



18 December 2025

Tēnā koe

Official Information Act request

Thank you for your email of 26 September 2025, requesting information from the Ministry of Development (the Ministry) about current targets/measures/KPIs for Service Centres relating to benefit numbers, employment outcomes and supports, training and emergency housing.

I would like to reiterate my apologies for the delay in responding to your request and I appreciate your patience and understanding.

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

As you will be aware, two of the nine Government Targets relate to services and products administered by the Ministry. These Government Targets are:

- Target 5 – 50,000 fewer people on Jobseeker Support Benefit by 2030.
- Target 8 – 75% reduction of households in emergency housing by 2030.

As the Ministry advised you on 21 November 2025, I have interpreted your request for 'current' targets or measures to refer to the current financial year. If you are interested in additional information regarding the 2030 Government Targets, you are welcome to make a fresh request.

Please find my decision on each part of your request set out separately below.

1. *What current targets/measures/KPIs are in place for MSD offices and Regions relating to benefit numbers, employment outcomes and supports, training, and emergency housing numbers?*
2. *What current targets/measures/KPIs are in place for MSD offices and Regions relating to benefit numbers, employment outcomes and supports, training, and emergency housing numbers, by Region?*
3. *What current targets/measures/KPI's are in place for MSD offices and Regions relating to benefit numbers, employment outcomes and supports, training and emergency housing numbers, by site?*
4. *Please detail these targets/measures/KPIs by Region and by month.*
5. *When do these targets/measures/KPIs start and when do they end?*

The Ministry has implemented Performance Measures for all regions to support our overarching Jobseeker Reduction and Emergency Housing reduction targets. These

measures keep us focused on supporting clients with income, housing, and employment needs in a timely way.

It's important to note that while targets under 'Employment Measures,' 'Work Services Employment Outcome targets,' and 'Other targets' all play a role in the Government Targets, they are part of a broader approach rather than the only factors involved. Inflows of clients coming onto benefit continue to be an important contributing factor in overall progress against the Jobseeker Target.

The Regional Performance Measures are in place for the financial year ending 30 June 2026. They are used by Regional Commissioners and Regional Directors to communicate and monitor areas of focus for the financial year. Site level targets are also used to support regional allocation of resourcing. Please refer to the attached **Appendix** for information regarding the Ministry's current Performance Measures, broken down by regional and site level where applicable. Note that site targets are a split of regional targets and are rounded to the nearest whole number in practice.

While your request is focused on measures, targets and KPIs at a site level, you may be interested to know that the Ministry reports on a range of KPIs and Estimates performance measures at a national level through its [Annual Report](#).

The Ministry's Key Performance Indicators (KPIs) can be found [here](#). The Ministry's KPIs collectively monitor our progress in delivering to our impacts (as outlined in [MSD's Strategic Intentions 2025-2029](#)).

The Ministry also reports progress against its Estimates performance measures as set out in the [Vote Social Development](#) and [Vote Disability Support Services](#) Estimates of Appropriations. These track our delivery of the initiatives and services we are funded to provide.

The Ministry and Ministry of Housing and Urban Development have a shared target to reduce the number of households in emergency housing by 75 percent. The target sees households in emergency housing reducing from 3,141 to less than 800 by 2030. When the target was set, there were 3,141 households in emergency housing. The total number of households in emergency housing is 438 households as at 30 September 2025.

Please note due to the Ministry having achieved 2030 emergency housing reduction targets, the current financial year targets mirror these to maintain emergency housing households at or below 2030 target. Emergency housing remains available for those clients that are eligible and need it.

6. *What correspondence (including emails, presentations, memos, documents and letters) have been sent to regional commissioners and/or regional directors about these current targets/measures/KPIs (including correspondence on designing, finalising, and implementing these) since June 1, 2025, from or on behalf MSD National Office? Please provide this correspondence including who it was sent to, from, date, and content.*
7. *What correspondence (including emails, presentations, memos, documents and letters) have been sent to regional commissioners and/or regional directors about these current targets/measures/KPIs (including correspondence on designing, finalising, and implementing these) since June 1, 2025, from or on behalf of their leadership reporting line? Please*

provide this correspondence including who it was sent to, from, date, and content.

Thank you for your email on 17 October 2025, in response to the Ministry's request for a refinement. You refined the above parts of your request to:

8. *Correspondence regarding the regional Performance Measures sent to Regional Commissioners and/or Regional Directors in Northland, Auckland, Nelson/Tasman, and Canterbury from 1 June 2025.*

The Ministry undertook a sample search of your refined request and determined that the narrowed scope did not substantially change the volume of information that would need to be assessed to determine which emails fall in scope of your request.

In order to provide you with this information, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the Act, as it requires substantial collation. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your requests given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

9. *What official documents have been signed off at the DCE and/or CE level relating to these current target/measures/KPIs? Please provide all documents including who it was signed by, date, and content.*

The Performance Measures were developed at a Group General Manager level alongside the Regional Commissioners and Regional Directors. The 2030 Government Targets were taken into consideration when setting these Performance Measures and KPIs and did not require sign off at the Chief Executive or Deputy Chief Executive level.

Your request for this information is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found.

10. *Has any Minister or Member of Parliament been made aware of these current targets/measures/KPIs, including risks, that are in place for MSD offices and Regions relating to benefit numbers, employment outcomes and support, training, and emergency housing numbers? If so, which Ministers/MPs, when, and by whom? Please provide all correspondence relating to this.*

Your request for this information is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found.

The Department of the Prime Minister and Cabinet's (DPMC's) Delivery Unit leads a regular reporting cycle for the Prime Minister and Cabinet on progress against the Government Targets. The Ministry is responsible for providing a quarterly update to DPMC's Delivery Unit on progress towards Target 5 (50,000 fewer people

on Jobseeker Support) and collaborates with The Ministry of Housing and Urban Development on Target 8 (fewer people in Emergency Housing). The Minister of Social Development approves Target 5, and the Minister of Housing approves Target 8.

As mentioned above, the 2030 Government Targets have been considered in development of the Performance Measures and as they are operational in nature and specific to Regional/site level targets, the Ministry has not made any Ministers or Members of Parliament aware of these specific targets.

We do regularly prepare collateral to support both staff and the Minister for regional stakeholder engagements. This collateral only uses information about the Government Targets and does not include additional operational targets as detailed in the appendix.

The Ministry considers this information to be outside of the scope of this part of your request, as the reporting was not related to the current Regional Performance Measures. You are welcome to make a further request if you are interested in this information.

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 my decision on your request, 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



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