



26 February 2026

James

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Tēnā koe James

### **Official Information Act request**

Thank you for your emails of 11 and 14 December 2025 to the Minister for Social Development and Employment and to the Ministry of Social Development (the Ministry) requesting information on contracts with Manakau Urban Māori Authority (MUMA) for 2024, 2025 and ongoing.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below. This response addresses all your questions.

- 1. Please list the contracts if any, MSD had with the Manakau Urban Māori Authority in 2024 and the value of the contracts.*
- 2. Please list the contracts if any, MSD currently with the Manakau Urban Māori Authority in 2025 and the value of the contracts.*
- 3. Please list the contracts if any, MSD have with the Manakau Urban Māori Authority in 2026 and beyond and the value of the contracts.*

A list of the Ministry's contracts with the Manakau Urban Māori Authority (MUMA Whānau Services Limited) from 2024 through to 2026 is attached as **Appendix 1 List of contracts between the Ministry and MUMA.**

Please note that because the Ministry operates on a financial rather than calendar year basis and because MUMA holds some multi-year contracts, we have provided this information in Appendix 1 as one combined table listing all contracts active within the 2024, 2025 and 2026 financial years. Also included are contract start and end dates, contract duration and value.

- 4. Is MSD currently aware of multiple allegations of bullying and mistreatment of staff by the current CEO?*
- 5. Is MSD aware of the allegations put to the CEO by STUFF journalist, Tova O'Brien?*
- 6. If MSD is aware of the allegations, when and how and by who were you first notified?*
- 7. Is MSD aware union representatives have trespassed from MUMA?*

The Ministry is aware of the allegations in the public domain that you refer to regarding MUMA and its Chief Executive at a high level. The Ministry was first notified of the allegations by MUMA's Chief Executive verbally and in writing on 12 December 2025.

*8. Do contracts between MSD and MUMA have a behaviour and conduct clause in them regarding the treatment of staff, anti bullying etc?*

The Ministry's contracts (Outcome Agreements) with MUMA and associated accreditation standards require MUMA to follow good employment practice that is compliant with relevant legislation.

The Ministry's Outcome Agreements incorporate the Framework Terms and Conditions which can be accessed here: [www.procurement.govt.nz/assets/procurement-property/documents/templates/framework-terms-conditions.pdf](http://www.procurement.govt.nz/assets/procurement-property/documents/templates/framework-terms-conditions.pdf).

To hold an Outcome Agreement with the Ministry, providers are also contractually required to achieve and maintain Social Sector Accreditation (SSA) through Te Kāhui Kāhu. MUMA Whānau Services Limited are required to hold Level 2 accreditation. Providers must meet the standards relevant to their level of accreditation. These include having and following policies, procedures and practices that comply with the standards. An example of this is a complaints policy. The standards for approval for Level 2 accreditation can be accessed here: [www.tekahuikahu.govt.nz/assets/accreditation-approval/social-sector-accreditation-standards/level-2-social-sector-accreditation-standards.pdf](http://www.tekahuikahu.govt.nz/assets/accreditation-approval/social-sector-accreditation-standards/level-2-social-sector-accreditation-standards.pdf).

*9. What actions/investigations has MSD undertaken if any, to make sure its contractor (MUMA) is not mistreating staff and blocking union representatives from talking to staff via a trespass notice.*

The Ministry has not received any complaints regarding the treatment of MUMA staff or union representatives and therefore has not undertaken any investigation in relation to these allegations. In any case, the Employment Relations Authority would be the appropriate agency to carry out any such process. The Ministry has received assurances from MUMA that the services it provides are not affected by the allegations.

*10. Does MSD currently have any contracts with providers where unions have been trespassed and there are live bullying allegations against the CEO? If yes, please provide the number of contracts and the service providers.*

The Ministry is not aware of any similar allegations made about its other contracted service providers, and we do not capture this type of information as part of our regular reporting. I am refusing this request under section 18(g) of the Act as the information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

*11. What contracts if any, were award to the Manukau Urban Māori Authority under the Whakawatea te ara scheme between September 2022 and April 1st, 2023?*

*12. Please specify the dollar amount of the contracts and contract length*

13. *What contracts if any, were awarded to the Manukau Urban Māori Authority under the same scheme after the 2nd of April 2023 until 12th December 2025*

14. *Please specify the dollar amount of the contracts and contract length.*

The Ministry has not awarded any contracts to the Manukau Urban Māori Authority under the Whakawatea te Ara Poutama scheme.

15. *Please provide MSD's guidelines for managing conflicts of interest.*

Contract and Accreditation requirements around the management of conflicts of interest for providers are set out in the documents referenced in the response at Question 8.

The Ministry's internal guidelines for how our staff must manage conflicts of interest are attached as **Appendix 2** Ministry of Social Development conflict of interest guidance and **Appendix 3** Managing conflicts of interest flow chart.

16. *Has MSD provided MUMA with Pak n'Save vouchers for distribution in the last 4 years? If so, please provide the number of vouchers for each year, the dollar value and the expiry date for batch.*

17. *Please provide the expectation and terms of distribution for these vouchers that MUMA adhere to.*

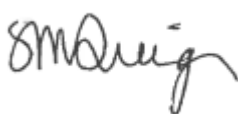
The Ministry has not provided MUMA with supermarket vouchers for distribution. The Ministry does provide grant funding to MUMA Whānau Services Limited to maintain a community food hub to collect, process and distribute supplies of essential food items to support people who experience food insecurity. These grant funding agreements are included in Appendix 1.

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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**