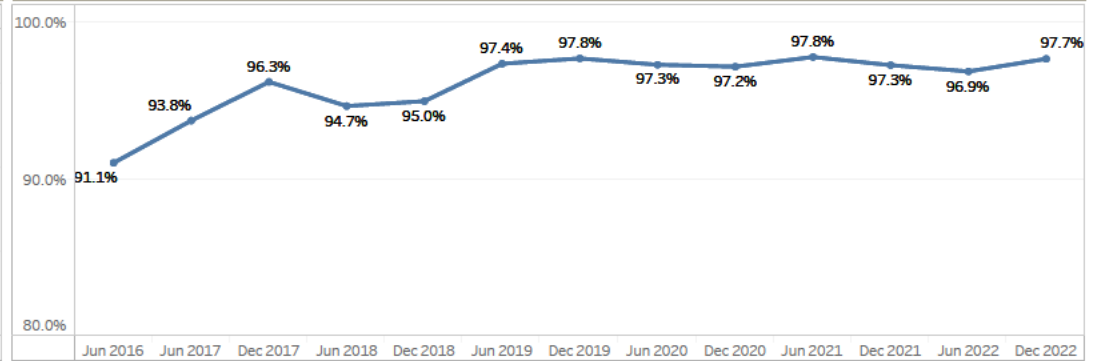
## HIGH LEVEL RESULTS

- 27,968 OIA requests were completed in the six months to December 2022.
- 27,331 (97.7%) OIA requests were completed within legislated timeframes.
- 2,671 OIA responses were published during the six months to December 2022.
- New Zealand Police and New Zealand Defence Force are reported separately.

## AGENCIES PUBLISHING OIA RESPONSES IN LATEST PERIOD



## OVERALL OIA TIMELINESS RESULT (%)



## NEW QUESTIONS & SUMMARY - DECEMBER 2022

	December 20..	December 2022
OIA Requests Handled	27,968	OIA extensions - number: 2,297
OIAs Completed Within Timeframe	27,331	OIA extensions - percent of total: 8.2%
Requests completed within timeframe - percent	97.7%	OIA refusals - number: 2,347
Days taken to complete - average	12.1	OIA refusals - percent of total: 8.4%
		OIA transfers - number: 915
		OIA transfers - percent of total: 3.3%

## OIA TIMELINESS RESULT (%) BY AGENCY TYPE

Agency Type	June 2016	June 2017	December 2017	June 2018	December 2018	June 2019	December 2019	June 2020	December 2020	June 2021	December 2021	June 2022	December 2022
Public Service Departments	90.9%	93.2%	94.6%	96.1%	97.1%	97.3%	97.7%	96.2%	96.0%	96.9%	96.4%	96.2%	97.6%
Statutory Crown entities - District Health Boards (DHB)	79.7%	85.2%	95.9%	90.7%	93.7%	94.1%	96.3%	92.5%	88.5%	90.4%	92.6%	89.9%	
Other Crown Entities	94.9%	96.6%	98.3%	94.1%	92.6%	98.3%	98.2%	99.2%	99.5%	99.4%	99.1%	98.8%	97.9%
<b>OVERALL OIA TIMELINESS RESULT (%)</b>	<b>91.1%</b>	<b>93.7%</b>	<b>96.3%</b>	<b>94.7%</b>	<b>95.0%</b>	<b>97.4%</b>	<b>97.8%</b>	<b>97.3%</b>	<b>97.2%</b>	<b>97.8%</b>	<b>97.3%</b>	<b>96.9%</b>	<b>97.7%</b>

Note: The first two OIA collections covered an annual period (July 2015 to June 2016 and July 2016 to June 2017). The graph and table above show a six month cut of the annual information for comparability purposes.