

5 September 2025

Alex Olsen  
[fyi-request-31102-1c7ba129@requests.fyi.org.nz](mailto:fyi-request-31102-1c7ba129@requests.fyi.org.nz)

Dear Alex

Thank you for your request of 26 May 2025 to Kāinga Ora – Homes and Communities for the following information under the Official Information Act 1982 (the Act).

- 1. All emails and electronic messages between Tier Two Kāinga Ora managers and the General Manager, People, Governance, and Capability or her staff referencing potential or actual cost savings resulting from restructuring under Reset, Resize, Renew.*
- 2. All reports, presentations, workshop materials, board papers and SLT papers referencing the difference between Tier Two scores from the 2024 Organisational Health Index Survey and the scores of the rest of the teams surveyed.*

On 24 June 2025 we extended the timeframe of your request to 23 July 2025 to allow us time to consult with an external third party and the appropriate Kāinga Ora staff.

On 23 July 2025, we provided a partial response to Part 1 of your request and advised that Part 2 was taking longer than anticipated due to consultations with McKinsey & Company regarding the information in the Organisation Health Index survey and would follow once finalised. I again apologise for the delay in responding to your full request.

The response below responds to Part 2 of your request.

Kāinga Ora has identified pages 17 and 18 of the full Organisational Health Index Survey results as falling within the scope of Part 2 of your request. Accordingly, please find attached the relevant pages, which are being released to you in part. Some information within the document has been withheld under the following sections of the Act:

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|-------------|---|
| 9(2)(b)(i)  | to protect information where the making available of the information would disclose a trade secret.   |
| 9(2)(b)(ii) | to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.   |
| 9(2)(ba)(i) | to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar |

information, or information from the same source, and it is in the public interest that such information should continue to be supplied.

In terms of section 9(1) of the Act, I am satisfied that, in the circumstances, the withholding of information under section 9 is not outweighed by other considerations that render it desirable to make the information available in the public interest.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available online at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phone on 0800 802 602.

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/> with your personal information removed.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive, flowing style.

Rachel Kelly  
**Manager Ministerial Services**