



PLANNING FOR OIA STATISTICS – July to December 2025

This document provides details for agencies regarding the next OIA statistics release, which will cover the period 1 July to 31 December 2025.

Key dates

- Tuesday 3 February – responses due back from agencies
- Wednesday 4 February – verification with agencies starts
- Thursday 19 February – final changes required from agencies
- Thursday 12 March – scheduled publication date.

This collection applies to the agencies for which OIA statistics are published by Te Kawa Mataaho Public Service Commission (the Commission), covering departments and statutory Crown entities to which the OIA applies.

Summary of questions

Section 1 - Agency name and contact details

Questions 1-6

These questions capture your agency's name and contact details for the agency.

Section 2 - Requests completed, published, extended, transferred or refused

Question 7:

How many OIA requests were completed by your agency between 1 July to 31 December 2025?

This statistic will be published by as the number of requests completed during the period.

OIA request means “any request received by an agency which is logged as an OIA request (including requests subsequently transferred to another agency)”. A request for official information is to be logged when it requires considered application of the provisions of the OIA.

Completed means “no further actions are required by the agency under the OIA (other than responding to any potential complaint to the Ombudsman)”. Completed requests include those transferred in full to another agency or office. It excludes requests that were withdrawn.

Question 8:

How many of the completed OIA requests **did not** meet the legislated timeframe (recognising the legislated timeframe can include extensions)?

The number and percentage of OIA requests completed within the legislated timeframe will be calculated from this statistic and published. This raw statistic will not be published.

A response is counted as not meeting legislated timeframes when the decision on the request is communicated outside the maximum 20 working days or the specified period of extension.

OIA requests completed within legislated timeframe (number) = Number of requests completed minus Number of late decisions.

The proportion of requests completed with the legislated timeframe will be published as a percentage of the number of completed requests, to one decimal place.

Question 9:

How many responses to OIA requests were published on your agency’s website between 1 July to 31 December 2025?

This statistic will be published as the number of OIA responses that were published on the agency website.

Question 10:

How many OIA requests completed by your agency between 1 July to 31 December 2025 were subject to an extension?

This statistic will be published as the number of completed OIA requests that were extended.

This is a count of OIA requests where the time limit was extended under section 15A of the Act **and** completed during the reporting period, regardless of whether the extended timeframe was met. A request which is extended more than once should only be counted one time.

Question 11:

How many OIA requests completed by your agency 1 July to 31 December 2025 were transferred in full?

This statistic will be published as the number of OIA requests transferred in full.

OIA requests that are transferred in full to another agency or office for response are counted if the transfer is completed during the period.

Where an OIA request is transferred in part to another agency, the receiving agency counts their part as a new OIA request, and the transferring agency counts the remaining part as an OIA request.

Question 12:

How many OIA requests completed by your agency between 1 July to 31 December 2025 were refused in full?

This statistic will be published as the number of OIA requests refused in full.

This means where the request was refused under one or more of the reasons under section 18 of the OIA, Refusal of requests. Where information is withheld in full under sections 6, 7 or 9 of the OIA, that should be counted here as it is deemed a refusal under 18(a). Where information is withheld in full under section 10 of the OIA, that should be counted here as it is deemed as a refusal under 18(b).

Question 13:

Do you have any comment or further breakdown of refusals (for example specific reasons for refusal, such as publicly available or does not exist) you would like to provide in relation to the answer to question 12.

This is a Yes/No question. If you answer “Yes”, you will be given the option to answer questions in Section 3.

If you answer “No” you will skip section three and move on to Section 4.

This is an open text field for further breakdown or comment on your agency’s response to question 12, for example to comment on the number or proportion of refusals under certain section 18 reasons.

Section 3 – Refusals breakdown

Questions 14-21: These questions allow you to provide a general comment on refusals, and/or provide a specific breakdown of how many requests were refused under particular sections of the OIA.

Section 4 - Average time to complete, complaints, proactive release

Question 22:

What was the average (i.e. mean) number of working days to respond to the OIA requests completed between 1 July to 31 December 2025?

This statistic will be published as the average number of working days to respond to OIA requests completed during this period.

This is the mean number of working days. Please calculate to at least one decimal place. This calculation should include requests responded to within 20 working days, extended requests where the request was completed within the extended timeframe, and requests that were responded to outside legislated timeframes.

Question 23:

What was the median number of working days to respond to the OIA requests completed between 1 July to 31 December 2025?

This statistic will be published as the median number of working days to respond to OIA requests completed during this period.

This includes both extended requests where the requested was completed within the extended timeframe, and requests that were responded to outside legislated timeframes.

Question 24:

How many OIA complaints were notified by the Ombudsman to your agency between 1 July to 31 December 2025?

This statistic will be published by the Commission as the number of Ombudsman complaints notified to the agency during the period.

Complaints notified by the Ombudsman includes a count of notifications of formal investigations, even if the complaint is subsequently withdrawn or the findings are in favour of the agency. It does not need to include counts of informal enquiries by the Ombudsman regarding particular requests which may be resolved without investigation.

Notes accompanying the statistics will make clear that some of the complaints notified may relate to requests from previous periods.

Question 25:

How many OIA final opinions were formed by the Ombudsman against your agency, where the agency was found deficient, between 1 July to 31 December 2025 (including those received during the period that relate to requests from previous periods)?

This statistic will be published as the number of final opinions issued by Ombudsman against the agency during the period where a deficiency was identified.

Final opinions against the agency counts only those cases where the Ombudsman completes a formal investigation **and** reports that the agency was deficient in its handling of an OIA request.

Final opinions can contain the outcomes of multiple grounds for complaint and each one is separately recorded in the Ombudsman's complaints data, and should be reported individually in your agency's reported statistics (i.e. on each complaint ground where a deficiency was found, as opposed to each case).

Notes accompanying the statistics will make clear that final opinions against the agency may relate to requests handled in previous periods.

Question 26:

Please provide the URL/web address to the page used by your agency to publish OIA responses.

This address is used to update a [database of proactive release locations across government](#). If your agency does not currently publish OIA responses, or does not publish them in a centralised location, please indicate that in the text box available.

Question 27:

Please provide the URL/website link to the page used by your agency to publish Cabinet papers.

This address is used to produce a [database of proactive release locations across government](#). If your agency does not produce Cabinet papers, or does not publish them in a centralised location, please indicate that in the text box available.